



## Operator Qualification Program Requirements

**Summary** This utility standard establishes requirements for Pacific Gas & Electric Company’s (the Company’s) Operator Qualification (OQ) program to promote employee and public safety and to operate in accordance with Code of Federal Regulations (CFR) Title 49, Part 192, Subpart N—Qualification of Pipeline Personnel, which requires that gas personnel performing covered tasks are qualified.

**Target Audience** Gas operations supervisors, managers, superintendents, and directors who manage and/or supervise field personnel who are, or need to become, Operator Qualified.

Administrative and field personnel who administer the Company’s OQ program, and personnel who are qualified or need to be qualified as part of the program.

**Safety** Meeting the requirements of this standard can expose field evaluators and personnel participating in OQ evaluations to hazards found in both service centers and the field. Potential hazards can include: trips and falls, handling heavy materials, sharp edges, flying particles, and hazardous gaseous atmospheres.

### Table of Contents

Subsection	Title	Page
1	Identification of Covered Tasks .....	2
2	Qualification Training and Evaluation .....	2
3	Responsibilities of OQ Personnel and Their Supervisors .....	4
4	If Personnel Fail to Qualify .....	4
5	When Non-Qualified Personnel May Perform Covered Tasks .....	5
6	How to Respond to Unsatisfactory Performance of Covered Tasks .....	6
7	Communicating Changes to Policies and Procedures .....	6
8	Communicating Changes to the Company’s OQ Program to the Appropriate Regulatory Agencies .....	7
9	Recordkeeping .....	8
10	Managing Contractors, Mutual Assistance, and Mergers & Acquisitions ..	8
11	Operator Qualification Program Acceptance .....	10
12	Operator Qualification Portability .....	10



## Operator Qualification Program Requirements

### Requirements

#### 1 Identification of Covered Tasks

- 1.1 The Company compared its tasks with the definition of covered tasks in CFR Title 49, Part 192.801 "Scope" and identified those tasks that meet the CFR's four-part criteria. The Company's covered tasks list, shown in Attachment 1 to this standard, might be revised as result of the review process described in Section 7.

#### 2 Qualification Training and Evaluation

- 2.1 To meet initial training requirements, appropriate training for covered tasks can include one or more of the following:
1. Covered task-specific, on-the-job training, and/or
  2. Training requirements defined in covered task-specific guidance document(s), and/or
  3. An apprenticeship program that defines covered task-specific training requirements, and/or
  4. Academy formally led training.
- 2.2 During training, personnel performing covered tasks are instructed on the normal operating criteria for each task and the appropriate action to take when an abnormal operating condition is recognized.
- 2.3 The qualification process evaluates the knowledge and skill of personnel to perform covered tasks, as well as to identify and react to abnormal operating conditions. Personnel performing covered tasks are required to obtain their qualification through an appropriate evaluation method. Appropriate evaluation methods identified in CFR Title 49, part 192.803, "Definitions" include:
1. Knowledge evaluation methods:
    - a. Written evaluation, administered per utility procedure TD-4008P-04, "Administer Operator Qualification Written Evaluations."
    - b. Oral evaluation, administered per utility procedure TD-4008P-05, "Administer Operator Qualification Oral Evaluations."



## Operator Qualification Program Requirements

### 2.3 (Continued)

2. Performance evaluation methods are administered per utility procedure TD-4008P-06, "Administer Operator Qualification Performance Evaluations." These methods include:
  - a. Observation by simulation evaluation.
  - b. Observation during on-the-job performance (not to be used as a sole evaluation method).

### 2.4 Initial qualifications and subsequent qualifications must include at least one of the following evaluation methods (except as noted):

- Written evaluation
- Oral evaluation
- Observation by simulation evaluation
- Observation during on-the-job performance (not to be used as a sole evaluation method)

### 2.5 Subsequent qualifications occur at least once every 5 years from the year of previous qualification. However,

1. As of January 1, 2014, all subsequent qualifications must occur at least once every 3 calendar years, not to exceed 39 months.
2. As prior year re-qualification cycles occur, the qualifications must transition to a 3-year cycle, not to exceed 39 months.

### 2.6 During the evaluation process, personnel are expected to recognize and react to abnormal operating conditions specific to the covered task being evaluated. The appropriate actions to take may include, but are not limited to, the following:

- Making the necessary adjustments to bring equipment or settings back to normal operating conditions.
- Replacing a component or components.
- Immediately notifying the appropriate personnel of the abnormal operating condition and initiating emergency response procedures.
- Completing appropriate paperwork to initiate the necessary corrective action.

### 2.7 Language:

- Training and OQ evaluations are provided and administered in English.



## Operator Qualification Program Requirements

### 3 Responsibilities of OQ Personnel and Their Supervisors

#### 3.1 Personnel are responsible for the following:

- Knowing the OQ covered tasks that they are qualified to perform and performing these covered tasks per the applicable guidance documents.
- Knowing and understanding the Company guidance documents for the covered task they are qualified to perform.
- Performing tasks unsupervised only if they have the necessary knowledge, skill, and qualifications, for their own safety and that of the general public.
- Informing their supervisor or job lead if they are assigned any covered tasks for which they are not OQ qualified or no longer have the knowledge and skill to perform.
- When necessary, notifying their supervisor of any additional training, equipment, or resources needed to perform a task they are qualified to do.
- Knowing span of control (SOC) requirements for each covered task they are qualified to perform.

#### 3.2 Supervisors are responsible for the following:

- Knowing which covered tasks his or her personnel are operator qualified to perform, and only assigning them work for which they are qualified.
- Ensuring that personnel are responsible for having current OQs, and informing the qualification organization prior to a lapse in OQ status.
- Knowing SOC requirements for each task that is assigned to their personnel.

### 4 If Personnel Fail to Qualify

#### 4.1 If personnel do not meet the qualification or re-qualification requirements described in [Section 2](#), they may obtain the appropriate knowledge and skill through:

- On-the-job mentoring by a qualified person.
- Structured on-the-job training (OJT) designed by the Company's learning academy and/or a subject matter expert (SME).
- Formal training by the Company's learning academy.

#### 4.2 Upon successful completion of one or more of the knowledge or skill building tools listed in [Step 2.1](#), the individual is re-evaluated using approved initial qualification methods.



## Operator Qualification Program Requirements

- 4.3 An individual is allowed three opportunities to re-qualify, as described in TD-4008P-03, "Operator Qualification Suspension, Removal, and Reinstatement."
- Each failure, regardless of knowledge or performance, is considered one attempt.
  - Written OQ evaluations are valid for 30 calendar days.
  - IF an individual passes the written evaluation but fails the performance evaluation, THEN the individual does not have to re-take the written evaluation if he or she passes the performance evaluation within 30 calendar days, AND operator qualification is removed until the individual passes both the written and the performance evaluation.
- 5 When Non-Qualified Personnel May Perform Covered Tasks**
- 5.1 Personnel who are not qualified to perform a covered task may do so if directed and observed by a qualified individual. The span of control ratio for a qualified individual to a non-qualified individual is a maximum of 1:1. Span of controls are task specific and noted on records of evaluation and in Attachment 1, "Covered Task List."
- 5.2 Non-qualified personnel must:
- Only perform covered tasks under the direct supervision of an operator qualified individual.
  - Know the span of control requirements for the work being performed.
- 5.3 Qualified personnel must follow these rules:
1. Before allowing a non-qualified person to perform a covered task under their observation and direction, the qualified person considers the complexity of the task, external factors such as weather and work area safety conditions, and potential abnormal operating conditions (AOCs).
  2. The qualified person must at all times be in a position to take immediate corrective action if necessary.
  3. The qualified person has the following responsibilities and authorities:
    - a. The qualified person takes complete responsibility for the performance of the covered task by the non-qualified person.
    - b. The qualified person identifies any AOCs when present.
    - c. The qualified person has the authority to stop the non-qualified person from performing a task if the non-qualified person is unable to perform as directed.



## Operator Qualification Program Requirements

### 6 How to Respond to Unsatisfactory Performance of Covered Tasks

6.1 IF an individual has performed a covered task that might have contributed to a CPUC reportable incident, as defined in TD-4413S, "Gas Event Reporting Requirements,"

THEN the individual's performance of the task is re-evaluated as part of the incident review.

- During this incident review period, all related OQs are suspended.

6.2 IF at any time there is reason to believe that an individual is no longer qualified to perform a covered task,

THEN the individual must not perform the covered task until a re-evaluation has been conducted, except as noted in Section 5.

6.3 All qualification suspensions that are the result of an incident or a CPUC reportable incident must be documented in the Corrective Action Program.

6.4 Suspension requirements are outlined in TD-4008P-03, "Operator Qualification, Suspension, Removal, and Reinstatement."

6.5 Re-evaluations are accomplished through methods described in Section 2.

### 7 Communicating Changes to Policies and Procedures

7.1 Changes to the OQ program or covered tasks may be required as a result of, but not limited to, the following:

- Changes in state or federal regulations.
- Modifications to company policies, standards, or procedures.
- Use of new equipment and/or technology.
- New information from equipment or product providers.
- Identification of an additional covered task.

7.2 The department responsible for the administration of the OQ program is also responsible for reviewing this standard and any associated procedures once each calendar year, not to exceed 15 months from the last review.

IF the review results in changes to the OQ Program,

THEN the changes are communicated to affected personnel and supervisors before the changes become effective.



## Operator Qualification Program Requirements

7.3 Changes in company guidance documents, local operating methods, or the use of new equipment are evaluated to determine the impact on covered tasks. At a minimum, the evaluation determines:

- If a current covered task is affected.
- If a new covered task is created.
- What changes are necessary to the qualification criteria and materials.
- How to communicate the change to the appropriate personnel.
- If changes are significant enough to require re-qualification.

a. IF re-qualification is identified,

THEN personnel may not perform any covered tasks that have changed until they are re-qualified.

7.4 When a guidance document that has related operator qualification covered tasks is being revised, the author evaluates whether the revisions affect the related covered task(s).

- IF a covered task changes as a result of the document revision,  
THEN these changes must be communicated by the department responsible for the administration of the OQ program to all OQ personnel. Methods for communicating changes may include, but are not limited to:
  - a. Revising qualification evaluation criteria.
  - b. Sending the revised document(s) and OQ criteria to the personnel whose OQs are affected by the changes.
  - c. Adding the changes to appropriate related OQ training.
  - d. Tailboarding qualified personnel to specific OQ criteria changes.

## 8 Communicating Changes to the Company's OQ Program to the Appropriate Regulatory Agencies

8.1 Per CFR Title 49, Part 192.805(i), "Qualification program," operators are required to communicate significant changes/modifications to their OQ program to the appropriate administrator or state agency.

1. If a significant change is made to the Company's OQ Program, regulatory compliance and support personnel notify the CPUC of the change. Significant changes that are communicated include, but are not limited to:
  - Any material changes to this document, TD-4008S, "Operator Qualification Program Requirements."
  - Removal, deactivation, or consolidation of covered tasks.



## Operator Qualification Program Requirements

### 8.1 (continued)

- 
- Increase in subsequent re-evaluation interval.
- Increase in covered task span of control requirements.
- Foundational changes made to the OQ program because of a merger or acquisition that result in program consolidation or changes to an identified covered task.
- Adoption of an off-the-shelf OQ program for the purpose of replacing the current OQ program.

## 9 Recordkeeping

9.1 Qualification records may be hard copy or electronic and must meet Company requirements for “traceable, verifiable, and complete” records, per Corporation Policy GOV-01, “Records Management Policy.” Qualification records must include:

- Identification of the qualified person.
- Delineation between internal personnel and contract personnel.
- Identification of the covered task the person is qualified to perform.
- Date of the person’s current qualification.
- Qualification method(s) used to evaluate the person.
- Span of control requirements.
- Identification of re-qualification interval.

9.2 IF the record is a hard copy,

THEN it must be completed in non-erasable ink with no white-out allowed on the record. Any changes to the record are made by drawing a line through the error and initialing the change.

9.3 For individuals currently performing covered tasks, their current qualification records and their previous 5 years of qualification records must be maintained.

9.4 Records of prior qualification(s) and records of individuals no longer performing covered tasks must be retained for a period of 5 years.

9.5 Records of an individual’s prior qualifications must be retained per Company records retention guidance.

## 10 Managing Contractors, Mutual Assistance, and Mergers & Acquisitions

10.1 The company ensures that personnel performing covered tasks are qualified pursuant to CFR Title 49, Part 192, Subpart N—Qualification of Pipeline Personnel. Contracts must include this requirement.





## Operator Qualification Program Requirements

- 10.2 Third-party OQ compliance vendors ensure that individuals performing covered tasks are qualified. These rules apply to third-party OQ compliance vendors:
1. Pacific Gas & Electric Company may use a third-party vendor, such as an independent OQ compliance company, to ensure that contractors hold appropriate OQs for the work being performed on Pacific Gas & Electric Company facilities.
  2. Pacific Gas & Electric Company's OQ personnel review these third-party vendors to ensure that each contractor company and its personnel are qualified prior to performing work on Pacific Gas & Electric Company facilities.
  3. Once approved, the contractor is subject to the approved third-party vendor's plan. Spot checks for compliance occur randomly.
    - If contractor qualifications are managed by a third party vendor, that vendor must make available a means of viewing contractor personnel's OQs when on PG&E facilities by on-site PG&E personnel.
- 10.3 Mutual Assistance and Mergers & Acquisitions
1. The Company may accept qualifications obtained under the programs of other operators when all of the following conditions have been met:
    - The program complies with all provisions of CFR Title 49, Part 192, Subpart N—Qualification of Pipeline Personnel.
    - The standards used for qualification are acceptable to the Company.
    - Documented training is conducted on Company-specific procedures before work begins on Company facilities.
- 10.4 The Company may recognize and accept certifications (qualification) of individuals received from nationally recognized agencies. Numerous vendors and industry organizations have existing programs which pertain to specific covered tasks. The department responsible for the administration of the OQ program reviews any request to use vendor and/or industry organization qualification programs prior to acceptance to ensure compliance with CFR Title 49, Part 192, Subpart N—Qualification of Pipeline Personnel. Other requirements may need to be met prior to Company acceptance. Organizations that provide these programs include, but are not limited to:
- American Society of Non-destructive Testing (ASNT)
  - NACE International (formerly National Association of Corrosion Engineers)
  - American Society of Mechanical Engineers (ASME)
  - T.D. Williamson, Inc.
  - Clock Spring Company, LP
  - American Welding Society (AWS)



## Operator Qualification Program Requirements

### 11 Operator Qualification Program Acceptance

11.1 Pacific Gas & Electric Company may recognize and accept the qualifications of a contract company's OQ program if the program meets all of the following criteria:

1. Pacific Gas & Electric Company determines that the external (third-party) OQ program meets or exceeds all requirements of CFR Title 49, Part 192, Subpart N—Qualification of Pipeline Personnel and the methods used to evaluate their personnel's knowledge and skill to perform covered task is deemed acceptable.
2. Contract personnel are able to be trained and/or made aware of the AOC requirements specific to Pacific Gas & Electric Company's related covered task.
3. Contract personnel can pass the equivalent knowledge evaluation for Pacific Gas & Electric Company's corresponding covered task, or contract personnel are operator qualified by a Pacific Gas & Electric Company OQ evaluator and meet Pacific Gas & Electric Company's OQ covered task(s) criteria.

### 12 Operator Qualification Portability

12.1 Contract personnel who are operator qualified through Pacific Gas & Electric Company's qualification program remain qualified for 3 years, not to exceed 39 months from the date of qualification, unless qualification is removed for cause.

**END of Requirements**



## Operator Qualification Program Requirements

### Definitions

**Abnormal operating condition (AOC):** A malfunction of a component or deviation from normal operations that might: (a) indicate a condition exceeding design limits or (b) result in a hazard to people, property, or the environment.

**Covered task:** An activity, determined by the Company, that is performed on a pipeline facility, is an operations or maintenance task, meets a requirement of CFR Title 49, Part 192—Transportation of Natural and Other Gas by Pipeline: Minimum Federal Safety Standards, and affects the operation or integrity of the pipeline.

**Directed and observed:** The process by which a qualified individual oversees the work activities of a nonqualified individual(s) and is able to take immediate corrective action.

**Evaluation:** a process established to determine an individual's ability to perform a covered task. The term can be used to refer to the process, instrument(s), or both. The process may entail one or more evaluation methods or one or more distinct evaluation instruments.

**Evaluator:** an individual selected or credentialed to conduct performance or oral interview evaluations to determine if the individual is qualified.

**Guidance documents:** Guidance documents provide “what to do and/or how to do it” instruction about specific subjects, processes, or work activities. The four types of guidance documents are policies, standards, procedures, and bulletins, each of which goes through a formal development and approval process specific to the type of document. Company-approved job aids are also an acceptable resource. Locally created job aids or guides may not be used.

**Initial qualification:** a process to evaluate an individual who is not currently qualified to perform a covered task.

**Mutual aid:** Pipeline operator personnel assistance (aid) provided to another pipeline operator in the performance of covered tasks.

**On-the-job training (OJT):** Instruction at or near the work setting.

**Performance:** Demonstration of the knowledge, skills, and abilities (KSAs) required to complete a task.

**Personnel:** Individuals who perform covered tasks.

**Pipeline:** All parts of those physical facilities through which gas moves in transportation, including pipes, valves, and other appurtenances attached to pipes; compressor units; metering, regulator, and delivery stations; holders; and fabricated assemblies.

**Qualified:** An individual who has been evaluated and can perform assigned



## Operator Qualification Program Requirements

covered tasks and recognize and react to abnormal operating conditions.

**Simulation:** A process to demonstrate performance that enables the evaluator to reproduce (under evaluation conditions) phenomena likely to occur in actual performance.

**Skill:** A demonstrable competency to perform a highly specialized covered task learned and developed through experience or gained through practice.

**Span of control (SOC):** The maximum number of nonqualified individuals that a qualified individual can direct and observe performing a covered task.

**Subsequent qualification:** A process to evaluate an individual who is currently qualified to perform a covered task, in order to continue qualification.

**Suspension:** Temporary prevention of a qualified individual from performing identified covered task(s).

**System of Record:** The computer database application used to house the qualification data record.

### Implementation Responsibilities

The director of work methods implementation is responsible for approving, revising, and distributing this standard.

Gas operations transmission maintenance and construction, gas system operations, and gas operations distribution maintenance and construction directors, managers, and supervisors are responsible for implementing this standard within their respective organizations.

The work methods implementation department (with the assistance, as needed, from field specialists, academy delivery, third-party evaluators, and local evaluators) is responsible for evaluating an individual's ability to:

- perform covered tasks on pipeline facilities, and
- recognize and react to abnormal operating conditions in those facilities.

Personnel are responsible for knowing their qualifications. For their own safety and that of the general public, personnel are responsible for performing only the tasks for which they are trained, knowledgeable, and qualified. When necessary, they shall notify their supervisor of any additional training, equipment, or resources needed to perform their qualifications.



**Operator Qualification Program Requirements**

**Governing Document**

NA

**Compliance Requirement/Regulatory Commitment**

CFR Title 49, Part 192, Subpart N—Qualification of Pipeline Personnel  
CFR Title 49, Part 192.605, Procedural manual for operations, maintenance, and emergencies

**Reference Documents**

**Developmental References:**

CFR Title 49, Part 192.801 “Scope”

**Supplemental References:**

- TD-4008P-01, “Operator Qualification Team Procedure”
- TD-4008P-02, “Schedule and Manage Operator Qualification Evaluations”
- TD-4008P-03, “Operator Qualification Suspension, Removal, and Reinstatement”
- TD-4008P-04, “Administer Operator Qualification Written Evaluations”
- TD-4008P-05, “Administer Operator Qualification Oral Evaluations”
- TD-4008P-06, “Administer Operator Qualification Performance Evaluations”

**Appendices**

NA

**Attachments**

Attachment 1 – Covered Task list

**Document Recision**

Utility Standard S4450, “Operator Qualification Program”

**Approved By**

Bill Gibson, Director of Work Methods Implementation



## Operator Qualification Program Requirements

**Document Owner** Redacted Principal Gas Standards Engineer

---

**Document Contact** Redacted Qualifications Manager

---

**Revision Notes**

Where?	What Changed?
NA	This is a new document.



## Operator Qualification Team Procedure

**Summary** This utility procedure provides scope and responsibility of the organization that administers and implements the Pacific Gas and Electric (Company) Operator Qualification (OQ) program. This organization facilitates effective and efficient operation of the program thereby promoting public and employee safety by ensuring the Company has a qualified workforce for OQ covered tasks.

Level of Use: Informational Use

**Target Audience** Personnel administering and implementing the OQ program.

**Safety** Safety hazards are dependent on the work area and specific OQ task being evaluated. All team members are responsible for ensuring they are aware of these hazards and an evaluation is conducted in accordance with all Company procedures.

**Before You Start** NA

### Table of Contents

Subsection	Title	Page
1	Qualification Department Scope of Work.....	1
2	Qualification Organization Roles and Responsibilities.....	2
3	Coordination with Additional Organizations .....	3
4	Evaluation Development .....	3
5	GAS 0134 Annual Review and Responsibilities .....	4

### Procedure Steps

#### 1 Qualification Department Scope of Work

1.1 Qualification organization is responsible for the following:

1. Managing the administration of all OQ evaluations.
2. Providing feedback to supervisors and employees after OQ evaluations.
3. Scheduling and coordinating administration of initial and subsequent OQs.



## Operator Qualification Team Procedure

### 1.1 (continued)

4. Administering written and performance evaluations of OQs.
5. Granting, suspending, or removing an OQ.
6. Maintaining and providing (upon request) a record of OQ evaluation results for participants.
7. Participating as part of gas technical teams to provide feedback and expertise around work processes and procedures.
8. Assisting and partnering with OQ coordinators to administer OQs.
9. Maintaining and managing a list of trained, approved OQ coordinators and evaluators.

## 2 Qualification Organization Roles and Responsibilities

### 2.1 Qualification department team members are as follows:

1. Qualification supervisor.
2. OQ evaluator.
3. OQ analyst.
4. OQ coordinators.
5. Line of Business (LOB) OQ evaluators.

### 2.2 OQ evaluators

1. Identify:
  - a. Changes or updates needed to the training process and/or work procedures.
  - b. Gaps in evaluation criteria.
    - (1) IF significant operational, compliance, or qualification criteria gaps are found,  
  
THEN immediately report findings to the supervisor.
2. May support contractors or other individuals (e.g., specialists) in administering or applying for OQs. (See TD-4008S, "Operator Qualification Program Requirements" for contractor requirements.)





## Operator Qualification Team Procedure

### 2.3 OQ Coordinator

1. Work group personnel transfers
  - a. Complete and process Attachment 2 TD-4008P-01-F01, "OQ Change of Area Process Form" to ensure OQ system of records remains current.

### 2.4 Qualification supervisors

1. Forward documented gaps, requested changes, and/or updates to the training and guidance document development team via:
  - a. Appropriate gas technical team(s).
  - b. Training governance process, when applicable.
2. Partner with quality improvement department by reviewing details of requested quality assurance (QA) or quality control (QC) audits.

2.5 Refer to Attachment 1, "Operator Qualification Team Roles and Responsibilities," for detailed team member descriptions.

## 3 Coordination with Additional Organizations

3.1 Use corrective action program (CAP) to report OQ suspensions, removals, or reinstatements, when triggered by an incident as defined by 49 CFR 191.3.

## 4 Evaluation Development

4.1 Draft evaluation questions with guidance document authors and process owners.

4.2 Ensure questions directly align with the guidance documents.

4.3 Perform a review of the draft evaluation with the following:

1. Procedure authors.
  - a. Methods and procedures personnel.
  - b. Codes and standards personnel.
2. Academy representatives.
3. LOB representatives.

4.4 Make necessary changes, edits, and updates to the evaluation based on feedback.



## Operator Qualification Team Procedure

4.5 Perform a final review with the following:

1. Procedure author.
  - a. Methods and procedures.
  - b. Codes and standards.
2. Academy representatives.
3. LOB representatives.
4. Psychometrician.

4.6 Obtain qualification supervisor approval of OQ.

4.7 Submit OQ to OQ analyst for publication and dissemination.

4.8 Submit changes for existing OQ evaluations and tests to the following:

1. Procedure owner.
2. Qualification supervisor.
3. Psychometrician.

## 5 GAS 0134 Annual Review and Responsibilities

5.1 OQ Coordinators

1. Work with local supervision to annually review the OQ program and related covered tasks with qualified and non-qualified operator qualified employees.
  - a. Review the following items with participants (list not all inclusive):
    - (1) Requirements of Company OQ plan.
    - (2) Span of control responsibilities.
    - (3) OQ rule history.
    - (4) Individual personal qualification compliance report.
    - (5) Attachment 4 to this procedure, "Gas Operator Qualification Abnormal Operating Conditions".



## Operator Qualification Team Procedure

- 5.2 Perform annual review via:
1. Virtual classrooms.
  2. Instructor training.
  3. Facilitator training.
- 5.3 Document reviews on Attachment 3, TD-4008P-01-F02, "DOT OQ Roster Report."

### END of Instructions

<b>Definitions</b>	Refer to <u>TD-4008S, "Operator Qualification Program Requirements."</u>
<hr/>	
<b>Implementation Responsibilities</b>	OQ program manager is responsible for approving, revising, and distributing this utility procedure.
<hr/>	
<b>Governing Document</b>	<u>TD-4008S, "Operator Qualification Program Requirements."</u>
<hr/>	
<b>Compliance Requirement/Regulatory Commitment</b>	<u>Code of Federal Regulations (CFR) Title 49: Transportation, Part 192— Transportation of Natural and Other Gas By Pipeline: Minimum Federal Safety Standards, Subpart N—Qualification of Pipeline Personnel.</u>
<hr/>	
<b>Reference Documents</b>	NA
<hr/>	
<b>Appendices</b>	NA
<hr/>	
<b>Attachments</b>	<u>Attachment 1, TD-4008P-01, "Operator Qualification Team Roles and Responsibilities"</u>  <u>Attachment 2, TD-4008P-01-F01, "OQ Change Area Process Form"</u>  <u>Attachment 3, TD-4008P-01-F02, "DOT OQ Roster Report"</u>
<hr/>	



## Operator Qualification Team Procedure

Attachment 4, TD-4008P-01, "Gas Operator Qualification Abnormal Operating Conditions"

**Document Recision** NA

**Approved By** Redacted, Manager

**Document Owner** Redacted Engineer

**Document Contact** Redacted Supervisor

**Revision Notes**

Where?	What Changed?
NA	New utility procedure.



## Schedule and Manage Operator Qualification Evaluations

**Summary** This utility procedure provides the steps for scheduling operator qualification (OQ) evaluations to implement Pacific Gas and Electric’s (the Company’s) operator qualification program to promote public and personnel safety.

Level of Use: Informational Use

**Target Audience** Personnel who schedule OQ evaluations.

**Safety** NA

**Before You Start** To complete tasks in this procedure, obtain access to the following programs:

- SharePoint
- My Learning/SAP
- Outlook Group Calendar(s)
- Training Server
- System of Record

### Table of Contents

Subsection	Title	Page
1	Scheduling OQ Written and Performance Evaluations .....	2
2	Retaining all Personnel Records, Evaluation Forms, Written Tests, Answer Keys, and Scripted Questions (Oral Test Questions and Answer Keys).....	3
3	Providing Reports .....	4



## Schedule and Manage Operator Qualification Evaluations

### Procedure Steps

#### 1 Scheduling OQ Written and Performance Evaluations

##### 1.1 Schedule by OQ personnel (analyst)

1. Work with the line of business (LOB) representative and OQ coordinators to schedule OQ evaluations. The process by which this team operates is through both written and verbal communication.
  - a. Communicate that LOB supervision is to contact human resources personnel if personnel require any Americans with Disabilities Act (ADA) accommodations.
  - b. The LOB representative or OQ coordinator is responsible for securing a conference room. The room must provide an atmosphere conducive to a proper testing environment.
2. Operator Qualifications that immediately follow PG&E Academy (Academy) led formal training are scheduled through Academy operations personnel. When Academy operations personnel communicate course schedule, then the OQ analyst schedules the appropriate OQ evaluator to support end of course OQs. Regular meetings take place to discuss overall schedule and any changes.
  - a. Prior to evaluation, Academy operations gas personnel must secure a testing room to conduct the evaluations.
  - b. Prior to the evaluation, Academy operations gas personnel must also secure an instructor resource present for the OQ evaluation to provide remediation in the event a candidate fails.

#### NOTE

Hubs (central locations) are used as often as possible to centralize operations and allow for multiple yards to send their individuals to the OQ evaluation team.

##### 1.2 Confirmation with OQ Coordinator and LOB

1. Confirm dates, times, locations, and personnel to be evaluated prior to the OQ evaluation team departure.
2. Ensure that conference/testing rooms are reserved and made accessible during the duration of the OQ evaluation team's stay.



## Schedule and Manage Operator Qualification Evaluations

### 1.2 (continued)

3. Personnel and overall schedule
  - a. Ensure that conversations with the OQ coordinator(s) and/or supervisors are held regarding the overall process and what they should expect from the evaluation processes impact.
4. Provide final and confirmed scheduled dates using Outlook meeting invites. Within the body of the invite, provide the following details:
  - a. Location of the meeting.
  - b. Tasks to be evaluated.
  - c. Evaluator names.
  - d. Logistics and daily order of operations.
  - e. Names of personnel to be evaluated (if available).
  - f. Point of contact.
  - g. Testing room requirements.
  - h. Instructions to personnel to bring all tools required for evaluation.
  - i. Physical evaluation form and pre-study material.

## **2 Retaining all Personnel Records, Evaluation Forms, Written Tests, Answer Keys, and Scripted Questions (Oral Test Questions and Answer Keys)**

### 2.1 In the appropriate system field of record, enter the following qualification data:

1. Record of evaluation.
2. Qualification removals.
3. OQ tests and answer keys, and applicable guidance documents:
  - a. Within Company system of record.
  - b. Within third-party contractor system of record.

### 2.2 File and Retain All Evaluation Documentation

1. Maintain all evaluation materials, reports, and other sensitive evaluation materials in a secure location.



## Schedule and Manage Operator Qualification Evaluations

### 2.2 (continued)

2. Ensure evaluators provide (via mail, email or hand delivery) original and approved electronic copies of the Record of Evaluation(s) to OQ personnel or OQ analyst.
3. Discuss specific content or questions contained in evaluations with only authorized personnel.
4. Ensure security of all qualification written tests, scripted oral questions, and associated answer keys.

### 3 Providing Reports

3.1 Treat all OQ evaluation reports as confidential information, and handle with the same degree of security as afforded to all other types of confidential personnel documentation.

1. Requests for reports must be in writing and signed or emailed (acceptable as an electronic signature) by the requesting parties.

3.2 Required qualification report

1. End of course OQ related.
2. Qualification department related.
  - a. Weekly by request
  - b. Monthly
    - (1) Qualification supervisors
    - (2) Qualification manager
  - c. Quarterly
    - (1) Qualification manager
    - (2) Director of work methods implementation
  - d. Annual
    - (1) Vice president of standards and policies





## Schedule and Manage Operator Qualification Evaluations

- 3.3 Send a report of results for each area where OQs were performed by request or when required.
1. Frequency
    - a. Daily results.
    - b. Weekly results.
    - c. Overall results.
    - d. By request – formal requests need to be in writing stating all requirements. A proof of the report is submitted to the individual prior to finalizing the information.
  2. Content of reports
    - a. The content of reports, generated by the OQ analyst, varies by request and by the level of detail required by the audience.
    - b. List of data points made available:
      - (1) Pass/fail rates.
      - (2) Attempt(s).
      - (3) Written and/or physical evaluation.
      - (4) By Company personnel.
      - (5) By location.
      - (6) By supervisor.
      - (7) By OQ covered task.
- 3.4 Miscellaneous Activities
1. Work with local supervision to reschedule OQ evaluation team arrival in the event personnel were missed or unavailable during originally scheduled date(s).
    - a. Ensure evaluator has completed Form TD-4008P-04-F03, "OQ NO- SHOW Report."
    - b. Send completed form TD-4008P-04-F03 to Academy operations personnel within the first business week of the month.



**Schedule and Manage Operator Qualification Evaluations**

3.4 (continued)

- 2. Communicate recommendations to affected stakeholders and make corrections as needed to ensure continuous improvements.
  - a. Communicate to local area OQ coordinators and LOB, on an as-needed basis to maintain alignment and keep all parties involved in decisions and items affecting personnel.

**END of Instructions**

<b>Definitions</b>	NA
<b>Implementation Responsibilities</b>	The manager with oversight of the OQ program approves, revises, and distributes this procedure.
<b>Governing Document</b>	<u>Utility Standard TD-4008S, "Operator Qualification Program Requirements"</u>
<b>Compliance Requirement/Regulatory Commitment</b>	<u>Code of Federal Regulations (CFR) Title 49: Transportation, Part 192— Transportation of Natural and Other Gas By Pipeline: Minimum Federal Safety Standards, Subpart N—Qualification of Pipeline Personnel.</u>
<b>Reference Documents</b>	NA
<b>Appendices</b>	NA
<b>Attachments</b>	NA
<b>Document Recision</b>	NA



## Schedule and Manage Operator Qualification Evaluations

**Approved By**   
Manager

---

**Document Owner**   
Engineer

---

**Document Contact**   
Analyst

---

### Revision Notes

Where?	What Changed?
NA	New document.



## Operator Qualification Suspension, Removal and Reinstatement

**Summary** This document covers the steps for suspending, removing, and reinstating a person’s operator qualification to implement Pacific Gas & Electric Company’s (the Company’s) operator qualification (OQ) program in a consistent way to promote Company personnel and public safety.

Level of Use: Informational Use

---

**Target Audience** Gas operations supervisors, managers, superintendents, and directors who manage and/or supervise field personnel who hold operator qualifications.

---

**Safety** NA

---

**Before You Start** NA

---

### Table of Contents

Subsection	Title	Page
1	General Information About Unqualified Personnel.....	2
2	Operator Qualification Suspension.....	2
3	Operator Qualification Removal .....	4
4	Operator Qualification Reinstatement .....	6



## Operator Qualification Suspension, Removal and Reinstatement

### Procedure Steps

#### 1 General Information About Unqualified Personnel

- 1.1 Unqualified personnel may perform a covered task when under the direct observation of qualified personnel, unless:
1. The disqualification is caused by a physical or mental disability or medical condition that prevents the individual from performing the essential functions of the covered task, or
  2. The unqualified individual is suspended from duty for substance abuse, or
  3. A post-incident investigation concluded that the individual cannot perform any OQ task(s) until remedial training and OQ re-qualification have been successfully met.

#### 2 Operator Qualification Suspension

- 2.1 If Company personnel OQ is suspended, the individual is considered unqualified to perform the covered task(s) in question until the required steps are met to reinstate the qualification, except as noted in [Section 1](#).
- 2.2 OQ suspensions triggered by incidents must be documented in the corrective action program (CAP) database that was created as a result of the incident.
- 2.3 When an individual's performance of a covered task either contributed to an incident or cannot be completely discounted as a contributing factor to the incident, then the individual's supervisor takes the following steps:
1. Suspends all of the individual's related OQs immediately, if the CAP investigation determined that the individual's actions were so egregious that remedial training and OQ re-qualification are warranted.
  2. Informs the individual that they are currently unqualified to perform the related covered task(s).
  3. Contacts the qualification department OQ analyst to document the suspension.
  4. IF it is determined the individual's action(s) did not contribute to an incident,  
  
THEN inform the individual and contact the qualification department to reinstate qualification and document that the individual did not contribute to an incident.
  5. IF it is determined that the individual's action(s) did contribute to an incident,  
  
THEN the supervisor removes the individual's OQ(s) and informs the qualification department of that removal.



## Operator Qualification Suspension, Removal and Reinstatement

- 2.4 When it is reasonable to believe that an individual is no longer qualified to perform a covered task, then take the following steps:
1. The individual's supervisor suspends the OQ(s) in question, rendering the individual unqualified to perform the covered task(s).
  2. The individual's supervisor informs the individual of his or her inability to perform the task(s) identified.
  3. The individual's supervisor contacts the qualification department to schedule a re-evaluation.
  4. The individual's supervisor contacts the HR interactive discussion team if the reason given is related to a known medical condition.
  5. IF the re-evaluation finds the individual is qualified per approved subsequent evaluation methods,  
THEN the individual's OQ is reinstated.
  6. IF the individual is unsuccessful during the re-evaluation,  
THEN the identified OQ(s) is removed by the OQ evaluator.
  7. All reinstatement requirements must be met before the individual is scheduled for approved initial OQ.
- 2.5 When an individual is found cheating during a subsequent OQ evaluation, then the following conditions are applied:
1. The OQ evaluator addresses suspected and/or confirmed cheating per Utility Standard HR-7202S, "PG&E Academy Technical Training Testing Standard."
  2. All confirmed cheating for subsequent evaluations results in OQ removal.
  3. All confirmed cheating for initial evaluations results in participant's testing materials being null and void.
- 2.6 When an individual is away from work for a period longer than 90 days, the individual's supervisor may suspend their qualification(s).
1. IF the supervisor suspends the individual's qualification(s),  
THEN before the qualification(s) is reinstated, the supervisor determines if changes in work procedures or standards warrant a re-evaluation or re-training.



## Operator Qualification Suspension, Removal and Reinstatement

### 2.6 (Continued)

2. IF there are no changes in standards or procedures that affect the individual's OQ(s),  
THEN the Company personnel's qualifications are reinstated.
  - Qualification personnel document the reinstatement.
3. IF there are changes in relevant standards or procedures that affect the individual's OQ(s),  
THEN the individual's supervisor contacts the qualification department to schedule the re-evaluation.

2.7 When Company personnel show unsatisfactory performance or repeated failure to perform covered task(s) in accordance with established policies or procedures, then the individual's supervisor suspends any and all affected qualifications until after an investigation.

2.8 When an individual receives a suspension of duty for substance abuse, the following steps are performed:

1. The individual's supervisor contacts the qualification department to suspend all OQs for the length of the individual's suspension.
2. Upon the individual's return to work, his or her supervisor contacts the qualification department to determine the timeframe and process for reinstatement of the individual's OQ(s).

2.9 Record all suspensions on appropriate forms, including TD-4008P-03-F01 Attachment 1, "Suspension, Reinstatement and Removal Form."

### 3 Operator Qualification Removal

3.1 When a physical or mental disability or medical condition (including loss of motor skills, loss of vision, and other impairments) prevents an individual from performing essential functions of the job requirements, then the individual's supervisor contacts the qualification department to remove all affected OQs. The individual's supervisor also contacts the HR interactive discussion team to determine if reasonable accommodation is appropriate.

3.2 An individual's OQ(s) can be removed for the following reasons, but removal is not limited to these reasons:

- Individual did not meet requirements of qualification reinstatement after a suspension of qualification.
- Individual fails subsequent qualification attempt.
- Individual's performance contributed to an incident.
- Operational needs change.



## Operator Qualification Suspension, Removal and Reinstatement

### 3.2 (Continued)

- Individual moves to a department that is exempt under the OQ rule.
- Individual is terminated.
- Individual has an extended illness or any other type of special circumstance.
- Removal is triggered by a related fitness for duty investigation.
- CAP investigation identifies an individual for suspension or removal.

### 3.3 IF Company personnel fail a subsequent evaluation,

THEN the qualifications failed are REMOVED.

- Prior to re-evaluation, the individual must meet the reinstatement provisions in this procedure.

### 3.4 When the established interval for re-qualification has lapsed, rendering the individual unqualified per the OQ program, all affected qualifications are removed. Follow these steps:

1. IF the lapse in qualification interval is discovered by the individual's supervisor or local OQ coordinator,

THEN individual's supervisor or local OQ coordinator contacts both the OQ coordinator and the qualification department to remove all lapsed qualifications.

- Operator qualification removal must be documented on the individual's appropriate record of evaluation.

2. IF the occurrence is discovered by the qualification department,

THEN the qualification analyst contacts the qualification supervisor responsible for the qualifications to ensure the related record of evaluation reflects the removal of the individual's qualification.

3. The qualification analyst communicates OQ removal to:

- Individual's supervisor
- Individual's OQ coordinator
- Individual affected

4. The individual is evaluated per approved initial evaluation methods for affected qualifications.

### 3.5 Qualification personnel document qualification removal on the appropriate record of evaluation and the system of record.

### 3.6 Record all removals on appropriate forms, including TD-4008P-03-F01 Attachment 1, "Suspension, Reinstatement and Removal Form."





## Operator Qualification Suspension, Removal and Reinstatement

### 4 Operator Qualification Reinstatement

4.1 When a qualification is removed because of failed subsequent evaluation, perform the following steps:

1. After a first subsequent evaluation failure:
  - Individual must PASS approved initial qualification method to have OQ reinstated. The initial qualification cannot be scheduled earlier than the following business day.
2. After a second subsequent evaluation failure:
  - Individual must PASS approved initial qualification method to have OQ reinstated. The initial qualification cannot be scheduled earlier than 2 business days after the initial failure.
3. After a third subsequent evaluation failure:
  - a. Individual must attend formal training, when available, prior to scheduling an initial qualification.
    - IF formal training is not available,
    - THEN the individual's supervisor works with a subject matter expert (SME) to schedule one-on-one training.
  - b. The individual's supervisor is responsible for implementing an On the Job Training (OJT) plan.
  - c. After completion of training and the OJT plan, the individual's supervisor contacts the qualification organization to schedule re-evaluation per approved initial qualification method(s).

4.2 When an OQ has been suspended for any reason other than a believed involvement in an incident that requires documentation in CAP, follow these steps:

1. The individual must be re-evaluated with approved initial evaluation methods.
2. If the individual fails re-evaluation, then:
  - a. The individual must attend formal training, when available, prior to scheduling an initial qualification.
    - IF formal training is not available,
    - THEN the individual's supervisor works with an SME to schedule one-on-one training.
  - b. The individual's supervisor is responsible for implementing an OJT plan.



## Operator Qualification Suspension, Removal and Reinstatement

### 4.2 (Continued)

- c. The individual's supervisor contacts the qualification department to schedule evaluation per approved initial qualification method when training and OJT is complete.

- 4.3 Record all reinstatements on appropriate forms, including TD-4008P-03-F01 Attachment 1, "Suspension, Reinstatement and Removal Form."

### END of Instructions

#### Definitions

**CAP:** Corrective action program.

**Covered task:** An activity, determined by the Company, that: 1) is performed on a pipeline facility; 2) is an operations or maintenance task; 3) is performed as a requirement of 49 Code of Federal Regulations (CFR) Part 192; and 4) affects the operation or integrity of the pipeline.

**Directed and observed:** The process by which a qualified individual oversees the work activities of a nonqualified individual(s) and is able to take immediate corrective action.

**Evaluation:** A process established to determine an individual's ability to perform a covered task. The term can be used to refer to the process, instrument(s), or both. The process may entail one or more evaluation methods or one or more distinct evaluation instruments.

**Fitness for duty (FFD):** Company employees are expected to be physically and mentally able to work in a safe and efficient manner. If a supervisor observes physical, mental, or emotional impairments on the job, or is aware of a medical condition that may affect an employee's ability to safely and/or efficiently perform his or her job duties, or represents a potential danger to self or others, the employee may be required to attend a company-sponsored FFD medical evaluation.

**Incident:** Per 49 CFR Part 191.3: *Incident* means any of the following events:

(1) An event that involves a release of gas from a pipeline, or of liquefied natural gas (LNG), liquefied petroleum gas, refrigerant gas, or gas from an LNG facility, and that results in one or more of the following consequences:

- A death, or personal injury necessitating in-patient hospitalization;
- Estimated property damage of \$50,000 or more, including loss to the operator and others, or both, but excluding cost of gas lost;
- Unintentional estimated gas loss of three million cubic feet or more;

(2) An event that results in an emergency shutdown of an LNG facility.

Activation of an emergency shutdown system for reasons other than an actual



## Operator Qualification Suspension, Removal and Reinstatement

emergency does not constitute an incident.

(3) An event that is significant in the judgment of the operator, even though it does not meet the criteria of paragraphs (1) or (2) of this definition.

**Initial qualification:** A process to evaluate an individual who is not currently qualified to perform a covered task.

**Re-evaluation:** The process of evaluating an individual when there is reason to believe that the individual is no longer qualified to perform the covered task. This evaluation becomes the approved subsequent qualification method.

**Reinstatement:** The act of approving an individual's OQ for a covered task for use again after a suspension.

**Removal:** Revoking an individual's OQ(s) for a covered task, so that the individual can no longer perform the covered task unless the individual goes through the training and qualification necessary to obtain an OQ.

**Subsequent qualification:** A process to evaluate, for continued qualification, an individual who is currently qualified to perform a covered task.

**Suspension:** Temporary prevention of a qualified individual from performing identified covered task(s).

**Unqualified:** Two types of individuals are considered unqualified to perform a covered task or tasks:

- An individual who has been previously qualified and able to perform a covered task or tasks, but may no longer perform the task(s) without being directed and observed by an individual who is qualified to perform the covered task(s) until the qualification of the individual in question is removed or is reinstated.
- An individual who has never been qualified to perform a covered task or tasks.

See TD-4008S, "Operator Qualification Program Requirements" for all further definitions.

### Implementation Responsibilities

The document owner issues a Guidance Tailboard with this procedure.

The department responsible for the OQ program conducts in-person meetings with affected work groups.



## Operator Qualification Suspension, Removal and Reinstatement

<b>Governing Document</b>	<u>TD-4008S, "Operator Qualification Program Requirements"</u>
<b>Compliance Requirement/Regulatory Commitment</b>	<u>49 CFR Part 192, Subpart N—Qualification of Pipeline Personnel</u>
<b>Reference Documents</b>	<p><b>Developmental References:</b></p> <p>ASME B31Q, "Pipeline Personnel Qualification"</p> <p><b>Supplemental References:</b></p> <p>NA</p>
<b>Appendices</b>	NA
<b>Attachments</b>	<u>TD-4008P-03-F01, "Suspension, Reinstatement and Removal Form"</u>
<b>Document Recision</b>	NA
<b>Approved By</b>	<div style="border: 1px solid black; display: inline-block; padding: 2px;">Redacted</div> Manager
<b>Document Owner</b>	<div style="border: 1px solid black; display: inline-block; padding: 2px;">Redacted</div> Principal Gas Standards Engineer
<b>Document Contact</b>	<div style="border: 1px solid black; display: inline-block; padding: 2px;">Redacted</div> Qualification Supervisor



## Operator Qualification Suspension, Removal and Reinstatement

### Revision Notes

Where?	What Changed?
NA	This is a new document.



## Administering Operator Qualification Written Evaluations

**Summary** This utility procedure provides the steps to administer written Operator Qualification (OQ) evaluations as part of Pacific Gas and Electric’s (Company) OQ program, which facilitates public and employee safety by ensuring personnel performing covered tasks are operator qualified.

Level of Use: Informational Use

---

**Target Audience** Approved OQ evaluators  
 OQ coordinators  
 Qualification supervisors

---

**Safety** NA

---

**Before You Start** Ensure access to the following:

- Participant’s OQ compliance report, when applicable
- Confirmed roster of participant(s)
- Copies of written test(s), answer key(s) and all related guidance document(s)
- Adequate written test location and environment
- Appropriate Records of Evaluation(s)
- Attachment 1, TD-4008P-04-JA01, “Instructions for completing TD-4008P-04-F01 Record of Evaluation.”
- Attachment 3, TD-4008P-04-F03, “OQ NO SHOW Report.”

**Qualification**

Evaluator must have completed the below qualification in order to perform evaluations:

- GAS-0137, “PG&E OQ Evaluator Training.” (not required for trained OQ coordinators)
-



# Administering Operator Qualification Written Evaluations

## Table of Contents

Subsection	Title	Page
1	General Requirements .....	2
2	Setting up the Testing Room.....	2
3	Checking in Participants for a Written Test.....	3
4	Administering a Written Test Session.....	5
5	Closing Out a Written Evaluation Session .....	6
6	Recording and Reporting Test Results.....	7

### Procedure Steps

#### 1 General Requirements

- 1.1 As part of the OQ process, participants must successfully complete a written test with a score of 100%.
- 1.2 Each OQ written evaluation is allowed a maximum of 1 hour to complete.
  - 1. IF administering multiple written evaluations,
    - THEN combine allotted time to give the maximum testing time.
    - a. Examples:
      - (1) One OQ written evaluation – maximum time allotted is 1 hour.
      - (2) Four OQ written evaluations – maximum time allotted is 4 hours.
  - 2. Participants are not allowed to be given more than eight written evaluations per day.
- 1.3 The evaluation process and training process must be independent of one another.
- 1.4 Do not provide training or coaching during the evaluation process.
- 1.5 To the extent practicable, personnel who deliver training or coaching to participants are preferred not to be the same individuals responsible for evaluating participants.

#### 2 Setting up the Testing Room

- 2.1 Ensure room has adequate lighting and temperature controls.
- 2.2 Verify testing room is isolated from noisy areas.



## Administering Operator Qualification Written Evaluations

- 2.3 Ensure testing room is separable from neighbors by a closed door.
  1. Line of Business (LOB) Facilities
    - a. IF unable to separate by a closed door,  
  
THEN work with local supervision and/or Line of Business (LOB) representative to ensure an appropriate evaluation environment.
- 2.4 Note location(s) of:
  - Closest restroom facility.
  - Emergency exit(s).
- 2.5 Ensure adequate spacing between participants.
- 2.6 Set up an evaluator workstation.
- 2.7 Provide adequate space for test materials and approved references.
  1. Testing surface must accommodate open test(s) and reference material(s).
- 3 Checking in Participants for a Written Test**
- 3.1 Ask for a photo ID and make sure that the photo matches that of the participant.  
Acceptable forms of identification include:
  1. Company-issued ID.
  2. Driver's license.
  3. Government issued ID.
- 3.2 For personnel who fail to show up for the evaluation, complete Attachment 3, TD-4008P-04-F03, "OQ NO SHOW Report."
- 3.3 Review the following rules (list not all-inclusive):
  1. No talking.
  2. No working with other participants.
  3. No sharing of documents or testing materials.
  4. No cell phone use during test:
    - a. Turned off and put away – preferred.
    - b. Placed on vibrate/silent – emergency purposes only.





## Administering Operator Qualification Written Evaluations

### 3.3 (continued)

5. Restroom breaks are allowed with the following rules:
  - a. Only one participant excused at a time.
  - b. Submit all testing materials to evaluator before exiting test site.
6. Only clarifications of exam questions are allowed.
7. Participants must review their work prior to submission. Test is deemed complete upon submission by participant and will be graded as such.
8. Coaching is prohibited.

- 3.4 The evaluation is open book. The following list defines the types of materials/resources allowed for use during the OQ written portion of an evaluation:

#### NOTE

Handwritten or typed notes of any kind are not acceptable.

1. **Guidance Documents:** provide “what to do and/or how to do it” instructions about specific subjects, processes, or work activities. The four types of guidance documents are policies, standards, procedures, and bulletins.
  - a. **Utility/Corporate Policy:** provides high level, broad instruction about a specific business operation, subject, or function consistent with laws and regulations, the Company’s vision, values and goals, and any direction from the Board of Directors.
  - b. **Utility/Corporate Standard:** describes the major steps of a work process and/or an internal or external compliance requirement, and the roles and responsibilities of those involved. A standard can be a standalone document or incorporated into a manual with implementing procedures and other related information (e.g., forms, drawings, or specifications).
  - c. **Utility/Corporate Procedure:** provides step-by-step instruction that describes the functions, tasks, and expectations of those responsible for performing a specific function or task. A procedure can be a standalone document or incorporated into a manual with governing standards and other related information (e.g., forms, drawings, or specifications).



## Administering Operator Qualification Written Evaluations

### 3.4 (continued)

- d. **Gas Design Standard (GDS):** A Company guidance document that contains engineering, design, ordering, and installation instructions that meet or exceed regulatory and Company requirements. Published Gas Design Standards are records that may include: design criteria, designs, equipment (materials, tools, instruments, assembled units, or components), material codes, drawings, tables, specifications, configurations, and application notes for the use of the designs and equipment in the document.
- e. **Utility Bulletin** a temporary guidance document designed to heighten awareness of one or more of the following issues:
  - (1) Immediate change in business handling.
  - (2) Information on a safety, health, or environmental incident/issue and resulting required actions.
  - (3) Information on a new mandatory compliance requirement.
  - (4) Clarification of a previous instruction.
- f. **Utility Job Aid:** a Company approved device or tool (e.g., instruction card, memory jogger, wall chart, or pictorial representation) that provides quick access to information needed to perform a specific task. A job aid is never a standalone resource. Locally created job aids or guides are not allowed.
- g. **Published External Documents:** provide detailed installation and operating instructions created by the manufacturer (must be referred to in work procedure).

## 4 Administering a Written Test Session

### 4.1 Perform a safety tailboard.

#### NOTE

No pencils allowed for written tests.

### 4.2 Pass out pens and written tests.

1. Explain how and when scores will be given to participants.
2. Ask participants to verify that the title of the test matches what they are expecting to take.
3. Tell participants to cross out all changes they make to an answer and initial the answer that the participant wants to select.



## Administering Operator Qualification Written Evaluations

- 4.3 Explain the question appeal process.
1. Submission of comments about a question or the test must be on Attachment 2, TD-4008P-04-F02, "Question Appeal Form."
  2. All Question Appeal Forms must be turned in upon completion of test.
  3. IF a question is challenged and the challenge deemed valid by the OQ evaluation team,  
  
THEN participant may choose to reassess or accept an adjusted score.
- 4.4 Inform participants of retest policy as described in TD-4008P-03, "Operator Qualification Suspension, Removal and Reinstatement."
- 4.5 Ask for final questions from participants.
- 4.6 Circulate among participants during testing session.
1. Observe participants for irregularities or misconduct, such as:
    - a. Talking.
    - b. Texting.
    - c. Cheating.
    - (1) Use HR-7202S, "PG&E Academy Technical Training Testing Standard Appendix A" for suspected or confirmed cheating.
  2. Never leave the room unattended with test materials and participants present.

### 5 Closing Out a Written Evaluation Session

- 5.1 Collect all testing materials from participants upon completion of test or time expiration.
- 5.2 Collect any Question Appeal Form(s) and send to the responsible OQ evaluation supervisor.
- 5.3 Explain participant's responsibility to adhere to span of control while performing work on regulated facilities.
- 5.4 Explain the requalification interval for the specific qualification.



## Administering Operator Qualification Written Evaluations

### 6 Recording and Reporting Test Results

#### NOTE

Each failure, regardless if written or physical, is considered one attempt.

6.1 Score and record test results for each participant on the roster.

1. Record test results and date of completion on appropriate record of evaluation.

6.2 Notify participants of OQ written test results.

#### NOTE

If the participant fails the written test, they cannot move on to the performance evaluation.

#### NOTE

A participant taking a subsequent written test is allowed three attempts to successfully pass the test.

The qualification time interval requirements are described in TD-4008P-03.

6.3 IF a participant fails an initial written test,

THEN inform the supervisor, by email, that the participant is not qualified to perform the covered task(s) and is ineligible to conduct the performance evaluation until they have re-tested successfully.

6.4 IF a participant fails a subsequent written test,

THEN perform the following:

1. Inform the supervisor, by email and phone call, that the participant is not qualified to perform the covered task(s) and is ineligible to conduct the performance evaluation.
2. Remove the participant's OQ until a subsequent attempt has been successful.

6.5 All test failures require remediation before the next attempt.

1. Remediation is not considered formal training, but more specific education and review of specific areas missed.



**Administering Operator Qualification Written Evaluations**

- 6.6 IF a participant passes a written evaluation,  
 THEN proceed to the second form of evaluation, if applicable.
1. Complete second form of evaluation within 30 calendar days.
  2. IF not completed and passed within 30 calendar days,  
 THEN the written test is considered invalid.
    - a. The participant is considered unqualified to perform the covered task(s).
    - b. The participant will be required to retake the written test.

**END of Instructions**

**Definitions** Refer to TD-4008S, “Operator Qualification Program Requirements.”

---

**Implementation Responsibilities** The OQ program manager is responsible for approving, revising, and distributing this procedure.

---

**Governing Document** TD-4008S, “Operator Qualification Program Requirements”

---

**Compliance Requirement/Regulatory Commitment** Code of Federal Regulations (CFR) Title 49: Transportation, Part 192—Transportation of Natural and Other Gas By Pipeline: Minimum Federal Safety Standards, Subpart N—Qualification of Pipeline Personnel.

---

**Reference Documents**

**Developmental References:**

GOV-2001S, “Guidance Documents Standard”

TD-4001S, “Gas Guidance Document Requirements”

HR-7202S, “PG&E Academy Technical Training Testing Standard”

**Supplemental References:**

NA

---



**Administering Operator Qualification Written Evaluations**

**Appendices** NA

**Attachments** Attachment 1, TD-4008P-04-JA01, "Instructions for Completing Record of Evaluation"  
Attachment 2, TD-4008P-04-F02, "Question Appeal Form"  
Attachment 3, TD-4008P-04-F03, "OQ NO SHOW Report"

**Document Recision** NA

**Approved By** Redacted Manager

**Document Owner** Redacted Engineer

**Document Contact** Redacted Supervisor

**Revision Notes**

Where?	What Changed?
NA	New document.



## Administering Operator Qualification Oral Evaluations

**Summary** This utility procedure provides the steps to administer oral operator qualification (OQ) evaluations as part of Pacific Gas & Electric’s (Company) OQ program, which facilitates employee and public safety by ensuring personnel performing covered tasks are operator qualified.

Level of Use: Informational Use

**Target Audience** Approved OQ evaluators

**Safety** NA

**Before You Start** Ensure access to:

- Appropriate record of evaluation forms and all related standards and work procedures
- Necessary materials for covered tasks
- Review site for evaluation
- Scripted oral questions as applicable

**Qualification:**

GAS-0137, “PG&E OQ Evaluator Training”

### Table of Contents

Subsection	Title	Page
1	General Requirements .....	2
2	Setting Up the Evaluation Site.....	2
3	Administering an Oral Evaluation .....	3
4	Record Results .....	4



## Administering Operator Qualification Oral Evaluations

### Procedure Steps

#### 1 General Requirements

- 1.1 As part of the OQ process, personnel must successfully complete a performance evaluation under a simulation, oral evaluation, or observation on-the-job performance with a score of 100%.
- 1.2 The evaluation process is independent of the training process. There is no training or coaching allowed during the evaluation process.
- 1.3 To the extent practicable, personnel who delivered training or coaching to participants are preferred not to be the same individuals responsible for evaluating participants.

#### 2 Setting Up the Evaluation Site

##### 2.1 Setting Up the Evaluation Location:

1. Coordinate with the area supervisor to determine an appropriate location on site to perform the oral evaluations. Identify a location where the evaluation can be performed in a one-on-one situation.
2. Acceptable methods of testing are detailed in Utility Standard TD-4008S, "Operator Qualification Program Requirements."
3. Confirm with the supervisor to find out if a participant requires any Americans with Disabilities Act (ADA) accommodations.

##### 2.2 Checking a Participant in for an Oral Evaluation:

1. If you did not administer the written evaluation, ask for a photo ID and make sure the photo matches that of the participant. Acceptable forms of identification include:
  - a. Government issued ID.
  - b. Driver's license.
  - c. Company issued ID.
2. For personnel who fail to show up for the evaluation, fill out TD-4008P-04-F03, "OQ NO SHOW Report."





## Administering Operator Qualification Oral Evaluations

### 3 Administering an Oral Evaluation

3.1 Provide participant with the approved Company guidance document for their specific task.

1. If at any time during the oral evaluation, the evaluator deems it necessary to stop the evaluation, the evaluator shall:
  - a. Dismiss participant from evaluation process.
  - b. Document reason(s) for stopping evaluation.
  - c. Report reason(s) to participant's supervisor.
  - d. Report reason(s) to evaluator's supervisor.

3.2 Explain the process of the evaluation:

1. Set employee at ease.
2. Explain remediation in the event of failure.
3. Explain evaluator's role during the evaluation (you are an evaluator, not a trainer or instructor).
4. Explain the evaluation process (evaluating participant's knowledge, skill and ability to perform covered task(s) as well as recognize and react to abnormal operating conditions).

3.3 Administer the Evaluation:

1. Start the evaluation with "We will begin now."
2. Evaluate responses to oral questions of covered tasks.
3. Ensure participant completely describes or identifies appropriate steps and procedures.
  - Have participant state when they are done answering each question.
  - Ensure participant gives a definitive answer to each question.
4. Use a notepad to take notes, not record of evaluation.



## Administering Operator Qualification Oral Evaluations

3.4 Upon completion of oral evaluation, indicate whether each oral question was answered satisfactorily by checking the corresponding PASS or FAIL box on record of evaluation.

1. Upon completion of evaluation, ensure employee signs record of evaluation.
2. For the participant to pass the oral evaluation, all PASS boxes must be checked.
3. If the participant fails the oral evaluation, check the corresponding FAIL box that indicates which item(s) was missed.

### 4 Record Results

4.1 Secure evaluations in a folder and return to the OQ analyst for retention as required.

1. Explain to participant the results of their oral evaluation and their responsibility to adhere to “span of control requirements” identified for the covered task evaluated.
2. Each evaluation failure is considered one attempt, regardless of method of evaluation.
3. IF the participant successfully completes the evaluation,  
  
THEN inform the supervisor by email that the participant is qualified to perform the covered task.
4. If the participant does not successfully complete the oral evaluation:
  - a. IF it is an initial evaluation,  
  
THEN notify the participant’s supervisor by email.
  - b. IF it is a subsequent qualification,  
  
THEN notify the participant’s supervisor by phone and email.
  - c. Inform the supervisor that participant is not considered qualified until they successfully re-test, regardless of their previous qualification status.
    - (1) After failing an evaluation, the participant must be provided remediation before being re-evaluated.
    - (2) Remediation is not considered to be formal training, but rather specific education and review of specific areas missed during the previous qualification attempts.

**END of Instructions**



**Administering Operator Qualification Oral Evaluations**

**Definitions** Refer to the definitions in Utility Standard TD-4008S, “Operator Qualification Program.”

---

**Implementation Responsibilities** The OQ program manager is responsible for approving, revising, and distributing this procedure.

---

**Governing Document** Utility Standard TD-4008S, “Operator Qualification Program”

---

**Compliance Requirement/Regulatory Commitment** Code of Federal Regulations (CFR) Title 49: Transportation, Part 192—Transportation of Natural and Other Gas By Pipeline: Minimum Federal Safety Standards, Subpart N—Qualification of Pipeline Personnel.

---

**Reference Documents**

**Developmental References:**  
 NA

**Supplemental References:**  
 NA

---

**Appendices** NA

---

**Attachments** TD-4008P-04-F03, “OQ NO SHOW Report”  
TD-4008P-04-JA01, “Instructions for Completing the Record of Evaluation”

---

**Document Recision** NA

---



## Administering Operator Qualification Oral Evaluations

Approved By  Manager

Document Owner  Engineer

Document Contact  Supervisor

**Revision Notes**

Where?	What Changed?
NA	New document



## Administering Operator Qualification Performance Evaluations

### Summary

This utility procedure provides the steps to administer operator qualification (OQ) performance evaluations as part of Pacific Gas and Electric (Company) OQ program, which facilitates personnel and public safety by ensuring that personnel performing covered tasks are operator-qualified.

Level of Use: Informational Use

---

### Target Audience

Approved OQ evaluators

---

### Safety

Conducting OQ performance evaluations can expose the evaluator and the personnel being evaluated to task-specific hazards, such as the following:

- Trips and falls
  - Handling heavy materials
  - Sharp edges
  - Flying particles
  - Hazardous gaseous atmosphere
- 

### Before You Start

#### Personal Protective Equipment (PPE)

Ensure proper PPE is available and used for the covered task being evaluated. The proper PPE is specified in the procedure that covers the task.

#### Evaluator Criteria

The evaluator does not need to be operator qualified to perform the covered task. The evaluator, through knowledge or experience, must only be able to complete the following items:

- Ascertain participant ability to perform a covered task.
- Substantiate participant ability to recognize and react appropriately to abnormal operating conditions (AOCs) that might occur while performing the task.

#### Qualification

GAS-0137, "PG&E OQ Evaluator Training."

---



## Administering Operator Qualification Performance Evaluations

### Materials

Appropriate record of evaluation(s) and all related standards and utility procedures.

Approved evaluation scripts or scripted questions when applicable.

Ensure participant has the necessary materials, tools, and equipment required for simulation or performance of covered task. Participant to ensure the tools are properly calibrated.

### Span of Control

While performing an evaluation on a regulated facility, ensure a qualified individual is present and able to take immediate corrective action to maintain span of control requirements.

### Table of Contents

Subsection	Title	Page
1	General .....	2
2	Setting Up the Evaluation Site.....	3
3	Administering a Performance Evaluation.....	4
4	Record Results .....	5

### Procedure Steps

#### 1 General

- 1.1 As part of the OQ process, participants must successfully complete a performance evaluation test with a score of 100%.
- 1.2 The evaluation process is independent of the training process. There is no training or coaching allowed during the evaluation process.
- 1.3 To the extent practicable, personnel who delivered training or coaching to participants should not be responsible for evaluating participants.
- 1.4 If tools are used that require calibration, the participant is responsible for knowing how to calibrate the equipment, knowing how to verify the calibration of the equipment, or knowing the approved vendor or manufacturer to submit equipment to for calibration.



## Administering Operator Qualification Performance Evaluations

- 1.5 When it is decided that an evaluation requires a script, the evaluator must use the approved scripted questions.

### 2 Setting Up the Evaluation Site

#### 2.1 Setting up the evaluation location

1. IF performance evaluation is on-the-job performance,  
  
THEN coordinate with the area supervisor to determine if there is work in progress that allows for the full testing of the OQ performance evaluation. Ensure evaluation site is appropriate for both the participant and Company.
2. IF evaluation is by simulation,  
  
THEN ensure evaluation site can accommodate all necessary tools and props used during the simulation.
3. Acceptable methods of performance testing are detailed in Utility Standard TD-4008S, "Operator Qualification Program Requirements."
4. Arrive at the location before the evaluation is scheduled to confirm that all required tools, safety equipment, and supporting equipment is available.
  - a. Work with line of business (LOB) supervision, or job lead, to identify all tailboard information including emergency services, first aid availability, and other job-specific safety considerations.

#### 2.2 Checking a Participant in for a Performance Evaluation

1. Ask for a photo ID and ensure the photo matches the participant. Acceptable forms of identification include:
  - a. Government issued ID.
  - b. Driver's license.
  - c. Company issued ID.
  - d. For scheduled participants who did not show, fill out TD-4008P-04-F03, "OQ NO SHOW Report."



## Administering Operator Qualification Performance Evaluations

### 3 Administering a Performance Evaluation

#### NOTE

All performance evaluations performed on Company regulated facilities must be administered with span of control of one-to-one.

#### 3.1 Provide participant with the approved guidance documents for the specific task.

1. If at any time during the performance evaluation the evaluator deems it necessary to stop the evaluation, the evaluator must complete the following steps:
  - a. Dismiss participant.
  - b. Document reason(s) for stopping evaluation.
  - c. Report reason(s) to participant's supervisor.
  - d. Report reason(s) to evaluator's supervisor.

#### 3.2 Prepare Participant for Evaluation

1. Set participant at ease.
2. Explain remediation in the event of failure.
3. Explain evaluator role during the evaluation (an evaluator is not a trainer or instructor).
4. Explain evaluation process.
  - a. The evaluator is evaluating knowledge and skill during the performance evaluation.
  - b. The evaluator is evaluating participant ability to recognize and react to AOCs.
5. Explain the need for dialogue during performance of covered tasks,
  - Participant must audibly communicate each step performed.
6. Explain the use of questions.





## Administering Operator Qualification Performance Evaluations

### 3.3 Administer the Evaluation

1. Ensure appropriate PPE, tools, and equipment are used.
2. Ensure performance evaluation is one-on-one.
3. Start evaluation with “begin.”
4. Evaluate responses to all oral questions.
  - Do not allow incomplete answers.
5. Observe and evaluate performance of covered tasks.
6. Ensure appropriate steps and procedures are followed.
  - Do not allow shortcuts.
  - Observe each step of covered task.
7. Immediately stop evaluation and record as a failure if a step or action impacts safety of personnel or property.
8. Use a notepad to take notes; not record of evaluation.
9. Ensure participant declares when covered task is complete.

### 3.4 Upon completion of performance evaluation, indicate whether each task or step was performed satisfactorily by checking the corresponding PASS or FAIL box on record of evaluation.

1. Upon completion of evaluation, ensure participant signs record of evaluation.
2. Explain to participant their responsibility to adhere to span of control requirements.

## 4 Record Results

### 4.1 Secure evaluations in a folder and return to the OQ analyst for retention as required.

1. Explain results to participant.
2. Each evaluation failure is considered one attempt, regardless of method of evaluation.
3. IF participant successfully completed the evaluation,  
  
THEN inform participant supervisor by email that participant is qualified to perform the covered task.



**Pacific Gas and Electric Company**

Utility Procedure: TD-4008P-06  
 Publication Date: 07/31/2013 Rev: 0

**Administering Operator Qualification Performance Evaluations**

4.1 (continued)

4. If the participant does not successfully complete the evaluation, then proceed as follows:

- a. IF it is an initial qualification, THEN notify the participant supervisor by email.
- b. IF it is a subsequent qualification, THEN notify the participant supervisor by phone and email.

Inform supervisor that participant is not qualified until successfully re-testing, regardless of previous qualification status.

c. After failure, provide participant and supervisor with record of evaluation, which becomes a coaching tool.

d. After failure of written and/or physical evaluation, the participant must be provided remediation before being re-evaluated.

- Remediation is not considered to be full training, but rather more specific education and review of specific areas missed during previous qualification attempt.

**END of Instructions**

Definitions	Implementation Responsibilities	Governing Document	Compliance Requirement Regulatory Commitment
NA	The OQ program manager approves, revises, and distributes this procedure.	Utility Standard TD-4008S, "Operator Qualification Program Requirements"	Code of Federal Regulations (CFR) Title 49: Transportation, Part 192, Transportation of Natural and Other Gas by Pipeline: Minimum Federal Safety Standards, Subpart N—Qualification of Pipeline Personnel



**Administering Operator Qualification Performance Evaluations**

**Reference Documents**

**Developmental References:**

NA

**Supplemental References:**

Utility Standard HR-7202S, "PG&E Academy Technical Training Testing Standard."

**Appendices**

NA

**Attachments**

NA

**Document Recision**

NA

**Approved By**

Redacted  
 Manager

**Document Owner**

Redacted  
 Engineer

**Document Contact**

Redacted  
 Supervisor

**Revision Notes**

Where?	What Changed?
NA	New document.