

From: Cherry, Brian K
Sent: 8/16/2011 3:23:02 PM
To: cjs@cpuc.ca.gov (cjs@cpuc.ca.gov)
Cc: Horner, Trina (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=TNHC);
Ramaiya, Shilpa R (/o=PG&E/ou=Corporate/cn=Recipients/cn=SRRd); Dowdell,
Jennifer (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=JKD5)
Bcc:
Subject: FW: Calling 911

Catherine - here are the steps we take in an emergency. Let me know if this answers your question.

From: [Redacted]
Sent: Tuesday, August 16, 2011 2:10 PM
To: Dowdell, Jennifer
Cc: Ramaiya, Shilpa R; Damlos, Barbara (Law)
Subject: Calling 911

Hi Jennifer

In the vast majority of emergency situations involving public safety issues, citizens call 911 first, not PG&E. For typical gas emergencies, gas dig-ins, gas leaks, etc., we first learn of the incident through our dispatch from the 911 dispatcher. Our dispatch procedures are written from this perspective – how do we work with 911 once the call comes in. Additionally, Dispatch plays an important role during employee injuries and can reach out to the right 911 dispatch agency for the crew if needed.

We do not have a specific procedure for Dispatch to initiate 911 calls, but we do have a checklist in our Gas Emergency Response Plan for the First Responder/Incident Commander. This checklist has the verbiage, “Call 911 as needed for police/fire/medical assistance”. That verbiage is the 3rd item on the checklist. The first two are 1) Establish immediate priorities, and 2) Assess public safety, employee safety, and property endangerment.

The concept is that we may respond to alarms, customer calls or other reports of trouble from non-911 agencies, making us the first responder to the incident. If that first responder recognizes the need to call 911, they are encouraged to do. Our preparedness model is that it is better to escalate and be wrong about the need for additional support than to assume we can handle the situation with the resources on hand.

Thanks,

[Redact]