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Sent: 1/6/2014 4:21:27 PM
To: 'elizaveta.malashenko@cpuc.ca.gov' (elizaveta.malashenko@cpuc.ca.gov)
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Sumeet (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=S1ST56905772)
Bcc:
Subject: Update -Redacted Low-Pressure Gas Event

Dear Liza,

As a follow up to earlier written communications, I would like to update you on the recent low-pressure gas event in the Redacted. Below is a summary of the gas event, including PG&E's response, the apparent cause of the event, the impact to customers, and the follow-up actions that have been or will be taken as a result.

At approximately 8:30 A.M. on December 19, PG&E's Gas Control Center began to respond to a low-pressure event in the Redacted. Indications were that the pressure downstream of the newly rebuilt Redacted Measurement and Regulator Station was low enough to put service to customers in Redacted at risk. At approximately the same time, PG&E's Gas Dispatch Center received two calls from customers indicating low pressure or loss of service. In response to these indications PG&E immediately dispatched gas employees to determine the potential for further outages, identify the cause of the loss of pressure, and to restore pressures in the distribution system.

By 9:30 A.M., the Redacted Operations Emergency Center (OEC) was activated to coordinate the field response to the event. By 10:30 A.M. the Gas Emergency Operations Center (EOC) was activated in Redacted to support the OEC in the event of a wide-spread loss of service to customers. By 11:00 A.M., it was determined pressure in the system was recovering and the further loss of customers was not likely. The focus remained on determining the extent of the outages, identifying the cause and correcting the low pressure. We confirmed one elevated pressure service to a building at Redacted experienced an outage as a result of this low-pressure event. PG&E field personnel determined that the low-pressure event was caused by an obstruction in the new regulator and measurement station. By 11:30 P.M. on December 19, the regulator station repair had been completed and it was back in service.

As a result of the early contact to the CPUC, Banu Acimis of the CPUC Staff went to the Redac Measurement and Regulator Station during the afternoon on December 19. She talked with the personnel on site and requested specific follow up information which was provided on December 27, 2013. The information is attached for your reference.

PG&E has established several follow-up actions to be taken:

- Sean Kolassa, PG&E's Vice President of Transmission and Distribution Construction, will lead a root cause analysis of the low-pressure event. The event has already been recorded in PG&E's Corrective Action Program (CAP) system to ensure complete follow up.
- An After Action Review will be performed to review the effectiveness of the OEC and EOC processes during this event.

I will personally be involved in these reviews and ensure that we continuously work to improve our processes and our emergency response.

Sincerely,

Jesus Soto

Senior Vice President,

Engineering, Construction, and Operations