

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

oPG&E Data Request No.:	LocalUnions246-342_002-26		
PG&E File Name:	GasPipelineSafetyOIR_DR_LocalUnions246-342_002-Q26		
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 26

What Work Error identification and corrective action processes are used when Work Error is found?

ANSWER 26

Investigations are performed and completed by either the applicable Line of Business or the Human Failure/Work Procedure Error (HF/WPE) team. The focus of investigation and analysis is to determine the following information: the root, secondary, and contributing causes for all non-HF/WPE events. The human failure(s) and precondition(s) for all HF/WPE events, using the accepted Human Factor Analysis and Classification System model (HFACS).

HFACS is used to identify all levels of preconditions that could, if in place, have prevented the mishap or incident from happening or lessened the severity of the event. HFACS classifications include organizational influences, unsafe supervision, preconditions for unsafe acts, and the unsafe act itself including errors and violations.

WPE corrective actions goal is to provide delivery of sustainable and achievable corrective actions. All corrective actions are reviewed with stakeholders for concurrence. The WPE team doesn’t comment or provide any guidance concerning positive discipline.