

From: Benitez, Allen  
Sent: 12/6/2011 9:12:15 AM  
To: Dickson, Joel (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=JXDQ)  
Cc: Ramaiya, Shilpa R (/o=PG&E/ou=Corporate/cn=Recipients/cn=SRRd); Manheim, William (Law) (/O=PG&E/OU=Corporate/cn=Recipients/cn=WVM3); Redacted  
Redacted Redacted  
Bcc:  
Subject: RE: Emergency Response Preliminary Report

Joel,

Were you planning on submitting additional comments that you would like included in the preliminary ER Report review?

Al

**From:** Redacted **On Behalf Of** Dickson, Joel  
**Sent:** Friday, December 02, 2011 9:15 AM  
**To:** Benitez, Allen  
**Cc:** Manheim, William (Law); Redacted Ramaiya, Shilpa R; Redacted  
**Subject:** FW: Emergency Response Preliminary Report

Mr. Benitez,

Thank you for the opportunity to review the Emergency Response Preliminary Workshop Report. PG&E supports the recommendations made by CPSD, but would like clarification on the following recommendation on pp.3- 4, under Section 2 - Communications:

"CPSD recommends that the Commission examine the practicality and implementation cost of the following ideas for improving natural gas utility emergency response times and then adopt any determined to have merit:

- require utilities to provide immediate, expert-level guidance and advice, via a toll-free telephone number, to emergency responders/public safety agencies involved in on-scene natural gas pipeline emergency response, on a 24/7/365 basis and for the duration of the period until qualified utility employees arrive in person..."

Currently, PG&E provides a toll free number dedicated to emergency first responders (888-PGE-4911) that immediately connects them directly to our live gas dispatch center 24 hours a day, 365 days per year. This direct line provides the first responder and/or their dispatchers

access to a trained/qualified PG&E representative who can provide updates to the estimated time of arrival of personnel in route and take down pertinent information to provide to field employees responding. This toll free number allows first responders to provide contact information for onsite public safety reps, actual location of incident(s), and a description of known emergency and environmental impacts if any. If first responders have additional information needs during an emergency response and PG&E's responders are not yet on-site, the first responders have the capability to contact their dispatch and/or PG&E's dispatch to seek information that enhances their situational awareness and decision-making. This toll free number, as well as other onsite safety tips for gas/electric events, are discussed at training workshops, tabletop and field exercises with first responders.

PG&E would like CPSD to clarify what is meant by "expert-level guidance and advice, via toll-free telephone number."

The key to a well coordinated response is engagement with the Fire Department Incident Commander (FDIC) and the field Incident Commander (IC) so that everyone understands his/her role. If the initial response decision doesn't work as planned or new issues arise in the field, if it is required by the recommended roles/responsibilities of the expert, what procedure would be in place to ensure that he/she is kept up-to-date of changes in order to continue to provide expert level advice based on all information available? The Fire Departments at state, local and most volunteer agencies have been working under the ICS Management System for 20+ years. A major principle under ICS is clear lines of communication and information coming into IC so he/she can make informed decisions. PG&E's current practice adequately addresses CPSD's recommendation and avoids any potential confusion to emergency response.

To-date, PG&E has not received feedback from first responders that the information provided is not sufficient for on-scene incident management. Based on this we ask that the scope of CPSD's recommendation be consistent with PG&E's current use of its toll free number as described above.

Per your request, I am including the following contact information:

- Name: Joel Dickson
- Company: PG&E
- Organization: Emergency Preparedness & Public Awareness/Safety
- Email: [JXDQ@PGE.COM](mailto:JXDQ@PGE.COM)

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- Phone #: 925-459-2136

Regards,

Joel Dickson

**Joel Dickson**

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**Sent:** Tuesday, October 18, 2011 3:48 PM

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**Cc:** Cooke, Michelle; Vieth, Jean  
**Subject:** Emergency Response Preliminary Report

Please find the attached report from the September 26 and 27 Emergency Response Workshop.

*Thank you,*

*Aaron K. Pete*

*Executive Assistant to Interim Director Michelle Cooke*

*Consumer Protection & Safety Division*

*California Public Utilities Commission*

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