

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

PG&E Data Request No.:	CPUC_018-03-CONF		
PG&E File Name:	SanBrunoGT-LineRuptureInvestigation_DR_CPUC_018-Q03-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 3

In general, describe PG&E's protocol for receiving and responding to information, contacts, notifications and/or complaints regarding the detection of gas. Please include the following:

- a. The Interactive Voice Response (IVR) script that directs a caller to a customer service representative.
- b. The script used by the customer service representative for notifications or complaints received regarding gas leaks and/or gas odor.
- c. Describe the protocol for receiving and responding to notifications and/or complaints from complainants who have not specified an exact location for a detected gas smell or odor.
- d. Describe how PG&E processes notifications and complaints referred from third parties such as emergency response centers (911).

ANSWER 3

Below, PG&E summarizes the information that responds to this request.

- a. A person initiates a call to PG&E by dialing (800) 743-5000. A caller then hears the following prompt from the IVR menu: "Thank you for calling Pacific Gas & Electric. Para espanol, oprima nueve. For account, payment or billing information, press 1. To turn gas or electric services on or off, or to make an appointment, press 2. For

information on, or to report an outage, press 3. To report a hazardous situation such as a gas leak or a downed power line, press 4. Or, for more choices, press 5. To speak with a service representative, press zero at any time.” A customer then presses 4 to report such a hazardous situation. The IVR system then transfers the call to a PG&E CSR, advising the caller that the “call is being transferred with the highest priority to a service representative.”

b. The following steps describe a summary of the protocols and scripts used by a CSR for notifications received regarding gas leaks and/or gas odor. These instructions were updated in 2009, at which time all CSRs were appropriately trained with regard to the updates. The revisions were put in place to support PG&E’s efforts to ensure consistent handling and prioritization of reports of hazardous events, including gas leaks. All new CSRs are required to participate in five days of training for gas and electric service requests, including 4 hours of dedicated training on the handling of reports of gas odors and leaks.

- Step 1: Ask the caller all of the following questions to determine the severity and the appropriate scheduling process for field response and safety advisement.
 - Can the gas be heard hissing or blowing? Is the gas odor very strong? Proceed to follow the appropriate process below based on answers given by the caller.
 - If “YES” given to any of the above questions indicates a safety risk to customers, public, or PG&E employees, the customer service representative should gather all required information in Step 2 (below) and issue Immediate Response Field Order in Step 3 (below).
 - If “NO” given to all of the above questions, then a safety risk is not considered to be present and customer service representative should proceed to subsequent questions below.
 - Is caller experiencing high anxiety (extremely anxious, nervous or afraid)?
 - If “YES,” customer service representative should gather all required information in Step 2 (below) and issue Immediate Response Field Order in Step 3 (below).
 - If “NO,” customer service representative should gather all required information in Step 2 (below) and issue Same Day Field Order in Step 3 (below).
- Step 2: Identify Location, Duration and Cause. Determine specifics of the situation by asking the customer all questions for each factor. Include provided information in Field Order Comments.
 - Location: Ask either “Inside” or “Outside” questions (but not both).

- Inside Questions
 - What specific room is the odor located in (bathroom, kitchen, living room, etc.)?
 - Is gas odor in a confined area (bathtub, near fixtures, in the walls or a closet, etc.)?
 - Outside Questions
 - In what area do you notice the odor? (front/back yard, parking lot, sidewalk, etc.)?
 - Is grass discolored (browning) near leak location?
 - Duration
 - How long have you noticed the gas odor (today, recent, several days or beyond)?
 - Cause
 - Has recent plumbing or construction been completed on premise by self, family member or contractor?
 - Has there been any construction in the area utilizing backhoes or other large equipment?
 - Is there any other information that could identify the cause of the odor/leak and assist in this investigation?
 - Step 3: Schedule appropriate field order as determined by previous steps above.
 - Immediate Response Field Order
 - Same Day Field Order
- c. The process described below is utilized for area odor reports. If the odor is not strong, the information is collected and a same day appointment is scheduled. For same day scheduling, the last bullet for “extreme conditions” does not apply. Immediate response is defined as 1-hour response time. The information below was taken directly from the CSR General Reference Guide.
- Step 1: Check to determine if there are any pending Field Orders for pilot relight requests.
 - If pilot relight order exists:

- Cancel Field Activity.
- Use Cancel Reason Code: Cancel-Other FAS.
- Advise customer “Due to our prescheduled commitments to other customers and the need to respond to emergency situations, it may be necessary to turn off your gas service to make it safe and return at the end of the day to complete any repairs and relight your pilots.”
- Step 2: Issue Immediate Response Field Order. Use appropriate Field Activity type: GASLEAKD <Gas Leak Dryer>, GASLEAKF <Gas Leak Fireplace>, GASLEAKH <Gas Leak Heater>, GASLEAKI <Gas Leak Investigation>, GASLEAKM <Gas Leak Meter>, GASLEAKO <Gas Leak Outside-Unspecified>, GASLEAKP <Gas Leak Pool/Spa>, GASLEAKR <Gas Leak Range>, GASLEAKW <Gas Leak Water Heater>, GASUNSPI <Gas Unspecified Inside>, GASUNSPO <Gas Unspecified Outside>.
 - Change Priority Code to 10.
 - In comments, note:
 - EVAC FIRST
 - If CIA account - Indicate CIA next in comments
 - Access and Dog(s)
 - It is not necessary to note "Access ok" (IR tags only)
 - All other access issues must be noted
 - Severity
 - Location of Leak
 - Duration
 - Cause (if known)
 - Cross Streets
 - If pending pilot relight changed to gas leak, indicate appropriate code:
 - PR2GL1 = pilot relight changed to gas leak on same call
 - PR2GL2 = pilot relight changed to gas leak on additional call

- Other pertinent information
- Name of caller
- If information does not fit on field order, provide additional information to dispatch
- If additional details may be needed in the future:
 - Create Customer Contact on main customer of record only
 - Contact Class: Other
 - Contact Type: Other
 - In comments, note all details regarding situation that do not fit in field order comments
 - Verify contact number
- Step 3: Advise customer of evacuation instructions:
 - Hissing, Blowing, very Strong odor, Safety Risk identified, or customer has high anxiety.
 - For safety reasons, we advise everyone evacuate building/area until personnel arrive, we will make every effort to respond within one hour.
- Step 4: Provide all Gas Leak Safety Tips- Advise the customer that you are going to provide them with some gas safety tips and that all may not apply to their situation.
 - For safety reasons, service personnel should not call ahead or ring doorbells on gas leak orders.
 - Never use matches or candles to look for natural gas leaks – do not strike matches or use a lighter.
 - Never turn on/off any electric switches if a gas leak is suspected - including light switches.
 - Do not use the telephone, doorbell or other electrical equipment, (radios, TVs, lights, appliances, garage door openers, etc.), as there is a potential for ignition.
 - Leave the telephone off the hook at the conclusion of this call.

- Do not start an engine.
- Stay away from the area where the odor is detected.
- Shut-off gas to building/residence at meter if customer can do this action safely.
 - Advise consumer as to how to shut off the gas, if such action can be safely performed.
- Step 5: Conclude call with customer.
 - Ask the customer to:
 - Advise consumer to remain nearby to watch for our representative.
 - Remind consumer that he/she must be present, if no one is present when service personnel arrive, depending on the severity of the leak, the gas service may be shut off.
 - Under extreme conditions:
 - Advise consumer to call 911 from another location.
 - When Message Line indicates contact dispatch to alert of IR order and notify dispatch of the evacuation instructions provided to the consumer.
- d. Third Party Emergency Response Centers ("911") have a direct 911 line into PG&E's Dispatch Centers. They dial (888) 743-4911 and are connected directly with a dispatcher. The dispatcher collects all relevant facts, generates a field order and then dispatches a field technician to respond. If there is a rare instance where an emergency response center calls the General Inquiry line, the CSR would process the call in the same way they would process a customer call.