

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

PG&E Data Request No.:	CPUC_039-02-CONF		
PG&E File Name:	SanBrunoGT-LineRuptureInvestigation_DR_CPUC_039-Q02-CONF		
Request Date:	November 2, 2010	Requester DR No.:	PG&E-02
Date Sent:	November 23, 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 2**

Provide the name, title, and contact information for the PG&E employees who responded to aforementioned information, contacts, notifications and/or complaints. To the extent a contractor was used to respond to such information, contacts, notifications and/or complaints, please provide the name of the company and the contact information for that company.

**ANSWER 2**

CPUC\_039-Q02Atch01-CONF includes the names, titles and work locations of PG&E employees who handled gas-odor related customer service calls in the Search Areas specified in Question 1 during the period from 7/1/2010 through 9/9/2010. To arrange an interview with any of these employees, please contact Bill Gibson, Manager at (415) 973-0387 or [WLG3@pge.com](mailto:WLG3@pge.com).

Several different PG&E employees are typically involved in handling a gas odor call. A PG&E customer reporting a gas odor speaks telephonically with a Customer Service Representative (CSR). The CSR takes information from the customer. If the customer is reporting a natural gas odor, the CSR contacts a Dispatcher at one of PG&E's Dispatch Centers. The Dispatcher, in turn, identifies a field representative (frequently a GSR) to respond to the call. Thus, CPUC\_039-Q02Atch01-CONF identifies the CSR, Dispatcher and GSR involved in responding to each gas odor notification that is responsive to Question 1. In cases where the Field Order was not initiated by a customer calling the PG&E Contact Center, the associated entries in attachment CPCU\_039-Q02Atch01-CONF are highlighted in blue.