

**PACIFIC GAS AND ELECTRIC COMPANY
Gas Pipeline Safety OIR
Rulemaking 11-02-019
Data Response**

PG&E Data Request No.:	LocalUnions246-342_002-24		
PG&E File Name:	GasPipelineSafetyOIR_DR_LocalUnions246-342_002-Q24		
Request Date:	January 3, 2012	Requester DR No.:	002
Date Sent:	January 20, 2012	Requesting Party:	Plumbers/Pipe Fitters/Steamfitters Local Unions 246/342
PG&E Responder:	Redacted	Requester:	Sarah Grossman- Swenson

THE PUC’S INDEPENDENT REVIEW PANEL REPORT (IRPR) ISSUED IN JUNE 2011, ATTACHES AN APPENDIX G, WHICH APPEARS TO BE A PG&E DOCUMENT. THE FOLLOWING QUESTION ALL RELATE TO APPENDIX G.

QUESTION 24

With respect to “*Work Error and Corrective Action Processes*,” what is Work Error?

ANSWER 24

Human Failure/Work Procedure Error (HF/WPE): An action or inaction by an individual directly performing a task on the gas system that causes an unexpected avoidable result which impacts or places the system at risk. Such actions or inactions include, but are not limited to, a lack of adherence to an existing policy, standard, guideline, bulletin, procedure, or received training. Depending on the circumstances, they may be classified as either errors or violations.