

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

PG&E Data Request No.:	CPUC_039-03-CONF		
PG&E File Name:	SanBrunoGT-LineRuptureInvestigation_DR_CPUC_039-Q03-CONF		
Request Date:	November 2, 2010	Requester DR No.:	PG&E-02
Date Sent:	December 22, 2010	Requesting Party:	CPUC (CPSD)
		Requester:	Pejman Moshfegh Bezawit Dilgassa

This response contains sensitive personal information pertaining to PG&E employees and customers, including 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 3

In the event complaints may not have been documented by PG&E, please provide a list of all crews dispatched, specifically, to Area 1, 2, 3, and 4, from July 1, 2010 to September 9, 2010.

ANSWER 3

For the purposes of this response, PG&E interprets the phrase “list of all crews dispatched” to refer to those instances where either a PG&E Gas Service Representative (GSR) or Gas Maintenance and Construction (M&C) personnel responded to a location identified to one of the four areas from July 1, 2010 through September 9, 2010. We further understand this question to exclude customer-initiated dispatches related to “gas smells” or odors that are included in response to CPUC_039-Q01.

The four areas defined in this request include 18,812 premise addresses (one address for each PG&E service point such as a gas service point and an electric service point). Nearly all of the PG&E customers in the search receive both gas and electric services. As a result, 18,812 premise addresses translate to approximately 9,400 discrete addresses within the cities of San Bruno, Pacifica, and South San Francisco. Below is a breakdown showing the number of addresses for each of the four areas.

Summary of Addresses by Area & City

Area	Pacifica	San Bruno	South San Francisco	Total Area
Area 1	0	1,828	1,489	3,317
Area 2	0	3,102	0	3,102
Area 3	0	1,247	0	1,247
Area 4	145	1,596	1	1,742
Total City	145	7,773	1,490	9,408

Note that PG&E's response to this data request excludes the 145 Pacifica addresses. The 145 Pacifica addresses are clustered in the northwestern-most corner of Area 4 and are among the most distant from the San Bruno incident site. Because of their remoteness from the accident site, PG&E excluded these addresses from its records search. This exclusion was communicated to CPSD on November 10, 2010.

For the remaining addresses, PG&E searched various PG&E systems and records for responsive materials. This search process was very labor intensive. We identified three categories of work: 1) Mark and Locate work in which other excavators requested PG&E to mark underground gas and electric facilities; 2) Field Orders created through PG&E's Field Automation System in which Gas Service Representatives or Troublemakers were dispatched to a location within the search area; and 3) other gas construction and maintenance activities.

MARK AND LOCATE:

The search for responsive Mark and Locate records proceeded in steps. First, PG&E conducted an electronic search of all Mark and Locate work for the cities of San Bruno and South San Francisco (563 tags) from 7/1/10 to 9/9/10. Then, it analyzed each Mark and Locate ticket to determine if the work occurred within the boundary of any of the four areas. PG&E identified 154 Mark and Locate tickets. Attachment CPUC_039-Q03-Atch01-CONF summarizes these 154 Mark and Locate tickets. Most of these tickets reflect instances where third-party contractors requested that PG&E mark nearby underground electric or gas facilities. In several instances, more than one ticket is associated with a specified location. An excavating party may make multiple Mark and Locate requests over the life of an excavation project. In that case, each request generates a separate Mark and Locate ticket. In responding to this request, we include all Mark and Locate tickets, without regard to whether they reflected work performed near electric facilities or gas facilities.

FIELD AUTOMATION SYSTEM DISPATCH WORK:

PG&E queried Field Automation System (FAS) tags linked to one or more of the approximately 9400 addresses within the search area for the period of 7/1/10 to 9/9/10. The resulting Field Orders (FOs) were then further researched to identify those that involved gas work activities. As a result, PG&E identified 163 FOs. Attachment

CPUC_039-Q03-Atch02-CONF summarizes these 163 FOs that reflect instances where a GSR was dispatched to an address within the search areas to perform work related to a PG&E gas facility. Attachments 2A to 2FG are copies of the FOs for each of the line items summarized.

OTHER MAINTENANCE AND CONSTRUCTION WORK:

The search for other maintenance and construction work responsive to this request involved several steps. First, PG&E's work management system was queried to identify all work activities completed by M&C personnel during the 7/1/10 to 9/9/10 timeframe within the cities of San Bruno and South San Francisco. That list of projects was then searched to determine those within the four areas that involved gas M&C work. In parallel with that effort, gas maintenance records were manually searched for activities such as valve or regulator maintenance that took place within the two cities for the requested period. Once identified, those records were then reviewed to identify those that fell within the four search areas. After this thorough records search, PG&E identified three instances of gas M&C crews performing other gas-related work within the four search areas.

- On July 21, 2010, at [Redacted] in San Bruno, valve maintenance was performed on valve 1257 within Area 2. Attachment CPUC_039-Q03Atch03-CONF is a copy of the associated record.
- On July 22, 2010, at [Redacted] in San Bruno, a gas crew was dispatched to repair a gas valve (#1707) within Area 1 (Notification #41327058). A follow-up order was created to replace the valve at a later date. Attachment CPUC_039-Q03Atch04-CONF contains a screen shot of the information related to this order from PG&E's work management system.
- On August 23, 2010, at [Redacted] in San Bruno, a gas crew was dispatched to address an above-ground gas service leak (Notification #41336379). The work location was within Area 2. Attachment CPUC_039-Q03Atch05-CONF contains a screen shot of the information related to this order from PG&E's work management system.