

When I showed up on the job, the resident came out very upset about how a supposed gas leak was making her and her family sick. I was told that she was a special case so I set the alarm at 30 ppm so she would not be concerned if the alarm went off on small readings. That did not help because she would not stop looking over my shoulder and she was very persistent about watching my every move, and the monitor on my machine. Behind the side walk by the phone and cable boxes my numbers went up little and she made a big deal about how my machine picked something up and I was trying to hide it from her. So I punched a hole and investigated something I normally would not have. When I stuck the probe in I turned to go to my truck and the alarm sounded. This put the customer into a frenzy, I tried to explain to her that the readings were very low and there was no reason to be alarmed. She then told me that that was the same spot that the GSR's machine had alarmed, and that [Redacted] had the peccaro car drive by and the "lights and alarms went off when they drove by that spot!"

She began to tell me about how she wants me to come back at 4:00 A.M. because that is when the gas pressure in our pipes go up and the smell is worse. I told her that the cold air doesn't make the pressure in our pipes go up but if there is a leak in the area the cold air can cause a depression and keep gas closer to the ground. When I continued my survey she wanted me to punch a hole a few feet in front of the riser because when the GSR did it he felt a "void in the ground caused by a gas leak." I told her I did not feel a void but when I placed my probe in the ground she saw the number go to 15 and started to go into a frenzy. I again tried to explain to her that was a very small read and it could be many things other than natural gas.

After that she wanted me to check around the vents and windows along the whole wall. When I found nothing she asked me to check inside her garage where I found two small leaks on the hot water heater gas supply line. She insisted that I talk to the people that installed the water heater and tell them what I found, I did and they sent someone to fix it.

After 4 hours I told her I had to leave and she asked me for the form. I told her I do not have a form and she got very upset saying that every one else from PG&E had given her a form and wanted to know why I did not have one. She then asked me to write down my readings instead on a piece of paper so she would not forget because she was old and her memory was not good.

So I wrote 50 ppm by sidewalk 15ppm by riser. She then asked me to write down what I told her about the cold air. I wrote, cold air can cause a depression that can cause gas not to disappate. She wanted the type of machine I used, so I wrote DPIR 6016 she asked for a card I did not have one so she wanted my phone number, I wrote my phone number and signed it. This was all information that she had already knew, I felt if I refused it would greatly upset her and cause a bigger issue than just writing it down.

The customer pulled up her husbands shirt and showed me his colostome bag and she also said her children are throwing up blood daily - all caused by PGE gas leaks. Her husband has crohn's disease.

[Redacted]