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Sent: 3/18/2014 8:30:19 PM
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maria.solis@cpuc.ca.gov (maria.solis@cpuc.ca.gov)
Cc: [Redacted]; Gas Ops Support
(/O=PG&E/OU=Corporate/cn=Recipients/cn=SBResponderGroup)
Bcc:
Subject: Background information relating to Ongoing Customer Complaints - [Redacted]
[Redacted]

Liza and Maria

Here is information we committed to provide you when we spoke last week about PG&E customer [Redacted] in [Redacted]

First, below, we answer the specific questions you had last week on our call. And we also attach a large file of work orders completed for this customer, field notes from PG&E staff who have attempted to resolve customer service concerns with this customer, and leak survey reports. Please note that all the attachments -- the service orders, field notes, and leak surveys -- are being provided under Section 583 confidentiality terms due to the inclusion of staff information and sensitive customer information.

1. Major customer service activities during last 5 years with Customer [Redacted]

Over the past five years (and previous to that), the customer has contacted PG&E repeatedly for various reasons, including but not limited to the following:

- billing
- electric voltage
- gas leaks
- service effects of airplane flying over home
- BART construction near natural gas pipelines
- SMART meter
- CARE discount
- Electric meter test

- Copper wire stolen from electric transmission line in backyard
- Tampering with electric box and graffiti on utility enclosures
- Carbon monoxide
- Water heater leaking
- Age of utility facilities
- Outages
- Hydrostatic testing

With regard to the gas leak/odor complaints, PG&E has completed 10 gas leak investigations in the last five years (December 2009 - January 2014). PG&E also performed 2 surveys with the Picarro car technology.

2009 (1 gas leak investigation):

- 12/23/09: Customer contacted PG&E and advised that the wind blew out the forced air furnace pilot light, causing a mild gas odor. PG&E performed a gas leak test at the meter, but no leakage was found; a probe with a Sensit Combustible Gas Indicator (CGI) indicated a bypass at the control valve at the gas heater.

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2011 (3 gas leak investigations and one carbon monoxide report):

- 2/18/11: PG&E found and repaired a gas leak at the flex line on the forced air furnace. Performed a sweep with CGI unit and no further leaks were detected.
- 4/20/11: Customer contacted PG&E regarding a gas leak issue that she did not believe had been resolved. GSR investigated and no leak was found.
- 4/25/11: PG&E performed another gas leak investigation, including a full shut down, and no leak was found.
- 12/02/11: Customer advised PG&E that she believed carbon monoxide was present at the home. PG&E performed a carbon monoxide investigation; outside ambient and inside Sensit ambient reading was 0-ppm; garage ambient reading was 0-ppm; Sensit tested meter outside and inside house was 0% LEL.

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2012 (5 gas leak investigations, one gas pressure issue and one A/C issue):

- 1/19/12: Customer reported a gas pressure issue to PG&E. PG&E took a pressure reading at meter while customer watched, per customer request, and pressure was good. PG&E advised that the water heater was leaking water and the top and draft diverter is rusted; PG&E advised if the rusting worsens then the customer would need to replace the water heater.

- 5/25/12: Customer Relations discussed the concerns with the customer regarding the gas leak in front of her home which she believed PG&E had not fixed

- 5/25/2012: GSR notes show customer stated [Redacted] was at the home on 5/23/12 (actual field date was 5/24/12) and found readings at the gas valve box in front of the home near mailboxes and sidewalk. He used a Heath G detecting machine and probed the box. Per customer, he found a 50 PPM read. The GSR removed the gas valve cover and found no leak. He notified dispatch a flame pack would be needed.

- [Redacted] spoke with the customer for 30 minutes. She was not satisfied with his response and requested to speak to [Redacted]. She was advised that PG&E checked her property and the surrounding area and no gas leak was found.

- [Redacted] went out with two field staff and found no reads. No crew was necessary. [Redacted] provided customer with his cell phone number.

- Please see attachments "[Redacted] Memo.pdf" and "[Redacted] Memo.pdf," which are describe in detail the actions taken during field visits to the customer's home.

- 8/31/12: Customer advised that her A/C compressor continuously runs; customer turned off appliance, but requested that PG&E check it. PG&E investigated the situation but did not find an issue; however, serviceman smelled gas in the garage (possible gasoline) and requested a GSR, but no record of gas leak request.

- 9/1/12: Customer advised no one responded to 8/31/12 gas leak and advised of a strong gas odor. PG&E swept the inside, outside and attic, no leak detected with Rota meter.

- 10/26/12: GSR investigated the gas leak; customer was very difficult and insisted on using a gas detector, but the GSR declined.

- 10/29/12: Customer stated that she believed a gas leak still exists and requested to escalate the issue.

- Issue was escalated to a Senior Service Representative (SSR), then to an SSR2.

- SSR2 contacted the on call Gas supervisor;

- Gas supervisor spoke to the customer but the customer hung up.

- PG&E investigated the gas leak, but did not have access to gas meter; no leak found outside.

- 10/30/12: Customer still believed there is a gas leak. PG&E attempted to investigate, but [Redacted] refused to provide access because [Redacted] is the only one dealing with the issues; PG&E performed an outside sweep, not including the back yard, which had 0% LEL.

2013 (1 gas leak investigation - Picarro):

- 9/17/13: PG&E performed a gas leak survey using a Picarro car-mounted technology; no gas leak was found at [Redacted] (Gas leak was found 8 houses down at [Redacted]).

2014 (1 gas leak investigation - Picarro):

- 1/6/14: Customer reported a gas leak; PG&E investigated the customer's gas leak report, but no gas leak was found.

- 1/8/14: PG&E performed a gas leak survey using Picarro car-mounted

technology; no gas leak was found.

- 1/10/14: Customer contacted PG&E stating she believed a gas leak still existed and requested to escalate the issue.
- 1/31/14: Gas Leak Survey Supervisor, [Redacted], performed a site visit and the customer expressed that PG&E did find a gas leak at her home but had yet to fix it. PG&E advised customer that they found no leak.

2. Summary of leak surveys and responses to odor calls in the neighborhood in last 5 years.

Please see attachment "[Redacted] Service Orders_CONF.pdf" for the summary of service orders on [Redacted] which include responses to odor calls. Please see attachment "[Redacted] FAS Order Detail_CONF.zip" for the details of the service orders.

3. Provide detailed leak survey data for the last 2 years.

See attachment "*Leak Survey* [Redacted] _CONF.pdf" for the routine leak surveys performed in June 2005 and April 2010.

Feel free to contact me or [Redacted] if you would like additional information or clarification of this response.

Thanks

Laura