



Redacted  
Senior Manager  
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April 16, 2014

Denise Tyrrell, Interim Director  
Safety and Enforcement Division  
California Public Utilities Commission  
505 Van Ness Avenue, Room 2205  
San Francisco, CA 94102-3298

Re: Courtesy Notification Regarding Gas Dispatch and Gas Control Call  
Recording Issue from April 3 to 4, and April 10, 2014

Dear Ms. Tyrrell:

This letter provides courtesy information regarding a lapse in telephone call recording capabilities at consoles for Pacific Gas and Electric Company's (PG&E's) Gas Dispatch and Gas Transmission and Distribution Control Center. At approximately 10:32 AM on April 3, 2014, call recording ceased for Gas Dispatch and Gas Control room telephone systems. Call recording resumed at approximately 2:15 PM on April 4, 2014, or approximately 28 hours after ceasing. On April 10, 2014, call recording again ceased at 3:56 PM and resumed at 4:43 PM on the same day. These events did not impact PG&E's ability to make or receive emergency or operations related calls.

While it is not a regulatory or procedural requirement, PG&E records and logs all telephone calls to and from Gas Dispatch and Gas Control consoles in accordance with the service level agreement with Verint Witness Enterprise Voice Logger System (Verint Systems). PG&E's practice is to retain these call records for seven years.

PG&E notified the CPUC of a similar event in a letter dated December 19, 2013. In response to the December event, PG&E investigated and identified issues with the configuration of the system. To mitigate recurrence, PG&E has been working on improvements to the configurations, which are expected to be completed by May 1, 2014. PG&E also activated automated system monitoring and email notifications to improve timely identification of issues.

In response to the April events, PG&E investigated and identified the cause of both events as an issue with the Verint Systems software. To prevent recurrence, PG&E remediated this issue with a software patch on April 10, 2014. PG&E also completed adjustments to the automated system monitoring to improve issue identification and response times. PG&E will conduct training with users of the system to further ensure timely identification and resolution of issues.

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In the long term, PG&E plans to upgrade and improve the configuration of the Verint System to allow dual-stream recording, which will substantially minimize lapses in call recording. This improvement is scheduled for completion by December 2014.

Please contact [Redacted] at [Redacted] or [Redacted] for any additional questions you may have regarding this notification.

Sincerely,

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[Redacted]

Senior Manager, Regulatory & Field Compliance

cc: Kenneth Bruno, CPUC  
Dennis Lee, CPUC  
Liza Malashenko, CPUC  
Sunil Shori, CPUC

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Bill Gibson, PG&E  
Shilpa Ramaiya, PG&E