

From: Dietz, Sidney
Sent: 10/23/2013 2:08:10 PM
To: franz.cheng@cpuc.ca.gov (franz.cheng@cpuc.ca.gov)
Cc: Redacted
Redacted
Bcc:
Subject: CNG fueling and complaint.

Franz --

Below I have included more information from Redacted about the shutdown of the Redacted fueling station and the notifications. Redac is Manager of LNG/CNG Operations, and can help with any question you have. Note the attachment mentioned below is the one i already sent you. Let me know if you have any question. Thanks!

yours,

sid

415 209-3654 (m)

Let me address the issues he mentions in his letter:

- * Restricting access to San Rafael: Individual customers had access cards to PG&E service centers to purchase CNG fuel after hours and on weekends. Corporate Security determined that we cannot provide this access, due to the unfettered access to the yard. Most CNG dispensers are outside the fence, but a handful are inside the fence requiring card access.
- * San Francisco Redacted Closure: We are planning to shut down this station effective October 31st.
 - o Reasons for shutdown:
 - * This is our single highest risk station: There are several high rise buildings nearby. Were an over pressure protection device to activate, the pressure relief systems are designed (as is required) to vent directly upwards. With any wind we would have high pressure and flammable natural gas venting towards one of these buildings.
 - * Redacted expansion: Electric department wants to expand the Redacted for electric reliability in SF. The larger size of the substation encroaches into the CNG station area and they asked us if they could move/shut down the CNG station. We agreed to shut down the CNG station due to the minimal internal impact to CNG drivers and the fact that it would be VERY difficult and expensive to rebuild this station somewhere in SF.
 - * Communication to the customers: We started posting signs and sending emails directly to the customers in early September, approximately 8 weeks before the proposed shutdown. We did receive a few negative comments, but nothing significant. There are 4 other CNG stations still open to the public less than 10 miles away: 2 are PG&E and 2 are Clean Energy. One of the PG&E stations is open 24/7 but I do not know about the Clean Energy stations. We interfaced with government relations and customer impact to ensure they understood what we were doing, why we were doing it and to validate we were taking all of the needed steps to educate these customers.
 - o Placed a sign at Redacted indicating it's closure – Initial setup completed 9/10
 - o Sent emails to the customers informing them of the closure 9/6, 10/3, 10/17.
 - o We placed requests on the following websites to describe the closure –
 - * Requests sent to Dept. of Energy (NGV.gov) website on 10/4.
 - * Request to CNG Prices sent on 10/4.
 - * NGV Coalition, location brochure already indicates closure in Q1 of 2014.

* PG&E requirements to the customer: Providing CNG to vehicular customers is a little different than to a home or business. There is a much lower requirement for an “obligation to serve”. The customers are required to sign the attached contract that point to that fact:

o Page 1 Paragraph 6, we provide fuel at locations and at times where we have excess capacity. : PG&E will provide locations for fueling of Customer's vehicles. All fueling will be provided at designated PG&E fueling stations where excess capacity is available. Customer agrees to obey posted speed limits and to operate their vehicles in a safe manner at refueling locations.

o Page 2 Paragraph 12, we can terminate this agreement and therefore their access 30 days after providing them notice in writing: This Agreement shall become effective commencing the date the card key has been activated by PG&E. This Agreement shall continue on a month-to-month basis until terminated by either party upon thirty (30) days prior written notice.

<<GAS_FORMS_79-753.pdf>>

I hope that helps. I will be in the office all day if you need further information or have any questions.

Do I seem terse? Blame the thumb keyboard.