Statement of Policy

A Distribution Customer Service (DCS) standard clearly defines an operational or procedural requirement that must be implemented consistently across the DCS Business Unit to

- ensure safety.
- comply with regulatory requirements.
- conduct PG&E business uniformly and efficiently.

Failure to follow the requirements set forth in a DCS standard could have serious consequences, such as

- endangering employees' lives or public safety.
- exposing PG&E to regulatory penalties.
- reducing the company's ability to operate efficiently.

Although the content of each DCS standard varies, the process by which these standards are developed shall not change. Because of the important role these documents play in setting forth the standards of company operations, the development process is meticulous and thorough. The process ensures that if a document is issued as a DCS standard, it should be considered to be a key operating document whose procedures must be followed. Together with Pacific Gas & Electric Company's utility policies and utility standard practices, standards form the backbone of DCS's operations.

The DCS policies, standards and guidelines are now published on the PG&E Intranet. The website contains all the most current and up-to-date versions of these documents. Online publishing, as opposed to printed manuals, allows for faster dissemination of information and ensures that all employees have the correct, latest version of a document. (Some standards containing work practices related to safety and work practices for field employees are still published in operational manuals.)

The address of this website, which also contains a "Developer's Page" with instructions, forms and templates for standard development is:

http://www/DCSStandards/

The following table provides definitions of DCS operational documents.

DCS GUIDE TO POLICIES, STANDARDS AND GUIDELINES

Type	Definition	Responsibility for Approving & Distributing
Policy	Describes how DCS operates to achieve its goals.	Sr. VP & GM (approval)
Standard	Clearly defines an operational or procedural requirement that **must** be implemented consistently across the DCS Business Unit in order to • ensure safety • comply with regulatory requirements • conduct PG&E business uniformly and efficiently • implement a DCS policy	Officers
Guideline	Provides strongly recommended actions, work processes or general specifications. Guidelines are the result of extensive investigation into effective/efficient processes and procedures. Compliance with guidelines will allow uniformity in work procedures and will result in best overall performance by DCS. Guidelines may be issued for business activities where specific "must do" requirements are not appropriate in all situations. Guidelines should provide general "parameters, boundaries, and/or limits" for employees to follow for specified work activities. Guidelines **must** be followed unless business reasons dictate otherwise, in which case non-compliance must be justified.	Manager
Bulletin	For immediate distribution, a document that contains information on safety and other general or specific types of information. Bulletins must specify whether they are for informational purposes, mandated or recommended actions.	Director or designee
Numbered Document	Provides recommended construction or engineering practices which are an accumulation of best practice methods and historical actions (i.e., electric construction drawings, gas standards and specification drawings, engineering design drawings).	Manager/director or responsible engineer
Procedure	Provides a detailed work process, the steps necessary to perform a defined work activity.	Director or designee (manual issuance and approval, individual procedure issuance) Supervisor (manual and individual procedure approval)

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The following are two significant aspects of the DCS standard development process.

Any person who is developing a standard is required to identify those departments, functions and employees who are most likely to be affected by the standard. The developer must consult with the stakeholders and must secure their cooperation in developing the standard. In addition, the impact of each proposed standard must be assessed and weighed against the risk of not developing it.

DCS Standard Committee members are essential to developing these documents. The committee members are responsible for reviewing proposed standards to determine that a standard is the most appropriate vehicle for communicating a requirement and to ensure adequate communication within DCS.

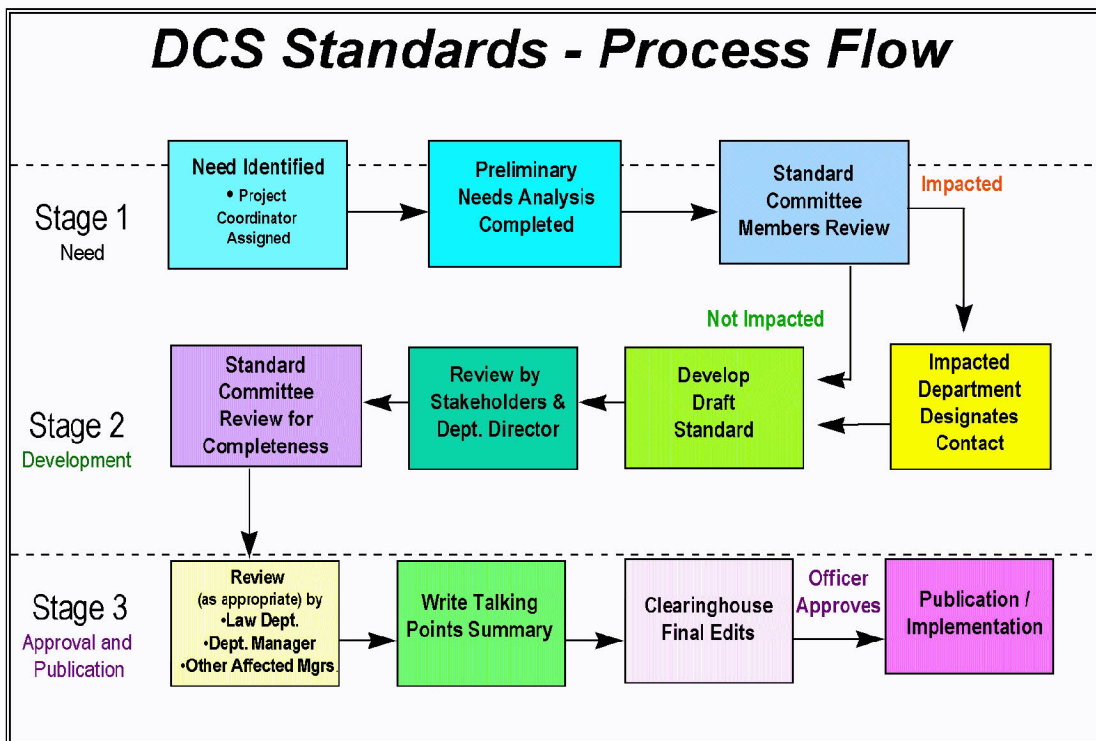The figure below indicates the basic steps in the development process.

FIGURE 1
DCS STANDARD DEVELOPMENT PROCESS FLOW

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Overall Accountability

The overall accountability of each person and organization that is involved in developing and implementing a DCS standard is broken down into roles and responsibilities as follows:

Title/Organization	Role	Responsibilities
DCS Senior Vice President & General Manager	To authorize DCS policies.	• Authorizes DCS policies. • Ensures that they are issued, updated as required, and monitored for compliance.
DCS Officer	To authorize DCS standards.	• Sponsors standards and supports the development process. • Approves new and revised standards. • Appoints a member to the DCS Standard Committee.
DCS Department Manager	To sponsor DCS standards.	• Sponsors and supports standard development efforts. • Supports the project coordinator to ensure appropriate resources, communications, support and awareness of standard, as needed. • Reviews the standard and recommends officer approval.
DCS Department Director	To assign a project coordinator and support standard development.	• Supports the project coordinator to ensure appropriate subject matter experts and resources are provided. • Reviews and approves the preliminary needs analysis. • Reviews and recommends approval of the standard. • Supports the project coordinator to ensure communications, support and awareness of standard across department lines, as needed.

DCS STANDARD DEVELOPMENT

Title/Organization	Role	Responsibilities
Project Coordinator (Standard Developer)	To write and coordinate development of the DCS standard and to communicate with all participating individuals throughout the entire development process. The project coordinator should expect to devote a significant amount of time to developing a technically accurate and operationally feasible DCS standard that complements existing practices and procedures.	• Develops and completes the preliminary needs analysis. • Develops and writes the DCS standard, ensuring it is thorough and complete. • Initiates communication and builds awareness of the DCS standard across functional and department lines, as needed. • Identifies appropriate subject matter experts and resource requirements. • Coordinates and secures all necessary approvals. • Completes the talking points and review sheets.
DCS Standard Committee Member	To ensure that a standard is the proper communication tool, that adequate resources are allocated to the development process, and that all impacted groups are given the opportunity to participate. To ensure that the developers comply with the requirements of the process. To represent the functional department as delegated by the responsible DCS officer.	• Reviews, provides input and recommends approval of the preliminary needs analysis and standards. • Sponsors the DCS standard at Standard Committee meetings. • Supports the project coordinator in standard development efforts, as needed. • Identifies appropriate subject matter experts and provides other input. • Serves as an arbiter on adopting any standard.
Clearinghouse / Technical Document Management	To serve as a central source of information for developing DCS standards and as a repository for completed standards.	• Coordinates committee meetings. • Provides training in and materials for the development process. • Provides assistance during standard development, including technical writing and editing, and quality control. • Ensures the DCS standards meet publication requirements. • Produces, distributes and archives DCS standards. • Follows up and tracks review dates and communicates with issuing departments.

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Title/Organization	Role	Responsibilities
Stakeholder and Subject Matter Expert	To implement all of the provisions of the DCS standard. To determine if the proposed standard is operationally feasible. (Experts may come from any area of PG&E, not just DCS.) Third party reviewers such as safety or engineering experts can also review the standard.	Reviews the DCS standard for functional and operational feasibility, and technical accuracy.

Development Process Details and Training

As a central source of information, the Technical Document Management (TDM) Clearinghouse maintains the development process details and develops the training materials for those involved in developing standards. These details include the minimum requirements and any associated templates for the standard, preliminary needs analysis, and talking points summary. These and other administrative details are handled with the concurrence of the DCS Standard Committee. Those involved in developing DCS standards are to contact the TDM Clearinghouse for information and training.

Authorization for Issue/Update

Original signed by:

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