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**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

Order Instituting Rulemaking on the
Commission's Own Motion to Adopt
New Safety and Reliability Regulations
for Natural Gas Transmission and Distribution
Pipelines and Related Ratemaking
Mechanisms.

Rulemaking 11-02-019
(Filed February 24, 2011)

OPENING BRIEF OF THE CITY OF SAN BRUNO

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OPENING BRIEF OF THE CITY OF SAN BRUNO

I. INTRODUCTION

Pursuant to Rule 13.1 of the California Public Utilities Commission's ("CPUC") Rules of Practice and Procedure ("Rules"), the City of San Bruno (the "City") hereby files its Opening Brief in the Order Instituting Rulemaking on the Commission's Own Motion to Adopt New Safety and Reliability Regulations for Natural Gas Transmission and Distribution Pipelines and Related Ratemaking Mechanisms (R.11-02-019) regarding Pacific Gas and Electric Company's ("PG&E") Pipeline Safety Enhancement Plan ("PSEP"), opportunities to improve CPUC oversight of PG&E's operations, and other efforts currently underway to improve safety, emergency response and public awareness in connection with the State's natural gas transmission and distribution system.

II. PROCEDURAL HISTORY

On February 24, 2011, the CPUC opened an Order Instituting Rulemaking to develop new rules on the safe and reliable operation on natural gas pipelines in California. (R.11-02-019). The Commission issued D11-06-017 on June 9, 2011, which directed PG&E and other natural gas utilities to file and serve a proposed Natural Gas Transmission Pipeline Comprehensive Pressure Testing Implementation Plan to comply with the requirement that all in-service natural gas transmission pipeline in California has been pressure tested in accord with 49 CFR 192.619,

1 excluding subsection 49 CFR 192.619 (c). D.11-06-017 at 31, ordering par. 4. In compliance
2 with D.11-06-017, PG&E issued its PSEP on August 26, 2011.

3 **III. SUMMARY OF RECOMMENDATIONS**

4 All federal and state regulatory investigations to date have been critical of PG&E's
5 ineffective and confused emergency response to the explosion of Line 132 on September 9th 2010.
6 The "confusion within PG&E as both its Gas Control Operations and its Gas Dispatch
7 organization sought to identify the source and location of the incident¹" is unacceptable. Neither
8 the utility, nor its management was immediately aware of its own massive infrastructure failure
9 that led to the loss of life and the wholesale destruction of an entire neighborhood. Local first
10 responders were left in a position of attempting to guess as to the location, nature, and intensity of
11 a conflagration they were charged with attacking. The goal of this proceeding is to ensure that this
12 never happens again.

13 A robust pipeline safety plan that is subject to renewed and meaningful regulatory
14 oversight is essential to restoring badly damaged public confidence in the utility system and its
15 regulators. The City has actively participated in this, and other related proceedings, in order to
16 emphasize the serious consequences associated with poor management and supervision of the
17 operation of California's natural gas pipeline system. For the City, the value of public safety, the
18 need for emergency planning, training, and response, and the importance of community outreach
19 and communication in the event of a disaster cannot be overstated.

20 The City recommends that PG&E develop a more comprehensive PSEP and implement the
21 plan without delay, as follows:

- 22 1. The PSEP must include all of the recommendations set forth in the National
23 Transportation Safety Board's ("NTSB") Pipeline Accident Report issued on
24 September 26, 2011 (the "NTSB Report");²
- 25 2. PG&E must incorporate critical supplemental measures into its PSEP; and

26 _____
27 ¹ Report of the Independent Review Panel, San Bruno Explosion, prepared for the California
Public Utilities Commission, June 24, 2011.

28 ² NTSB Final Pipeline Accident Report; <http://www.nts.gov/doclib/reports/2011/PAR1101.pdf>

1 3. Implementation of the PSEP must not be delayed by concerns regarding ratemaking.
2 In addition, the City recommends that the CPUC exercise stronger oversight over utility
3 operations as follows:

- 4 1. Consider Effective Management of the PSEP to be Part of PG&E's Ongoing
5 Compliance Obligation;
- 6 2. Build Staff Capacity;
- 7 3. Emphasize and Enhance Program Reporting; and
- 8 4. Clarify the proper CPUC forums to address critical emergency response and
9 community outreach issues.

10 Finally, the City recommends that PG&E and the CPUC take specific steps beyond the
11 PSEP in order to improve emergency preparedness, community outreach and transparency in the
12 communities PG&E serves, including:

- 13 1. Implementation of Recommendations from the Jacobs Consultancy Report;
- 14 2. Ensuring Safety of PG&E's Natural Gas Distribution System;
- 15 3. Involve the Public in Revisions to Enterprise Risk Management Policies;
- 16 4. Perform Additional Work Needed to Improve City and County Emergency Response
17 Capability.

18 **IV. DISCUSSION**

19 **A. PG&E Must Develop a More Comprehensive PSEP and Implement the Plan**
20 **Without Delay**

21 **1. The PSEP Must Incorporate All NTSB Recommendations**

22 It is beyond cavil that the Commission should ensure satisfactory implementation and
23 timely completion of the NTSB recommendations focused on PG&E, especially those that relate
24 to public awareness and emergency response which are not addressed in the PSEP. These
25 significant emergency response and public awareness issues should be addressed in a formal
26 CPUC proceeding that, as appropriate, results in new regulations. Specifically, it would be
27 appropriate for the Commission to require PG&E to conduct a comprehensive audit of "all
28 aspects" of its operations, including emergency planning and PG&E's public awareness programs,

1 as directed to the Commission by the NTSB. As well, as recommended by the NTSB, 1) the
2 Commission should require PG&E to establish a comprehensive emergency response procedure
3 for responding to large-scale emergencies; and 2) PG&E should develop and incorporate in its
4 public awareness program "written performance measurements and guidelines for evaluating the
5 plan and for continuous program improvement." The CPUC should promulgate and implement
6 rules addressing these critical safety issues, thereby improving public safety for the residents of
7 California.

8 It is the position of the City of San Bruno that all the NTSB recommendations be adopted
9 by *all* the parties to whom they were addressed. With respect to the CPUC in particular, the City
10 believes that historically there has been too close a relationship between the regulator and the
11 regulated utility. This, we believe has led to the acceptance of practices, policies and safety
12 protocols that are more "convenient" for the parties than are scientifically or technically based.
13 The blind adherence to "direct assessment" as a means of integrity management and the
14 acceptance of risk calculations based on such safety practices that would have never detected the
15 gross welding flaws in Line 132 are the clearest examples of this "too close" relationship. As
16 much as we appreciate the efforts and attention of the CPUC today in resolving these matters, we
17 also believe that an examination of the relationship between the regulator and the utility is fully
18 warranted.

19 It is still unclear to San Bruno whether the implementation of the NTSB recommendations
20 will be addressed in PG&E's PSEP in this Order Instituting Rulemaking or in the Order Instituting
21 Investigations. The CPUC has yet to determine in what formal forum it will address these
22 important issues. PG&E has made representations that it has, and is attempting to, remedy the
23 deficiencies in its public awareness program and emergency response programs. Even so, the City
24 urges the CPUC to promulgate and implement rules addressing these critical safety issues that will
25 enhance and improve public safety for the residents of California and provide another enforcement
26 tool for the CPUC. This examination should include a formal CPUC proceeding carried out on a
27 timely basis and which addresses and as appropriate, results in new regulations.

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2. PG&E Must Incorporate Critical Supplemental Measures Into the PSEP

a. PG&E Should Install Automatic Shut-Off Valves in the City

The ability of PG&E to quickly and reliably terminate the flow of gas through a ruptured pipeline is critical to allowing emergency response in the affected community to go on the offensive. The use of remote control valves (RCV) and automatic shut-off valves (ASV) is the best way to address this need. In spite of the concerns regarding the reliability of ASVs, which are discussed below, these valves are capable of providing the most rapid response to a pipeline rupture and of eliminating potential errors associated with operator response. Therefore, safety will benefit by addressing potential reliability issues and judiciously deploying ASVs.

NTSB's final accident report found that the "use of either automatic shutoff valves or remote control valves would have reduced the amount of time taken to stop the flow of gas."³ The NTSB final accident report recommended that PG&E "[e]xpeditate the installation of automatic shutoff valves and remote control valves on transmission lines in high consequence areas."⁴

There appear to be two issues in PG&E valve automation program: 1) the basis for deciding where to install needed valves; and 2) whether to employ RCVs or ASVs. ASVs provide more rapid response to pipeline rupture than do RCVs, the industry concern seems to be their potential for unplanned closure, leading to gas supply interruptions potentially at the time when gas is most needed by affected users. There does not seem to be valid scientific data that on the risk of false closure of ASVs, and information on the pressure history at points where valve placement is being considered (to support better understanding of the potential for false closure). However, in relation to false closures, it is our understanding that the risk of false or "inadvertent" closures is addressed through a manual override within the SCADA system to cancel or slow down the closure. Means used by other industries to minimize the risk of false valve closure (such

³ NTSB Final Pipeline Accident report; <http://www.nts.gov/doclib/reports/2011/PAR1101.pdf>; page x

⁴ NTSB Final Pipeline Accident report; <http://www.nts.gov/doclib/reports/2011/PAR1101.pdf>; page 131

1 as by use of redundant sensors with diverse designs to signal the need for valve closure) should
2 also be considered.

3 The PSEP discussion of RCV installation criteria includes a threshold potential impact
4 radius (PIR) of greater than 100 feet in Class 4 locations. Analysis shows that pipelines of ten
5 inches in diameter operating at 200 psi have a PIR of less than 100 feet, as do pipelines of twenty
6 inches diameter operating at 50 psi. Given the definition of a Class 4 location - any class location
7 unit where buildings with four or more stories above ground are prevalent – this approach does not
8 seem appropriate. It seems reasonable that all Category 4 piping should be included in
9 considering where to place RCVs.

10 As addressed by the CPSD report in the Order Instituting Investigation 12-01-007, CPSD
11 recommended that PG&E “perform a study to provide Gas Control with a means of determining
12 and isolating the location of a rupture remotely by installing [remote control valves] (RCVs),
13 [automatic shut-off valves] (ASVs), and appropriately space pressure and flow transmitters on
14 critical transmission line infrastructure and implement the results.”⁵ The CPSD report highlighted
15 the fact that it took PG&E over 90 minutes to turn off the gas and that RCVs, ASVs, or
16 appropriately spaced pressure and flow transmitters could have reduced the emergency response
17 time.

18 It is unclear whether the analysis and subsequent rules relating to ASVs and RSVs will be
19 addressed in this OIR or in the Order Instituting Investigation 12-01-007. As stated above, the
20 PG&E’s PSEP and the City’s direct testimony on the Plan in the OIR address ASVs and RSVs.
21 However, the CPSD report and recommendations in this report also address ASVs and RSVs. It is
22 unclear to the City which forum and decision-maker will be the final arbiter on this important
23 issue.

24 It is the City’s position that automatic valves be placed in San Bruno. Once it was
25 apparent that this major gas transmission line had failed, the delay of 93 minutes to stop the flow
26 of gas and isolate the rupture site put the emergency responders in defensive mode instead of

27 ⁵ CPSD Incident Investigation Report; <http://www.cpuc.ca.gov/NR/rdonlyres/28720A78-1DC7-4474-B51F-00C5E8BB5069/0/AgendaStaffReportreOIIPGESanBrunoExplosion.PDF>; page 116
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1 offensive mode to control the fire and its damage. As a result, the situation worsened, contributing
2 to the extent and severity of property damage and increasing the life-threatening risks to the
3 residents and emergency responders. It is our experience that the ability of PG&E to quickly and
4 reliably terminate the flow of gas through a ruptured pipeline would likely have greatly reduced
5 the damage. The parties can have technically-based disagreements at length about the use of
6 ASVs vs. RCVs. However, we do not need a technical expert to confirm that an ASV would have
7 allowed Fire responders to quickly initiate an offensive tactical operation and would likely have
8 significantly minimized the devastation.

9 **b. PG&E Should Address Changes in Pipeline Information in the**
10 **PSEP**

11 The process described in the PSEP involves pipeline characterization (including MAOP
12 validation), pipeline segmentation, and the use of decision trees to identify appropriate safety
13 assurance actions. These three basic steps are being undertaken in parallel. The Integrated San
14 Bruno Response Plan status report issued by PG&E on December 15, 2011 indicates that the first
15 step (pipeline characterization) is still in progress. This implies that pipeline segmentation
16 decisions and identification of actions needed to ensure the safety of pipeline segments using the
17 decision models may change as the characterization is completed. This changing knowledge base
18 adds a layer of complexity to an already quite complex project. The City asks the CPUC to
19 determine how PG&E is dealing with these continuing changes in its understanding of pipeline
20 characteristics in revising its PSEP, and in communicating to interested parties the implications to
21 planned work.

22 **c. PG&E Should Modify Certain Assumptions Embedded in Its**
23 **Decision Tree Risk Assessment Methodology**

24 The decision trees developed to determine which actions should be taken on each pipe
25 segment and in which phase of the PSEP these actions should be taken seem generally well
26 thought out. The trees include many decisions for which no criteria are stipulated (*e.g.*, Figure 2-1
27 in the PSEP, decision box M3 - reduce pressure and/or remaining fatigue life analysis; also Figure
28 2-2 decision box F1 - replace Phase 1 & 2). In practice, the bases for these decisions need to be

1 safely. Full implementation, however, depends on CPUC acceptance of the Plan together with its
2 provisions for recovery of most of the costs needed to implement.

3 Because numerous uncertainties affecting the details of implementation currently exist,
4 effective communication both by PG&E and by the CPUC will be needed so governmental
5 officials and the people whose interests they represent can understand project status, any changes
6 to the initial plan and their justification, and resulting improvements in safety performance.
7 Effective communication here implies providing information in a form so the various interest
8 groups, including municipalities and counties, can understand the impact on their specific interests
9 as the Plan is implemented.

10 In communicating to interested parties progress on implementation of the PSEP, PG&E
11 should describe not only how much work has been accomplished during the reporting period, but
12 also how that work relates to the complete set of actions it committed to complete in the PSEP.

13 PG&E has commissioned several groups to oversee implementation of PSEP. The reports
14 from these groups seem to be an important part of the public record of PG&E accomplishments
15 and should therefore be made public. PG&E has committed to provide updates on work
16 completed, work in progress, and forecast of future work on March 1 and September 1 of each
17 year during implementation of the PSEP. The format of this report should allow individual
18 municipalities and counties to understand progress and plans affecting the assurance of safety of
19 pipelines within their boundaries.

20 The PSEP documentation will also be extremely voluminous, and likely to grow
21 considerably during CPUC deliberations preceding approval, as well as throughout
22 implementation of the plan. The magnitude of documentation together with the plan's structure as
23 an integrated project plan significantly undermine the ability of the 273 cities whose citizens'
24 safety will be affected by careful implementation of the plan to understand how the plan will affect
25 them. PG&E should also provide the City with the information it needs to answer questions from
26 local residents such as:

- 27 • What pipelines lie near my home, job and the schools my children attend?
28 • What assurance do I have these pipelines are safe now or being made safe?

- 1 • Is it necessary to implement interim safety measures on these lines? What measures?
- 2 • Is higher pressure being maintained in any of these lines to prevent supply interruptions elsewhere in the system? Why is this safe?
- 3 • When will characterization, testing or replacement of these lines be completed?
- 4 • How will I know when these lines have been characterized, tested or replaced - that is
- 5 "made safe" - for the long term?

6 Questions such as these, when posed by residents of the 273 communities, can now be
7 answered only through government officials' meeting with knowledgeable PG&E project officials.
8 Even officials from the City of San Bruno have had to meet with PG&E managers to develop a
9 reasonable understanding of the answers to these questions for their community. Such meetings
10 can be difficult to arrange and may be inefficient for both the city officials and the PG&E
11 managers. The PSEP does include a commitment by PG&E to use various means to provide
12 project information to interested parties, but it is not clear that this information will allow local
13 officials and residents to answer the types of questions listed above. This need deserves strong
14 consideration by those responsible for communications both within PG&E and within the CPUC.

15 **h. Provide More Comprehensive Information on Pipeline Pressure**
16 **Reduction**

17 Pipeline pressure reduction is an effective interim safety enhancement measure. While
18 information in the PG&E working papers specifies in which segments pressure reductions have
19 been taken, the segments are identified by mile post. Associating the mile post indication with
20 proximity to San Bruno (or other cities) requires information the cities typically do not possess.
21 Furthermore, the PSEP notes on page 36 that "PG&E has already implemented certain interim
22 pressure reductions and will complete its implementation of pressure reductions called for in the
23 pipeline modernization program decision trees no later than 30 days after final CPUC approval of
24 the Implementation Plan." At this point, it is unclear why pressure reductions considered by
25 PG&E to be prudent are being delayed. This issue needs to be addressed as part of a strengthened
26 communication effort with cities and counties through which PG&E transmission pipelines pass,
27 including San Bruno. The CPUC should continue to evaluate and make the important decision to
28 restore operating pressure in public hearings.

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i. Supplement Decision Tree Risk Assessment Data With GIS Information

PG&E's use of decision trees in the PSEP has a significant advantage over historic risk index models in that the basis for decisions is clear rather than being obscured by judgment-based quantification decisions imbedded within index models. Another potential improvement in risk characterization suggested in the PSEP is a process of querying the data in the GIS using questions designed to inform decisions contained in the decision trees. Investigating the broader application of decision trees drawing on higher quality data on pipeline segment characteristics to satisfy the requirements of risk modeling in the IMP regulations appears to have merit. However, the current version of the decision trees in the PSEP are not sufficiently complete to be applied in supporting the full range of risk characterization decisions required by IMP (e.g., risk ranking segments for assessment, selection of preventive and mitigative measures, evaluating the presence of several risk-influencing factors that, in combination, contribute more to risk than the sum of their individual contributions).

j. Ensure PSEP Construction Activities Are Carried Out by Qualified Personnel Qualification Involved in Construction Activities

As PG&E notes, work to be carried out in the PSEP will require a significant increase in contract work force. Much of the work carried out by these new people might be characterized as "new construction." At present the operator qualification regulations focus on operation and maintenance tasks, excluding new construction tasks. The PSEP clearly states that work carried out in its implementation will be done in compliance with applicable requirements. The City asks that the CPUC direct PG&E to apply its operator qualification program to qualifying individuals working on new construction activities.

k. Adopt Definition of Quality Assurance and Quality Control that Goes Beyond Mere Compliance

The PSEP describes in general terms how PG&E will carry out quality assurance (QA) and quality control (QC). While the description in the Plan is not comprehensive, it seems to imply that the purpose of QA is narrowly restricted to assuring QC methods are effective in ensuring compliance. This stated purpose, while possibly incomplete in defining how PG&E QA program is structured, misses the point of QA, which is to ensure that the *systems and processes* under which work is carried out are designed to assure the quality of the work. QA is about before-the-

1 fact development of solid processes to carry out work effectively, while QC is about after-the-fact
2 verification the product of that work is sound.

3 **3. Implementation of the PSEP Must Not be Delayed Due to Ratemaking**
4 **Issues**

5 Implementing the PSEP will be a massive and costly undertaking whose successful
6 completion is fundamental to the safety and peace of mind of those living and working in the City
7 of San Bruno and other communities near PG&E pipelines. The fact that initiation of this
8 monumental project required an explosion that took the lives of eight residents of San Bruno and
9 caused numerous injuries and significant property damage is so disturbing as to require every
10 stakeholder to reexamine its roles and responsibility. The discomfort and indeed fear experienced
11 by the residents of San Bruno and other communities near PG&E pipelines requires local
12 government in cooperation with the CPUC and the utility to do everything in its power to
13 ameliorate and assuage these concerns.

14 The structure of the PSEP is logical, including selection of the pipeline segments on which
15 to focus in Phase 1, and actions proposed to ensure safety of our community. Assurance with its
16 objectivity is increased by PG&E's decision to bring in outside experts to supplement its staff in
17 developing the details of the plan, including decision models used to identify needed actions to
18 assure safety.

19 However, it is the City's understanding that several parties are focusing their efforts on
20 ratemaking issues relating to the PSEP and that these ratemaking issues should slow down the
21 implementation of the PSEP. Specifically, during the PSEP hearings held on March 19-29, 2012,
22 Jerry Oh, an expert witness for the Division of Ratepayer Advocates (DRA) testified that DRA is
23 recommending that PG&E "slow down . . . until they can get better cost estimate of what's going
24 to happen in the future."⁶ As well, the Utility Reform Network's (TURN) expert, Richard
25 Kuprewicz, also testified that there are is "pressure to get things going and done . . . slow it down
26 until you get satisfactory answers so that you can make an informed decision."⁷ It appears that
27 DRA and TURN's recommendations and modifications in its testimony are directed towards
28 reducing costs passed to ratepayers.

26 ⁶ Testimony of DRA witness Jerry Oh, PSEP hearing March 27, 2012, p. 2037 lines 27-28; p.
27 2038; lines 1-3

28 ⁷ Testimony of TURN witness Richard Kuprewicz, PSEP hearing March 29, 2012; p. 2237 lines
17-28

1 The City does not purport to evaluate ratemaking issues associated with the PSEP, but the
2 City does have the first-hand knowledge of responding to a large scale explosion that cost eight
3 people their lives. Safety improvements are needed to protect public safety and should not be
4 subordinated to ratemaking issues. The City has serious concerns that the resolution of
5 ratemaking issues will delay the implementation of pipeline safety enhancements that are
6 necessary for public safety. To the extent that a prudent utility would in the normal course of
7 business undertake those actions identified in the PSEP, the ratepayers should bear none of that
8 cost.

8 **B. The CPUC Must Exercise Stronger Oversight over Utility Operations**

9 **1. Consider Effective Management of PSEP to be Part of PG&E's**
10 **Ongoing Compliance Obligation**

11 Effective project management and strong project oversight are fundamental to effective
12 implementation. Chapter 7 of the PSEP discusses the PG&E approach to managing the plan.
13 Three major components are called out: plan *execution*, implementation *oversight*, and *assurance*
14 of implementation effectiveness. The plan identifies a comprehensive management structure for
15 plan execution. Oversight and assurance are provided by three groups: the Executive Steering
16 Committee (which also has project coordination functions), the internal PG&E audit group (which
17 must be independent of the program management office), and the External Program Advisory
18 Board. Assuming the External Program Advisory Board remains independent of program
19 implementation and communication, this structure seems to provide the needed assurance the
20 program will be implemented effectively. Although it is important that the External Program
21 Advisory Board remain independent, it is equally important that any oversight group have direct
22 communication with the City and public agencies to increase their assurance of the effectiveness
23 of the program.

24 The PSEP represents a commitment by PG&E management and that operating consistent
25 with this commitment will be viewed by the Consumer Protection and Safety Division (CPSD) as
26 part of PG&E's compliance obligation. One implication of this expectation is that PG&E
27 implementation will be overseen by the CPSD, leading to an increase in public assurance.
28 Additionally, PG&E would need to request a waiver from the CPSD if it desired to deviate from

1 significant commitments in the plan, such as meet gas demand by increasing the pressure in a line
2 whose pressure had been decreased as a result of commitments in the PSEP. Of course, when the
3 MAOP of a line has been verified by the means described in the PSEP, and that verification has
4 been approved by the CPSD, PG&E will be able to operate at a consistent pressure without a
5 waiver.

6 **2. Build CPUC Staff Capacity**

7 The primary external oversight of implementation of the PSEP will be by the CPSD of the
8 CPUC. In response to recommendations in the Report of the Independent Review Panel on the
9 San Bruno Explosion, the CPUC has begun serious efforts to strengthen its internal capabilities.
10 The CPUC has restructured the CPSD to create separate natural gas safety and electric safety
11 programs. Staff within this program will be dedicated to integrity management, to the analytical
12 processes involved in identifying and responding to risk, and to the application and development
13 of preventative and mitigative measures.

14 The CPUC has increased its gas safety staff from 9 positions at the time of the San Bruno
15 explosion, to 17.5 positions. The CPUC is also increasing staff opportunities for continuing
16 education, and meetings allow working together to compare performance of operators and to
17 develop best practices statewide. The CPUC created a new Risk Assessment Unit to improve its
18 ability to conduct state of the-art risk management work. The first four members of the Risk
19 Assessment Unit have been hired. Outside expert support is also being sought for this unit.

20 The focus of the CPSD oversight at PG&E will be application of the decision trees and
21 complete implementation of resultant actions. With these organizational changes and staffing
22 additions, CPSD should be able to provide the needed oversight of PG&E's implementation of the
23 PSEP. However, nearly doubling the CPSD staff size and integrating new staff into the agency
24 will represent a significant challenge.

25 **3. Emphasize Program Reporting**

26 The time required to implement provisions in the PSEP will be affected both by the
27 specifics of CPUC approval of costs included in the PSEP, and by PG&E cost performance in
28 managing the activities. Uncertainties associated with these factors, and therefore in the time
required to complete implementation of the PSEP, underline the importance of project reporting
that is meaningful to the municipalities and counties whose citizen's safety is affected by timely
completion of the work.

1 The "Integrated San Bruno Response Plan" status report dated December 15, 2011
2 indicates that "Any interim pressure reduction will also consider the potential safety impacts of
3 uncontrolled customer outages along with pipeline integrity safety margins." Adding the risk of
4 customer outages to decisions on pressure reductions has the potential to undermine the interim
5 safety measures. Therefore, all specific instances in which supply interruption considerations
6 change a decision to reduce pressure should be reported to local public safety officials in the
7 affected area. This reporting should assure that customer outages will not be used arbitrarily to
8 allow potentially unsafe pressure limits to be established.

8 **4. Clarify the Proper CPUC Forums for Addressing Critical Emergency
9 Response and Community Outreach Issues**

9 The City has participated in workshops relating to public safety and emergency response
10 even in light of the recent Decision Amending Scope of Rulemaking, but the CPUC has yet to
11 determine in what formal forum it will address these important issues. It is vitally important that
12 the City of San Bruno and its staff have an opportunity to comment on any action that the CPUC
13 plans relating to emergency response so the City of San Bruno can share the knowledge it acquired
14 while responding to the PG&E pipeline explosion in San Bruno

15 **C. PG&E and the CPUC Must Take Specific Steps Beyond the PSEP to Improve
16 Emergency Preparedness, Community Outreach and Transparency in the
17 Communities PG&E Serves**

17 **1. Implement Recommendations from Jacobs Consultancy Report**

18 Many of the recommendations described in the study by Jacobs Consultancy⁸
19 commissioned by the CPSD of the CPUC, especially those related to safety or knowledge
20 improvements rather than cost saving opportunities, have merit. Therefore, in addition to
21 communicating information on implementation of the PSEP, PG&E together with the CPSD
22 should consider how best to communicate resolution of the issues raised in the Jacobs report and
23 progress in implementing changes to the PSEP resulting from resolution of these issues. An initial
24 report addressing PG&E's position on many of the Jacobs recommendations has been submitted⁹.
25 In this report PG&E typically accepts safety-related recommendations while rejecting

26 ⁸ Assessment of Pacific Gas and Electric Company's Pipeline Safety Enhancement Program,
27 prepared by Jacobs Consultancy for the Consumer Protection and Safety Division (CPSD) of the
28 California Public Utilities Commission (CPUC), December 23, 2011.

⁹ PG&E Company's Response to Technical Report of the CPSD Regarding PG&E's PSEP,
Manheim and Kline, January 13, 2012.

1 recommendations related to project cost or cost sharing.

2 **2. Ensuring Safety of PG&E's Natural Gas Distribution System**

3 The PSEP addresses PG&E's transmission pipeline system. PG&E is implementing an
4 integrity management program (IMP) for its distribution system. The first and most fundamental
5 step in this program is for PG&E to "understand its system." How will the City be assured the
6 PG&E distribution IMP is being implemented more effectively than it was with its transmission
7 IMP?

8 **3. Involve the Public in Revisions to Enterprise Risk Management Policies**

9 The PG&E description of improvements to its risk management program outlined in the
10 Integrated San Bruno Response Plan status report issued by PG&E on December 15, 2011 states
11 that "PG&E is enhancing its policies and processes governing Enterprise Risk Management
12 (ERM)." While this certainly seems to be a constructive set of actions and is definitely needed, a
13 major element of ERM is determining the "risk appetite"¹⁰ of the organization. For pipeline
14 operators the concept of "risk appetite" might best translate to "risk tolerance." This seems to
15 imply PG&E is in the process of developing the criteria against which future risk mitigation
16 decisions will be made. If this is the case, the public should have access to these criteria along
17 with sufficient information on their application to be able to judge the practical implications to
18 pipeline safety of PG&E's ERM.

19 **4. Perform Additional Work Needed to Improve City and County
20 Emergency Response Capability**

21 PG&E is implementing an enhanced prevention, preparedness and response program
22 which is outside the scope of the PSEP. Specific activities include: education activities related to
23 pipeline damage prevention; developing, training to and exercising emergency response plans; and
24 working with public safety first responders to deal with gas pipeline explosions. In addition,
25 SCADA upgrades are expected to provide emergency responders with better, timelier information
26 on rupture location and estimated time required to terminate gas flow through a ruptured line.
27 CPUC actions in establishing new requirements and practices must be undertaken in an open
28 environment, accessible to and involving affected cities and counties.

V. CONCLUSION

It is vitally important that the City of San Bruno and its staff have an opportunity to

¹⁰ Enterprise Risk Management - Integrated Framework, Committee of Sponsoring Organizations of the Treadway Commission, 2004.

1 comment on any action that the CPUC plans relating to emergency response so the City of San
2 Bruno can share the extensive knowledge it acquired while responding to the PG&E pipeline
3 explosion in San Bruno. The City is asking the CPUC and PG&E to look to the City for its first-
4 hand knowledge in responding to and handling the aftermath of a large-scale disaster.

5 As the City stated in the City's direct testimony in PG&E's PSEP, effective emergency
6 planning, training, and response capabilities and public awareness are essential to public safety. It
7 is critical that the CPUC implement rules, regulations and changes in practice addressing
8 emergency response and its impact on public safety, including first responder coordination and
9 communication between PG&E and public officials.

10 Throughout this proceeding, it is fundamental that the NTSB recommendations are
11 addressed to assuage the peace of mind of those living and working in the City of San Bruno and
12 other communities near PG&E pipelines. The discomfort and indeed fear experienced by the
13 residents of San Bruno and other communities near PG&E pipelines requires local government to
14 do everything in its power to assure that these important issues are addressed in a clear and
15 satisfactory manner. It remains the City's goal to ensure that the CPUC follow the NTSB
16 recommendations issued to PG&E in its final accident report adopted on August 30, 2011.

17 Dated: May 14, 2012

Respectfully submitted,

18 /s/ Steven R. Meyers

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