

From: Allen, Meredith  
Sent: 5/1/2013 3:04:17 PM  
To: Cho, Raymond (Raymond.Cho@cpuc.ca.gov)  
Cc:  
Bcc:  
Subject: CONFIDENTIAL: Metcalf 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. Redacted

Redacted

2. Are there any plans to improve security at substations permanently to prevent this from happening again? Are there any plans to improve the alarm response when the parameter

is breached? The fence line of the substation was not breached by the suspect(s). The shooting took place outside the perimeter fence that defines and protects the substation. The damage to the facility was caused by bullet rounds penetrating critical components related to transformers and breakers. 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

Redacted

Redacted

3. From a system reliability standpoint, should PG&E have additional spare transformers on hand at each substation? PG&E's general practice is to keep spare transformer on hand at each substation. As a result of this incident PG&E is conducting a comprehensive assessment which will review, among other things the current practices regarding housing spare equipment such as transformer on hand. In addition PG&E's fleet includes mobile transformers and other spare equipment that can be moved between locations to enable facilities repairs.

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 Redacted

**From:** Cho, Raymond [mailto:Raymond.Cho@cpuc.ca.gov]  
**Sent:** Friday, April 26, 2013 9:13 AM  
**To:** Allen, Meredith  
**Subject:** Metcalf 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.
  
2. Are there any plans to improve security at substations permanently to prevent this from happening again? Are there any plans to improve the alarm response when the parameter is breached?
  
3. From a system reliability standpoint, should PG&E have additional spare transformers on hand at each substation?

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)