

City of Carmel-by-the-Sea Enhanced Work Procedures



PG&E is working every day to make its natural gas system the safest and most reliable in the country. We enhanced our work procedures since the March 3 incident, including the following:

PRIOR PRACTICE	March 3, 2014	POST PRACTICE
<p>Reviewed company maps and records to confirm what was in the ground prior to performing work.</p>	<p>Enhanced Work Procedures</p>	<ul style="list-style-type: none"> In addition to reviewing maps, developed a process to verify what's in the ground including the approval of a new component to detect inserted plastic in steel pipes. Implemented a Quality Control process to ensure consistent adherence to the process of verifying what's in the ground Initiated a project with the Gas Technology Institute (GTI), a major industry Research and Development association, to develop advanced technologies to detect inserted plastic in steel pipes. Implementing use of pre- and post-video camera inspections in the City of Carmel to verify no damage occurs to sewer lines during construction.
<p>Only crews responsible for emergency response situations were equipped with the necessary emergency tools.</p>	<p>Expanded Field Emergency Tools</p>	<ul style="list-style-type: none"> All crews, in addition to those responsible for emergency response, are in the process of being equipped with the necessary emergency tools. All crews in the City of Carmel have been equipped with these tools.
<ul style="list-style-type: none"> Train and qualify employees for the necessary tasks required to operate a gas system which includes classroom, web-based, and hands-on training. Oversee contractors to ensure they are also trained, and monitor their performance. Conduct briefings prior to commencing work to review potential safety issues, emergency protocols and other pertinent information for specific activities to be performed on that day. 	<p>Reinforced Employee and Contractor Training</p>	<ul style="list-style-type: none"> Stopped all non-emergency tapping work system-wide to ensure employees and contractors were trained on the process for verifying what's in the ground prior to resuming such work. Heightened awareness and reinforcement to engage and coordinate with the Carmel city staff to ensure all work is performed in accordance with the city requirements including pre-construction walk through and regular status check-ins.
<ul style="list-style-type: none"> Using PG&E's Gas Emergency Response Plan, train employees to recognize emergency situations, make the area safe, contact their supervisor and notify PG&E's Gas Control Center. Engage and conduct joint training with emergency response agencies. Educate customers to contact PG&E at 1-800-743-5000, if they smell gas and feel unsafe. 	<p>Improved Emergency Response Procedures</p>	<ul style="list-style-type: none"> In addition to contacting PG&E at 1-800-743-5000, educate City of Carmel residents to also call external emergency responders (911), if they smell gas and feel unsafe. Developing a pilot procedure called Code MuRRI (Multiple-unit Resource Response Incident) that triggers an immediate notification to emergency response agencies when PG&E employees or contractors are faced with a potentially hazardous situation. PG&E is working with the City of Carmel to implement Code MuRRI. Treating all gas leak odor calls in the City of Carmel as "Immediate Response." Monthly performance metrics will be shared with the City officials. Agreed to participate in the County of Monterey Hazard Mitigation Plan.

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