

From: Cherry, Brian K  
Sent: 2/19/2014 11:39:19 AM  
To: Paul Clanon (paul.clanon@cpuc.ca.gov)  
Cc:  
Bcc:  
Subject: Fwd: Sleepy Hollow Incident: Duration to shut off the Gas

Brian K. Cherry  
PG&E Company  
VP, Regulatory Relations  
77 Beale Street  
San Francisco, CA. 94105  
(415) 973-4977

Begin forwarded message:

**From:** "Doll, Laura" <LRDD@pge.com>  
**Date:** February 19, 2014 at 11:38:34 AM PST  
**To:** "Cherry, Brian K" <BKC7@pge.com>  
**Subject: RE: Sleepy Hollow Incident: Duration to shut off the Gas**

It's not, but partly because the owner is also the builder and he didn't call USA even after we cited him for stupid driveway digging the previous Saturday. Sounds like it was a very tricky terrain on top of everything else.

**From:** Cherry, Brian K  
**Sent:** Wednesday, February 19, 2014 11:36 AM  
**To:** Doll, Laura  
**Subject:** Re: Sleepy Hollow Incident: Duration to shut off the Gas

Still not a good story

Brian K. Cherry

PG&E Company

VP, Regulatory Relations

77 Beale Street

San Francisco, CA. 94105

(415) 973-4977

On Feb 19, 2014, at 11:05 AM, "Doll, Laura" <[LRDD@pge.com](mailto:LRDD@pge.com)> wrote:

You may want to share some of these details with Paul today.

**From:** Bottorff, Thomas E  
**Sent:** Wednesday, February 19, 2014 10:59 AM  
**To:** Cherry, Brian K; Allen, Meredith; Doll, Laura  
**Subject:** FW: Sleepy Hollow Incident: Duration to shut off the Gas

Fyi

Tom

**From:** Stavropoulos, Nickolas  
**Sent:** Wednesday, February 19, 2014 10:46 AM  
**To:** Bottorff, Thomas E  
**Subject:** FW: Sleepy Hollow Incident: Duration to shut off the Gas

**From:** Soto, Jesus (SVP)  
**Sent:** Wednesday, February 19, 2014 10:40 AM  
**To:** Stavropoulos, Nickolas  
**Subject:** Fwd: Sleepy Hollow Incident: Duration to shut off the Gas

Nick:

See initial incident details from Lorene.

JSoto

Sent from my iPad

Begin forwarded message:

**From:** "Harden, Lorene R" <LRW5@pge.com>

**Date:** February 19, 2014 at 10:07:14 AM PST

**To:** "Soto, Jesus (SVP)" <J81K@pge.com>, "Knapp, Kevin" <K1KQ@pge.com>, "Higgins, John" <JZH0@pge.com>

**Cc:** "Kubota, Jodie" <JLY3@pge.com>, "Christopher, Melvin J. (GSO)"

<M6CE@pge.com>, Redacted

Redacted "Yamaguchi, Rich W." <RWY3@pge.com>, "Leverett, Ross A." <RALw@pge.com>

**Subject: RE: Sleepy Hollow Incident: Duration to shut off the Gas**

All

I reported on this incident on the daily briefing yesterday morning. Here are the details shared:

? On Monday, 17<sup>th</sup>, Presidents' holiday, contractor digs-in, hitting all utilities at approximately 4:30 pm. Hitting electric ignites gas. No USA.

? GSR arrives at 5 pm and calls for crew.

? Crew arrives at approximately 6:30—had to be called in from the "212" call out process

? Crew falls back away from fire and begins to attempt to locate gas. Very difficult to locate and finally they believe they have the

location of gas. Dig hole to find no gas. The pipe was 1/2" plastic in 3/4" steel making it difficult to locate.

? Crew concerned about their ability to locate the gas, moves 700' away down the hillside to where main is mapped and located. From there, identifies where service is located. Digs hole in asphalt (shoulder of road) and locates service and squeezes. The service is a branch service, also shutting gas into neighbor.

Note:

? Owner/Builder remodeling home on hillside.

? On Saturday, Feb 15<sup>th</sup>, Subcontractor performing trenching for new driveway (700') hit gas—No USA—GSR was able to squeeze—issued a written warning (need confirm quality of warning to contractor)

? Emailed damage prevention war room on Monday night and they are also collecting the information for the claims process.

Opportunities for possible improvement:

? When the customer call came in, if known to be a fire, a crew could have been dispatched at the same time. Possibly could have shaved an hour of shut-in time.

? Once the crew arrived, it took 4.5 hours for shut —due to the difficulty of locating gas, location on a hillside and having to start excavation process over once they were unable to shut in gas at the top of the hillside.

Lorene

**From:** Soto, Jesus (SVP)  
**Sent:** Wednesday, February 19, 2014 9:13 AM  
**To:** Knapp, Kevin; Leverett, Ross A.; Harden, Lorene R; Higgins, John  
**Cc:** Kubota, Jodie; Christopher, Melvin J. (GSO)  
**Subject:** Sleepy Hollow Incident: Duration to shut off the Gas

Team:

Please reply with the facts on this incident. I was asked about the duration to shut off the gas.

JSoto

### **Ruptured Gas Line Burns for Six Hours in Sleepy Hollow Mishap**

By

Marin Independent Journal

February 18, 2014

A ruptured gas line shot flames 5 feet high for six hours in a Sleepy Hollow neighborhood Monday evening while firefighters waited for utility crews to shut off the gas.

No one was injured in the incident that erupted in the front yard of 145 Crane Drive when a contractor preparing the ground for a swimming pool installation severed gas and electric lines.

When Ross Valley Engine 20 got there shortly

after 4:22 p.m., flames were shooting 5 to 6 feet high, said acting Redacted

No structure was threatened and, as is standard procedure in such incidents, firefighters monitored the fire while awaiting a Pacific Gas and Electric Co. crew to shut off the gas. The utility crew had to dig in two places to find a shut-off valve, and the fire burned until 11 p.m.

Redacted

[http://www.marinij.com/marinnews/ci\\_25170051/ruptured-gas-line-burns-six-hours-sleepy-hollow](http://www.marinij.com/marinnews/ci_25170051/ruptured-gas-line-burns-six-hours-sleepy-hollow)

Sent from my iPad