

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

PG&E Data Request No.:	CPUC_018-05		
PG&E File Name:	SanBrunoGT-LineRuptureInvestigation_DR_CPUC_018-Q05		
Request Date:	September 17, 2010	Requester DR No.:	PG&E-01
Date Sent:	October 15, 2010	Requesting Party:	CPUC (CPSD)
		Requester:	Pejman Moshfegh Bezawit Dilgassa

**This response includes documents that contain sensitive personal information pertaining to PG&E employees and customers, including their names, phone numbers, 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 5**

Please provide all information, contacts, notifications and/or complaints brought to the attention of PG&E employees and/or contractors hired by PG&E in relation to the detection of “gas smells” or odor emanating from the area encompassing the 747 billing addresses, as discussed in the September 16, 2010 conference call between CPSD and PG&E subsequent to September 9, 2010.

- a. Please provide the source of the information and contact information for all consumers who contacted, notified and/or complained to PG&E about having detected the scent of gas in or around the area specified in No. 5 above, subsequent to September 9, 2010.
- b. Describe any and all actions taken by PG&E to address and rectify all information, contacts, notifications and/or complaints regarding the detection of gas in the area specified in No. 5 above subsequent to September 9, 2010. Please provide a thorough description of action taken for each notification, contact or complaint.
- c. Provide all existing documentation, including information contained in the “Customer Care Billing System” and work orders (fields order or tag) responsive to the contacts, notifications, and/or complaints of gas smell.

## **ANSWER 5**

### What follows is a partial response to Question 5:

In the September 9, 2010 through September 30, 2010 time period, PG&E received a number of contacts, notifications and/or complaints relating to gas odors or smells through channels other than a telephone communication to one of PG&E's 28 Contact Centers. There were, for example, instances when a customer communicated with a PG&E employee at the San Bruno Command Center, communicated with a PG&E employee during a PG&E initiated site visit to a San Bruno school, or called a PG&E facility other than one of the 28 PG&E Contact Centers. In those instances where a Gas Service Representative (GSR) was dispatched, contacts, notifications and/or complaints were recorded as Field Orders to the GSRs as they were dispatched to the scene.

To identify responsive field orders that arose from the kinds of contacts described above, PG&E used the following methodology:

Step 1: It queried all field orders to identify all gas-associated orders within the search area (as that area is described and explained in PG&E's October 1, 2010 Response).

Step 2: It queried all San Bruno "unknown premise" field orders to identify gas orders created for locations within the search area.

Step 3: It identified the field orders responsive to Question 5.c, and summarized and described the information contained in those field orders in terms that we believe are responsive to Questions 5.a and 5.b as well.

Using this methodology, PG&E identified 53 responsive field orders. These 53 field orders are attached as PDF files and accompany this response. PG&E has also provided as part of this response an Excel spreadsheet that summarizes and describes the field orders.

On or before October 22, 2010, PG&E will supplement this response. PG&E's supplemental response will include information relating to calls received through PG&E Contact Centers as well as other responsive information and documents.

### **EXPLANATION OF ACCOMPANYING FIELD ORDERS AND EXCEL SPREADSHEET DESCRIBING AND SUMMARIZING THEM:**

Each Field Order (FO) is documented on a CC&B Online Query form (Customer Care & Billing) document. These forms show the relevant information for each customer inquiry. These requests were generated from field contacts and not through a direct customer call to one of PG&E's Contact Centers. Therefore, specific text fields have been copied into the summary spreadsheet to provide an indication as to how the contact was initiated. These text fields provide information as to where the request was generated, what the nature of the request was, and relevant comments from field personnel who responded.

For the field created tags the column labeled “Field Order Detail” is populated from the field order form:

- “General” remarks (aka Field Remarks) section on page 2.
- “CSR Remarks” from page 1
- “Dispatcher” remarks from page 2
- “Extended” remarks (aka “Extended Comments:” from page 2

The field orders contain a significant amount of short hand, acronyms and other abbreviations that make them difficult to understand if not experienced in reading them. The next column labeled as “Unabbreviated Remarks/Comments Sections of Field Order” spells out the abbreviations, acronyms and other shorthand notations so that they are more understandable. The column labeled as “Summary of Action Taken” provides a summary in layperson terms of the actions taken that are reflected in the field orders.