

From: Cherry, Brian K
Sent: 7/24/2014 7:18:32 AM
To: mp6@cpuc.ca.gov (mp6@cpuc.ca.gov)
Cc:
Bcc:
Subject: Fwd: Near Hits: Why a Growing Number is a Good Thing

Michael - FYI on Near Hits

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

Begin forwarded message:

From: A PG&E Safety Message <APGESafetyMessage@pge.com>
Date: July 23, 2014 at 7:42:00 PM PDT
To: All PG&E Mail Recipients <ALLPG&E@exchange.pge.com>, All PGE Corp Employees <AllPGE CorpEmployees@exchange.pge.com>
Subject: Near Hits: Why a Growing Number is a Good Thing

Team:

PG&Eers are talking about safety more than ever. So far this year, the number of near hits shared has increased by nearly 50 percent compared to the same time period last year. This is great news we can all celebrate. Why? Because a safety-first culture is one where people feel they can safely speak up. And more people speak up when they know they're being heard and that actions will be taken to address potential issues.

What do we do with all the near hits we receive?

Some of you are asking what we do with near hits that are shared. We analyze

each near hit. We look for trends and try to determine if the near hit was caused by equipment failure, human fatigue, a broken procedure, etc. As you might imagine, this process doesn't happen overnight. And it's one that we must continually improve. Once we can accurately pinpoint the cause, we work to spread the information to others so we can prevent future incidents from occurring.

As a reminder, here are the ways to share and report near hits:

- **Self-reports** made to the employee's supervisor or shared with the work group
- **Union reports** shared through a steward, business representative or business manager
- **Corrective Action Program (CAP)** (for employees in Energy Supply and Gas Operations)
- **Anonymously** shared in one of the following five ways: Mailing or faxing a [near hit form](#), submitting the form [online](#), and calling the Near Hits number (866) 268-6682 or the Ethics and Compliance Hotline (888) 231-2310

We launched a company-wide effort focused on enhancing our Near Hit Program In 2012. Thanks to the leadership and engagement of many of you, we've made significant progress. To see what's been done, [please click here](#).

What's next for the Near Hit Program?

Plans are underway to transition the Near Hit Program to a centralized group in the Safety, Health & Environment (SH&E) department. We'll be working to develop a consistent process and tool for sharing and tracking near hits across the company. Under SH&E, we'll continue to find opportunities to integrate safety discussions into our daily operations and further improve reporting, analysis and communication of near hit experiences.

In the meantime, please continue to speak up and share your near hits. It's key to safety, and nothing is more important than that.

Be safe.

Janet Loduca
Vice President
Safety, Health &
Environment

Al Torres
Vice President
Customer Operations