

4.0 Gas Emergency Response Policies



4.1 Gas Emergency Response Policy

Gas emergency response activities must protect people first. After people are safe, threatened property may be safeguarded. All available help is used in these efforts: police, firefighters, and gas company personnel summoned to the scene. The use of building occupants and bystanders should be considered if necessary, but extreme caution should be used. Those not trained in emergency procedures may not help the situation.

The steps to safeguard life are:

- * SHUT OFF the gas if possible
- * EVACUATE all persons from the danger area
- * PREVENT IGNITION by extinguishing open flames, prohibiting smoking and the operation of electric switches and apparatus
- * BARRICADE or rope off the area and warn people
- * VENTILATE enclosed spaces and covered areas
- * STOP the escape of gas by controls or repairs

Communication, both internal and external, is critical to effectively managing emergencies.

4.2 Immediate Response Requirements

DCS Policy regarding Excellent Service defines PG&E's requirements for responding to a customer's request for assistance immediately (*See section 2.3.1*).

4.3 Internal Notification Requirements

Most gas emergencies require notification of internal departments. This section provides a brief description of the notification requirements for each department with references to corresponding documents. See the "Internal Notification Requirements" section in Part III.

Local operating plans must include the notification requirements including a list of phone numbers and parties responsible for notifications in Appendix B-3.

4.3.1 Operations Coordination Center

The OCC must be notified and the OCC may be activated when the necessary response exceeds the capabilities of the HQ and local Title 300 personnel (all Level 3 and 4 Emergencies), such as:

- * Major service restorations requiring additional gas service representatives
- * Major damage requiring additional crews

The OCC hotline phone number is (415) 973-9999.

4.3.2 Pipeline Restoration Center

The PRC must be notified and may be activated for Levels 2-4 gas transmission emergencies. The PRC can be reached through the OCC. When activated, the PRC can be reached at Ext. 583-4363 (1-925-974-4363).

4.3.3 Safety, Health, and Claims

SH&C Procedure 202 delineates incidents that require immediate notification of the Safety Health and Claims department, including:

- * All third-party injuries or deaths
- * Major damage (\$20,000 or more) to third parties
- * Major damage (\$20,000 or more) to company property

See the "Safety, Health, and Claims" section in Part III.

Local plans must provide the weekend and after-hours duty roster for their representatives in Appendix B-3.

4.3.4 Law

The Law Department must be notified when any of the following occur:

- * Any environmental release that must be reported to a federal state or local agency
- * Any environmental release that attracts media attention
- * Any discovery of historic contamination at a PG&E site

Notifications are to be marked "Privileged and Confidential". Written follow-up reports should be sent (preferably by e-mail) to:

[REDACTED] [REDACTED]
[REDACTED] [REDACTED]
[REDACTED] [REDACTED]

See the "Law" section in Part III.

Local Plans must include procedures for notifying the Law Department in Appendix B-3.

4.3.5 News Department

Local plans must provide procedures for when and how to notify News Department representatives.

The procedures for notifying the News Department and their weekend and after-hours duty roster are to be included in Appendix B-3.

4.3.6 Corporate Security

The Corporate Security Department should be notified in the following instances:

- * Serious injuries to employees
- * Bombings or bomb threats at company facilities (also complete "Report of Bomb Threat," Form 87-52)
- * Sabotage or serious vandalism incidents
- * Any situations where, in the judgment of the Emergency Supervisor, they should be notified

See the "Corporate Security" section in Part III.

Local plans must include the weekend and after-hours duty roster for their representatives in Appendix B-3. Also include a copy of "Report of Bomb Threat," Form 87-52.

4.3.7 Local Management

Local operating departments must include notification requirements for managers and department heads in Appendix B-3.

4.3.8 Call Center

The Call Center must be notified whenever a gas emergency occurs which could directly impact more than 500 customers, which could require that special instructions be given to the customers, or which could generate a large number of calls to the Call Center.

Notifications are made by telephone to the Call Center's Customer Traffic Control Center (CTCC) in Sacramento at 8-777-7278 or 916-923-7278.

See the "Call Center Traffic Control Center (CTCC)" section in Part III.

4.3.9 Gas Control Centers



Any changes that affect the supply, pressure, and quality of gas on the transmission system must be cleared by the Transmission Coordinator. The Gas Control Centers also act as the company relay for all information regarding curtailment of non-core gas customers.

See the "Gas Control Centers" section in Part III.

4.3.10 Service Dispatch (SO or DO)

Since the SO or DO in many cases dispatch the first responder (see Section 3.3.2), they will be a primary communications link. During incidents where Service Dispatch did not dispatch the first responder, the person responsible for managing the emergency must, if appropriate, ensure that coordination is initiated and maintained with Service Dispatch.

4.4 External Notification Requirements

Many gas emergencies require notification of external agencies. This section provides a brief description of the requirements.

Local operating plans must include a list of phone numbers and parties responsible for notifications in Appendix F-3.

4.4.1 Fire

Local fire departments must be contacted whenever a gas emergency poses the threat of fire or explosion. Fire departments can assist in fire suppression, evacuations, and traffic control. PG&E's Public Safety Information Program requires local operating departments to contact local fire departments annually to establish notifications agreements and contact methods (*See section 2.8*).

Local plans must include these agreements and contacts in Appendix F-3.

4.4.2 Law Enforcement

Police departments may be contacted if PG&E requires assistance in evacuations, traffic control, or crowd control. PG&E's Public Safety Information Program requires local operating departments to contact local police departments annually to establish notifications agreements and contact methods (*See section 2.8*).

Local plans must include these agreements and contacts in Appendix F-3.

Police departments should be contacted for any confirmed or suspected civil or criminal offense, including:

- * Theft
- * Riot or civil disturbance



- * Sabotage
- * Bomb threat
- * Bombing
- * Hostage situation
- * Any situations in which the emergency supervisor believes law enforcement should be notified

4.4.3 Local Department of Public Works

Local public works departments must be contacted any time a PG&E response affects the city or county infrastructure or permit requirements.

Local plans must include the requirements and contact arrangements in Appendix F-3.

4.4.4 Notification Requirements for Large Customers

Refer to the Gas Curtailment procedures in Section 5.8.6.

Local operating departments must include the notification requirements for large customers in Appendix F-3.

4.5 Environmental Release Notification

All gas incidents that actually—or potentially—adversely effect the environment require notification.

PG&E's Hazardous Waste Manual, Appendix F, outlines which emergencies must be reported to which agencies. These manuals provide up-to-date phone numbers for the reporting agencies. Hazardous waste manuals must be readily available to all company personnel involved in the response.

PG&E's "Environmental Emergency Hotline: telephone number is 1-800-874-4043.

Local plans must either include or reference the location and custodian of Appendix F of PG&E's Hazardous Waste Manual in Appendix F-9.

Agencies that may require notification include:

- * Office of Emergency Services - Utilities Coordinator
- * California Highway Patrol
- * California Department of Forestry
- * State Department of Fish and Game
- * California Regional Water Quality Control Board



- * U.S. Coast Guard
- * U.S. Environmental Protection Agency
- * California Department of Toxic Substance Control
- * Local Hazardous Materials Emergency Response Agency

Note: Any unplanned release of natural gas, where there is a reasonable belief of significant or potential hazard to human health and safety, property or the environment, must be immediately reported to the Office of Emergency Services: 1-800-852-7550 and the local Hazardous Materials Emergency Response Agency. Reference PG&E Hazardous Waste Manual, Appendix F, paragraph 12.

4.6 Reportable Incidents: California Public Utilities Commission (CPUC) / Department of Transportation (DOT)

UO Standard D-S0355/CGT Standard S-4413 (CPUC and DOT Reportable Incidents, Curtailments and Conditions and Low Pressure System Problem Reporting) describes incidents that require the CPUC and DOT to be notified.

The required information is to be gathered by employees in the field and the emergency supervisor, and relayed via the Gas Control Centers to the General Office Gas Distribution & Technical Services Department representative.

The phone number for reporting incidents is 1-415-973-7200 (ext. 223-7200). When a message is left at this number, the Gas Distribution & Technical Services Department representative who is on call will be automatically paged.

The Gas Distribution & Technical Services Department Fax number is 1-415-973-7707 (ext. 223-7707).

For convenience, some of the reporting criteria is included in the Reportable Incident Emergency Response Checklist in this plan.

UO Standard D-S0355/CGT Standard S-4413 and the local procedures for notifying Reportable Incidents to the Gas Distribution & Technical Services Department must be included in Appendix E-3.

The Procedure for Handling CPUC Field Contacts – Requesting Incident Information should be included in Appendix E-3