

Questions:

Question 3160.01: Do we have updated “snapshot” of the current leak status?

Response 3160.01: Below is a snapshot from our leak database showing open leak indications by leak grade as of August 9, 2012. However, the 15 Grade 1 leaks shown are not still “open” as this real time snapshot suggests. We verified that all 15 Grade 1 leaks were repaired as required by our leak grading criteria (i.e., they require immediate repair or continuous action until conditions are no longer hazardous). At any given time the snapshot will show open Grade 1 leaks because of paperwork delays from when the leak indication is initially entered into our leak database and when the actual leak repair information is received from the crews and entered into the database. We have an internal benchmark of 14 days to enter and close out the leak after repair.

The format below is not the same format as the prior snapshot you received dated October 12, 2011. The prior format provided misleading information because it included inaccurate time durations. For example, a leak initially graded as a Grade 3 in 2003 and subsequently regraded as a Grade 2+ in July 2012 (based on a scheduled recheck) would show as a past due leak repair in the database even though it is not actually past due. The database currently calculates the duration to repair based upon the original leak found date, not the date when the leak indication was regraded.

PG&E would require repair of a Grade 2+ leak indication within 3 months of when it was determined to be a Grade 2+, not from the original date when it was found and graded as a Grade 3 leak indication. The leak in the example would appear in the database snapshot to not meet our repair requirements of 90 days, when in fact it would be repaired within 90 days. However, the repair would be well beyond the initial detection date as a Grade 3 leak indication in 2003.

OPEN LEAK INDICATIONS			
Grade 1	Grade 2+	Grade 2	Grade 3
15	741	5,904	41,788

Question 3160.02: Do we have any statistics that show how we are improving our leak response, both on the repair side and on the emergency response time side?

Response 3160.02: PG&E has continually improved its emergency response to Immediate Response requests. From 2008 through present, performance in responding to emergencies has increased to 98.6% of the responses being within 60 minutes. In addition, a new 30 minute response measure has recently been established. Performance in July 2012 reached 83% within 30 minutes.

PG&E has also seen improvements in its leak repair performance. Repairs for all leaks have increased and the overall number of leaks needing repair have decreased year-to-date.