

From: Sandoval, Catherine J.K.  
Sent: 8/24/2014 11:56:54 AM  
To: Cherry, Brian K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7); Sandoval, Catherine J.K. (CatherineJ.K.Sandoval@cpuc.ca.gov); Katague, Ditas (ditas.katague@cpuc.ca.gov)  
Cc:  
Bcc:  
Subject: Re: EOC 6.1 Earthquake Intelligence Summary 8-24-14 at 0955 Op1

Thanks for the report.

Sent from my Verizon Wireless 4G LTE Smartphone

----- Original message -----

From: "Cherry, Brian K"  
Date:08/24/2014 10:13 AM (GMT-08:00)  
To: "Sandoval, Catherine J.K."  
Subject: Fwd: EOC 6.1 Earthquake Intelligence Summary 8-24-14 at 0955 Op1

FYI.

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

Begin forwarded message:

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Subject: EOC 6.1 Earthquake Intelligence Summary 8-24-14 at 0955 Op1

EOC Intelligence Summary Update  
6.1 Earthquake -- Level 4 Emergency  
Event Start Date: 0320 hours on 08-24-14  
Time of Update: 0900 hours on 08-24-14

Activations

EOC – Activated at 0600 8-24-14  
Northern Region REC  
Bay Area Region REC  
OECs:

- North Bay
- Sonoma
- Humboldt (communications)
- North Valley (communications)
- Sierra (communications)
- Sacramento (communications)
- Diablo (communications)

ETEC - Emergency Transmission Emergency Center  
CCECC - Customer Contact Emergency Coordination Center  
MTCC - Materials Transportation Coordination Center  
S/T - Substation/Transmission OEC

EOC Command Staff

IC: Jason Regan  
Planning and Intelligence Section Chief: Redacted  
Operations Section Chief: Mark Quinlan  
Logistics Section Chief: Redacted  
Finance Section Chief: Matt

Tactics Meeting Schedule

Day one: 1000, 1400, 2000  
Day two: 0700, 1000, 1400, 2000

Safety Incidents

No incidents at this time.

Safety Message:  
See attached.

Incident Objectives:

1. No safety or environmental incidents
2. Ensure public and employee safety
3. Respond to all 911 Standby incidents 95% in less than 60 minutes.

Operational Period 1 Objectives:

1. All critical/essential assessed by noon, restored by 2000
2. Gas--Compute 80% of distribution leak survey by 0800 8/25
3. Gas—Transmission leak survey by noon today
4. Gas--Develop relight plan by 0800
5. Electric—All mainline patrolled, cut in clear, energized by 1500
6. Electric—Work packages developed for all known work locations by 1500
7. Electric--All tap lines restored by 0000

Weather Summary

Information on the M6.0 South Napa Earthquake this morning:

USGS<[http://earthquake.usgs.gov/earthquakes/eventpage/nc72282711?utm\\_source=d1vr.it&utm\\_medium=facebook](http://earthquake.usgs.gov/earthquakes/eventpage/nc72282711?utm_source=d1vr.it&utm_medium=facebook)  
| Aftershock Probability Report<<http://www.ncedc.org/recenteqs/QuakeAddons/NC72282711.html>>. Note that the volume of outage activity shown in DSO SOPP below in Sonoma and North Bay today is a result of the earthquake activity and was estimated from OIS/OMT. No significant weather risk is expected through the week.

Fair weather is forecast today with temperatures slightly below normal near the coast and near normal across the interior. The marine clouds and fog will retreat back to the coast through the morning hours for mostly sunny skies. A weak weather system slides through the north on Monday producing cooler temperatures and a deeper marine layer near the coast with some pockets of drizzle along the coast. Overall, fair weather should prevail.

Fair and warmer weather is expected Tuesday through Thursday as high pressure moves in from the west. No excessive heat is forecast at this time as the warmest interior valley locations are expected to peak near the century mark. Cooler temperatures are expected to return over the Labor Day weekend as a trough of low pressure moves through the Pacific Northwest. There is a chance that some of the subtropical moisture associated with the future remnants of Hurricane Marie, currently in the Pacific, could move into the territory over the Labor Day Weekend providing some unsettled weather in the form of showers. Details are still unclear at this time but a significant storm event is not expected.

See the temperature forecast in the Service Area Temperature Forecast for Selected Cities<[http://gowx01/Weather/PGE\\_Share/LegacyWeb/SAF/SAF\\_temps1.htm](http://gowx01/Weather/PGE_Share/LegacyWeb/SAF/SAF_temps1.htm)>.

System-wide Customer Impact (as of 8/24 0925):

Total Affected: 83,408

Restored: 63,948

Remaining: 22,061

Extended Duration Customers:

24-48 hours = 0

48-72 hours = 0

Greater than 72 hours = 0

System-wide Current Customers Out/Outages: (as of 0925)

See attached EOC Dashboard

Customers Out: 24,945

Outage Count: 239

Bay Area Region  
Customers Out: 20,162  
Outage Count: 129

Central Coast Region  
Customers Out: 176  
Outage Count: 5

Central Valley Region  
Customers Out: 211  
Outage Count: 7

Northern Region  
Customers Out: 4,396  
Outage Count: 98

911 Standby: (as of 0845)  
Standby Relief within 1 hour: 89%  
Callbacks made within 20 minutes: 50%

#### ETEC Transmission Sustained Outage Summary

- There were no Transmission outages due to the 8/24/2014 0320 American Canyon earthquake.
- Substation inspections: no damage, minor issues. Will complete substation inspections by 1400. Good on resources
- T-line inspections: 2 helicopters up, 0 damage on 21 transmission lines, resources are good, on track to complete inspections by 1400.

#### Customer Summary

##### Voltage

Total Customers Impacted

Customers Still Out

Customers Restored

500

0

0

0

230

0

0

0

115

0

0

0

70

0

0

0

60

0

0

0

Total

0

0

0

Line Summary

Voltage

Total Lines Impacted

Lines Still Out

Lines Restored

500

0

0

0

230

0

0

0

115

0

0

0

70

0

0

0

60

0

0

0

Total

0

0

0



Bank Summary

Voltage

Total Banks Impacted

Banks Still Out

Banks Restored

500

0

0

0

230

0

0

0

115

0

0

0

70

0

0

0

60

0

0

0

Total

0

0

0

Other Equipment Summary

500

0

0

0

230

0

0

0

115

0

0

0

70

0

0

0

60

0

0

0

Total

0

0

0

#### Damaged Equipment Summary

Equipment

Total Units Affected

Total Units  
Still Damaged

Total Units Repaired

Poles

0

Towers

0

Spans

0

Framing

0

Damaged Equipment (as of 0913)

- Poles: 4
- Transformers: 4
- Services: 176
- Feet Primary: 1,277
- Secondary Spans: 0
- Crossarms: 9

Gas Operations

1. Reported 6 in main in American Canyon is not a break, it is a grade 3 leak.
2. Transmission Leak survey completed. No leaks detected in Transmission system
3. Distribution survey currently being executed. Picarro is being mobilized and will be deployed in critical areas.
4. The number of Gas Customers
5. 226 Meter requests for odor calls only 69 outstanding as of 0950 per Gas dispatch

PIO / JIC:

We've received approximately 40 earthquake-related media calls from throughout the service area, including calls from national media outlets.

Today's messages highlights efforts to restore power safely and quickly and stress what to do to stay safe.

We also continue to share this statement and safety tips through our social media and internal channels. We issued a statement at 8 a.m. and we plan to refresh the information after our 10 a.m. Operations update. Contact centers, pge.com<<http://pge.com>> have also been updated.

Governmental Relations

Local Govrel: Team onsite working in the Sonoma OEC and Napa OEC. They have notified local elected and appointed officials and are keeping them informed of our efforts to assess, repair and restore the damage.

Fed Affairs: Made direct contact with Congressman Thompson and Huffman and Senators Feinstein and Boxer offices. None of the offices have indicated that they received any constituent complaints as of yet.

Sacramento: Contact made to Gov's office, Senators Wolk, Evans, and Padilla, Assembly Members Levine, Chesbro, Yamada and Bradford as well as Republican leadership in both houses

Community Relations: In contact, CEO of Regional Red Cross. So far little impact to Red Cross; has not opened a shelter or feeding station.

Regulatory Relations: Outreach made to CPUC commissioners

Red Cross just opened an Evacuation Center at Crosswalk Community Church, 2590 First Street, Napa. May upgrade to Shelter if overnight needed.

NBC News is reporting evacuation centers at Napa High School, 2475 Jefferson and Grace Church 3765 Solano Avenue

Customer Strategy

Customer Sentiment

Customer sentiment is neutral. They are expressing frustration as would be expected in this situation.

Critical Customers/Extended Outages

Redacted

Redacted All customers have been contacted.

Customer Communications:

Call center has changed messaging on IVR to make customers aware of earthquake, and make safe messaging. ETOR has been suspended until assessments are complete.

Contact Center Stats:

Total Calls

3,583

CSR Handled Calls

834

IVR Handled Calls

545

TFC

2,204

Outbound

0

Current Live Agent ASA

237 seconds

Logistics:

Information Technology

No outages at this time. Ventyx is back online for all except Stockton and Yosemite.

Fleet Transportation

- One mobile command unit dispatched from Davis and one sprinter dispatched from Santa Rosa to the Napa airport, 1535 Airport Blvd, Napa
- No additional equipment requests at this time

Materials Operations

- MTCC in Fremont activated at 0700
- 3 materials handlers and 3 truck drivers reporting to Fremont DC for service
- Fresno and Marysville DCs are on standby
- No material issues or shortages reported at this time

Sourcing/Planning (Materials)

- No material issues or shortages to report at this time
- Safety and restoration material distributors notified to be on standby for support

Facilities

- Elevators at 245 Market not functioning. Corporate Real Estate notified and technician has been dispatched

- Napa facility given all clear

#### Environmental Message

Light activity on our 800 number spill line overnight and so far no spills have been reported in the Napa or Sonoma areas since the earthquake. We continue to have staff ready to respond to any issues.

#### Financial Key Messages

- Job packages must be reviewed for completeness so any missing data can be supplied
- Accurate timecards and tags in SAP must be entered timely
- P-Card receipts (attached to P-Card Receipt Form) must provide detailed information

EOC

PG&E is committed to protecting our customers' privacy.

To learn more, please visit <http://www.pge.com/about/company/privacy/customer/>