



**Pacific Gas and
Electric Company**

Customer Field Service Bulletin

Title: Gas Leak Immediate Response Process

Check all appropriate boxes

<input type="checkbox"/> SAFETY ALERT	<input checked="" type="checkbox"/> GAS	<input type="checkbox"/> DISTRIBUTION	<input type="checkbox"/> SUBSTATION ENGR.
<input checked="" type="checkbox"/> MANDATORY COMPLIANCE	<input type="checkbox"/> ELECTRIC	<input type="checkbox"/> TRANSMISSION	<input type="checkbox"/> TRANS./SUB. M&C
<input type="checkbox"/> RECOMMENDED ACTIONS	<input type="checkbox"/> ESTIMATING	<input type="checkbox"/> OPERATIONS	<input type="checkbox"/> APPLICANT DESIGNER /
<input type="checkbox"/> INFORMATIONAL/CLARIFICATION	<input type="checkbox"/> MAPPING	<input checked="" type="checkbox"/> SERVICE	<input type="checkbox"/> CONSTRUCTION

This bulletin applies to Field Services and Dispatch employees.

The purpose of this bulletin is to communicate the Gas Leak Immediate Response (IR) Process. This IR process will be added to WP6434-01 – Gas Leak and Odor Investigation Procedure during the next revision which is expected by July 1, 2009.

Field Service Supervisors must communicate this Bulletin to all Field Service employees no later than May 22, 2009 and document completion for tracking purposes.

Gas Leak Immediate Response Process

Field Services employees are required to respond to Gas Leak Immediate Response (IR) emergency service orders in a prompt and timely manner. As conditions change during work shifts, various actions need to be taken to accommodate an immediate response. The following process is to be followed by Field Services and Dispatch employees in dealing with dispatching and responding to IR emergency gas service orders with the objective of being on site to IR orders in a timely manner.

Dispatch:

Upon receiving an Immediate Response (IR) field order take the following action:

- Determine the appropriate field employee to receive the order.
- Dispatch the order.
- Page and/or call the employee to confirm receipt.
- If employee responds to the e-page, confirm that FAS is/is not available and confirm ETA to the IR order and document in dispatcher remarks.
- If no contact is made within 5 minutes, redirect order to another available employee and repeat the process if 1st attempt is unavailable.
- If nobody is available contact dispatch supervisor for action.

Field Services:

Upon receiving an Immediate Response (IR) field order take the following action:

- If received via FAS; confirm receipt in FAS
- If call and/or e-page is received prior to accessing FAS, confirm in FAS
- If call and/or e-page is received and access to FAS is not immediately available, contact dispatch and notify of receipt and ETA to the IR order.

If IR is received in the course of planning or conducting a (non customer) PG&E work order:

- Do not engage in performance of work order and proceed to the IR (or)
- If work has begun and can be completed in 10 minutes, finish the order.
- If work requires more than 10 minutes to complete, make site safe for a return visit and proceed to IR
- Complete the order as a 0930 with note "responding to an IR request"
- Contact dispatch with an ETA to the IR order and request a follow up service order or reassignment to another employee for completion.

If IR is received in the course of conducting a customer appointment:

- If the order can be completed within 10 minutes, complete the service request and then proceed to the IR as the next job
- Contact dispatch with ETA to IR
- If the customer order cannot be completed in 10 minutes:
 - Explain to the customer that an IR has been received and the work must be interrupted.
 - Advise customer that dispatch will contact them to reschedule appointment.
 - Employee to contact dispatch and advise of need for follow up to complete service order or reassignment to another employee for completion.
 - Complete the order as a 0930 with note "responding to an IR request"
 - If customer issues arise:
 - Contact dispatch for assistance in having a supervisor contact customer to resolve issue.

IR field orders are to be considered a critical emergency work request and as such, a quick and timely response is required under all circumstances. Under no circumstances should employees engage in conducting another service order including lunch/breaks once they receive notification of a pending IR order.

Communication of Immediate Response orders between dispatch and gas field services employees is critical. As such, it is important to have field employees carry cell phones and/or pagers at every opportunity. Field Services employees must have their cell phones and/or pagers with them at all times with the exception of when they are conducting an active gas leak investigation.

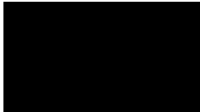

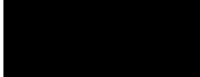

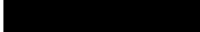

Approved by:



Date: 04/27/09

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