

**PACIFIC GAS AND ELECTRIC COMPANY
San Bruno Gas Transmission Line Incident
Data Response**

PG&E Data Request No.:	NTSB_053-003		
PG&E File Name:	San Bruno GT Line Incident_DR_NTSB_053-003		
Request Date:	March 7, 2011	Requesting Party:	NTSB
Date Sent:	March 17, 2011	Requestor:	Operations (Chhatre/Nicholson)

QUESTION 3

Please have PG&E prepare a summary (referencing the appropriate documentation) describing the roles and interaction between the control center and dispatch during an emergency event.

ANSWER 3

Summary of interaction between Gas Control and Dispatch during gas emergency event:

Dispatch will notify Gas Control of a gas event as noted in Utility Standard TD-4413S (Gas Event Reporting Requirements). Dispatch will send a field employee to the location of the gas incident per Utility Procedure TD-6436P-12 (Handling Emergency Conditions Reported by Outside Agencies and Company Personnel). Depending on the actual field condition observed, Gas Control and Dispatch may have further interaction to dispatch additional field personnel or exchange information regarding the event.

See supporting documentation:

- See Utility Standard: TD-4413S, Gas Event Reporting Requirements produced in response to NTSB_053-001
- See Utility Procedures: TD-4413P-01, Procedure for Reportable Gas Incidents produced in response to NTSB_053-001
- Utility Procedures TD-6436P-12, Handling Emergency Conditions Reported by Outside Agencies
- Utility Procedure: TD-6436P-14, Handling 911 Calls – Emergency Response - Attachment 1

Handling Emergency Conditions Reported by Outside Agencies and Company Personnel

Summary	This utility procedure provides instructions for dispatchers who handle emergency conditions reported by outside agencies (fire, police, Office of Emergency Services [OES], etc.) and Pacific Gas and Electric Company (Company) personnel.
Target Audience	The primary audiences for this procedure are managers, field services supervisors, field services employees, and work and resource dispatchers.
Safety	Employees must follow all applicable precautions and requirements to ensure their safety when responding to any gas and/or electric field order as detailed in Utility Standard Practice (USP) 22, "Safety and Health Program," the Code of Safe Practices , Company gas numbered documents, and work procedures.
Before You Start	The 6-month Dispatcher-in-Training course provides training for the work described in this document. Personnel must receive this training or work at the direction of a qualified employee before implementing this procedure.

Procedure Steps

1 Responding to Emergency Conditions

Dispatchers are responsible for performing specific tasks when emergency conditions are reported.

2 Responding to Employee Injuries Not Related to Automotive Accidents

When notified of an employee injury that is **not** related to an automotive accident, dispatchers are responsible for performing the following steps:

- 2.1 Ask if emergency services were called.
- 2.2 Call 911 if the employee's medical condition requires emergency services (if no one has already called 911).
- 2.3 Record the 911 call and any related calls in the on-line dispatch log.
- 2.4 Contact the injured employee's supervisor. Page the supervisor, if necessary, to contact the supervisor immediately. Document the contact (and any subsequent attempts to contact the supervisor) in the on-line dispatch log.

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- 2.5 If the employee's supervisor is not reachable, contact another field supervisor.
- 2.6 Notify the dispatch supervisor and record the notification in the on-line dispatch log.

3 Responding to Automotive Accidents Involving Company Employees

When notified of an injury involving an automotive accident, dispatchers are responsible for performing the following steps. (These steps are exactly the same as those for handling an accident that does not involve an automobile.)

- 3.1 Ask if emergency services were called.
- 3.2 Call 911 if the employee's medical condition requires emergency services (if no one has already called 911).
- 3.3 Record the 911 call and any related calls in the on-line dispatch log.
- 3.4 Contact the injured employee's supervisor. Page the supervisor, if necessary, to contact the supervisor immediately. Document the contact (and any subsequent attempts to contact the supervisor) in the on-line dispatch log.
- 3.5 If the employee's supervisor is not reachable, contact another field supervisor.
- 3.6 Notify the dispatch supervisor and record the notification in the on-line dispatch log.

4 Responding to California Public Utilities Commission (CPUC) and Department of Transportation (DOT) Reportable Gas Incidents

NOTE

CPUC and DOT reportable gas incidents are defined in [Utility Standard TD-4413S, "Gas Event Reporting Requirements."](#)

- 4.1 Dispatcher Responsibilities during Reportable Gas Incidents
 1. For incidents meeting any of the criteria listed in [TD-4413S](#), notify the Gas Control Operations representative within 1 hour during regular business hours and within 2½ hours outside of regular business hours to ensure that CPUC and DOT personnel are notified in a timely manner.
 2. When notified of a reportable gas incident, dispatch a field employee to the location of the reportable gas incident. The field employee is responsible for performing the following actions:
 - a. Evaluate danger to life and property.
 - b. Make or ensure that conditions are safe.
 - c. Assess damage.

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- d. Collect the information required to complete the ["Gas Control – Gas Incident Procedure"](#) (Attachment 1 to Utility Procedure TD-4413P-01, "Procedure for Reportable Gas Incidents").
 3. IF requested by the on-scene responding personnel, THEN dispatchers must notify Gas Control Operations at Company number [REDACTED] or outside number [REDACTED].
 4. IF the gas incident(s) affects more than 500 customers, THEN notify the Customer Traffic Control Center (CTCC) at Company number [REDACTED] or outside number [REDACTED].
- 4.2 Field Employee Responsibilities when Dispatched during Reportable Gas Incidents
- Field employees who are dispatched to reportable gas incidents are responsible for performing the following actions:
1. Evaluate the danger to life and property.
 2. Make or ensure that conditions are safe.
 3. Assess damage.
 4. Collect the information required to complete the ["Gas Control – Gas Incident Procedure."](#) If needed.
 5. Determine whether a dispatched field order requires CPUC notification, which may include incidents involving the following criteria:
 - Gas leak
 - Dig-in
 - Structure fire
 - Carbon monoxide poisoning
 - Asphyxiation
 6. Advise and update the appropriate supervisor(s) and dispatcher(s) of these findings.
 - a. During regular business hours, notify the dispatch supervisor.
 - b. After regular business hours, notify the on-call gas supervisor.

5 High or Low Gas-Pressure Events

5.1 High or low gas-pressure events include the following scenarios:

- Overpressure to a low-pressure gas system.
- Breaks in gas transmission lines operating at 60 pounds per square inch gauge (psig) or greater.
- Breaks in main distribution gas systems.

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5.2 Dispatcher Responsibilities during Reportable High- or Low-Pressure Gas Incidents

If Gas Control Operations calls, dispatch a field employee to the gas incident location.

5.3 Field Employee Responsibilities when Dispatched to Reportable High- or Low-Pressure Gas Incidents

Field employees who are dispatched to reportable high- or low-pressure gas incidents are responsible for performing the following actions:

1. Evaluate danger to life and property.
2. Make or ensure that conditions are safe.
3. Assess damage.
4. Collect the information required to complete the [“Gas Control – Gas Incident Procedure.”](#) if needed.
5. After receiving the findings, notify the following personnel:
 - a. Field service supervisor
 - b. Dispatcher
 - c. During regular business hours, notify the appropriate gas maintenance and construction (M&C) supervisor and respective dispatch supervisor.
 - d. After regular business hours, notify the on-call gas supervisor.

6 Reported and Confirmed Area Gas Odor Complaints

6.1 Dispatcher Responsibilities during Reported and Confirmed Gas Odor Complaints

1. Notify the Customer Traffic Control Center (CTCC) of the area odor and perimeters of the affected area. Contact the CTCC at Company number [REDACTED] or outside number [REDACTED].
2. For pending “outside gas odor” field orders, contact the affected customers. Advise them to call back if the odor does not dissipate.
3. Cancel the field orders.

7 CPUC- and DOT-Reportable Electrical Incidents

7.1 Electrical incidents that must be reported to the CPUC and/or the DOT are included at the following Company website: [Reporting Electric Incidents to the CPUC.](#)

7.2 Dispatcher Responsibilities during Reportable Electric Incidents

When receiving a call and/or “immediate response” electric field order, dispatch a field employee to the reportable electric incident’s location.

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7.3 Field Employee Responsibilities when Dispatched to Reportable Electric Incidents

When dispatched to the site of a reportable electric incident, the field employee is responsible for performing the following actions:

1. Evaluate the danger to life and property.
2. Make or ensure that conditions are safe.
3. Assess damage.
4. Collect information for the "Electric Incident Report" form, if needed.
5. After receiving the findings, notify the following personnel:
 - a. The appropriate immediate supervisor and/or electric service supervisor(s)
 - b. The appropriate Electric Control Center Operations (ECCO) operator(s)
 - c. The respective dispatch supervisor
 - d. Respective dispatcher

NOTE

The ECCO operators make the initial call to the Company's CPUC hotline when they are notified of an electric incident. The numbers are Company [REDACTED] or outside [REDACTED].

8 Injuries to Others

Dispatchers are responsible for performing the following tasks when a situation involves injuries to others:

- 8.1 If a gas explosion, asphyxiation, or burn incident occurs, follow the steps in [Section 4, "Responding to CPUC and DOT Reportable Gas Incidents,"](#) on Page 2.
- 8.2 If an electrical contact occurs, notify the appropriate ECCO office and follow the established local procedures.
- 8.3 If a third party is injured, follow the established local procedures.

9 Incidents Involving Polychlorinated Biphenyls (PCBs)

Dispatchers are responsible for performing the following tasks for accidents or spills involving greater than 50 parts per million (ppm) of known PCBs:

- 9.1 Notify the appropriate ECCO office and follow the established local procedures.
- 9.2 If an immediate response field order is received, contact the appropriate M&C supervisor.

END of Instructions

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Definitions

Employee injuries are injuries to Company personnel resulting from accidents requiring medical attention and/or resulting in a disabling injury or creating the potential for a disabling injury.

Injuries to others are injuries to third parties where Company facilities are involved. Certain types of incidents, such as explosions, asphyxiations, burns, and electrical contacts that result in medical treatment to third parties require specific responses.

Implementation Responsibilities

The senior director in charge of customer field services is responsible for reviewing, authorizing, and issuing this utility procedure.

The director in charge of field services is responsible for ensuring that this procedure is communicated and implemented properly in all service areas.

Field services managers and supervisors are responsible for ensuring that field services employees are trained and knowledgeable of the topics covered by this procedure.

Governing Document

[Utility Standard S6436, "Gas and Electric Field Services and Dispatch and Scheduling Operating Practices"](#)

Compliance Requirement/Regulatory Commitment

[Code of Federal Regulations \(CFR\), Title 49, "Transportation," Parts 191 and 192](#)

Reference Documents

[Code of Safe Practices](#)

[Company Website, "Reporting Electric Incidents to the CPUC"](#)

[Utility Procedure TD-4413P-01, "Procedure for Reportable Gas Incidents," Attachment 1, "Gas Control – Gas Incident Procedure"](#)

[Utility Standard TD-4413S, "Gas Event Reporting Requirements"](#)

[Utility Standard Practice \(USP\) 22, "Safety and Health Program"](#)

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Appendices NA

Attachments NA

Document Recision This utility procedure cancels and supersedes the following work procedures:

- WP6436-12, "Handling Emergency Conditions Reported by Outside Agencies and Other Entities," issued 10-06.
- WP6436-15, "California Public Utilities Commission (CPUC) Reportable Gas Incidents," issued 10-06.

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Revision Notes

Where?	What Changed?
WP6436-12 and WP6436-15	This document has merged the information in WP6436-12 with WP6436-15. It has also been reformatted in the new template and renumbered to TD-6436P-12.

Emergency Notification Requirements by Incidents

This attachment lists incident types, utility procedure to follow, notification requirements, and talking points for each emergency notification requirement in the following table:

Type of Incident	Utility Procedure to Follow	Notification Requirements	Talking Points
Employee Injury or Illness Not Requiring Medical Attention/Doctor Visit	TD-6436P-12, Handling Emergency Conditions Reported by Outside Agencies and Company Personnel.	<ul style="list-style-type: none"> • Notify supervisor as soon as possible • Supervisor notifies management same day 	<ul style="list-style-type: none"> • Dispatchers should have employee contact their supervisor. • Supervisor makes all other notifications.
Employee Fatality, Injury, Illness, or Electrical Contact	TD-6436P-12, Handling Emergency Conditions Reported by Outside Agencies and Company Personnel.	<ul style="list-style-type: none"> • Notify supervisor as soon as possible • Supervisor notifies management same day • If fatality or serious injury or illness, call SH&C Safety Engineer (SE) immediately • If not a serious injury or illness, contact SH&C WC during normal business hours • Contact IBEW Area Business Representative 	<ul style="list-style-type: none"> • Local supervisor or supervisor on-call for employee's division must be notified, as well as the dispatch supervisor. • In case of electrical contact by employee, S/O needs to notify the DO for that particular area. • Use Dispatcher's 911 Call Guide to verify the correct division for notification purposes. • Dispatchers may be asked for assistance in calling SH&C and should cooperate in this effort. • Supervisors make all other notifications.
Public Fatality, Injury, Illness, or Public Property Damage	TD-6436P-14, Handling 911 Calls – Emergency Response.	<ul style="list-style-type: none"> • Notify supervisor • If fatality, injury, fire, or property damage, call SH&C Third-Party Claims (TPC) immediately 	<ul style="list-style-type: none"> • Local supervisor or supervisor on-call for employee's division must be notified, as well as the dispatch supervisor. • In case of electrical contact by third party, dispatchers need to notify the DO for that particular area. • Use Dispatcher's 911 Call Guide to verify the correct division for notification purposes. • Dispatchers may be asked for assistance in calling

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Type of Incident	Utility Procedure to Follow	Notification Requirements	Talking Points
			<p>SH&C and should cooperate in this effort.</p> <ul style="list-style-type: none"> Supervisors make all other notifications.
<p>Contractor Employee Fatality, Injury, Illness, or Property Damage</p>	<p>TD-6436P-14, Handling 911 Calls – Emergency Response.</p>	<ul style="list-style-type: none"> Notify both Company and contractor supervisors If third-party fatality or injury, call SH&C TPC immediately If contractor caused fire or contractor caused damage to Company or third-party property, call SH&C TPC immediately 	<ul style="list-style-type: none"> Local supervisor or supervisor on-call for employee’s division must be notified, as well as the dispatch supervisor. Dispatcher’s 911 Call Guide should be used to verify the correct division for notification purposes. Dispatchers may be asked for assistance in calling SH&C and should cooperate in this effort. Supervisors make all other notifications.
<p>Serious Concealed Danger</p>	<p>TD-6436P-14, Handling 911 Calls – Emergency Response.</p>	<ul style="list-style-type: none"> Notify supervisor Notify SH&C SE 	<ul style="list-style-type: none"> Supervisors make all other notifications.
<p>Incident Involving Company Explosives (including injury, property damage, theft, misuse)</p>	<p>TD-6436P-14, Handling 911 Calls – Emergency Response.</p>	<ul style="list-style-type: none"> Notify supervisor Notify SH&C SE immediately 	<ul style="list-style-type: none"> Supervisors make all other notifications.
<p>Hazardous Condition</p>	<p>TD-6436P-14, Handling 911 Calls – Emergency Response.</p>	<ul style="list-style-type: none"> Use Customer Service and Revenue Hazardous Condition Reporting procedure If systemic, call SH&C SE 	<ul style="list-style-type: none"> Supervisor, Safety Chair, or Safety Program Coordinator will notify SH&C.
<p>Company Vehicle Damage</p>	<p>TD-6436P-14, Handling 911 Calls – Emergency Response.</p>	<ul style="list-style-type: none"> Notify supervisor Notify local fleet personnel If Company property damage associated with conduct of third party, call SH&C TPC immediately 	<ul style="list-style-type: none"> Supervisors make all other notifications.

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Type of Incident	Utility Procedure to Follow	Notification Requirements	Talking Points
Company Building or Property Damage (fire, windstorm, flood, earthquake)	TD-6436P-14, Handling 911 Calls – Emergency Response.	<ul style="list-style-type: none"> • Notify supervisor • If Company property damage associated with conduct of third party, call SH&C TPC immediately • Call Insurance [REDACTED] if fire, explosion in company property damages 	<ul style="list-style-type: none"> • Supervisors make all other notifications.
Company Equipment	TD-6436P-14, Handling 911 Calls – Emergency Response.	<ul style="list-style-type: none"> • Notify supervisor • If company property damage associated with conduct of third-party, call SH&C TPC immediately 	<ul style="list-style-type: none"> • Supervisors make all other notifications.
Environmental Spill or Release	TD-6436P-14, Handling 911 Calls – Emergency Response.	<ul style="list-style-type: none"> • Notify supervisor • If Company property damage associated with conduct of third party, call SH&C TPC immediately • Call Insurance [REDACTED] if fire, explosion in company property damages 	<ul style="list-style-type: none"> • Supervisors make all other notifications.
Security Issue (e.g., threat, vandalism, theft, assault, bomb threat, etc.)	TD-6436P-14, Handling 911 Calls – Emergency Response.	<ul style="list-style-type: none"> • Notify supervisor • Contact Corporate Security at [REDACTED] or Corporate Security on-call 	<ul style="list-style-type: none"> • Dispatchers notify supervisor or supervisor on-call and dispatch supervisor. • Use Dispatcher's 911 Call Guide to verify the correct division for notification purposes. • Dispatchers contact Corporate Security with the information.
Media Notification or Negative Publicity	TD-6436P-14, Handling 911 Calls – Emergency Response.	<ul style="list-style-type: none"> • Notify supervisor • Other notifications, as determined by Customer Service & Revenue procedures, which may include contacting governmental public 	<ul style="list-style-type: none"> • Supervisors notify media representative or their area. • Dispatchers may be asked to assist in this procedure.

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Type of Incident	Utility Procedure to Follow	Notification Requirements	Talking Points
		relations personnel at [REDACTED].	
Ethics Issue	TD-6436P-14, Handling 911 Calls – Emergency Response.	<ul style="list-style-type: none"> • Notify supervisor • For anonymous notification, the employee may call the Legal Compliance and Business Ethics (LCBE) helpline at [REDACTED]. 	<ul style="list-style-type: none"> • Supervisors make all other notifications.
Agency Visit or Notification (e.g., Police, Cal/OSHA, CPUC, Fire)	TD-6436P-14, Handling 911 Calls – Emergency Response.	<ul style="list-style-type: none"> • Notify supervisor • Call SH&C SE immediately, if Cal/OSHA or other agency regarding employee safety issues • Call SH&C TPC immediately, if regarding a TPC issue. • For all others, follow Customer Service & Revenue procedures 	<ul style="list-style-type: none"> • Supervisors make all other notifications. • If supervisor is unavailable, dispatchers may be required to act as supervisor until one arrives. Dispatchers should not answer any questions and should take notes for supervisor until the supervisor is on site.
Incidents Specific to an Organization (Gas or Electric Outage, Gas Leak, Trip, Operating Errors, Customer or Public Safety Complaint, etc.)	TD-6436P-14, Handling 911 Calls – Emergency Response.	<ul style="list-style-type: none"> • Notify supervisor • If incident involved a third-party injury or third-party economic loss, call SH&C TCP immediately. 	<ul style="list-style-type: none"> • Local supervisor or supervisor on-call for employee's division must be notified, as well as the dispatch supervisor. • Use Dispatcher's 911 Call Guide to verify the correct division for notification purposes. • Dispatchers may be asked for assistance in calling SH&C and should cooperate in this effort. • Supervisors make all other notifications.

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