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

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| PG&E Data Request No.: | CPUC_018-05Supp01 | | |
| PG&E File Name: | SanBrunoGT-LineRuptureInvestigation_DR_CPUC_018-Q05Supp01 | | |
| Request Date: | September 17, 2010 | Requester DR No.: | PG&E-01 |
| Date Sent: | October 21, 2010 | Requesting Party: | CPUC (CPSD) |
| | | Requester: | Pejman Moshfegh<br>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 PARTS A, B, & C – SUPPLEMENTAL 01**

*What follows supplements PG&E's previous response to Question 5 of October 15, 2010:*

In the September 9, 2010 (post event) through September 30, 2010 time period, PG&E received a number of contacts, notifications and/or complaints relating to gas odors or smells through one of 28 different toll free numbers, which includes the four PG&E Customer Contact Centers.[1] The customer contact information for each of the relevant calls is summarized in Attachment 2 of this request. The corresponding field orders and the underlying recordings of each customer call are also included in attachments to this response.

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

PG&E performed a review of all customer calls, emails, and other contacts with PG&E employees and/or contractors that were related to the detection of "gas smells" or odors emanating from the 747 billing addresses subsequent to the September 9th incident up to and including September 30, 2010. This review yielded 92 contacts of which 39 arose from customers, or others on their behalf, calling the PG&E Contact Centers and 53 arose through various contacts directly with PG&E field representatives. *Note: PG&E's October 15, 2010 response to this question contains detailed information on the 53 contacts directly with PG&E field representatives.*

In response to this request, PG&E undertook to identify inbound telephone and email contacts, notifications, and/or complaints received between the time of the incident on September 9th and September 30th.

In the case of inbound telephone calls, PG&E's search efforts focused on two defined search areas, which together comprise the 747 billing addresses. The search process has focused on the two following sub-areas in which the 747 billing addresses are located.

Search Area 1 – This area consists of 375 addresses included in the area accessed via Redacted Redacted

Search Area 2 – This area is immediately adjacent to Search Area 1 and consists of 372 addresses included in the area accessed via Redacted Redacted

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1 PG&E's October 15, 2010 response mistakenly refers to "28 Contact Centers." *See* October 15, 2010 Response, p.2. PG&E in fact maintains four Contact Centers that utilize 28 toll-free numbers.

PG&E completed a search of 925,185 AT&T calls covering the time period from the post event period through September 30th, 2010, Using the methodology described below, PG&E isolated all incoming calls to PG&E that may have originated from phone numbers associated with the 747 addresses in Search Area 1 and Search Area 2. The following descriptions provide a more detailed explanation of those search processes.

- Phone Number Identification Efforts

  Step 1: Identify phone numbers from previous field requests in the area.

  Step 2: Use service addresses to identify all phone numbers associated with accounts for each address utilizing Customer Care & Billing System (CC&B); identified all primary, secondary, and alternate phone numbers.

  Step 3: Search service addresses in Accurint (credit database) to identify additional phone numbers associated with each address.

  Step 4: Search each service account number in Verint, PG&E's internal call recording system. This search was performed to locate any additional phone numbers through Automatic Number Identification that were not identified in the first three steps above.

  Step 5: Utilize reverse lookup on whitepages.com to identify any additional phone numbers that were not identified in the previous 4 steps above.

- Call Identification Efforts

  Step 1: Query all phone numbers for each search area against the AT&T Toll Free database (Business Direct) to determine contacts to the 28 PG&E Contact Center toll free numbers.

  Step 2: Query all phone numbers for each search area against the Verint Database to identify all call recordings for calls that were handled by a CSR.

  Step 3: For any call that was not handled by a CSR (e.g. abandoned calls, IVR handled calls, etc.), utilize Avaya, PG&E's automatic call distribution system that processes incoming calls, and IVR database to determine call information such as: amount of time to abandon, transaction completed and the path in the IVR, etc.

  Step 4: Have PG&E management employees listen to all call recordings to document call types and summarize content.

This process is consistent with industry call search practices and was used to identify all phone numbers for each service address in San Bruno and/or linked to a field order. The process helped PG&E locate calls and call recordings associated with each phone number.

In addition, in the case of customer emails received, PG&E exerted best efforts to identify all emails received from customers with respect to PG&E's service in the San Bruno community covering the time period just after the fire on September 9th through September 30th, 2010, via PG&E's internal email systems software ("Kana"). Because emails do not always identify the physical location of the customer, the process is difficult and imperfect. The methodology used to review emails is described below.

Kana Email Efforts – All emails within the Kana Email System have been reviewed using a "word-based" search to locate and review all emails containing the phrase "San Bruno". This process was intended to identify all electronic communications received by PG&E with respect to customer concerns about PG&E-serviced properties in the specific search areas from the time just after the event through September 30th. PG&E has completed the "word-based" search~~,~~ and has found no email reports of gas odors from customers located in the two search areas.

After this extensive review, PG&E's records indicate that there were 39 calls responsive to this request. Each was electronically recorded.

**EXPLANATION OF ACCOMPANYING FIELD ORDERS AND EXCEL SPREADSHEET DESCRIBING AND SUMNARIZING 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 arose out of the 39 customer calls received at one of PG&E's Contact Centers. The "Purpose of Call" field information was created by reviewing the field order and verified for accuracy by listening to the recording of the associated customer call. The "Field Order Detail" field was created by copying text directly from the field order into the summary.

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.