



**Pacific Gas and  
Electric Company®**

Bill Gibson  
Director  
Codes and Standards  
Gas Operations

6111 Bollinger Canyon Road  
4<sup>th</sup> Floor  
San Ramon, CA 94583

925-328-5799  
Fax: 925-328-5591  
Internet: WLG3@pge.com

December 19, 2013

Brigadier General Jack Hagan, Director  
Consumer Protection and Safety Division  
California Public Utilities Commission  
505 Van Ness Avenue, Room 2005  
San Francisco, CA 94102-3298

Re: Courtesy Notification Regarding Gas Dispatch and Gas Control Call  
Recording Issue

Dear Brigadier General Hagan:

This letter provides courtesy information regarding a lapse in telephone call recording capabilities at Pacific Gas and Electric Company's (PG&E's) Gas Dispatch as well as Transmission and Distribution Gas Control room consoles. At approximately 4:50 PM on December 17, 2013, call recording ceased for Gas Dispatch and Gas Control room telephone systems. Call recording resumed at approximately 10:45 AM on December 18, 2013. The problem was identified during troubleshooting of a separate network event.

While it is not a regulatory or procedural requirement, PG&E records and logs all telephone calls to and from Gas Dispatch and Gas Control consoles in accordance with the service level agreement with Verint Witness Enterprise Voice Logger System. PG&E's practice is to retain these call records for seven years.

PG&E is investigating the cause of this issue. Based on the results of this investigation, PG&E will develop appropriate corrective actions to address the issue and mitigate future occurrences.

Please contact Redacted or Redacted for any additional questions you may have regarding this notification.

Sincerely,

Bill Gibson  
Director, Codes and Standards

cc: Dennis Lee, CPUC

Redacted, PG&E

Brigadier General Jack Hagen  
December 19, 2013  
Page 2

Liza Malashenko, CPUC  
Mike Robertson, CPUC  
Sunil Shori, CPUC

Redacted PG&E  
Shilpa Ramaiya, PG&E  
Frances Yee, PG&E