



**Pacific Gas and  
Electric Company®**

Bill Gibson  
Director  
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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] at [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

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

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