

**PACIFIC GAS AND ELECTRIC COMPANY  
San Bruno GT Line Rupture Investigation  
Data Response**

PG&E Data Request No.:	CPUC_018-02-CONF		
PG&E File Name:	SanBrunoGT-LineRuptureInvestigation_DR_CPUC_018-Q02-CONF		
Request Date:	September 17, 2010	Requester DR No.:	PG&E-01
Date Sent:	October 1, 2010	Requesting Party:	CPUC (CPSD)
		Requester:	Pejman Moshfegh Bezawit Dilgassa

**This response contains sensitive personal information pertaining to PG&E employees and customers, including their names and work/resident locations. For this reason, and only for this reason, PG&E is providing this response to CPSD pursuant to Public Utilities Code section 583. The dissemination of customer and employee information contained in this response raises privacy concerns. Therefore, PG&E believes that such information should remain confidential and not be subject to public disclosure.**

**QUESTION 2**

Provide the name, title, and contact information for the PG&E employees who responded to aforementioned information, contacts, notifications and/or complaints. To the extent a contractor was used to respond to such information, contacts, notifications and/or complaints, please provide the name of the company and the contact information for that company.

**ANSWER 2**

Below are the names, titles and work locations for the PG&E employees responsive to your request. Descriptions are identified below, per address. To arrange for interviews of these employees, please contact Bill Gibson, Manager at (415) 973-0387 or WLG3@pge.com.

For contextual purposes, the process described below, with respect to responding to customer notifications at a PG&E serviced property, is as follows: A CSR is contacted by a customer or individual about a problem or concern at a PG&E serviced property, at which time the issue is internally logged by the CSR. A CSR would then contact a Dispatcher at one of PG&E's Dispatch Centers to locate a field representative who would then be directed to go to the PG&E serviced property in question.

- Redacted }

CSR: PG&E Contact Center Agent Redacted in the Sacramento Contact Center.

Dispatcher: Dispatcher [Redacted] in PG&E's Concord Dispatch Center.

Field Representative: PG&E field representative [Redacted] was dispatched to the property from Daly City.

- [Redacted]:

CSR: PG&E Contact Center Agent [Redacted] in the Fresno Contact Center.

Dispatcher: Dispatcher [Redacted] in PG&E's Concord Dispatch Center.

Field Representative: PG&E field representative [Redacted] was dispatched to the property from San Francisco.

- [Redacted]:

CSR: PG&E Contact Center Agent [Redacted] in the Sacramento Contact Center.

Dispatcher: Dispatcher [Redacted] in PG&E's Concord Dispatch Center.

Field Representative: PG&E field representative [Redacted] was dispatched to the property from Daly City Francisco.

- [Redacted]:

CSR: PG&E Contact Center Agent [Redacted] in the Sacramento Contact Center.

Dispatcher: Dispatcher [Redacted] in PG&E's Concord Dispatch Center.

Field Representative: PG&E field representative [Redacted] was dispatched to the property from Daly City.

- [Redacted]:

CSR: PG&E Contact Center Agent [Redacted] in the Sacramento Contact Center.

Dispatcher: Dispatcher [Redacted] in PG&E's Concord Dispatch Center.

Field Representative: PG&E field representative [Redacted] was dispatched to the property from Daly City.