

January 03, 2011  
11-0001635 DALY CITY 1104 OCB Outage

FNL: 1856  
CUST: 5828  
DISP: Two T-Men 2 MIN / 6 MIN – Crew NTF 4 MIN  
T-Men on site: 11 MIN  
FCR: 52 MIN – 2895 CUST  
CAUSE: Failed CU to AL PG Connector; 1 phase, 1 span wire down

No pole fire – there was a flashed reported by a PGE EE and when he called into 1-800-PGE-5002 to report, the Hazard TR - pole fire was selected by the call taker.

Copper to Aluminum connector failed, the rubber non-ceramic insulator (epoxilator) flashed burning in half (dead end), dropping the wire at a Double Dead End at SW 11205

We will perform an infrared this evening on the circuit.

12kV conductor fell into the service at [Redacted] Daly City. This is a residence on the second floor of a building with two businesses on the first floor.

Damage to the residence:

- Service was burned up
  - Crew replaced service, but the main will need an electrical inspection prior to restoring power
- Water pipe burst
  - Plumber on site to make repairs per the customer
- Flexible gas line damaged feeding the dryer
  - GSR replaced flexible gas line, but gas to remain off at residence until electricity is restored.
- Damage to the Stucco; a hole was blown into it and the wood frame of the building had scorch marks. The fire department doused with water as a precaution.
- One light fixture had a blown bulb and scorching to the fixture.
- Possible damage to appliances.

Claims Representative [Redacted] is on-site today to meet with the customer and support. [Redacted] talked with the customers, business and tenants. The information above is accurate for the residence damage; no appliance damage reported by customer at this time. There will be a claim for business loss. The property has the electricity, gas and water restored. [Redacted] left her contact information with the customers.

Crew repaired the wire down.

Circuit was restored to normal configuration this morning.