

From: Doll, Laura  
Sent: 8/19/2014 1:28:15 PM  
To: kenneth.bruno@cpuc.ca.gov (kenneth.bruno@cpuc.ca.gov)  
Cc: Redacted  
Bcc:  
Subject: FW: PG&E responsiveness to SED data requests / follow up questions

Ken

Redacted has put together the chronology below about the recent Carmel data requests, and we are still awaiting a response later today on the Sierra audit data requests. Would you let us know if the Carmel sequence below is consistent with your understanding?

***Regarding recent Carmel data requests:***

- 1) Index No. 5143
  - a. Received request on 6/5/14 with requested due date 6/23/14. CPUC offered additional time if needed, believe additional time was discussed orally with the CPUC.
  - b. We submitted a response to all 11 questions on 6/27/2014.
  - c. We will supplement Q5143.05 once we receive the necessary information from the manufacturer.
  - d. In sum, expectations for delivery of response were managed with SED. PG&E to provide supplemental (Q5) response when available from manufacturer.
- 2) Index No. 5307
  - a. Received request on 7/11/2014 with requested due date of 7/28/14.
  - b. We submitted a response to all 16 questions on 7/30/2014.
  - c. Promised supplemental to Q5307.10, 5307.11, and 5307.14 on 8/1/14.
  - d. On 8/1/14, GOST requested extension. On 8/8/14, Reg Compliance emailed SED to request extension to 8/15/14.
  - e. On 8/11/14, SED requested supplemental information for Q5307.02.

f. On 8/15/14, PG&E finalized supplemental responses to Q5307.02, 5307.10, 5307.11, 5307.14, and 5307.15. Reg Comp submitted to SED on 8/19/14 due to SF Division audit.

g. In sum, although we attempted to manage expectations for delivery, we could have done better.

3) Index No. 5479

a. Received request on 8/13/14. Due date is 8/27/14.

b. Response is in development.

In sum, we are on pace to deliver response by due date.

Thanks,

Redacted

PG&E - Gas Operations, Regulatory Compliance

Redacted

**From:** Doll, Laura

**Sent:** Tuesday, August 19, 2014 10:18 AM

**To:** Bruno, Kenneth

**Cc:** Redacted Singh, Sumeet

**Subject:** RE: PG&E responsiveness to SED data requests / follow up questions

Ken – I just spoke with Redacted and he is checking on these two examples. We realize your concern goes beyond these specific issues, and agree this merits a discussion.

Briefly:

1. We believe your team is using the right channels to request information and our system is appropriately logging requests and assigning them to subject matter leads.
2. We also believe we can do a better job of tracking the status of our responses and of elevating them within Gas Ops when there are delays.

I'll call you later today to discuss further and to let you know the status of the Carmel and Sierra requests.

Thanks

Laura

**From:** Bruno, Kenneth [<mailto:kenneth.bruno@cpuc.ca.gov>]  
**Sent:** Tuesday, August 19, 2014 9:47 AM  
**To:** Doll, Laura  
**Subject:** PG&E responsiveness to SED data requests / follow up questions

Laura – I'd like to talk with you regarding PG&E's responsiveness in both data requests and audit follow-up questions. I've provided two specific examples below but also interested in discussing this generally to make sure that we are going through the right channels with our data requests.

- [REDACTED] SED generated data requests in the Carmel investigation: some deadlines have passed without PG&E requesting an extension or informing us of a delay - this has happened at least 2 times that I am aware of in data requests.
- [REDACTED] In follow-up questions to the Sierra Division Audit conducted early May 2014 – my lead auditor has expressed concerns with PG&E's non responsiveness despite multiple attempts to obtain answers.

Kenneth Bruno

Acting Program Manager

Gas Safety & Reliability Branch  
Safety and Enforcement Division  
California Public Utilities Commission  
Office: (415) 703-5265  
Cell: (415) 852-2936