



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 and records, developed a process to physically verify and confirm what's in the ground prior to commencing work ("field verification process"). • Implemented a Quality Control process to verify consistent adherence to the field verification process. • Conducting a comprehensive review of the established field verification process to continue to enhance the rigor of this process. • Approved a new component to detect inserted plastic in steel pipes and 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 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.