

From: Doll, Laura
Sent: 8/19/2014 3:59:49 PM
To: Bruno, Kenneth (kenneth.bruno@cpuc.ca.gov)
Cc: [Redacted] Singh, Sumeet
(/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=S1ST56905772)
Bcc:
Subject: RE: PG&E responsiveness to SED data requests / follow up questions

Ken

Glad we are making progress. [Redact] reports that the Sierra Division requests will be to you by **this Friday**.

We agree that better communication will help all of us, and we appreciate your review and the indication that no extensions were granted on No. 5143. We want to tighten up that process and this is an important part of how we will manage it going forward, i.e., we will try to avoid “oral” agreements and make sure that our commitments are documented.

Please don't ever hesitate to let us know when we appear to be falling short on our commitments. We may also check in with you periodically to make sure we understand the most current priorities.

The sheer volume is a challenge that likely isn't going to diminish.

Thanks again,

Laura

From: Bruno, Kenneth [mailto:kenneth.bruno@cpuc.ca.gov]
Sent: Tuesday, August 19, 2014 3:15 PM
To: Doll, Laura
Subject: RE: PG&E responsiveness to SED data requests / follow up questions

Hi Laura – Yes we believe all outstanding data requests are captured. Re: Index No. 5143, neither Aimee nor I were involved in any oral discussions where PG&E requested an extension and do not believe any extensions were granted. Anyway – prompt responses going forward and better communication are really what we are attempting to achieve. Thanks again for looking into this matter and let me know what you find out with the Sierra Div. requests.

Thanks,

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

Ken

From: Bruno, Kenneth
Sent: Tuesday, August 19, 2014 1:51 PM
To: 'Doll, Laura'
Subject: RE: PG&E responsiveness to SED data requests / follow up questions

Hi Laura – Thank you for the summary. I have Aimee reviewing it to determine if it captures everything

from our perspective re: Carmel data requests. Thanks,

Ken

From: Doll, Laura [mailto:LRDD@pge.com]
Sent: Tuesday, August 19, 2014 1:28 PM
To: Bruno, Kenneth
Cc: [Redacted]
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.

- 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.

- 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

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