

Pipeline Emergency Response Workshop

CPUC – September 26 & 27, 2011

Emergency Prevention, Preparedness & Response - Overview

Provide an integrated emergency management model that broadens our outreach activities to first responders

- Enhanced gas/electric all hazard emergency response plan
- Build and broaden internal/external training capabilities
- Line of sight accountability for developing, coordinating and documenting public safety/awareness activities
- Establish mobile command presence
- Develop actionable public safety metrics to measure qualitative effectiveness and track performance
- Provide first responders with online access to valve, station, and pipeline segment locations throughout territory (*See Appendix*)

EPP&R – Emergency Response Plan (ERP)

- PG&E has a company emergency response plan that serves as an umbrella to specific line of business ERP: Power generation, gas and electric
- Our ERP sets preparedness expectations, defines levels of emergency triggers, defines emergency response priorities, delegation of command authority, and capabilities.
- Provide access to gas/electric ERP to first responders

EPP&R - Dispatch

- Resource initially dispatched based upon information received from call center or gas dispatch
- Primarily, our GSRs are first responders for gas, T-men are first responders for electric incidents
- The first responder (once assessment is made) will communicate additional needs, if required, to supervisor or gas dispatch

EPP&R – 911 calls

- Types of incidents that result in a call to 911 are:
 - smoke/explosions,
 - indications of transmission line failure,
 - two or more gas leak calls in same area, electric service issues with gas odor calls in close proximity,
 - strong outside odor of gas reported from company personnel, fire, police department or other emergency responder or school officials, and
 - gas readings of 4% or greater detected in subsurface structure after venting OR readings of 4% or more in two subsurface structures prior to venting
- Typically, gas dispatch or gas system operations makes the determination on when to call emergency agencies, based upon field input
- PG&E's phone system does not allow us to track outbound calls, we only can track the number of calls we receive into Dispatch from the agencies

EPP&R - Training

- Gas and electric safety training is available to 1st responder
- Training is requested typically by email or phone call from the fire or police agency to PG&E
- Public safety website has section for 1st responders to request material, review material, or request in-person training (*See Appendix*)
- Training strength/weaknesses are requested from participants at the conclusion of workshop
 - Strengths: Knowledge of system capabilities and materials/tools that we make available
 - Weaknesses: Spotty field employee involvement, lack of exercise opportunities with 1st responders, and lack of relationship between PG&E field employees/1st responders
- Livermore Learning Academy has gas and electric simulation facilities for internal employee training – currently not available to local fire agencies

Appendix



- How the System Works
- Workshops & Training
- Gas & Electric Safety
- Contractor, Construction & Agricultural Safety
- Natural Disaster Safety
- First Responders Safety
- Resources
- Training

First Responders Training

PG&E is committed to providing high quality training and education materials to first responders within our service area. The training seminars and educational materials provide first responders with the knowledge they need to safely respond to potential natural gas and electric emergencies. All of our seminars and educational materials are free for first responders.

Order Your Free Safety Education Materials



PG&E has educational materials available to help first responders prepare for and respond to natural gas and electric outages, hazards and emergencies. These free educational resources can be used in conjunction with our free training seminars to help better understand potential natural gas and electric hazards. Order free training materials >>

Upcoming Training Seminars

PG&E offers free seminars to educate first responders about how to prepare for and respond to natural gas and electric outages, hazards and emergencies. These seminars provide detailed information to help keep you and your community safe. Sign up to receive email notifications about upcoming training and seminars.



First Responder Workshop

Workshop will cover best practices to handle utility specific emergencies, natural gas and electric infrastructure identification, and processes specific to responding to natural gas emergencies and hazards.

When: Monday, September 19, 9:00 -11:30 a.m.

Where: PG&E Resource Management Center
850 Stillwater Road,
West Sacramento, 95606

[View Details](#)

[Register](#)



First Responder Workshop

Workshop will cover best practices to handle utility specific emergencies, natural gas and electric infrastructure identification, and processes specific to responding to natural gas emergencies and hazards.

When: Tuesday, September 20, 9:00 -11:30 a.m.

Where: PG&E Service Center
350 Salem Street,
Chico, CA 95926

[View Details](#)


[Register](#)

Training Survey



Please take our brief survey. Your feedback will help us improve our materials and our program. Take the survey.

Email Notifications



Sign up to receive first responder email alerts and info about future seminars.



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- Natural Disaster Safety
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First Responders Resources

PG&E is committed to working with first responders to prepare for and respond to natural gas and electric outages, hazards and emergencies. Below are resources that may be helpful to your department.

PG&E Resources



Download First Responders Checklist (PDF, 121 KB)
The checklist outlines steps to prepare for and safely respond to an emergency.



Outage Map
Find outages in your area. Visit the electrical system outage map.



Gas Transmission System Map (login required)
PG&E's natural gas transmission system delivers clean natural gas to more than four million customers. Use our interactive map to find pipelines and other gas transmission system information in your area.

External Resources



AEGIS Insurance Services
Videos and other resources for first responders covering basic electric safety and response tactics for emergency situations.



Pipeline Association for Public Awareness (PAPA)
Safety resources for emergency officials including pipeline emergency response guidelines, videos, interactive scenarios and decision making walkthroughs.



Pipeline Emergencies, National Association of State Fire Marshals (NASFM)
The most innovative and comprehensive curriculum of its kind for first responders and pipeline industry safety personnel. The e-book format incorporates videos and interactive graphics with simulations and textbook learning to provide a broad representation of pipeline operations and tactical response options.



Dept. of Transportation National Pipeline Mapping System (NPMS)
Locate gas transmission pipelines in your community by zip code, county or state.

Training Survey



Please take our brief survey. Your feedback will help us improve our materials and our program. Take the survey

Upcoming Training



Upcoming First Responder workshop in West Sacramento Register



Upcoming First Responder workshop in Chico Register



Upcoming First Responder workshop in Eureka Register



<p>When: Monday, September 19, 9:00 -11:30 a.m.</p> <p>Where: PG&E Resource Mgmt Center 850 Stillwater Road, West Sacramento, 95606</p>	<p>When: Wednesday, October 5, 9:00 -11:30 a.m.</p> <p>Where: PG&E Office Building 111 Almaden Boulevard, San Jose, CA 95113</p>	<p>When: Wednesday, October 12, 9:00 -11:30 a.m.</p> <p>Where: PG&E Conference Center 2252 S. Orange, Fresno, CA 93725</p>
<p>When: Tuesday, September 20, 9:00 -11:30 a.m.</p> <p>Where: PG&E Chico Service Center 11239 Midway, Chico, CA 95928</p>	<p>When: Wednesday, October 5, 1:00 - 3:30 p.m.</p> <p>Where: 111 Almaden Boulevard, San Jose, CA 95113</p>	<p>When: Tuesday, October 18, 9:00 -11:30 a.m.</p> <p>Where: Bakersfield Chamber of Commerce 1725 Eye Street, Bakersfield, CA 93301</p>
<p>When: Wednesday, September 28, 9:00 -11:30 a.m.</p> <p>Where: Humboldt County Board of Supervisors Chambers 825 Fifth Street, Room 111, Eureka, CA 95501</p>	<p>When: Thursday, October 6, 1:00 - 3:30 p.m.</p> <p>Where: PG&E Service Center 4801 Oakport Street, Oakland, CA 94601</p>	<p>When: Wednesday, October 19, 9:00 -11:30 a.m.</p> <p>Where: DCP&P Energy Education Center 6588 Ontare Road, San Luis Obispo, CA 93405</p>
<p>When: Thursday, October 4, 9:00 -11:30 a.m.</p> <p>Where: Pacific Energy Center 851 Howard Street, San Francisco, CA 94103</p>	<p>When: Tuesday, October 11, 9:00 -11:30 a.m.</p> <p>Where: PG&E Service Center 4040 West Lane, Stockton, CA 95204</p>	

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Workshops