

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

PG&E Data Request No.:	CPUC_140-09		
PG&E File Name:	SanBrunoGT-LineRuptureInvestigation_DR_CPUC_140-Q09		
Request Date:	July 17, 2011	Requester DR No.:	
Date Sent:	August 24, 2011	Requesting Party:	CPUC
		Requester:	Michelle Cooke

**QUESTION 9**

What is customer tolerance and safety impacts of curtailing non-energy large customers? Are there different contract terms?

**ANSWER 9**

The curtailment provisions of Gas Rule 14 apply to all noncore customers and do not differentiate on the basis of usage type or contract. The economic and safety impacts are specific to each customer. Each year, PG&E communicates to its customers that their gas supply is subject to curtailment so that customers can be prepared to modify their operations should curtailment become necessary.

Of course, curtailments are disruptive and may affect plant operations well beyond the period of the curtailment. For example, curtailment may have a particularly disruptive effect on certain non-core customers in the Peninsula and San Francisco, including 16 hospitals, 13 colleges and schools, 25 government buildings, 6 office buildings, and 9 utilities. Hospitals that are curtailed may find it necessary cancel elective procedures or to transfer patients out of the area. Refineries may have to alter their operations and reduce output, or in extreme cases, may have to shut down processes that could take days or weeks to restore. If food processors are curtailed it may mean that some of the product cannot be processed and will have to be discarded.

As such, PG&E has taken several steps since September 2010 to address system operational flexibility, particularly on the San Francisco Peninsula, including the steps described in Attachment 4 of the October 25, 2010 letter to Executive Director Paul Clanon discussing updates to the natural gas transmission system.

PG&E is committed to work with all noncore customers as well as control area operators such as the CAISO, to achieve the necessary load reduction with minimal impact to the plants or essential services provided by the plants