

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

PG&E Data Request No.:	CPUC_039-04-CONF		
PG&E File Name:	SanBrunoGT-LineRuptureInvestigation_DR_CPUC_039-Q04-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 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 4

Please provide all information, contacts, notifications and/or complaints brought to the attention of PG&E employees and/or contractors/agents hired by PG&E in relation to the detection of “gas smells” or odor emanating from Area 1, 2, 3 and 4, from September 10, 2010 to September 30, 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 areas described from September 10, 2010 to September 30, 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. 1 above from September 10, 2010 to September 30, 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 (field order or tag) responsive to the contacts, notifications, and/or complaints of a gas smell or odor.

ANSWER 4

The scope of CPUC_039-Q04 is broad. Previously, when the CPSD sought gas odor related call information, PG&E responded (CPUC_018-01-CONF) by searching an area

that encompassed 747 billing addresses near the impacted area. That search effort was difficult, but yielded some responsive information.

In the CPSD’s expanded search areas in this data request -- what the CPSD terms Area 1, 2, 3 and 4 -- lie portions of the cities of San Bruno, Pacifica, and South San Francisco. PG&E identified 18,812 individual customer premise addresses in these areas. Each customer premise address represents a PG&E service point, meaning it identifies a customer who receives gas or electrical service. Because many PG&E customers in Areas 1, 2, 3 and 4 receive both gas and electric services, this means that there are approximately 9,400 individual addresses within Areas 1, 2, 3, and 4. 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

PG&E used the following process to identify contacts responsive to this request:

Phone Call Identification:

To identify potentially responsive phone calls from an area that includes approximately 9,400 individual addresses, PG&E began by searching its records for all Field Orders relating to Gas Odor inquiries in Areas 1, 2, 3 and 4. It then manually searched these Field Orders to identify customer phone numbers and account information. Using those telephone numbers and account information, PG&E located the underlying customer call recordings that link to the Field Orders, and thus which were responsive to CPUC_039-Q04. Once call recordings were located, PG&E management personnel listened to and summarized each call recording. Because virtually every gas odor call generates a Field Order, PG&E believes the process it has used to identify responsive information by searching a broad search area is comprehensive and reasonable given the scope of the request.

PG&E reviewed emails when responding to the CPSD’s previous gas odor data request (CPUC_018-Q01-CONF) involving approximately 747 addresses. In connection with this wider geographic search, we identified one email contact that is responsive to this request. It was for a gas leak at [Redacted] in San Bruno. Per PG&E processes, this email contact led to a Field Order and the dispatch of a Gas Field Representative. The Field Order (FO 5337868777) is included in the attachments as Attachment 1AQ.

The Responsive Information:

- a. Based on its review, PG&E identified 117 responsive Field Orders linked to Areas 1, 2, 3 and 4 for the period from September 10, 2010 through September 30, 2010. A summary of each Field Order is included in attachment CPUC_039-Q04Atch01-CONF. We have also included as Attachments 1A-1DM copies of the 117 Field Orders derived from the CC&B (Customer Care and Billing) Online Query form document. Eighty-two of the 117 Field Orders originated from customer/other calls for which PG&E maintains voice recordings. For all 117 contacts, PG&E has provided the customer's name, address and other responsive information in a summary contained in attachment CPUC_039-Q04Atch02-CONF. Recordings of all 82 calls are provided as WAV files.

The summary in attachment CPUC_039-Q04Atch01-CONF includes text taken directly from the Field Orders. Field Orders are completed by field employees using short hand, acronyms and other abbreviations to convey the essence of the actions taken by the field employee in responding to a gas odor-related call. To assist the CPSD in its review, PG&E has provided not just the text from the Field Orders, but additional information that helps explain the text. This additional information appears in columns of CPUC_039-Q04Atch01-CONF labeled "Unabbreviated Remarks/Comments Sections of Field Orders" and "Summary of Actions Taken." The latter column provides a summary description of the information contained in the Field Order using layperson terms.

- b. A description of the actions taken by PG&E in response to each contact is provided in attachment CPUC_039-Q04Atch01-CONF.
- c. The 117 attachments to CPUC_039-Q04Atch01-CONF (1A-1DM) are copies of the Field Orders. The 82 attachments to CPUC_039-Q04Atch02-CONF are the WAV files. Attachment CPUC_039-Q04Atch02-CONF includes additional information associated with each customer or other party-initiated contact.