

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

PG&E Data Request No.:	CPUC_018-04-CONF		
PG&E File Name:	SanBrunoGT-LineRuptureInvestigation_DR_CPUC_018-Q04-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 4

In the event complaints may not have been documented by PG&E, please provide a list of all crews dispatched, specifically, to the area encompassing the 747 billing addresses discussed in the September 16, 2010 conference call between CPSD and PG&E, from July 1, 2010 to September 9, 2010.

ANSWER 4

Following a call between Bill Stock and Lise Jordan of PG&E and Pejman Moshfegh of CPSD in which PG&E described the process for both field representatives, also known as Gas Service Representatives or "GSRs," and Gas Maintenance and Construction (M&C) crews to respond to locations in Search Areas 1 and 2, PG&E understands this request to be for all instances where either a GSR or a Gas M&C crew responded to locations identified in Search Areas 1 and 2 from July 1 through September 9, 2010, which were not prompted by a customer call to our contact centers.

With respect to the field response, not including the Gas M&C activity, PG&E searched its database of field tags from its Field Automation System (FAS tags) and provides information on all tags issued during the time period in question in both Search Areas 1 and 2. These include the gas odor calls referenced in response to question 1. The employees responding to these FAS tags include GSRs as well as other field personnel.

Search Area 1

- 1 gas meter change

- [Redacted] taken 9/1/10 for 9/2/10. Upgrade gas meter. Changed regulator and valve. Started dryer and other gas appliance.
- 2 Gas Leak
 - [Redacted] taken 7/23/10 for 7/23/10. Gas odor at meter. Found leak contacted supervisor and crew for repair.
 - [Redacted] taken 7/27/10 for 7/27/10. Customer reported mild odor at meter.
- 1 Cancelled tag
 - [Redacted] taken 7/2/10 for 7/8/10. Check central heat. Order cancelled in IVR at 7:46 am on 7/8/10 by caller from [Redacted].
- 7 Electrical
 - [Redacted] taken 8/3/10 for 8/3/10. Partial outage in garage and bedroom.
 - [Redacted] taken 8/23/10 for 8/23/10. Partial outage in bedroom and some lights.
 - [Redacted] taken 8/23/10 for 8/23/10. Partial outage in kitchen and living room.
 - [Redacted] taken on 8/23/10 for 8/23/10. Part out in some rooms and appliances.
 - [Redacted] taken 8/3/10 for 8/4/10. Remove lock on meter so panel can be worked on.
 - [Redacted] taken 8/5/10 for 8/5/10. Heard pop at transformer and then buzzing. Checked ok.
 - [Redacted] taken 7/20/10 for 7/20/10. Meter Change.
- 1 Pilot Relight
 - [Redacted] taken 8/25/10 for 8/26/10. Pilot relight on water heater.

Search Area 2

- 3 Gas Leaks
 - [Redacted] taken 9/3/10 for 9/3/10. Reported outside garage door. No leak found.

- [Redacted] taken on 8/16/10 for 8/16/10. Reported for garage. Valves tightened and repaired.
- [Redacted] taken 8/2/10 for 8/4/10. Odor reported in the garage. Notes stated repaired leak at valve. No other leaks found.
- 4 Electric
 - [Redacted] taken on 6/28/10 for 7/2/10. Energy Cost Inquiry meter test completed. Results OK.
 - 2 orders for [Redacted] taken on 7/14/10 for 7/15/10 to disconnect service for roof repair.
 - [Redacted] taken 9/4/10 for 9/4/10. Wires on pole appear too low and by a hedge. Customer wants them raised. Safety inspection completed.
 - [Redacted] taken 9/2/10 for 9/2/10. Reattach service drop after roof work.
- 5 Pilot relights
 - [Redacted] taken on 8/23/10 for 8/27/10 for heater located in basement.
 - [Redacted] taken 8/26/10 for 8/26/10 to relight water heater.
 - [Redacted] taken 9/3/10 for 9/4/10. Relight for hot water heater – CGI [field representative “can’t get in” to relight pilot, customer not home].
 - [Redacted] taken 9/5/10 for 9/5/10. Relight for hot water heater completed.
 - [Redacted] taken on 8/12/10 for 8/16/10 to check and relight heater pilot.
- 3 completed Meter Changes
 - [Redacted] system generated 6/19/10 for 7/15/10 to change meter.
 - 2 tags for [Redacted] for 8/2/10 to change meter. Second tag to get assistance to deliver equipment.
- 1 Start Service
 - [Redacted] taken 8/12/10 for 8/14/10 to start service.

With respect to the Gas M&C crews, the following three work activities occurred in Search Area 1 during the specified timeframe:

July 23, 2010: Underground Service Alert (USA) Ticket for [Redacted] at the City of San Bruno for [Redacted], cross street [Redacted] for work over sewer main.

July 26, 2010: Leak repair at [Redacted]

August 20, 2010: Leak repair at [Redacted]

No activity occurred in Search Area 2.