

Field Orders Initiated Through PG&E Contact Centers - Post Event 9/9/10 through 9/30/10

Date & Time of Call	ANI / CLI	Account #	Corresponding Wave File Attachment	First and last name of Customer calling	Contact phone number provided	Purpose of Call	Field Order ID	Field Order Detail	Unabbreviated Remarks/Comment Sections of Field Order	Summary of Actions Taken	Corresponding FO PDF Attachment
1	9/13/2010 9:05:48 AM	6508718201	20100913_05.48_6508718201.av	Redacted		Redacted in San Bruno. Customer has a huge pipe line that runs in front of her house and wants us to come check it. Agent schedules a gas leak field order.	5265864091	outside=0, water=0, cleanout=0, perimeter=0, vents=0 4120- garage door=0, front door=0 and windows = 0. found crimped o-ring at the union stopcock. replaced o-ring. cks ok. clocktest = 2 cfh. painted set. cust on way out - no inside sweep.	Used combustible gas indicator to sweep outside and found zero lower explosive readings at, water box, drain cleanout, perimeter of foundation, and foundation vents. Also found zero lower explosive limit readings at 4120- garage door, front door and windows. Found crimped o-ring at the union service valve. replaced o-ring. Checks ok. Clock test = 2 cubic feet per hour appliance pilot flow. Painted set. Customer leaving on way out - no inside sweep performed.	Employee dispatched to perform leak survey of property. Outside sweep included water box, drain cleanout, perimeter of foundation and foundation vents; no leaks found. Also checked garage door, windows and front door at 4120 address; no leaks found. Identified a crimped o-ring at the service valve; replaced o-ring. Performed clock test to determine if any unaccounted for gas; ok. Unable to perform inside sweep as customer was leaving.	Attachment 2A
2	9/17/2010 8:05:40 AM	6503332421	20100917_8.05.40_650333242	Redacted		San Bruno: Customer calling to report a noticeable gas odor in two classrooms at Redacted located at Redacted	5276054041	gas off on arrival/power out too/shutdown zero flow over 6mins./found 2tiny lks at 2 f.a.f. both capped/other svcmn onsite/had to leave for another ir/pressure good	Gas off on arrival power out too. Shutdown zero flow over 6 minutes. Found 2 tiny leaks at 2 forced air furnaces, both capped. Other serviceman onsite had to leave for another immediate response. Pressure good.	Dispatched to job. Found gas meter shut off on arrival. Restored gas service and found 2 small leaks at 2 forced air furnaces, unable to repair leaks so both furnaces were capped.	Attachment 2B
3	9/10/2010 10:23:07 AM	6507377655	20100910_0.23.07_650737765	Redacted		San Bruno: Customer calling to report a gas odor at Redacted. Redacted officials located the odor while completing a safety walk-through. The odor was detected in a heater closet.	5276054989	IS=0lel. ES=0lel. No lk @ app.'s. Left all fan's off per custodians request. HVAC to relight on Monday. Rpd lk @ insulated union fltr to al1400. Left pressure as found. HL clocked 0cfh.	Inside Sweep equaled zero Lower Explosion Limit Exterior Sweep equaled zero Lower Explosion Limit. No leak at appliances. Left all Forced Air Furnaces off per custodian's request. Heating Ventilation Air conditioning tech to relight on Monday. Repaired Leak at insulated union fitting to al1400 gas meter. Left pressure as found. House line clocked, zero cubic foot per hour.	Dispatched to job. Combustible gas indicator found no leaks at exterior, interior or appliances of residence. Did find and repair leak at insulated union of gas meter set.	Attachment 2C
4	9/14/2010 6:17:34 PM	6505887466	20100914_8.17.34_6505887466.WAV	Redacted		San Bruno: Customer calling to report a gas odor near their gas meter that neighbor also noticed.	5276058317	FOUND LEAKS AT MTR SET BELOW SRVC REG REPAIRED ALSO LEAKS AT FLEX CNNECTR FTTINGS TO DRYER & WTR HTR MTR TEST INDICATES 1/8 CFH AF CGI TEST OUTSIDE AFTER REPAIRS = 0 % LEL INSIDE AFTR REPAIRED LEAKS = 0 % LEL NO OTHER LEAK FOUND REPLACED BAD FITTINGS/UNION ON MTR SET	FOUND LEAKS AT METER SET BELOW SERVICE REGULATOR AND REPAIRED. ALSO LEAKS AT GAS FLEX CONNECTOR FTTINGS TO DRYER & WATER HEATER METER TEST INDICATES 1/8 CUBIC FEET PER HOUR APPLIANCE FLOW COMBUSTIBLE GAS INDICATOR TEST OUTSIDE AFTER REPAIRS FOUND 0 % LOWER EXPLOSIVE LIMIT INSIDE AFTER REPAIRED LEAKS = 0 % LOWER EXPLOSIVE LIMIT NO OTHER LEAK FOUND REPLACED BAD FITTINGS/UNION ON METER SET	Employee dispatched to perform leak survey of property and appliance safety check. Found leaks at meter set below service regulator; repaired ok. Also found leaks at flex connector line at the gas dryer and leak water heater. Repairs were made and no other leaks detected.	Attachment 2D
5	9/24/2010 2:30:35 PM	6505838266	20100924_30.35_6505838266.av	Redacted		Redacted San Bruno- Corner of Redacted customer's gardner says that a there is a slight heaving of the ground in his yard. The gardner smells gas. Gardner pointed this out two years ago but I didn't take a close look until now. the grass is not discoloured.	5276062269	FOUND 50%LEL IN LAWN AREA, CASE #331247906, CSR LAN ID BXKJ; SWEEP OUTSIDE NO OTHER READS; NO GAS ODOR INSIDE PER CUST; CK'ED INSIDE W/CGI NO READS; CK'ED GAS APPLS; MADE FU TO CHANGE SERV VALVE WHICH IS HARD TO TURN;	FOUND 50% LOWER EXPLOSIVE LIMIT IN LAWN AREA, ISSUED CASE #331247906, CUSTOMER SERVICE REPRESENTATIVE LAN ID BXKJ CREATED CASE NUMBER; SWEEP OUTSIDE NO OTHER READS; NO GAS ODOR INSIDE PER CUST CHECK'ED INSIDE WITH COMBUSTILBE GAS INDICATOR NO READS; CHECKED GAS APPLIANCES; MADE FOLLOW UP TAG TO CHANGE SERVICE VALVE WHICH IS HARD TO TURN;	Dispatched to job. Combustible gas indicator found leak in lawn area. Issued a case for Maintenance & Construction to inspect and repair. Used combustible gas indicator and found no leaks inside at appliances. Requested follow up tag for crew to replace hard to turn service valve at gas meter.	Attachment 2E
6	9/13/2010 1:37:32 PM	6506366522	20100913_1.37.32_6506366522.av	Redacted		Redacted SAN BRUNO - Customer smells odor inside home coming from heater. Another employee (Gas Service Representative - GSR) walked up while customer was on the phone with the rep and customer hung up. Rep continued to open the FO and send it out.	5328227670	found & repaired leak at pipe conncion to manual valve on furnace no other leak found COMMENTS mtr indicates 0 cfh af with both pilots off cgi test indicates 0 % lel inside and 0 % lel outside advsd cstmr needs to replace furnace fltr	Found & repaired gas leak at pipe connection to manual valve on furnace no other leak found COMMENTS meter indicates 0 cubic feet per hour appliance flow with both pilots off combustible gas indicator test indicates 0 % lower explosive limit inside and 0 % lower explosive limit outside advised customer needs to replace forced air furnace filter	Employee was dispatched and arrived as customer was talking to PG&E rep. Employee found leak at the connection to a manual valve on the furnace; repaired ok. Inside and outside sweep found no other leaks. Customer was advised to replace filter on forced air furnace.	Attachment 2F

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7	9/15/2010 9:12:16 AM	6508670549	20100915 09.12.16_6508670549.wav	Redacted		San Bruno-female (no name) smells gas in garage at 210 estates dr san bruno. [Redacted] Red bar glenview fire. Customer advised light odor for 2 days in garage that has furnance and water heater.cross street glen view. 2nd observation -female smells gas at garage at [Redacted] san bruno. she gave a number of [Redacted] and has smelled it for 2 days.	5328380362	found ron a. on scene w/m. delbono. sweep and problem found per ron a. awh disconnected and capped. pressure taken by ron a. = 7.0-7.4 per ron. unable to paint - windy and in the direction of the fence and car parked in driveway. adj and secured faf fan compartment door. htr cks and operates ok.	Found gas service representative Ron a. on scene with Supervisor [Redacted] Combustible gas indicator sweep and problem found per Ron A. automatic water heater disconnected and capped. Gas regulator pressure taken by Ron a. = 7.0-7.4 per Ron. unable to paint - windy and in the direction of the fence and car parked in driveway. adjusted and secured forced air furnace fan compartment door. heater checks and operates ok.	Employee dispatched and when arrived found other PG&E employees on site. A sweep inside and outside found a leak with an automatic water heater which had service to it disconnected and capped. Employee also adjusted and secured compartment door for furnace. Heating system checked and found to be operating ok. Due to winds and close proximity of customer vehicle, meter set was not painted.	Attachment 2G
8	9/23/2010 12:14:31 PM	6508721522	2010923 12.14.31_6508721522			[Redacted] Customer is calling because her trees look sickly since the San Bruno Incident; questions if trees are a result of gas leaks. Had a vegetation management representative who looked at the trees, but wasn't very helpful since he was only there to trim the trees around the pole.	5328408210	outside=0, light covers=0, garage door=0, water =0, windows=0 and front door = 0. inside = 0. mtr set and riser = 0. clocktest = 0. appls ck and operate ok.	Combustible gas indicator outside sweep found zero lower explosive limit reads at light covers, garage door, water boxes, windows, front door and inside residence. Meter set and riser zero reads. Meter clock test = 0 appliance pilot flow. Appliances check and operate ok.	Employee dispatched to perform leak survey and appliance safety check. Outside and inside sweeps found no leaks. A clock test was performed to determine if there was any unaccounted for gas; results ok. Appliances were checked and found to be ok.	Attachment 2H
9	9/18/2010 11:05:16 AM	5309062679	20100918 11.05.16_5309062679			PG&E representative is calling for a customer at [Redacted] SAN BRUNO, CA. Customer would like a safety check on her appliances.	5328412012	NO 1 HOME,AF1.2CFH,GAS TRAK OUTSIDE,0%LEL,NOTIFIED SUPERVISOR [Redacted] SHUT OFF@ MTR PER SUP. COMMENTS LEFT SRF AT FRT DR,GSR WILL RETURN TO ADDRESS AROUND 3PM TO CHECK IF CUST HOME.	No one home. Actual flow 1.2 cubic foot hour. Gas trak sweep outside is 0.0% lower explosive limits. Notified Supervisor [Redacted] shut off meter per supervisor. Left service report form at front door. Gas Service Representative will return to address around 3:00 pm to check if customer is home.	Dispatched to job. Customer not home. Checked perimeter of house and found no leaks. Meter clock test identified 1.2 cubic feet per hour unaccountable flow in customer house line. Per Supervisor Bill Tom, the gas service to the home was shut off and capped by placing a disc in meter. A follow up visit will be required once customer is available to complete an inside inspection and appliance safety check.	Attachment 2I
10	9/14/2010 7:39:54 PM	4153730800	20100914 19.39.54_4153730800			Lan ID: RCAB Gas service representative needs to tags made for [Redacted] San Bruno and [Redacted] San Bruno for a Gas and Electric turn on. [Redacted] San Bruno- need a tag for gas unspecified.	5338557427	PER CUST-RECHK APPLS&GAS MTR. NO PRBLEMS FND-PAINT SET-CUST HAPPY!	Per customer. Re check appliances and gas meter. No problems found. Painted set, customer happy.	Dispatched to job. Found no leaks. Safety checked appliances.	Attachment 2J
11	9/24/2010 9:44:26 AM	9165997986	20100924 9.44.26_9165997986			San Bruno: [Redacted] PG&E representative is contacting the call center for a customer. Customer is having to deal with Sear's and PG&E about their stove. Customer service rep creates a tag for Dan Cruz to go to the house to turn on the gas.	5338572019	UPON ARRIVAL DEALER ONSITE CONFIRMED 3.6 LEL ON CGI AT RF BURNER LR BURNER 1.6 / DISCONNECTED HAZ ISSUED RTD REPAIR OR REPLACE / OK MODIFIED PER SUP BROWNSON / CLKD 1 CFH FLOW WITH PILOTS ON UPON DEPT	UPON ARRIVAL DEALER ONSITE CONFIRMED 3.6% LOWER EXPLOSIVE LIMIT ON COMBUSTIBLE GAS INDICATOR AT RIGHT FRONT BURNER LEFT REAR BURNER 1.6% LOWER EXPLOSIVE LIMIT LEAK / DISCONNECTED HAZARD NOTICE ISSUED REFERRED TO DEALER TO REPAIR OR REPLACE / OK MODIFIED PER SUPERVISOR BROWNSON / CLOKED 1 CUBIC FEET PER HOUR FLOW WITH PILOTS ON UPON DEPT /	Employee Dispatched and met with appliance dealer and confirmed that right front burner of range was leaking. Range disconnected and hazard notice issued with dealer to repair or replace.	Attachment 2K
12	9/13/2010 10:37:56 AM	4157628160	20100913 10.37.56_4157628160.wav			Gas servicemen calling to get a tag generated in San Bruno for address [Redacted] in San Bruno for gas leak at the meter	5338582211	0.2%LEL UPON ARRIVAL AT G MTR SET.SWEEP INSIDE/GAS A 2 PPLIANCES.0%LEL DETECTED. FOUND GAS AT REG RELIEF VENT. CHECK PRESSURE; NO LOCK UP. FOUND GAS BYPASS 3/4" SVC VALVE. NOTIFIED SF SUPR M. DELBONO; ADVISED TO STANBY FOR GSR RUSSELL. SVC	0.2% lower explosive limits upon arrival at gas meter set. Sweep inside gas appliances 0% lower explosive limits detected. Found gas at regulator relief vent. Check pressure, no lock up. Found gas bypass 3/4" service valve. Notified Service Supervisor M. Delbono. Advised to stand by for Gas Service Representative Russell. Service riser plugged until arrival. Relief by Gas Service representative Russell at 11:03AM.	Dispatched to job. On arrival found leak at gas regulator vent. Requested assistance of another Gas Service Representative in order to repair leak. No leaks detected inside of residence.	Attachment 2L

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13	9/11/2010 11:55:50 AM	6508718823	20100911 11.55.50_6508718823.WAV	Redacted		Redacted in San Bruno. Customer is smelling gas in the basement.	5338721890	in/out sweep ok 0% found. cgi found 6.8% inside htr from unlit pilot light while mtr off. valve on mtr found bypassing. had assist with Rob to change Valve. reassembled mtr. Soap tested after corrections cgi read 0% everywhere. Relit & sfty chkd all g appls. Advd cust to remove excess clutter on and around htr. fire hazard also advd to replace filter. swept driveway and sidewalk to street. no other leaks located.	inside/outside sweep ok 0% found. Combustible gas indicator found 6.8% lower explosive limit inside heater from unlit pilot light while meter off. valve on meter found bypassing. had assist with Rob to change Valve. Reassembled meter set. Soap tested after corrections combustibile gas indicator read 0% lower explosive limit everywhere. Relit & safety checked all gas appliances. Advised customer to remove excess clutter on and around heater. Fire hazard also advised to replace filter on forced air furnace. Used combustibile gas indicator and swept driveway and sidewalk to street. no other leaks located.	Employee dispatched and performed full sweep for leaks inside and outside premises. Then performed appliance safety check and found leak at inside heater due to unlit pilot light while meter was off, subsequently found valve on meter was bypassing - needing repair. Repaired meter set and performed soap test; test ok. checked for leaks at meter and found none. Relit and safety checked all appliances. Advised customer to remove clutter near heater and replace air filter. Performed sweep of driveway and sidewalk to street; no leaks.	Attachment 2M
14	9/15/2010 10:42:21 AM	6508710215	20100915 10.42.21_6508710215.WAV	Redacted		SAN BRUNO. Customer is calling in for a Safety Check on gas dryer. Dryer is making a lot of noise. Customer does not smell any gas.	5338772201	outside=0, water=0, vents=0, drains=0, garage door=0, windows=0, front door=0, inside=0 and garage = 0. new dryer with a heavy duty blower that blows alot of air thru the vent and makes noise. adv cust that the dryer cks and operates ok. clocktest = 0 cfh.	Combustible Gas Indicator found zero reads outside, water boxes, foundation vents, drains, garage door, windows, front door, inside residence and garage. New clothes dryer with a heavy duty blower that blows a lot of air thru the vent and makes noise. Advised customer that the dryer checks and operates ok. Clock test = 0 cubic feet per hour.	Employee dispatched; checked for leaks; none found. Checked clothes dryer and advised customer that it is operating ok. Performed a clock test at meter to validate internal check and to determine if any unaccounted flow of gas; results ok	Attachment 2N
15	9/13/2010 6:28:34 PM	6508710215	201009013 18.28.34_6508710215.WAV	Redacted		in San Bruno. Customer reporting smelling gas at her residence. Agent schedules Field order for Gas Leak. States has smelled the gas for three weeks.	5338772223	OUTSIDE AND INSIDE SWEEP NO GAS DETECTED, I CLKED THE H.L. AND THE MTR HELD TIGHT.APPLS OK AT THIS TIME	OUTSIDE AND INSIDE SWEEP NO GAS DETECTED WITH COMBUSTIBLE GAS INDICATOR, I CLOKED THE CUSTOMER GAS HOUSE LINE, AND THE METER HELD TIGHT.APPLIANCES OK AT THIS TIME	Employee dispatched to perform leak survey and appliance safety check. Outside and inside sweeps found no leaks. A clock test was performed to determine if there was any unaccounted for gas; results ok. Appliances were checked and found to be ok.	Attachment 2O
16	9/10/2010 7:27:18 PM	6505830548	20100910 19.27.18_6505830548.WAV	Redacted		in San Bruno. Customer requesting pilots on water heater and furnace be lit. Customer also, smelling mild odor of gas at her water heater in the garage.	5349086171	no comments dispatched at 7:40pm and completed at 8pm		Employee dispatched to perform leak survey and appliance safety check. Appliances were checked and found to be ok.	Attachment 2P
17	9/11/2010 6:51:10 PM	6509522633	20100911 18.51.10_6509522633.WAV	Redacted		SAN BRUNO - Customer reporting feeling sick; migraine and dry throat today. Concerned with all the smoke and everything from fire. She noted that she saw PG&E employees walking around inspecting on the other side of the street but did not see them on her side of the street and would like to have her property checked. She also stated she was nausious 1/2 hr prior to explosion and thought she smelled gas the day after but son said he didn't.	5379590635	filter. swept driveway and sidewalk to street. no other leaks located.	Advised customer to replace forced air furnace filter. Used combustibile gas indicator and swept driveway and sidewalk to street. No other leaks located.	Employee dispatched and performed full leak investigation inside and outside premises; no leaks found. Performed clock test to validate readings and to determine if any unaccounted for gas; none found. Safety checked appliances	Attachment 2Q
18	9/24/2010 8:42:25 AM	6506159056	20100924 08.42.25_6506159056.WAV	Redacted		San Bruno: Redacted and Redacted Customer noticing a strong odor in back yard area (Redacted). Neighbor smells it as well in her front (Redacted). The neighbor smelled it at 7:30 and customer noted it at 8:30; customer thinks it is probably originating near Redacted Another neighbor is doing construction so not sure if that has something to do with it. The odor isnt super strong but it is definetly in the air.	5380257552	GSR LEAK 6803932454 REBD///CUST SAYS SMELLING GAS EARLIER TODAY OUTSIDE AND NEIGHBOR ON OTHER BLOCK ALSO SMELLING//DID OUTSIDE SWEEP 0.0%LEL NOTIFIED DISPATCH REQUESTED FLAME PACK// AF 1/4 CFT HR//NOTIFIED SUPERVISOR OK FOR OUTSIDE SWEEP ONLY.	GSR LEAK 6803932454 REBUILD ///CUSTOMER SAYS SMELLING GAS EARLIER TODAY OUTSIDE AND NEIGHBOR ON OTHER BLOCK ALSO SMELLING GAS//DID OUTSIDE SWEEP 0.0%LOWER EXPLOSIVE LIMIT NOTIFIED DISPATCH REQUESTED FLAME PACK// APPLIANCE PILOT FLOW 1/4 CUBIC FEET PER HOURR//NOTIFIED SUPERVISOR OK FOR OUTSIDE SWEEP ONLY.	Employee dispatched to perform leak survey because customer smelled odor. Outside sweep found no leaks.	Attachment 2R

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19	9/17/2010 10:56:21 AM	4152711262	20100917 10.56.21_4152711262	Redacted		Customer called due to the fact that the stove was lighting inconsistently and produced an inconsistent flame (e.g. sometimes the flame was high, sometimes low).	5380334978	reg. would not lockup/replaced reg./hse line tight/r elight/no ax to fuf,blocked,advised to have us return when area cleared,but htr works,e ignition...	Regulator would not lock up, replaced regulator. House line tight, relight, no access to forced air furnace because it was blocked. Advised customer to have us return when area is cleared, heater works, and electronic ignition.	Dispatched to job. Found gas regulator would not lock up resulting in higher pressure to appliances. Made repairs by replacing regulator. No leaks in houseline. Unable to inspect forced air furnace.	Attachment 2S
20	9/27/2010 11:03:09 AM	6509220926	20100927 11.03.09_6509220926.w av	Redacted		Customer calling in mild Gas Leak at meter	5380375177	outside=0, sewer cover=0, drain=0, water cover=0, water=0, garage door=0, vents=0, windows=0 and front door=0. found 'fuzzer' at the earthquake valve reset stem. adv cust. rtd. Clocktest = 0 cfh. [Redacted] ACCOUNT_	Lower Explosive Limit were zero on Outside, sewer cover, drain and water cover, water heater, garage door, vents, windows, and front door. Found fuzzi leak at the earthquake valve reset stem. Advised customer, referred to dealer. Clock test zero Lower Explosive Limit, Zero Cubic foot per hour. [Redacted] ACCOUNT_	Dispatched to job. Using a combustible gas indicator found no gas leaks at perimeter of residence. Did find small leak at customer's earthquake valve. Referred customer to dealer to make repairs.	Attachment 2T
21	9/28/2010 11:31:59 AM	4158305168	20100928 11.31.59_4158305168	Redacted		San Bruno [Redacted] PG&E was at home yesterday, but we still smell odor in garage. There is a furnace, water heater and dryer in the garage that use gas.	5380379652	case#9046368649(KXAA)-4%LEL outside sweep over serv by hse-clid fr flm pk f/u-2.4%LEL in garage-found... leak inside furnace-control vlv leaking&also bypassing thru venturries-dscnct&made safe, refer to dealer...repaired leak@wtrhtr flexline-dryer ok, San Francisco GSR out here yesterday 9-27-10...clocked hselne-0'mvmt-put appls back in service,okstrong odor of sewage existing-adv cust to call city sewer or plmbr for flw up investigation as well!	Case# 9046368649 (KXAA) 4% lower explosive limit outside sweep over service by house. Called for flame pack follow up. 2.4% lower explosive limits in garage. Found leak inside furnace control valve. Leaking and also bypassing through venturi's, disconnected, made safe and referred to dealer. Repaired leak at water heater flex line, dryer ok, San Francisco Gas Service Representative out here yesterday 09/27/2010. Clocked houseline, zero movement, put appliances back in service, ok. Strong odor of sewage existing, advised customer to call city sewer or plumber for follow up investigation as well.	Dispatched to job and found leak in service line. Issued a case to maintenance and construction to investigate and repair service leak. Also found leak in garage attributed to forced air furnace bypassing gas through control valve. Made safe by disconnecting appliance and referring to dealer. Also repaired leak at flexible gas line to water heater. Also noted strong odor of sewage and advised customer to call city or plumber to investigate.	Attachment 2U
22	9/22/2010 3:47:16 PM	6507540423	20100922 15.47.16_6507540423	Redacted		San Bruno customer is calling for her neighbor [Redacted] gas dryer won't come on. The main customer of record [Redacted] is worried there might be a gas leak; she doesn't smell gas but would like someone to look at it. Customer service representative arranges a same day appointment to look at the dryer.	5380380819	Cust not smelling any gas, wanted to make sure dryer is OK to use, part of the San Bruno outage, 0.25 CFH actual pilot flow, 0 rerads at bsmt appliances, clothes dryer OK	Customer not smelling any gas, wanted to make sure dryer is OK to use, part of the San Bruno outage, 0.25 Cubic Feet per Hour actual appliance pilot flow, 0 reads at basement appliances, clothes dryer OK	Employee dispatched to perform leak check on clothes dryer. No leaks detected and dryer found to be operating ok.	Attachment 2V
23	9/14/2010 1:58:36 PM	4153730800	20100914 15.44.36_4153730800.w av	Redacted		GSR requesting a gas leak tag because is his investigating a leak between two houses	5380391041	PERFORMED SWEEP OUTSIDE AND WALKED BOTH SIDES OF STREET WITH RANDY LOCKHART AND ZERO READINGS WERE FOUND OF GAS ODOR REPORTED OUTSIDE	PERFORMED SWEEP OUTSIDE AND WALKED BOTH SIDES OF STREET WITH RANDY LOCKHART AND ZERO READINGS WERE FOUND OF GAS ODOR REPORTED OUTSIDE	Dispatched to job. Used combustible gas indicator to check for leaks along both sides of street and found no leaks.	Attachment 2W
24	9/10/2010 8:56:05 AM	4152162413	20100910 08.56.05_4152162413	Redacted		San Bruno [Redacted] Calling for step-father in San Bruno area. He was cooking and left stove on due to evacuation want checked.	5380398216	DIDNT HIT ON SITE WHEN ARRIVED//NO ANSWER/GAS OFF AT MAIN/DID OUTSIDE SWEEP 0.0% LEL/DISKED METER/ UNABLE TO CHECK INSIDE PROPERTY/ 0 CFH AT MAIN OFF.	Did not hit on site when arrived. No answer. Gas off at main. Did outside sweep, 0.0% Lower Explosion Limit. Disked meter. Unable to check inside property. Zero cubic foot per hour actual flow. Main off.	Dispatched to job and found gas off with the customer not at home. Performed exterior sweep with combustible gas indicator and found no leaks. The service to the property was shut off and the gas meter sealed. A follow up visit will be required, when the customer is available to complete the inside inspection.	Attachment 2X
25	9/24/2010 11:02:48 AM	6505831960	20100924 11.02.48_6505831960	Redacted		Customer called stating they smell gas. Service was shut off because customer was not home at [Redacted] San Bruno. Order re-issued and there was no leak found	5380413753	SOAPED GAS TRACKED COOK TOP- NO LKS FOUND//FULL LK IN V AND IN AND OUTSIDE SWEEP 0.0 % LEL. HL CLOCKED TIGHT 0 CFH//ADV AWH HAS DOUBLE DD ADV TO CORRECT//CYCLED DYRER ONLY SEALED	SOAPED AND USED COMBUSTIBLE GAS INDICATOR (GAS TRACKED) COOK TOP-NO LEAKS FOUND//FULL LEAK INVESTIGATION AND INSIDE AND OUTSIDE SWEEP 0.0 % LOWER EXPLOSIVE LIMIT. CUSTOMER HOUSE LINE CLOCKED TIGHT 0 CUBIC FEET PER HOUR//ADVISED AUTOMATIC WATER HEATER HAS DOUBLE DRAFT DIVERTER ADVISED TO CORRECT//CYCLED DYRER ONLY SEALED METER.	Dispatched to job. Checked for leaks at range top and found no leaks. Also checked for gas leaks inside and outside with combustible gas indicator and found no leaks. Advised customer to correct double draft diverter to water heater.	Attachment 2Y

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26	9/24/2010 8:45:17 AM	6503679317	20100924_8.45.17_6503679317	Redacted		Customer smells gas at [Redacted] San Bruno while cooking-coming from the stove.	5380413921	was in rte to othr job / UPON ARRIVAL KNOCKED NO ANSWER / OUTSIDE SWEEP ZERO LEL ON CGI / FOUND 5 CFH UNACCOUNTABLE FLOW / SHUT OFF PENDING LEAK INV / INFRMED SUP AND DISPATCH / STATUS SAFE/ DISC IN	Was in route to other job / UPON ARRIVAL KNOCKED NO ANSWER / OUTSIDE SWEEP ZERO LOWER EXPLOSIVE LIMIT ON COMBUSTIBLE GAS INDICATOR / FOUND .5 CUBIC FEET PER HOUR UNACCOUNTABLE FLOW / SHUT OFF PENDING LEAK INVESTIGATION / INFORMED SUPERVISOR AND DISPATCH / STATUS SAFE/ DISC IN METER.	Dispatched to job. Customer not home. Checked perimeter of house and found no leaks. Meter clock test identified .5 cubic feet per hour unaccountable flow in customer houseline. The gas service to the home was shut off and capped by placing a disc in meter. A follow up visit will be required once customer is available to complete an inside inspection and appliance safety check.	Attachment 2Z
27	9/17/2010 3:33:27 PM	7278	20100917_15.33.27_7278	Redacted		San Bruno: Phil Balesteri, with our Operations Control Center, called to request an IR gas tag be issued for [Redacted]	5380420170	MTR TEST INDICATES 0 CFH ODOR IS THAT OF A DEAD RODENT/ ADVISE CSTMR NO TIME FOR SWEEPS CALLED TO IR	Meter test indicates 0 cubic foot hour. Odor is that of a dead rodent. Advised customer no time for sweeps called to IR.	Dispatched to job and found no gas leaks. Did find cause of odor to be a dead rodent. Did not perform combustible gas indicator sweeps as gas serviceperson was called to another immediate response tag.	Attachment 2AA
28	9/19/2010 5:13:13 PM	6505834364	20100919_17.13.13_6505834364.w.av	Redacted		[Redacted] issued 9/17 Account Manager, [Redacted] following up on a gas leak he called in on property in San Bruno	5380426613	CSTMR CANCELED SAID SOMEONE JUST LEFT A STOVE BURNER ON YSTRDAY	CUSTOMER CANCELED SAID SOMEONE JUST LEFT A STOVE BURNER ON YESTERDAY	Dispatched to job. On arrival tag was cancelled by customer because someone had left a stove burner on.	Attachment 2AB
29	9/19/2010 3:06:05 PM	6505886212	20100919_15.06.05_6505886212.w.av	Redacted		[Redacted] San Bruno; Customer called to report strong gas odor near meter. Immediate response tag issued, safety tips were provided, but customer was not advised to evacuate. Field Comments: reading ok sweep gas mtr set found 6 lel reading at out let side of gas mtr swevil was loose ok now rechk 0 lel	5380486320	sweep gas mtr set found 6 lel reading at out let side of gas mtr swevil was loose ok now rechk 0 lel reading ok	Combustible gas indicator sweep gas meter set found 6.0 lower explosive limit reading at outlet side of gas meter swivel retaining nut was loose ok now rechecked 0 lower explosive limit reading ok	Employee dispatched to investigate odor call. Outside sweep found leak at outlet side of gas meter swivel due to retaining nut being loose. Repair made by tightening fitting; no leak detected.	Attachment 2AC
30	9/12/2010 3:36:51 PM	4088239468	20100912_15.36.51_4088239468	Redacted		San Bruno: Customer returned to [Redacted] after being evacuated and questioned whether the gas was on. Customer Service Representative issued a field order to safety check the location.	5390646831	complete leak investigation: clocked houseline=no leaks found, inside & outside sweeps=0%L. relit & routine checked appliances.	Completed leak investigation: clocked houseline=no leaks found, inside & outside sweeps=0%Lower Explosive Limit. Relit & routine checked appliances.	Employee dispatched; checked for leaks; none found. Performed a clock test at meter to validate internal check and to determine if any unaccounted flow of gas; results ok. Performed relight and checked appliances	Attachment 2AD
31	9/13/2010 2:14:58 PM	4157628160	20100913_14.14.58_4157628160	Redacted		San Bruno: [Redacted] and [Redacted] Gas leak at meters at two adjacent addresses. Gas service representative needs a case and tag for [Redacted]. Lan ID: [Redacted]	5380432961	REPLACED BYPASSING REG, CONVERTED TO PROBE FEED TEE, PAINTED SET. MTR CLCKD TIGHT, SAFETY CHCKD APPLS. REFERRED TO PLUMBER FOR CANDLING FLAMED ON PILOT-OVERSIZE ORIFICE. INSIDE/OUTSIDE SWEEP SHOWED 0.0%LEL. CHANGED MTR & PROGRAMMED MTU DUE TO NO SLOW FLOW.	Replaced bypassing regulator, converted to probe feed tee, painted set. Safety checked appliances, referred to plumber for candling on pilot oversize orifice. Inside and outside sweep showed 0.0% lower explosive limits. Changed meter and programmed Mobile Transmission Unit module due to no slow flow.	Dispatched to job. Found leak at regulator and made repairs. Using combustible gas indicator found no leaks outside or inside of residence. Safety check of appliances found one pilot oversized and referred to dealer to make repairs.	Attachment 2AE
32	9/13/2010 2:14:58 PM	4157628160	20100913_14.14.58_4157628160	Redacted		San Bruno: [Redacted] and [Redacted] Gas leak at meters at two adjacent addresses. Gas service representative needs a case and tag for [Redacted]. [Redacted] [Redacted]	5380431533	CASE # 211040611 [Redacted] LEAK ON RISER JUST BE LOW GRADE. CREW PERFORMED REPAIR WHILE ONSITE. MTR CLCKD TIGHT, SAFETY CHECKED APPLS. INSIDE/OUTSIDE SWEEP SHOWED 0.0%LEL.	Case # 211040611/Lan Id # RBK9. Leak on riser just below grade. Crew performed repair while onsite. Meter clocked tight, safety checked appliances, inside and outside sweep showed 0.0% lower explosive limits.	Dispatched to job. Found leak at gas riser below ground. Issued Case for Maintenance and Construction to repair. Found no other leaks at meter. Safety checked appliances. Using combustible gas indicator found not leaks outside or inside of residence.	Attachment 2AF

Field Orders Initiated Through PG&E Contact Centers - Post Event 9/9/10 through 9/30/10

Date & Time of Call	ANI / CLI	Account #	Corresponding Wave File Attachment	Purpose of Call	Field Order ID	Field Order Detail	Unabbreviated Remarks/Comment Sections of Field Order	Summary of Actions Taken	Corresponding FO PDF Attachment
33	9/27/2010 3:36:04 PM	4153730800	20100927 15.36.04_4153730800.wav	Redacted San Bruno, Redacted wife smelled gas in garage, CSR created IR tag	5380379362	OUTSIDE AND INSIDE SWEEPED 0%LEL SHOW ON CGI. CUST COMPLAINT GAS ODOR COMING INSIDE GARAGE. SWEEPED INSIDE WTR HTR, FAF, DRY. FOUND FUZZED LEAK AT FAF FLEX LINE AND DRYER FLEX. REPAIRED GAS LEAK. SOAP TEST NO MORE LEAK AT THIS TIME. FULL LEAK. A/F 0 CFH AT HSE LINE. RELIGHTED PILOTS. SWEEPED ALL NECESSARY LOCATION PER GAS LEAK STANDARD WITH CGI, SHOW NO GAS ODOR IN THE AIR AT THIS TIME. ADVISE CUST TO CALL BACK WHEN ODOR IS PRESENT.	OUTSIDE AND INSIDE SWEEPED 0%LOWER EXPLOSIVE LIMIT SHOW ON COMBUSTIBLE GAS INDICATOR. CUST COMPLAINT GAS ODOR COMING INSIDE GARAGE. SWEEPED INSIDE WATER HEATER, FORCED AIR FURNACE, DRYER. FOUND FUZZED LEAK AT FORCED AIR FURNACE FLEX LINE AND DRYER FLEX. REPAIRED GAS LEAK. SOAP TEST NO MORE LEAK AT THIS TIME. FULL LEAK. ADVISED ON FILTER. 0 CUBIC FEET PER HOUR AT HOUSE LINE. RELIGHTED PILOTS. SWEEPED ALL NECESSARY LOCATION PER GAS LEAK STANDARD WITH COMBUSTIBLE GAS INDICATOR, SHOW NO GAS ODOR IN THE AIR AT THIS TIME. ADVISE CUST TO CALL BACK WHEN ODOR IS PRESENT.	Employee dispatched; performed a sweep for leaks in home and outside; none found. Performed appliance safety check inside garage of water heater, dryer and heating system; found leak at furnace connection and dryer connection. Repaired leak and confirmed no additional leaks. Relight pilots and performed additional sweep for leaks with none found. Advised customer to call back if any further odor detected.	Attachment 2AG
34	9/28/2010 10:43:01 AM	6508718628	20100928 10.43.01_6508718628.WAV	Redacted Acct 6328218053 Customer wants to schedule appt to have gas meter, shut-off valve, and pipes checked. CSR schedules appt.	5380282392	REPLACED GAS SVC VALVE AND NON LOCKING REG.GAS SVC T /ON HOUSELINE CLOCKED TIGHT RELT PILOT AND SFTY CHK'D APLS,UPON ARRIVAL OUTSIDE-INSIDE CGI SWEEPS REGISTERED REGISTERED ZERO READS.	REPLACED GAS SERVICE VALVE AND NON LOCKING REGULATOR,GAS SERVICE TEE /ON HOUSELINE CLOCKED TIGHT RELIT PILOT AND SAFETY CHKECKD APPLIANCES,UPON ARRIVAL OUTSIDE-INSIDE COMBUSTIBLE GAS INDICATOR SWEEPS REGISTERED REGISTERED ZERO READS.	Employee dispatched and performed full leak investigation inside and outside premises; no leaks found. Employee then checked gas meter by garage as customer noted concern over rust on meter and customer stated their inability to shut off. Employee replaced gas service valve, non locking regulator and gas service Tee on house line. Validated no flow of gas by performing clock test. Then relight appliances and performed final check for leaks and found none.	Attachment 2AH
35	9/26/2010 10:06:43 PM	6503021008	20100926 22.06.43_6503021008.wav	Redacted Acct 5388187286 reported for neighbor Customer calling because wife smelled gas while walking dog in neighborhood.	5380461418	GAS METER IS OFF//HOUSE CONDEMNED//DID OUTSIDE SWEEP UTILITY BOXES/LAWNS/STREET AND HOUSES ON BOTH SIDES OF STREET WEST 4 HOUSES EAST TO BARRICADE//0.0 % LEL//STRONG INTERMITTENT ODOR OF DECAY	GAS METER IS OFF//HOUSE CONDEMNED//DID OUTSIDE SWEEP UTILITY BOXES/LAWNS/STREET AND HOUSES ON BOTH SIDES OF STREET WEST 4 HOUSES EAST TO BARRICADE//0.0 % LOWER EXPLOSIVE LIMIT//STRONG INTERMITTENT ODOR OF DECAY	Neighbor called in reporting gas odor. Employee was dispatched and found no meter on property since property was condemned. Performed check for leaks outside premises, adjacent utility boxes and lawn/street area; nothing found. Performed additional sweep on both sides of street and west four additional houses and then back east to street barricade; nothing found. Employee noted an intermittent odor of decay.	Attachment 2AI
36				There was no call that originated this tag. An employee was dispatched at 5:09 PM as a Turn on Gas & Electric tag as part of the restoration of service in San Bruno area. Service was restored at 5:35 PM. The subsequent field orders, x100009537 & x100009538 were duplicate assist tags issued to different GSR's. On x100009537 the GSR was expecting to turn on the gas but found the gas on and the customer not at home. He also found a small leak at the regulator which he repaired by replacing the regulator.	X100009537	no one hm-0%lel outside sweep-rlcd leaking reg-q/c& instld new regulator-ok now	no one home-0%lower explosive limit outside sweep-replaced leaking regulator using quick change apparatus & installed new regulator-ok now	Employee dispatched for service turn on and found a leak at the meter. Replaced regulator using a quick change apparatus and installed new regulator; no further leaks found.	Attachment 2AJ

Field Orders Initiated Through PG&E Contact Centers - Post Event 9/9/10 through 9/30/10

Date & Time of Call	ANI / CLI	Account #	Corresponding Wave File Attachment	Purpose of Call	Field Order ID	Field Order Detail	Unabbreviated Remarks/Comment Sections of Field Order	Summary of Actions Taken	Corresponding FO PDF Attachment
37	9/10/2010 7:33:59 PM	4157628160	20100910 19.33.59_4157628160.wav	Redacted San Bruno; Redacted A GSR called about a strong odor of gas in driveway and needed assistance from maintenance and construction personnel, CSR created case # 2973487815 and gas leak FO	5338748945	FOUND OTHER GSR ON JOB / ASSISTED	FOUND OTHER GAS SERVICE REPRESENTATIVE ON JOB / ASSISTED	A Gas Service Representative (GSR) was conducting inside leak investigation and found no leaks. GSR did note a gas leak in driveway area of home and requested M&C (Maintenance & Construction) personnel be dispatched with "flame pack" to survey underground lines near driveway and perform any necessary mitigation.	Attachment 2AK
38	9/17/2010 9:22:50 AM	6502438426	20100917 09.22.50_6502438426.wav	Redacted on 9/17/10 Customer's child was evacuated from school Redacted due to gas smell. Child said he smelled same smell in bathroom at home.	5338572328	PERFORMED SWEEP INSIDE AND ZERO READINGS, ASSITED BY JOE CUEVAS ON CLOCK TEST OF HSELINE, CLOCKED HSELINE, AND FOUND NO MOVEMENT, SAFETY CKD GAS RANGE AND FOUND GAS ODOR AT COOK TOP BURNERS, FOUND SMALL FUZZ LEAK AT FLEX CONNECTOR AT APPL VALVE, TIGHTEN TO STOP GAS LEAKAGE, GAS TRAC COOK TOP AGAIN, STILL READINGS OF GAS ODOR, UNABLE TO REPAIR, DISCONNECTED AND CAPPED, ISSUED HAZARD NOTICE REFERRED TO DEALER, FORCED AIR FURNACE APPLIANCE VALVE HAD FUZZ LEAK, TIGHTENED PACKING NUT TO REPAIR, ADVISED TO CLEAN TOP INLET COLD AIR SCREEN FOR CLOSET FAF.	PERFORMED SWEEP INSIDE AND ZERO READINGS, ASSITED BY JOE CUEVAS ON CLOCK TEST OF HOUSELINE, CLOCKED HOUSELINE, AND FOUND NO MOVEMENT, SAFETY CHECKED GAS RANGE AND FOUND GAS ODOR AT COOK TOP BURNERS, FOUND SMALL FUZZ LEAK AT FLEX CONNECTOR AT APPLIANCE VALVE, TIGHTENED TO STOP GAS LEAKAGE, GAS TRAC COOK TOP AGAIN, STILL READINGS OF GAS ODOR, UNABLE TO REPAIR, DISCONNECTED AND CAPPED, ISSUED HAZARD NOTICE REFERRED TO DEALER, FORCED AIR FURNACE APPLIANCE VALVE HAD FUZZ LEAK, TIGHTENED PACKING NUT TO REPAIR, ADVISED TO CLEAN TOP INLET COLD AIR SCREEN FOR CLOSET FORCED AIR FURNACE.	Employee dispatched and performed full gas leak sweep investigation inside and outside premises; no leaks found. Employee was assisted by another GSR (see FO ID 5338572833) performing a clock test on the line to validate leak survey findings and to determine if any unaccounted for gas; none found. Performed safety check of gas range and found gas odor at cooktop from small leak at flex connector at appliance valve. Tightened valve to stop leak and performed additional safety check with continued gas odor found. Employee was unable to repair so disconnected appliance and capped line, issued a hazard notice and referred customer to have dealer repair. Employee also found a small leak at furnace flex connector which was repaired by tightening nut; no further leak. Employee advised customer to clean top inlet cold air screen for furnace.	Attachment 2AL
39	9/9/2010 6:23:00 PM	N/A	20100909 18.17.23_4152035828	Caller states that flames are rising from a possible dig-in at Redacted	"0000274662	Called Redacted 1824; ACCEPTED. NOT NEEDED FOR SHUTDOWN AT THIS TIME.	Called Redacted @ 1824; ACCEPTED. NOT NEEDED FOR SHUTDOWN AT THIS TIME.	Emergency response had been notified. PG&E Employees were dispatched.	Attachment 2AM