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October 7, 2010

Mr. Raffy Stepanian, Chief
Utilities Safety and Reliability Branch
Consumer Protection and Safety Division
California Public Utilities Commission
505 Van Ness Ave., Room 2005
San Francisco, CA 94102-3298

Re: California Public Utilities Commission
Final Report of Gas Incident
[Redacted] – September 6, 2010

Dear Mr. Stepanian:

This letter will supplement our electronic notification of September 7, 2010, and the initial 420 report sent electronically on September 8, 2010 concerning an incident that occurred at the intersection of [Redacted].

Our investigation has determined that a leak in a four inch plastic gas distribution main was reported to the Fire Department at approximately 2330 hours on September 6, 2010. The leak was at the intersection of [Redacted]. The Fire Department notified PG&E at 2338 hours. A PG&E Gas Service Representative (GSR) arrived on scene at approximately 0027 hours on September 7, 2010. The intersection was blocked off by the Fire Department as a precautionary measure. PG&E crews, which arrived at approximately 0215 hours on September 7th, found a crack in the plastic main and began to make repairs by squeezing the main at approximately 0758 hours. During the repairs, approximately 1,200 customers began to lose service starting at 1300 hours. PG&E crews completed repairs at approximately 2030 hours. PG&E began customer re-lights at 2100 hours. Service was restored on September 8, 2010 at approximately 0100 hours.

Mr. Raffy Stepanian
September 7, 2010
Page 2

During the repair, PG&E's crew squeezed the four inch plastic main without recognizing that the pipe was the single feed to an area serving approximately 1,200 customers. The loss of gas supply consequently resulted in the customer outages. Additionally, it was determined that pressure gauges on either side of the leak were not monitored continuously while the job was in progress, and this also contributed to the customer outages. PG&E is conducting a review of the incident and will establish corrective actions to prevent this from occurring in the future. The corrective actions will be provided to the CPUC once they have been finalized.

There were no injuries or fatalities. This incident became reportable to the CPUC when Sacramento TV news media was observed on scene at approximately 0330 hours on September 7th and reportable to the DOT when an estimate of damages due to the labor costs to relight the customers would exceed \$50,000.

I respectfully call your attention to the fact that accident reports are solely for the confidential use of the Commission and its staff and are not open to public inspection (PUC GO 66-C, Public Utilities Code, Section 315 and 583), except for the copy of the D.O.T. Report made public to the United States Department of Transportation pursuant to Commission Resolution dated February 10, 1970.

Sincerely,

/s/

Glen Carter

Attachment: CPUC File No. 420
DOT/OPS Form 7100