

Docket No. SA-534

Exhibit No. 4-V

NATIONAL TRANSPORTATION SAFETY BOARD

Washington, D.C.

Survival Factors Group Chairman
Factual Report – Appendix U
Public Awareness Program Review Conducted in 2009

(7 Pages)

RP1162 Annual Review

Date: December 14, 2009

Attendees: _____, Public Awareness Program Manager, Integrity Management
Sr. Program Manager, Public Safety, Safety, Health and Claims

Program Period: June 2008 – June 2009

Affected Public (LDC)-Baseline

PG&E Bill Stuffer

September 2008 "Protect our Pipelines. Protect Your Family."

May 2009 "Protect our Pipelines. Protect Your Family."

Affected Public (LDC)-Supplemental

Personal Contact

Agricultural Events:

1. AgSafe Conference, Monterey, February 2009
2. Colusa Farm Show, Colusa, February, 2009
3. Ag Expo, Tulare, February, 2009
4. Zenith Insurance Company's Ag Seminars
 - Orland, November 4, 2008
 - Monterey, January 20, 2009
 - Napa, February 17, 2009
 - Stockton, March 24, 2009

Construction Events:

1. Contractor Compliance Database (CCD) report of contractor meetings (23 meetings)
2. Zenith Insurance Company's Construction Seminar
 - Pleasanton, January 28, 2009
3. American Society of Safety Engineers Bay Area Construction Specialty Section, March 17, 2009

Mark and Locate Meetings and other employee interactions with affected public

1. S4412 establishes uniform procedures for the following actions:
 - Responding to external requests to locate and mark Pacific Gas and Electric Company (Company) underground (UG) infrastructure using Underground Service Alert (USA).
 - Preventing damage to Company UG infrastructure.
 - Requesting information and avoiding damage to subsurface installations when the Company is the excavator.
 - Identifying and handling noncompliant excavators.
 - Responding to requests from public agencies and other third-party entities for Company UG infrastructure information.

Redacted to Maintain Privacy

One-Call System Participation

1. PG&E is on the Board of Directors for USA North and USA South and supports their efforts through seminars and publications to educate the public about damage prevention.
2. Via Pipeline Association for Public Awareness, provided USA North and USA South the 2009 Excavation Safety Guide and Directory for distribution at seminars
3. USA North Safety Awareness for Excavators (SAFE seminar series) within PG&E service

territory

• Redding, CA	06/19/08
• Salinas, CA	06/26/08
• Susanville, CA	07/17/08
• San Luis Obispo, CA	08/13/08
• Bakersfield, CA	08/14/08
• Crescent City, CA	08/19/08
• Eureka, CA	08/20/08
• Ukiah, CA	08/21/08
• Antioch, CA	08/28/08
• Santa Clara, CA	09/18/08
• San Leandro, CA	10/02/08
• Chico, CA	10/16/08
• Turlock, CA	10/23/08
• Vacaville, CA	11/06/08
• Redding, CA	01/08/09
• San Francisco, CA	02/05/09
• Sacramento, CA	03/11/09
• Fresno, CA	03/26/09
• Salinas, CA	04/09/09
• San Jose, CA	05/12/09
• Antioch, CA	06/25/09

Website

1. Comprehensive Call Before You Dig information located at:
 - Residential: <http://www.pge.com/myhome/edusafety/diggingyard/callbeforeyoudig/index.shtml>
 - Business: <http://www.pge.com/mybusiness/edusafety/contractor/digging/>
 - Additional links to CGA, USA North and USA South are provided.

Educational items

1. Pens, key chains, letter openers, golf towels, flashlights, etc. provided to the public at various events.

Affected Public (LDC) - Action Items

1. Website:
 - Perform gas analysis of the website against the RMP-12 (RP1162) messaging requirements.
 - Develop strategy for increasing field offices' awareness of public awareness program.

Affected Public (LDC)-Gas Transmission and Gas Gathering - Baseline

PG&E Bill Stuffer

September 2008 "Protect our Pipelines. Protect Your Family."

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Affected Public (LDC)-Gas Transmission and Gas Gathering - Supplemental

Personal Contact

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3. USA North Safety Awareness for Excavators (SAFE seminar series) within PG&E service territory
 - Redding, CA 06/19/08

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- Bakersfield, CA 08/14/08
- Crescent City, CA 08/19/08
- Eureka, CA 08/20/08
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- Antioch, CA 08/28/08
- Santa Clara, CA 09/18/08
- San Leandro, CA 10/02/08
- Chico, CA 10/16/08
- Turlock, CA 10/23/08
- Vacaville, CA 11/06/08
- Redding, CA 01/08/09
- San Francisco, CA 02/05/09
- Sacramento, CA 03/11/09
- Fresno, CA 03/26/09
- Salinas, CA 04/09/09
- San Jose, CA 05/12/09
- Antioch, CA 06/25/09

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 - Residential: <http://www.pge.com/myhome/edusafety/diggingyard/callbeforeyoudig/index.shtml>
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Educational items

1. Pens, key chains, letter openers, golf towels, flashlights, etc. provided to the public at various events.

Standby

1. Standby requirements communicated and provided per GIB 151 to field personnel for excavators performing work within the area.

Affected Public (LDC)-Gas Transmission and Gas Gathering - Action Items

1. Website:
 - Perform gas analysis of the website against the RMP-12 (RP1162) messaging requirements.
 - Develop strategy for increasing field offices' awareness of public awareness program.

Local And State Emergency Response Agencies - Baseline

Targeted Direct Mail Program

1. December 2008 Collaborate with Pipeline Association for Public Awareness (PAPA) provided agencies within our service territory the "Pipeline Emergency Response Guidelines and Pipeline Emergency Contact Directory"

Local and State Emergency Response Agencies – Supplemental

Emergency Drills

1. Local Transmission Districts provide mock emergency drills and invite local emergency responders to participate

Emergency Training

1. Via PG&E's website, provide emergency responders with Michael Callan's "Responding to Utility Emergencies" train-the-trainer materials.

Joint Meeting

1. Local Transmission Districts held meetings with local emergency response agencies.

Online Access

1. Via PG&E's website, provide emergency responders with Michael Callan's "Responding to Utility Emergencies" train-the-trainer materials.

Wallet Card

1. Card provided to emergency response officials at various meetings.

Local and State Emergency Response Agencies - Action Items

1. Develop educational seminars to be offered at locations throughout the service territory in which local emergency response agencies would be invited to attend.

Local Public Officials and Planning Agencies - Baseline

Targeted Direct Mail Program

1. October 2008 Collaborated with PAPA to distribute "Pipeline Awareness Safety Information For Public Officials" newsletter

Local Public Officials and Planning Agencies - Action Items

None

Excavators, Developers, Contractors and One-Call Centers - Baseline

Targeted Direct Mail Program

1. May 2009 Distributed "Contractor Beware" program mailer containing safety information and offering additionally safety related resources, such as free safety posters, videos and booklets.

One-Call System Participation

1. PG&E is on the Board of Directors for USA North and USA South and supports their efforts through seminars and publications to educate the public about damage prevention.

Excavators, Developers, Contractors and One-Call Centers - Supplemental

USA Safety Awareness For Excavators (SAFE) events

1. Collaborated with the Pipeline Association for Public Awareness (PAPA), provided USA North and USA South the 2009 Excavation Safety Guide and Directory for distribution at seminars
2. USA North Safety Awareness for Excavators (SAFE seminar series) within PG&E service territory

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• Antioch, CA	06/25/09

Educational outreach to contractors

1. Provided upon request safety education seminars and information.

Targeted Direct Mail Program

1. December 2008 Mailer to approximately 18,000 excavators within the top five counties in which we experienced the most number of no-USA related dig-ins. Mailer provided basic information related to the five steps to a safe excavation, call before you dig requirements, what to do in the event of a gas line contact and what phone numbers to know in the event of an emergency.
2. April 2009 Collaborated with the Pipeline Association for Public Awareness (PAPA) to distribute the 2009 Excavation Safety Guide and Directory to all excavators state-wide.

Ag Operators

1. May 2009 Distributed "Agricultural Worker Beware" program mailer including educational flyer covering damage prevention laws and best practices. Additionally, we offer free safety posters and videos.

Excavators, Developers, Contractors and One-Call Centers – Action Items

- Perform gas analysis of the Agricultural Worker Beware and Contractor Beware material content against the RMP-12 (RP1162) messaging requirements.

Program Evaluation and Effectiveness

1. June 2009 Performed survey of agricultural, excavator and school target audiences to evaluate effectiveness of materials and messaging.