

From: Cho, Raymond  
Sent: 5/3/2013 4:56:54 PM  
To: Allen, Meredith (/O=PG&E/OU=Corporate/cn=Recipients/cn=MEAe)  
Cc:  
Bcc:  
Subject: Re: CONFIDENTIAL: [Redacted] Sub Questions

Thanks!

Raymond Cho  
415.703.2236  
raymond.cho@cpuc.ca.gov

-----Original Message-----

From: Allen, Meredith [mailto:MEAe@pge.com]  
Sent: Friday, May 03, 2013 4:28 PM  
To: Cho, Raymond  
Subject: Re: CONFIDENTIAL: [Redacted] Sub Questions

Raymond,

I will track down.

Thanks,  
Meredith

On May 3, 2013, at 2:47 PM, "Cho, Raymond" <Raymond.Cho@cpuc.ca.gov> wrote:

> Meredith,  
>  
> I've got a few questions in regards to the actual incident:

> [Redacted]

where the surveillance cameras are pointed?

> [Redacted]

>  
> 3. Approximately how much oil was spilled?  
>  
> 4. Was the damage in excess of \$900,000? Do you have a closer estimate?  
>  
> If there is a full report that outlines this information you can just send that to me.

>  
> Thanks,  
>  
> Raymond Cho  
> 415.703.2236  
> raymond.cho@cpuc.ca.gov  
>  
> -----Original Message-----  
> From: Allen, Meredith [mailto:MEAe@pge.com]  
> Sent: Wednesday, May 01, 2013 4:20 PM  
> To: Cho, Raymond  
> Subject: Re: CONFIDENTIAL: [Redacted] Sub Questions  
>  
> Raymond,  
>  
> Please contact me and I can track down the information or put you in touch with the right person depending on the areas of focus.

>  
> Thanks,  
> Meredith  
>  
> On May 1, 2013, at 4:11 PM, "Cho, Raymond"  
<Raymond.Cho@cpuc.ca.gov<mailto:Raymond.Cho@cpuc.ca.gov>> wrote:  
>  
> Thanks, Meredith! If I have any questions concerning specific details of the incident (not about these questions) should I contact you directly or someone else?

>  
> Thanks,  
>  
> Raymond Cho  
> 415.703.2236  
> raymond.cho@cpuc.ca.gov<mailto:raymond.cho@cpuc.ca.gov>  
>  
> From: Allen, Meredith [mailto:MEAe@pge.com]  
> Sent: Wednesday, May 01, 2013 3:04 PM  
> To: Cho, Raymond  
> Subject: CONFIDENTIAL: [Redacted] Sub Questions  
>  
> Raymond,  
>  
> Below are the confidential responses. These responses contain confidential security information and therefore should not be released externally. The attachment is also confidential.

>  
> If you need additional information or have questions on either the substance or the confidentiality please let me know.

>

> Thanks!

> Meredith

>

> 1. Does PG&E have any plans to make improvements to their operations to minimize the damage due to such incidents? For example, damage to equipment/surrounding environment and customer service. Yes, PG&E is performing a comprehensive assessment of the incident to identify lessons learned and will develop plans to mitigate the impacts of or prevent the future occurrence of such incidents. Regarding improvements related to the surrounding environment, PG&E has started a review of our SPCC (spill prevention control and countermeasure) plan. We are required to perform this review per EPA regulation after a significant incident, and they have already asked for the results of our analysis once it is complete. It is worth noting that in response to this incident, our crews were able to stabilize our transmission grid and perform the repair work so far without a service interruption for our customers.

>

Redacted

Redacted However, the initial review of CCTV activation did not identify any intruder or related suspicious activity at the time of the event. A closer review of the cameras was conducted following the incident by back tracking the footage which did identify rounds striking the fence line. Redacted and CCTV Redacted

Redacted

Redacted The vulnerability/attack vector that was used at the Redacted Substation has been under review by NERC/FERC; however, until this event transpired, industry had not experienced an attack of this magnitude or well planned.

>

Redacted

Redacted Security recommendations will be identified and implemented based on immediate, midterm and long term strategies. Redacted

Redacted

>

> If you have anything to add as far as lessons learned or planning for the future please feel free to also submit that to me.

> I'm sure PG&E already has a procedure/protocol in response to this type of incident, so could you please send me a copy of that document? Please find attached the protocol for Responding to an Access Control System Alarm.

>  
>  
> From: Cho, Raymond [<mailto:Raymond.Cho@cpuc.ca.gov>]  
> Sent: Friday, April 26, 2013 9:13 AM  
> To: Allen, Meredith  
> Subject: [Redacted] Sub Questions

>  
> Hi Meredith,  
>  
> Thanks for calling me back, Meredith. Please see questions below:

>  
>  
> 1. Does PG&E have any plans to make improvements to their operations to minimize the damage due to such incidents? For example, damage to equipment/surrounding environment and customer service.

>  
>  
>  
Redacted

>  
>  
> If you have anything to add as far as lessons learned or planning for the future please feel free to also submit that to me. I'm sure PG&E already has a procedure/protocol in response to this type of incident, so could you please send me a copy of that document? I'll be working on an outline to brief the directors so please provide what you can ASAP or by Wednesday (5/1) so that I can include that in our meeting.

>  
> Best Regards,  
>  
> Raymond Cho  
> Utilities Engineer  
> California Public Utilities Commission Electric Safety and Reliability  
> 415.703.2236  
> [raymond.cho@cpuc.ca.gov](mailto:raymond.cho@cpuc.ca.gov)<<mailto:raymond.cho@cpuc.ca.gov>>

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> PG&E is committed to protecting our customers' privacy.  
> To learn more, please visit  
> <http://www.pge.com/about/company/privacy/customer/>

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