[redacted]

From: [redacted]
Sent: Thursday, July 6, 2000 3:14 PM
To: CGT GSO All Transmission Coordinators; CGT GSO Northern; CGT GSO Southern
Cc: [redacted]
Subject: ABNORMAL SYSTEM CONDITIONS PROCEDURE

TC's:

Attached is the final Abnormal System Conditions Procedure to be implemented effective today. The Senior TC will be responsible for determining the need for an Abnormal Incident Report, completion of the report, and follow-up action as needed.

San Jose and Brentwood Gas Control Centers: will be responsible for providing the necessary documentation to System Gas Control.

[redacted] ABNORMAL.doc

[redacted] AbnormalRptGradeCriteria.doc

[redacted] abnormalinvestrpt1_.doc

[redacted]

TRANSMISSION COORDINATORS & SCADA

DATE _____

HWA	7/6	RLP	7-6
AA	7/10	FHS	
JF		KAS	7-13
SLH	7/11	TRT	7-10
SMA	7/8	AJW	
DWM	7/11	BW	7-7
RGM		EWW	

ABNORMAL SYSTEM CONDITIONS PROCEDURE

Pipeline incidents which are outside the realm of normal operating conditions must be documented as Abnormal Incidents. The need for the completion of an Abnormal Incident Report is based on, but not limited to, the following;

- **Any excursion into a HIHI or LOLO alarm that is attributable to actual pipeline conditions (not events related to communication or normal maintenance).**
- **A significant flow increase or decrease.**
- **Any and all gas quality upsets that are outside normal operating parameters and procedures.**
- **Transmission system dig-ins that are Reportable Incidents.**
- **Any unplanned outage of customers served directly from the transmission system.**

PROCEDURE

1 **San Jose or Brentwood will communicate with System Gas Control (SGC) and will analyze the abnormal system condition.**

2 **The Senior Transmission Coordinator (TC) will determine the need for an Abnormal Incident Report.* The responsibility for completion of the report lies with the shift responding to the incident.**

3 **San Jose or Brentwood, as appropriate, will initiate the Abnormal Incident Report and send it as an e-mail attachment to SGC. Other documentation may be faxed.* The package will include :**
   - **Abnormal Incident Report**
   - **SCADA screens**
   - **Communication log**
   - **GLS entries**
   - **CPUC Reportable Incident form, if appropriate**

4 **The TC will complete the Abnormal Incident Report and electronically forward it to the Transmission Supervisor, SJCLEAR and BOPS. Accompanying documents, faxes, etc., will be physically forwarded to the Transmission Supervisor's desk.**

5 **The Transmission Supervisor will send the final report to the Northern and Southern Operations Supervisors and to the Northern or Southern GSM Superintendent, GSM Code & Compliance Director, and GSM Station Director.**

***Note Abnormal Incidents which involve *only distribution* facilities need not be sent to SGC. *Distribution* Abnormal Incidents will be completed in the Brentwood or San Jose Control Room and forwarded to the Northern or Southern Operations Supervisor The Operations Supervisor will review the incident package and forward a copy to the appropriate division for use in the division's incident reporting process**

7/18/2000

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6 **Follow-up: Recommended improvements, clarifications of policies or procedures, and training needs should be identified and included in the final report. The Senior TC who submits the report will be responsible for resolution of the follow-up items. The TC will submit an action plan and a timeline for follow-up to the Transmission Supervisor and will report the status of all follow-up items to the Transmission Supervisor.**

2000 OP&C Goal Safety

Gas System Operations Safety Goal	Performance Measures[1]	
• Operate the system safely and reliably at all times Respond to all operating incidents in a timely manner Provide accurate and timely information under all operating incidents	*All SCADA alarms must be analyzed, acknowledged and responded to within 10 minutes Investigation reports will be complied for all operating incidents or unusual occurrences on the pipeline The reports will review and evaluate for analysis, response, communication and logging A 10 point system will be used to evaluate operators' performance* *5 = 6 points on all incident reports* *1 = 7-8 points on all incident reports* *2 - 9-10 points on all incident reports* ***Analysis*** *0 = Incorrect* *1 = Incomplete* *2 = Correct* *3 = Proactive* ***Response*** *0 = Greater than 10 minutes* *1 = 10 minutes or less* ***Communication*** *0 = No report* *1 = Incomplete* *2 = Complete* *3 = Complete and timely* ***Logging*** *0 = Not logged* *1 = No incident report* *2 = Incomplete* *3 = Complete*	*Seeking average score of 9 each quarter*

OPERATIONS PLANNING & CONTROL

ABNORMAL INCIDENT REPORT

(For Investigating & Documenting Abnormal System Conditions)

- **DESCRIPTION OF THE ABNORMAL CONDITION** (Chronology of Events to explain Who, What, Where, When, and/or Why)

- **ACTION TAKEN** (What did you do?)

- **WHAT CAUSED THE PROBLEM** (Based on the best information you have)

- **WHO WAS NOTIFIED** (List everyone you contacted and the time of contact)

- **RESOLUTION OF THE PROBLEM** (How was the problem put back to normal?)

- **FOLLOW UP** (Any suggested follow up?)

BRT ☐ **SJ** ☐ _____ _____ _____
Initiated by Date Time

SYSTEM GAS CONTROL _____ _____ _____
Completed by Date Time

Source
C \data\winword\abnormalinvestrpt doc
6/6/00

Binder Reference