



## Gas Emergency Response Procedures

### 5.1 How the Company is Notified

This section describes the ways in which the company may be notified of a possible gas emergency.

#### 5.1.1 Calls from Customers

Customers may call the Call Centers via the 1-800-743-5000 phone number. The centers operate 365 days each year, 24 hours per day. Calls are automatically routed between the four Call Center headquarters to ensure that all calls are answered in the least amount of time. Design criteria and backup capabilities are outlined in Customer Traffic Control Center and Computer Network Operations manuals available at every center.

Customer calls are dispatched to the appropriate headquarters by electronic tag transfer. Calls that require immediate response are transferred electronically and followed up by a phone call to ensure the tag is received and noted as requiring immediate response (See section 2.3.1). The call center disaster recovery plan outlines the preparedness policy and contingency plans for the call centers.

#### 5.1.2 Calls from Outside Agencies

Emergency response agencies may directly access local operating departments.

**In Appendix B, identify who receives notifications and any internal or external notifications that are triggered. Address on- and off-hours occurrences.**

#### 5.1.3 Field Operating Personnel

Field operating personnel may report by radio, mobile data terminal (MDT), cellular phone or public telephone. During normal work hours, they inform the SO, gas T&D dispatch, their immediate supervisor or alternate. After hours, employees inform the emergency supervisor or DEC, if activated.

**In Appendix B, provide a list of radio call numbers including system and groups, phone numbers, pagers and cellular phone numbers and assigned vehicles for employees and supervisor involved in gas emergency response.**



#### 5.1.4 Operations, Planning and Control (OP&C)

OP&C may notify the emergency supervisor, or DEC if activated, of gas emergencies. These messages typically involve:

- \* Changes in pressure
- \* Quantity of gas coming into the system
- \* Quality of gas coming into the system

OP&C has jurisdiction over any transmission operation that effect the above, such as operating valves or changing regulation and control set points. This information is communicated between OP&C, M&C mechanics and operating supervisors. OP&C also informs the DCC/OCC of major damage assessments to the transmission system.

### 5.2 Initial Information Needed

Initial information is necessary to assist in determining the nature of the incident.

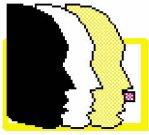
Determine:

- \* **Where** incident occurred
- \* **What** caused customer call or SCADA alarm
- \* **Why** immediate response is required
- \* **When** incident occurred

### 5.3 Assessment

Gather the information necessary to determine the scope of the gas emergency. When assessing the situation:

- \* Assemble the facts
- \* Review records of facilities
- \* Consider eyewitness reports
- \* Determine physical and operational limits
- \* If gas is escaping underground, continue testing until consistent negative readings are obtained
- \* Remember that each incident requires different information to make an accurate assessment
- \* Use the lists provided in the Emergency Checklist section.



## 5.4 Developing an Action Plan

The first person at the scene determines if additional assistance is needed. If help is not needed, the responder develops and implements a gas emergency plan. If help is required, the emergency supervisor is notified. The emergency supervisor determines if additional expertise or resources are required to develop and/or implement a plan. If not, he/she develops the plan and gathers the resources to implement it.

## 5.5 Activating the Distribution Emergency Center (DEC)

If additional expertise is needed beyond the emergency supervisor, he/she may activate the DEC. The DEC then develops and implements the plan. When the need for additional expertise is obvious and response time is critical, the Emergency Response Coordinator or alternate may activate the DEC.

**In Appendix E, include the procedure for activating the DEC and criteria for full and partial activation.**

## 5.6 Activating the Pipeline Restoration Center (PRC)

If additional materials or supplies are needed beyond what is available at the local district or HQ, the PRC may need to be activated. The PRC will coordinate and track acquisition and transportation of these resources.

**In Appendix E, include the criteria and procedures for activating the PRC.**

## 5.7 Mobilizing Personnel

**Major emergencies may require resource support from several local operating departments. In Appendix E include procedures for mobilizing personnel. At a minimum, include the following information:**

- \* List of the personnel available to the emergency supervisor or DEC
- \* Number of personnel by job classification and the way they are mobilized
- \* Positions to be dispatched—by whom and how
- \* Discussion of how to handle on-hours versus off-hours mobilizations
- \* Minimum personnel needed at each headquarters when supporting major emergencies in other areas



Do not include individual contact numbers unless the emergency supervisor or DEC is to call employees out directly. Otherwise, provide the contact number for the individual or department responsible for mobilizing the work force.

## 5.8 Standard Gas Emergency Actions

This section describes the standard actions that should be taken for gas emergency situations. Additional information is provided in the Emergency Checklists.

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### 5.8.1 Gas Detected In or Near a Building

Send a competent representative to the scene. Investigate the leak per company Standard Practice 460.21-3 (Investigating leaks on customer premises). If necessary, perform a leak survey per DCS Standard C-T&CS-S0350. Repair leakage as prescribed in this standard.

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### 5.8.2 Fire Involving or Near a Gas Pipeline Facility

Call the local fire department at the same time a company representative is dispatched. Depending on circumstances at the scene, initiate a previously developed joint action (See section 2.6) to control the gas emergency.

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### 5.8.3 Explosion Involving or Near a Gas Pipeline Facility

Call the local fire department at the same time a company representative is dispatched. Depending on circumstances at the scene, initiate a previously developed joint action (See section 2.6) to control the gas emergency. In addition, determine:

- \* Whether gas or some other agent caused the explosion
- \* Whether gas facilities and/or third party property are damaged
- \* To what extent gas facilities and/or third party property are damaged

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### 5.8.4 Shutdown Plans for Specific Sections of Principal Gas Lines

Local operating departments must identify facilities that are vulnerable to disruption, critical to local operation, or where disruption would cause significant hazard to the public.

The department must prepare written action plans to reduce anticipated emergencies. Procedures should include canned shutdown procedures and detail all specialized equipment and materials required (such as control fittings or sleeving material). The sources and availability of equipment and material must be identified in the procedures. Procedures are to reviewed annually.

**In Appendix E, include a list of these facilities and identify where written procedures are located.**

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**\* 5.8.5 Gas Distribution System Shutdown Zones**

Each operating department that serves Priority 1 gas customers must maintain pre-determined procedures for the emergency shutdown of geographic zones of residential gas customers as established by GS Interim Practice 459.1-1 (Emergency Curtailment of Rule 21 Priority Gas Customers). Also, see GS Interim Practice 459.32-1 (Curtailment of Priority P-2A through Priority P-5 Natural Gas Customers). Zones must be "shut in" when public safety is at risk and other methods to curtail the flow of gas are not immediate enough. Other reasons for shutdown include load shedding, pressure control, or catastrophic events, such as flood, fire or earthquake.

Zones are customarily established by pipeline valves installed strategically in the system. However, the use of line stoppers and pipe squeezers can be an acceptable method for some situations. Emergency zones using this method must include the location of gas emergency equipment and specific personnel requirements to effect zone shutdown. See section 5.9 for service shutdown and restoration procedures.

**\* In Appendix E, include a copy of GS Interim Practice 459.1-1, a copy of GS Interim Practice 459.32-1, a list of the zones, and identify where the written procedures are kept.**

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**\* 5.8.6 Load Curtailment of Interruptible Gas Customers**

GS Interim Practices 459.1-1 and 459.32-1 (See 5.8.5) outline the procedures used to curtail service to interruptible gas customers. Customarily, the Gas Control Centers notify Customer Account Services of the need to curtail. A Customer Account Services representative then contacts the customer. The Gas Control Centers also notify the local operating department of the situation, and the department monitors the customer for compliance.

**Include the local curtailment plan in Appendix E (see 5.8.5 requirements).**

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**\* 5.8.7 Low Pressure Gas Systems**



In the event that a low pressure system (standard operating pressure is 7.0 inches W.C., +/- 50% which results in a range from 3.5 inches W.C. to 10.5 inches W.C.) is subjected to pressures greater than 21 inches W.C. and no information is readily available to assess the condition of customer appliances, the system must be shut in and reduced to atmospheric pressure. Similarly, if a low pressure system drops below 2 inches W.C., the system must be shut in. All customer riser valves must be closed and the system repressurized to allow systematic inspection and relighting of customers appliances. Shutting in the system is necessary because appliance regulators may have been damaged and pilot lights may have been extinguished during the period of high pressure. (See service restoration Section 5.9)

Incidents involving low pressure systems are to be reported as required by DCS Standard D-S03555/CGT Standard S4413.

**Include a copy of DCS Standard D-S03555/CGT Standard S4413 in Appendix E.**

### 5.9 Gas Service Restoration

When customers lose service for any reason, the area affected by the outage must be shut in. Then, all customer riser valves must be closed and the system repressurized. At the customer site, the Gas Service Representative (GSR) checks that all appliances are off, turns on the gas, and relights the appliances.

The first step in service restoration is determining the necessary personnel. To do this, first determine how many customers are without service. Next, determine a target time when restoration will be complete. See the Customer Services Support Emergency Plan for a detailed shut in and turn on procedure and general gas service restoration information.

Local operating departments are responsible for service restorations. When the relight effort requires more personnel than are available within a HQ, the HQ will request additional Gas Service Representative assistance from DCC/OCC. The DCC/OCC will contact the Area Service Restoration Coordinator who will coordinate the response to this type of resource request by acquiring resources from other HQ, and dispatching them to the affected HQ.

### 5.10 Communications

**A communications flow chart describing who communicates with whom, when, and how is to be included in Appendix B.** Include PG&E personnel and external agencies (both on- and off-scene), such as dispatch to field crews, dispatch to public safety agencies, dispatch to Public Relations, dispatch to Call Center, field crews to public safety agencies, field crews to emergency supervisor, emergency supervisor to media, Public Relations to media, etc.





### 5.11 Incident Log

All employees involved in gas emergencies must document their activities. The documentation should provide enough information to be able to recreate the gas emergency response at a later date. Information that is critical to the response should be included such as times, locations, actions taken, and communications. Field personnel may use log books, field tags, clearances and/or other company forms to document individual responses. The emergency supervisor or DEC uses these documents to complete the Incident Log Form located in the appendix.

An Incident Log Form needs to be completed for each incident that requires a telephone report to the CPUC (*See section 4.6*).

**Appendix E must list where the Incident Log Forms are kept.**

### 5.12 Post-Incident Critique

The LGPC reviews the incident log forms as they occur to determine if incidents require post-incident critiques. Post-incident critiques are performed and documented for incidents that demonstrate inadequacies in gas emergency plans and procedures or where company response could be improved.

The LGPC determines the scope of the critique, ranging from contacting a single responder to scheduling a meeting with all relevant departments. The LGPC documents all areas for improvement identified during the critique (*See section 2.9.5*)

**Appendix E must list where the documented critiques are kept.**

### 5.13 After-Action Report

Post-incident critiques that identify areas for improvement beyond refresher training of individuals require after-action reports. The after-action report lists areas needing improvement, responsible parties and a schedule for correction. The after-action report is to be distributed to the appropriate local managers and directors. The area manager, Call Center manager, G&ET area superintendent, or a designee follows up to ensure that improvements are incorporated on schedule.

**Appendix E must list where the documented after-action reports are kept.**

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#### 5.14 Drug Testing - Post-Accident

If drug usage may have contributed to an accident or cannot be discounted as a contributing factor, the first line supervisor must:

- \* Make a list of employees to be tested
- \* Review the list and the reasons for testing with a supervisor of equal or higher authority, if possible, to confirm validity
- \* Conduct test within 32 hours of the incident
- \* Notify/consult with\*HR

See the "Drug Testing - Post-Accident" section in Part IV.