



Redacted
Manager
Regulatory Compliance
Gas Operations

Redacted

Fax: Redacted
Internet: Redacted

June 25, 2014

Ms. Denise Tyrrell, Acting 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 Call Recording Issue
June 15, 2014

Dear Ms. Tyrrell:

This letter provides courtesy notification of an issue with telephone call recording capabilities at Pacific Gas and Electric Company's (PG&E's) Gas Dispatch consoles. The issue resulted in missed recordings for four calls from approximately 4:11 PM to 9:34 PM on June 15, 2014. The recording issue did not impact PG&E's ability to make or receive emergency or operations-related calls.

A PG&E operator discovered the missed recordings during a daily shift check of recordings. PG&E investigated and identified the cause as a missing backup call logger configuration for an operator profile. Gas Dispatch consoles that were logged into the profile switched to the backup logger in accordance with a newly implemented system load sharing algorithm. However, the profile did not have the necessary configuration to record the calls on the backup logger. At approximately 9:34 PM, a PG&E specialist resolved the issue by correcting the missing configuration. Furthermore, PG&E reviewed all profiles and verified that they had the appropriate backup logger configurations.

PG&E notified the CPUC of other events related to gas dispatch and gas control call records in letters dated December 19, 2013 and April 16, 2014, although the specific causes of the events varied. In response to those events, PG&E is completing improvements to the configurations of the system. PG&E also activated automated system monitoring and email notifications, and conducted training with users of the system, to improve timely identification and resolution of issues.

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.

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

Sincerely,

/S/

[Redacted]

Manager, Regulatory Compliance

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

[Redacted] PG&E
[Redacted], PG&E
Bill Gibson, PG&E
Shilpa Ramaiya, PG&E