



National Transportation Safety Board

Washington, D.C. 20594

Office of Railroad, Pipeline and Hazardous Materials Investigations

DCA 10MP008

**Transcribed Concord Dispatch Logs
Submitted by PG&E**

Pages (292)

4911_20100909 18.11.03_25500027.wav

<Marie>: Hi Shawn, this is Marie in Stockton. I just wanted to confirm you received an immediate response for : in San Francisco

<Shawn>: I got it, thank you

<Marie>: Thank you bye

<Shawn>: Sure

4911_20100909 18.11.17_4153028173.wav (43 seconds)

<Mark Magana>: Hey this is Mark, Gas Reliever at San Rafael, I'm onsite at Grade 1 at Belvadere. in

<Mark>: Okay, just one second. Okay, Mark what is your last name?

<Mark Magana>: Magana

<Mark>: Okay, Mark got ya

<Mark Magana>: Thanks

<Mark>: Thanks, sir bye

4911_20100909 18.11.37_4157168368.wav (59 seconds)

<Sal>: Dispatch, Sal

<Unidentified Male1>: Hi, I have a customer at [redacted] that needs to go to work, she needs to be relit.

<Sal>: [redacted] what?

<Unidentified Male1>: Okay, [redacted]

<Sal>: Let's see who is doing that, I think Schaffer.

<Unidentified Male1>: Bye Brian. <Unintelligible> you too.

<Sal>: Yeah he's actually on Revere, I'm not sure when he's going to get over to [redacted]

<Unidentified Male1>: Oh, okay.

<Sal>: If she's not there, we'll CGI it, when she gets home, she can call us. That's how it works out unfortunately.

<Unidentified Male1>: Okay so she won't get home until tomorrow I guess.

<Sal>: Then she can call us tomorrow and we'll come out there.

<Unidentified Male1>: Okay, I'll do that.

<Sal>: Thank you.

<Unidentified Male1>: Okay. You got [redacted] right. And

<Sal>: Let me see. That's correct

<Unidentified Male1>: Okay

<Sal>: Got them both

<Unidentified Male1>: Okay. All right.

<Sal>: Bye

<Unidentified Male1>: Bye-bye

4911_20100909 18.11.53_7072911439.wav (58 seconds)

<Unidentified Female1>: <Unintelligible>

<Unidentified Female2>: Yes, hello

<Unidentified Female1>: Sorry about that.

<Unidentified Female2>: Chris went over and picked it up.

<Unidentified Female1>: <Unintelligible>

<Unidentified Female2>: Pusage

<Unidentified Female1>: Oh god, <Unintelligible>

<Unidentified Female2>: He made it work somehow, I don't know

<Unidentified Female1>: Oh okay.

<Unidentified Female2>: I'm not sure so.

<Unidentified Female1>: Well he had that lady's cellar completely torn apart. He was over my head. It was a nightmare.

<Unidentified Female2>: Yeah no he got it, it's all good now

<Unidentified Female1>: I'm sorry. I'm still trying to get the hang of all <Unintelligible>

<Unidentified Female2>: Hey, you know. I understand yeah yeah I understand. Let's see right now you just have that one in Sonoma

<Unidentified Female1>: Alrighty. Yeah, I'm sure not for long

<Unidentified Female2>: Okay, thanks.

<Unidentified Female1>: <Unintelligible>

<Unidentified Female2>: All right. Bye-bye

4911_20100909 18.12.35_9167965258.wav (41 seconds)

<George>: Hey Sherry this is George <Unintelligible> in Sacramento

<Sherry>: Hi

<George>: Hi. Hey I'm clear, is there any more work or am I done?

<Sherry>: George <Unintelligible>, hold on let me ask Carla. Are you finished with George Carla? Roseville if you feel like it.

<George>: I'm sorry

<Sherry>: He said there is work in Roseville if you feel up to it.

<George>: Actually not really

<Sherry>: Okay no problem

<George>: Okay, so I'm going to call it a night then.

<Sherry>: Okay, have a good evening.

<George>: Thanks you too. Bye

<Sherry>: Bye

4911_20100909 18.12.37_5309497550.wav (1 minute, 26 seconds)

<Bob>: Dispatch, this is Bob

<Antonio>: Bob this is Antonio

<Bob>: Antonio

<Antonio>: Hey, I got here to the one on Kaufman that I'm at for the leak and the customer was out here talking to me. It's like a little 4 plex that is here. There is a lady across from her that she said well could I go in there and check her appliances for her and stuff and I go let me call dispatch and see what's going on. Should I have her, should we make an appointment for tomorrow and I could come by tomorrow and do it or while I'm here should I just go ahead and do it. She doesn't smell gas or anything she just wanted me to check the appliances.

<Bob>: What do you want to do?

<Antonio>: It doesn't matter

<Bob>: Well I don't have anything else for you.

<Antonio>: Would they get upset if you sent me another tag to go over there just to check the appliances?

<Bob>: Yeah I can I'll make you a tag for tomorrow if you want.

<Antonio>: Why don't you do that. If she absolutely demands that I do it then I'll call you back and I'll just tell her that maybe I'll make something up and tell her that I got another gas leak somewhere else.

<Bob>: Tell her you are out after hours doing gas leaks not

<Antonio>: Okay, okay. Put something in for tomorrow.

<Bob>: What was the address?

<Antonio>: I'll call you back with the address because I'm not sure.

<Bob>: Okay. No problem. Okay thanks bye.

4911_20100909 18.13.17_9252702222.wav (8 seconds)

Ringling –

<Unidentified Male1>: An hour ago.

4911_20100909 18.13.34_5305151937.wav (16 seconds)

<Unidentified Male1>: Chris, <Unintelligible> in Burney. Are you my dispatcher?

<Chris>: No I'm not.

<Unidentified Male1>: Okay switch me over then.

<Chris>: All right, hold on.

<Unidentified Male1>: Thank you.

4911_20100909 18.13.53_25500027.wav

<Eric>: Hey Sherry, do you handle Winters area?

<Sherry>: Yes, who is this?

<Eric>: This is Eric SSR sorry out of Sacramento

<Sherry>: This is whom?

<Eric>: This is Eric SSR out of Sacramento

<Sherry>: Hi

<Eric>: Can you check this field order for me? I'm trying to see if we are going to be out there any time soon.

<Sherry>: Is there a reconnect?

<Eric>: Yeah the reconnect was supposed to be done between 1 and 5

<Sherry>: He will probably be headed that way, hold on let me call him

<Eric>: All right.

<Sherry>: <Unintelligible> and then he'll be there.

<Eric>: Okay cool thank you bye-bye

<Sherry>: Okay, you're welcome bye

4911_20100909 18.14.05_5305151937.wav (21 seconds)

<Bob>: Dispatch, this is Bob

<Greg Sanchez>: Hey Bob, Sanchez

<Bob>: Hey Greg

<Greg Sanchez>: I'm heading back to Redding from Burney

<Bob>: Oh you know what, I meant to pull all that stuff off you.

<Greg Sanchez>: Okay

<Bob>: Never did it

<Greg Sanchez>: That's all right.

<Bob>: Yeah no we are in good shape, come on back

<Greg Sanchez>: I'm coming home, thank you, bye

<Bob>: Drive safe, bye-bye

<Greg Sanchez>: Okay thanks

4911_20100909 18.14.07_9252702222.wav (52 seconds)

Ringing

<Mitch voicemail>: This is Mitch with PG&E, leave a message and I'll call back as soon as I can.

<Unidentified Male>: Mitch you have an IR on your screen. It's there in Roseville. I got Dennis headed to one in Rockland so I gave you the Roseville one, give me a call with an ETA. Thank you sir. Bye

4911_20100909 18.14.22_7076958997.wav (1 minute, 2 seconds)

<Michael>: Mark, it's Michael here. How are you?

<Mark>: Fine and you Michael?

<Michael>: I'm doing okay. I've got a mess up on my screen though. If you want me to go to Kentfield, I will.

<Mark>: Who is this, Michael.

<Michael>: <Unintelligible>

<Mark>: Yup okay it's gone

<Michael>: Okay, another one now. I've got a 2640 tag for need a reconnect on it. It's supposed to be reconnected, not disconnected. it's a disconnect. I

<Mark>:

<Michael>: 1642, 1642

<Mark>: I don't see, oh I do see it. Okay, you got it coming to you

<Michael>: Thank you sir

<Mark>: Okay you are welcome

<Michael>: Bye

<Mark>: Bye

4911_20100909 18.14.39_9252702222.wav (29 seconds)

Ringling

<Kevin>: Hello

<Sherry>: Hi Kevin, Sherry in Dispatch. I have the call center online wanting to know about the reconnect on Lupine Way. Do you know how long it will be before you get there?

<Kevin>: Well as soon as I get the one done on 4th Street, I'm headed there.

<Sherry>: Okay, thanks so much.

<Kevin>: You're welcome.

<Sherry>: Okay bye

<Kevin>: Bye

4911_20100909 18.15.14_5107737490.wav (4 minutes, 45 seconds)

<Joe>: <Unintelligible>

<Brian Haywood>: Hey Joe, it's Brian Haywood.

<Joe>: Hey Brian

<Brian Haywood>: Hey Mary dropped an electric unspecified on my screen and for 1542 Tyler Street and all it says is "Not an SONP". I don't know what they want me to do

<Joe>: Hold on just a sec and I'll take a look. I don't either. Hold on a second, I'll take a look in here. Hold on for just a second Brian. The phones are ringing like mad. Hold on just a second

ON HOLD – SILENCE

<Joe>: I have no idea what's that for but it wasn't shut off for nonpayment or nothing. They owe nothing on their bill and that was one of them late drop tags. I don't even know if we should be going there. You might give the customer a call to see if they really need you to stop by there.

<Brian Haywood>: that note Mary <Unintelligible>

<Joe>: Yes she did. But that's one of those, she's on break, but see that 8:00 to 11:59, that just means the clerk started working on the tag and then they didn't complete it and then when the computer refreshes, that stuff comes out.

<Brian Haywood>: Okay

<Joe>: Like if you tell me "oh make me this tag" and then I start on it and you say "oh I don't need that" and I don't finish it, later it is going to come out anyway.

<Brian Haywood>: Okay. I'll just swing by there real quick

<Joe>: Oh okay there's no phone number on there so you can call?

<Brian Haywood>: No, I guess there is yeah

<Joe>: Okay or you can drive by whichever. They might not even need you because I don't see a problem there. There's nothing wrong with the bill and we haven't been by there.

<Brian Haywood>: Okay, sounds good

<Joe>: Okay

<Brian Haywood>: All right. Bye

<Joe>: Bye-bye

4911_20100909 18.16.21_5309410311.wav (42 seconds)

<Bob>: Dispatch, this is Bob.

<Adrian>: Hi Bob, it's Adrian.

<Bob>: Adrian, what's happening?

<Adrian>: I was just checking if anything else is going on right now.

<Bob>: Not at the moment. You know you guys are covering Orland or a while. Chico is going to cover Willows and you guys are going to cover Orland

<Adrian>: Okay, that's good

<Bob>: So at the moment everything looks good

<Adrian>: I'll keep my ears open. I'm going to get some Chinese food here, I'll be having a bite.

<Bob>: Okay

<Adrian>: When I get home, I'll give you a call

<Bob>: All right. You enjoy yourself.

<Adrian>: Thank you

<Bob>: All right thanks bye

<Adrian>: Bye

4911_20100909 18.16.28_25500027.wav (18 seconds)

<Marcus>: Marcus speaking.

<Tiffany>: Hi Marcus, Tiffany in Sacramento

<Marcus>: Yes

<Tiffany>: I just sent you guys over a gas leak report in Carmel

<Marcus>: I'm sorry, you called the wrong dispatch

<Tiffany>: Oh did I?

<Marcus>: You said it was Carmel

<Tiffany>: Correct

<Marcus>: Yeah this is Concord, Carmel is serviced out of Fresno

<Tiffany>: All right. Thank you

<Marcus>: You're welcome.

<Tiffany>: Bye

<Marcus>: Bye now

4911_20100909 18.16.32_25500027.wav (23 seconds)

<Unidentified Female>: Dispatch, Brenda.

<Unidentified Male1>: I've got an IR in Oakland

<Unidentified Female>: One moment. I have it, thank you.

<Unidentified Male1>: :^{..}

<Unidentified Female>: Yes

<Unidentified Male1>: Okay, thank you

4911_20100909 18.16.48_25500027.wav (2 minutes, 40 seconds)

<Hallie>: This is Hallie

<Unidentified Male1>: Hey Hallie this is <Unintelligible> help desk. Do you handle Rohnert Park.

<Hallie>: Yes

<Unidentified Male1>: I have a customer at [REDACTED]

<Hallie>: Okay

<Unidentified Male1>: And apparently Wellington installed this SMART meter and he's got a part out. Wellington told them, this was at, not too long ago, he was told we would be there within an hour so he wants to know if you can give him an ETA on it.

<Hallie>: I didn't know anybody from Wellington was out.

<Unidentified Male1>: Let's see here. Well apparently Wellington was earlier today. He just called up and apparently Wellington told him we'll get somebody here within the hour.

<Hallie>: That was nice of him to say that or them because how can you make that determination.

<Unidentified Male1>: Exactly.

<Hallie>: Well, I don't know. But I have it on the Troubleman, I don't know, I'm going to give him a call. I can't guarantee a time.

<Unidentified Male1>: Okay. Not a problem.

<Hallie>: I'm not sure if he's on a special project or not. I don't know. So I will give him a call and maybe we can, but I don't know. Does he have the person's name who told him we'd be there within the hour?

<Unidentified Male1>: No, I'll go ahead and file a complaint. I didn't ask him.

<Hallie>: Yeah because actually, the tag, I'm not sure who made the tag, so let's maybe somebody from Smart Meter made it. I don't know. Let me look. Maybe they called, maybe what happened is the customer called that line, and maybe the Smart Meter line and perhaps they created the tag and made that remark, I don't know.

<Unidentified Male1>: Wellington was there today. The smart meter doesn't show up on the account yet so they must have installed it today, it might have been earlier today. The tag was not issued just until recently. Because I know the customer knows the meter was installed and that the meter you know doesn't show on the account because we don't have any record because Wellington was there today.

<Hallie>: Okay, okay right okay

<Unidentified Male1>: All right. Anything you can do to expedite I'd appreciate it. He's trying to reach to reset the breakers as well. I have him on hold so whatever you can do

<Hallie>: We'll put out call, I'll just let you know what you told me

<Unidentified Male1>: Sounds good

<Hallie>: All right. Sounds good.

<Unidentified Male1>: Appreciate it.

<Hallie>: All right. Bye-bye

4911_20100909 18.16.57_5103854037.wav

<Brenda>: This is Brenda

<Todd>: Yeah this Todd from Oakland, is Blackshire on break or something?

<Brenda>: Hold on

4911_20100909 18.17.25_5103854037.wav (46 seconds)

<Blackshire>: This is Blackshire

<Todd>: Hey Blackshire, this is Todd

<Blackshire>: Hey, what's going on?

<Todd>: Not much. Hey on that [^], the tags for 8, 6, 9 and 10 should go to Mitchell

<Blackshire>: Okay hold on, okay Mitchell should get 8, 6, 9 and 10

<Todd>: and I should have 1, 4 and 5

<Blackshire>: Okay, give me a couple of minutes and I'll get those for you

<Todd>: All right, no worries bud thanks

<Blackshire>: Okay

<Todd>: Have a good one

<Blackshire>: All right, you too bye-bye

<Todd>: All right, later

4911_20100909 18.18.01_6507961407.wav (50 seconds)

<Shawn>: Dispatch, Shawn

<Curtis>: Hey Shawn, I don't know if you've been notified, but there's been a huge explosion and a huge fire going over here in San Bruno. I didn't know if it came across your desk yet. I mean I thought a jet crashed or something, but something exploded and it's crazy. You should be seeing something

<Shawn>: Who's this?

<Curtis>: This is Curtis, I'm sorry

<Shawn>: Oh Curtis, I better notify my sup and let him know.

<Curtis>: Notify him. There is something huge, the fire engines I can see. I'm probably a block away, I can see it through the trees. I mean it's like 4 stories high, the flames, I mean it's ridiculous. I don't know what happened but obviously something erupted. I thought a jet crashed or something.

<Shawn>: Okay thanks bye

4911_20100909 18.18.42_9252702222.wav (27 seconds)

Ringling

<Mac>: Go ahead, this is Haywood.

<Linda>: Hi Mac, I have an IR for you.

<Mac>: All right. Can you give me, where's it at?

<Linda>: On B Street.

<Mac>: On B Street. Can you give me about an hour?

<Linda>: No problem

<Mac>: Okay <Unintelligible>

<Linda>: Okay bye

4911_20100909 18.19.11_25500027.wav (17 seconds)

<Brenda>: Dispatch, Brenda

<Terri>: Hi Brenda, this is Terri in Stockton, I have an immediate response gas leak on B Street in Hayward.

<Brenda>: I have it thank you.

<Terri>: I just wanted to let you know that they said they had gas leak problems there before about 6 months ago and had to replace some things.

<Brenda>: Okay, thanks

<Terri>: All right. Thank you

<Brenda>: Uh huh

<Terri>: Bye-bye

4911_20100909 18.19.40_9252702222t.wav (1 minute, 28 seconds)

Ringling

<Stacy Smith voicemail>: Your call has been forwarded to an automated voice mail system. Stacy Smith is not available, at the tone, please record your message, when you finish recording you may hang up or press 1 for more options, to send a fax press 4 now, to leave a call back number press 5

<Natalie>: Hi Stacy, this is Natalie in Dispatch, it's 6:20. I put a tag on you for ~~North Park 1370~~ Gilpepper Lane, they are saying part out after smart meter installed and I guess I don't know somebody from Wellington told them we would be there within the hour, which I don't know why they would say that but anyway I just wanted to let you know that it's on you and thanks. Bye

4911_20100909 18.19.50_9252702222.wav (52 seconds)

Ringling

<Tom>: Hello

<Unidentified Male1>: Hey Tom, do you see anything going on over in San Bruno from where you are at?

<Tom>: I'm sorry

<Unidentified Male1>: Anything in San Bruno. Curtis just called me and said there was some huge explosion. He said it's like 3 or 4 stories.

<Tom>: Oh really, I haven't looked outside. I'm actually in Daly City right now. Off of Gellert but I'll make a point of looking.

<Unidentified Male1>: Yeah if you want to let me know if you see anything because I haven't got a call yet. But if he said it's like to the point where he thinks maybe a jet or something, flew into a house.

<Tom>: Oh my goodness, oh no, that's terrible

<Unidentified Male1>: Yeah, let me know

<Tom>: Okay, yeah, I'll do that

<Unidentified Male1>: All right, thanks,

<Tom>: All right man

4911_20100909 18.20.08_5304006521.wav (2 minutes, 27 seconds)

<Bob>: Dispatch, this Bob

<Dave>: Yeah Bob this is Dave

<Bob>: Hey Dave

<Dave>: Are you busy, do you want to help me out or do you want to send me to Chris?

<Bob>: Chris just went to dinner so I'm the lucky chosen one.

<Dave>: You are the lucky

<Bob>: Dave Gomes?

<Dave>: Yes

<Bob>: It's ironic that you would call me right now

<Dave>: You got an immediate?

<Bob>: Oh yeah, do you need me to call somebody out?

<Dave>: I can get there, I just need the tag <Unintelligible> take a little while to complete these tags, but I need tags for apartment 15, 17 and 18

<Bob>: 15, 17 and 18

<Dave>: Yeah, <Unintelligible> it's a lot of paperwork

<Bob>: Okay, but you are pretty much done there anyway

<Dave>: Yeah, I'm done as far as the work but the paperwork takes so darn long

<Bob>: Right. Well, tell me what you want to do. I mean it's going to take me a while to make the tags. So you could technically go to this thing and then close those out afterwards.

<Dave>: Okay, I'll just close the one I have here 16. I'll go to the other one and fill these out later one.

<Bob>: You are going to _____ in Marysville.

<Dave>: What's there?

<Bob>: It's in the 101. It is a survey says, leak at the meter, strong gas odor, bubble soap test as free <Unintelligible> during what? Somebody did their own bubble sub soap test on it

<Dave>: Yeah probably

<Bob>: Whatever, so it's at Oak Street and 9th in Marysville

<Dave>: Oak Street and

<Bob>: What do you need about 45?

<Dave>: Yeah give me that, probably less than that, I'm just going to fill this thing out

<Bob>: That's it 10 till, that will be 19, we'll just do 19:05. All right, and I'll get those other tags made up for you.

<Dave>: Okay thank you

<Bob>: All right. Thanks bye

<Dave>: Bye

4911_20100909 18.20.21_5307010018.wav (1 minute, 15 seconds)

<Brian>: Hello this is Brian <Unintelligible> from Marysville

<Unidentified Male1>: Hey Brian

<Brian>: Hi, I'm outside on that supposed electrical shock

<Unidentified Male1>: Okay just a moment man. Okay how can I help you Brian

<Brian>: I don't know if you guys did any kind of report or started any kind of report

<Unidentified Male1>: Okay

<Brian>: But nobody actually got shocked, I guess there was somebody climbing our pole. I talked to the guy that called in and he said that this is the second time he has seen somebody climbing our pole

<Unidentified Male1>: Oh okay so it just a person climbing the pole but not necessarily shocked

<Brian>: No they didn't get shocked

<Unidentified Male1>: Okay

<Brian>: They had climbing gear on. They were practicing climbing or something

<Unidentified Male1>: They use our pole though

<Brian>: Yeah

<Unidentified Male1>: Okay okay

<Brian>: Nobody got shocked

<Unidentified Male1>: All right, sounds good, thanks for letting us know Brian. I'll let my supervisor know too. Thank you.

<Brian>: Thanks

<Unidentified Male1>: Okay, bye-bye

4911_20100909 18.20.24_6504444840.wav (54 seconds)

<Sal>: Hello, hello, oh don't be so shy

<Scott Robinson>: Hello

<Sal>: I hear you, I heard you

<Scott Robinson>: This is Scott Robinson, who am I speaking with?

<Sal>: This is Sal, you got the San Francisco dispatcher

<Scott Robinson>: How's it going, I've got a bad connection on my cell phone

<Sal>: You cut out on me again

<Scott Robinson>: This is Scott Robinson

<Sal>: Okay Scott, what do you do there

<Scott Robinson>: Yeah I'm gas on call supervisor, I'm not actually on call tonight I go on call tomorrow

<Sal>: Scott? If you hear me, I can't hear you

4911_20100909 18.20.27_5304006521.wav (2 minutes, 27 seconds)

<Bob>: Dispatch, this Bob

<Dave>: Yeah Bob this is Dave

<Bob>: Hey Dave

<Dave>: Are you busy, do you want to help me out or do you want to send me to Chris?

<Bob>: Chris just went to dinner so I'm the lucky chosen one.

<Dave>: You are the lucky

<Bob>: Dave Gomes <Unintelligible> ?

<Dave>: Yes

<Bob>: It's ironic that you would call me right now

<Dave>: You got an immediate?

<Bob>: Oh yeah, do you need me to call somebody out?

<Dave>: I can get there, I just need the tag <Unintelligible> take a little while to complete these tags, but I need tags for apartment [redacted], [redacted] [redacted]

<Bob>: ,

<Dave>: Yeah, <Unintelligible> it's a lot of paperwork

<Bob>: Okay, but you are pretty much done there anyway

<Dave>: Yeah, I'm done as far as the work but the paperwork takes so darn long

<Bob>: Right. Well, tell me what you want to do. I mean it's going to take me a while to make the tags. So you could technically go to this thing and then close those out afterwards.

<Dave>: Okay, I'll just close the one I have here [redacted]. I'll go to the other one and fill these out later one.

<Bob>: You are going to ([redacted]) in Marysville.

<Dave>: What's there?

<Bob>: It's in the [redacted]. It is a survey says, leak at the meter, strong gas odor, bubble soap test as free <Unintelligible> during what? Somebody did their own bubble sub soap test on it

<Dave>: Yeah probably

<Bob>: Whatever, so it's at 10:05 in Marysville

<Dave>: and

<Bob>: What do you need about 45?

<Dave>: Yeah give me that, probably less than that, I'm just going to fill this thing out

<Bob>: That's it 10 till, that will be 19, we'll just do 19:05. All right, and I'll get those other tags made up for you.

<Dave>: Okay thank you

<Bob>: All right. Thanks bye

<Dave>: Bye

4911_20100909 18.20.39_9252702222.wav (26 seconds)

Ringling

<Juan>: Hello, this is Juan

<Joe>: Juan, this is Joe in Dispatch, hey I got stuck on phone calls, what do you figure, about another 15 minutes?

<Juan>: No, I'm way over on 98, give me a half hour

<Joe>: Okay sounds good

<Juan>: All right. Thanks Joe

<Joe>: All right. Take care, bye-bye

4911_20100909 18.21.37_4153173817.wav (1 minute, 1 second)

<Mike Mencer>: Sal, this is Mike Mencer

<Sal>: Mr. Mencer

<Mike Mencer>: Do you guys know there is a big fire in San Bruno?

<Sal>: A big fire in San Bruno

<Mike Mencer>: I think it's gas fed man

<Sal>: Let me go ask Shawn, hold on a second. Where are talking?

<Mike Mencer>: We're talking about up behind the driving range, up off Sneeth Lane. I'm talking huge flames bro

<Sal>: Do you know any fire in what city San Bruno

<Mike Mencer>: It's probably San Bruno

<Sal>: This is Mencer

<Mike Mencer>: In between

<Sal>: He says it's gas

<Mike Mencer>: It looks like it was gas fed because you could hear it like a jet engine man.

<Sal>: Really, let me put you over to Shawn so you can explain it to him. Because he's doing that area and he just heard that was some type of fire. Hold on a second

<Mike Mencer>: Yeah

ON HOLD – SILENCE

<Sal>: Are you logged in?

<Mike Mencer>: No, I'm at the driving range.

<Sal>: Hold on a second

4911_20100909 18.22.46_4153173817.wav (44 seconds)

<Mike>: Hey Shawn, it's Mike

<Shawn>: Hey Mike, I'm trying to find out what's going on out there myself

<Mike>: I think it's gas fed because after it ignited, because I was right down the hill from it, it sounded like a jet engine was going bro

<Shawn>: Do you know around where? That's exactly what Curtis said.

<Mike>: It's above, it's right behind the driving range, up above the driving range off of Sneath it looks like between Highway 35 and 280 off Sneath

<Shawn>: Highway 35 and 280 off of Sneath.

<Mike>: Right up above Sneath, if you drive up Sneath, you are going to get right to it

<Shawn>: Great, I'll send a GSR out there just to try and figure out what is going on. You said it's in San Bruno right?

<Mike>: That's San Bruno right there yeah

<Shawn>: Okay, great, thanks a lot man

<Mike>: Okay bro later

4911_20100909 18.23.24_6504444840.wav (1 minute, 54 seconds)

<Scott Robinson>: Yeah, how you doing? This is Scott Robinson, are you doing San Francisco or Coma?

<Unidentified Male1>: I'm doing San Francisco, but you sound a lot better.

<Scott Robinson>: Yeah, sorry about that. I actually don't go on call until tomorrow but I'm driving home from work and there's a massive fire right off of 280 looks like in San Bruno

<Unidentified Male1>: Yeah, we have Mike Mencer on the other line talking to Shawn about that.

<Scott Robinson>: Okay do you guys, do you know if we're involved because I haven't seen flames this tall in a long time, they are like a couple hundred feet tall. I don't know if gas is involved

<Unidentified Male1>: I'm standing next to Shawn over here, he's sending someone <Unintelligible> 200 feet high, they are saying.

<Scott Robinson>: <Unintelligible> I'm heading that way now to make sure we aren't involved. Do you have an address

<Unidentified Male1>: We have absolutely nothing. Mike Mencer was out at a driving range. So there is supposed to be a driving range out there, he just called and I put him over to Shawn so he's sending out a GSR right now.

<Scott Robinson>: Yeah, so I'm trying to find it myself.

<Unidentified Male1>: Well he said it was close to a driving range

<Scott Robinson>: Yeah, I'm close to it, I just don't know if there is a better way to get there from where I'm at.

<Unidentified Male1>: Well if you get in, give us a call back because we have no information as of yet. I know he's sending somebody out there. Hold on a second, let me see who he's sending out there. Who are sending out there? Turow, he's sending Turow out there GSR.

<Scott Robinson>: Okay

<Unidentified Male1>: So if you see him out there, you can hit him up, or let us know for sure what is going on.

<Scott Robinson>: Awesome, will do, thanks very much I appreciate it.

<Unidentified Male1>: Sure, thanks, thanks for calling bye.

<Scott Robinson>: Alrighty

4911_20100909 18.23.39_9252702222.wav (1 minute, 21 seconds)

Ringling

<Jareau>: PG&E Jareau

<Unidentified Male1>: Hey Jareau, I need you to roll on a job man. Apparently there is some kind of like big explosion or something in San Bruno. They are saying the flame is like 2 or 3 stories high

<Jareau>: Oh Okay where is it at

<Unidentified Male1>: They said it is in San Bruno around 280 and 35 I mean they are saying you can't miss it. It sounds like a jet engine so I don't know if a jet really crashed or can you hold on one second, I've got an emergency

ON HOLD – SILENCE

<Unidentified Male1>: Right there for that same address so if you could roll on it man, I'd appreciate it. And let me know what's going on because it doesn't sound like it's something good.

<Jareau>: <Unintelligible>

<Unidentified Male1>: What was that?

<Jareau>: They said 280

<Unidentified Male1>: Yeah the one that I just got a tag is for Skyline and Sneath in San Bruno

<Jareau>: Okay, got you

<Unidentified Male1>: All right thanks man

4911_20100909 18.24.10_9252702222.wav (59 seconds)

Ringling

<Todd>: Yeah this is Todd

<Joe>: Todd this is Joe in Dispatch. I forgot to ask you guys, did you find any leaks there?

<Todd>: Actually I think they did and we ended up issuing hazardous notices to apartments 2 and 7

<Joe>: No I didn't mean those, I meant did you find any still have leakage outside or took care of it.

<Todd>: That seemed to have taken care of it. I rechecked what Kevin told me to check and I wasn't getting anything more what we were when he was here.

<Joe>: Oh okay, that's great then. All right I don't need to call T&D to send anybody out there, that's what I needed to find out.

<Todd>: Nope, should be good.

<Joe>: All right. Thank you

<Todd>: All right man have a good one.

<Joe>: You too

<Todd>: All right man

<Joe>: Bye

4911_20100909 18.24.25_25500027.wav (9 seconds)

<Unidentified Male1>: Hey I've got an IR in San Bruno. It's an unknown address. <Unintelligible>

<Unidentified Male2>: Yeah I just got that. Cool man, thanks.

<Unidentified Male1>: You got it, Skyline and Sneath?

<Unidentified Male2>: Yeah, that's it thanks

4911_20100909 18.24.48_8054418785.wav (13 seconds)

<Bob>: Dispatch, this is Bob. Hello, hello, can't hear you, please call back.

4911_20100909 18.25.18_9252702222.wav (1 minute, 16 seconds)

Ringling

<Chris>: This is Chris

<Shawn>: Hey Chris, this is Shawn calling from Dispatch

<Chris>: Hey Shawn, how are you doing?

<Shawn>: I just got a couple of calls about something going on in San Bruno off of Skyline and Sneath, they are saying, they don't know exactly what it is, I'm sending a GSR, but they are saying the flame is 2 or 3 stories high and it sounds like a jet engine, I got a call from a couple of supervisors one from electric supervisor or a meter tech supervisor, no I'm sorry a T300 supervisor, and then a couple of GSRs called in and said you could see the flame from on top of the hill

<Chris>: I just got a call from Mitchell Kirk too so. Okay, what's the address?

<Shawn>: You know right now, it's just unknown premise, they said you can't miss it, the flame is shooting up in the air, it's Sneath and, I've got a GSR heading out there too, I'll give you his number, it's Sneath and Skyline.

<Chris>: Okay, who is the GSR

<Shawn>: His name is Jareau and his number is 650-

<Chris>: Okay, all right, I'm probably on my way

<Shawn>: Okay thanks a lot

<Chris>: Okay bye

4911_20100909 18.26.10_4153028173.wav (40 seconds)

<Marcus>: Marcus speaking

<Mark>: Hey Marcus, this is Mark at number . We need a GSR to come and replace a meter.
There's a leak at the scene at the bottom of the meter.

<Marcus>: Okay, let me, |

<Mark>: in Belvedere

<Marcus>: Okay, it won't be right away but I'll get somebody over there

<Mark>: All right thank you

<Marcus>: Okay you are welcome

4911_20100909 18.27.06_2706101.wav (1 second)

<Operator recording>: Completed as dialed, please

4911_20100909 18.27.15_9252702222.wav (49 seconds)

Ringling

<Valenti>: Gas control, Valenti

<Shawn>: Yes this is Shawn calling from Concord Dispatch

<Valenti>: Yeah, hi Shawn

<Shawn>: Quick question. You guys lose any pressure or anything out in San Bruno because I'm getting a couple of calls right now. They are saying there is a flame I guess that shot up in the air about 3 or 4 stories I guess. It sounds like a jet engine.

<Valenti>: In San Bruno?

<Shawn>: Yes, in San Bruno off of Sneath and Skyline

<Valenti>: <Unintelligible> We have not received any calls yet.

<Shawn>: Okay. I'll keep you guys informed. I've got a group of guys heading out there. They want a supervisor and GSR to figure out what is going on. They literally said it sounded like a jet engine crashed or something or I have no idea at this point. I figured maybe you guys had some information if it was our line.

<Valenti>: Okay

<Shawn>: Okay

<Valenti>: All right. Thank you

<Shawn>: Bye

<Valenti>: Bye-bye

4911_20100909 18.27.31_9252702222.wav (4 minutes, 19 seconds)

<Pacific Gas and Electric Company Corporate Headquarters voice prompt>: Hello, you have reached Pacific Gas and Electric Company's Corporate Headquarters in San Francisco. Our office hours are from 8am to 5pm Monday through Friday. Rotary Dial Users – please stay on the line and you will be transferred to the next available attendant. If this is a news media call, please press 1 now. Please hold while your call is being transferred. This call may be recorded for quality assurance. If you do not want to be recorded, please advise our service representative. All operators are currently assisting other callers. Please stay on the line for the next available operator.

<Unidentified Male>: Pacific Gas and Electric Company, how may I direct your call?

<Sal>: This is Sal from Dispatch, I'm trying to get a hold of media relations.

<Unidentified Male>: One moment here. The only thing we can do after media relations hours, is this. Send an email to have an on call media representative contact you back.

<Sal>: Yeah that's the normal, yeah that's fine.

<Unidentified Male>: And your contact number please

<Sal>: Oh criminy, I knew you were going to ask for that. It's gonna be of course I have to look into my phone because I don't have that memorized. It's going to be 888- . My name is Sal from Area 1. You can just punch 1 in there.

<Unidentified Male>: Can I ask what this is regarding.

<Sal>: This is a serious fire in San Bruno. We're getting reports, flames are 200 feet high. We had a GSR at a driving range, off duty, he said it sounds like a jet engine which means its possibly gas involved. We have no confirmation. I had a supervisor a construction supervisor call me and say he's headed that way because he thinks it might be gas also, he's not sure. So we have no information other than what we are hearing from employees that are around the area. So fire department, police department have not called us at this time.

<Unidentified Male>: I went ahead and emailed that information and one of our representatives will contact you back.

<Sal>: Okay, thank you

<Unidentified Male>: You're welcome, thank you

<Sal>: Bye

4911_20100909 18.29.09_5305106548.wav (1 minute, 37 seconds)

<Bob>: This is Bob

<Ed>: Hey Bob, it's Ed up in Redding.

<Bob>: Ed, what's happening?

<Ed>: Just want to see if you have anything besides FMCs

<Bob>: I can look for you, but it's going to be a little bit. Right now, I'm covering all of area 6

<Ed>: Yeah no problem, I'm going to take a break after this anyway.

<Bob>: Okay, perfect

<Ed>: Hey the other thing is, Sanchez is number 1 tonight, I don't know if he told you but I told him I would cover if something came in close to 8, you know I would extend one tag.

<Bob>: Okay

<Ed>: And then I think Ben is going to take his calls, and I think Ben will be home around 9

<Bob>: Oh, okay I didn't hear that.

<Ed>: Oh okay, okay

<Bob>: But he's coming home from Burney right now.

<Ed>: Okay yeah so he's still out then

<Bob>: Right

<Ed>: Okay, all right. Well basically that's what we had talked about earlier, maybe he changed his mind. So he is going to tell you that I would take a tag and extend if one came in at 8

<Bob>: Ben covering after 9

<Ed>: Yeah and then Ben will be home I think he said he will be home at 9

<Bob>: Okay

<Ed>: He said he would cover for Greg until midnight

<Bob>: Okay <Unintelligible> right now so if something pops up, he'd probably get it but well right now you still have an hour and a half so we'll just see how it goes. There is no use speculating

<Ed>: Exactly exactly

<Bob>: We'll figure it out, don't worry, I'll figure it out.

<Ed>: Okay if you can throw some back up on me other than FMCs that would be great, if not, I can work with it.

<Bob>: Yeah I'll see what I can find you in a couple minutes

<Ed>: Okay, no problem thanks

<Bob>: Bye

<Ed>: Bye

4911_20100909 18.29.32.wav (29 seconds)

<Chris voicemail>: Please hold while the subscriber you are trying to reach is located. Hi this is Chris with PG&E

4911_20100909 18.30.11_9252702222.wav (1 minute, 5 seconds)

Ringling

<Jareau>: Hello

<Unidentified Male1>: Hey Jareau it sounds like it's a gas station that blew up. But it looks like it destroyed a couple of houses too so I just wanted to give you a heads up

<Jareau>: Yeah I was on the freeway, I could see the flames like shooting like<Unintelligible> high

<Unidentified Male1>: Yeah, I've got the on call supervisor and he is heading out there too I just got a report right now. It sounds like a gas station blew up and took a couple of houses with it.

<Jareau>: Yeah, I'm over here in traffic right now trying to get there

<Unidentified Male1>: Cool man, thanks a lot, I've got to call media

<Jareau>: Okay bye

4911_20100909 18.30.25_25500027.wav (27 seconds)

<Shaunda>: Dispatch Shaunda

<Unidentified Male1>: Hey Shaunda this is a gas leak IR in Alameda <Unintelligible>

<Shaunda>: Do you have a field order number?

<Unidentified Male1>: yes, 306, I'm sorry, 3063162474

<Shaunda>: Okay, yes we do have it.

<Unidentified Male1>: All right, thank you ma'am

<Shaunda>: You're welcome bye-bye

4911_20100909 18.31.22_9252702222.wav (1 second)

Ringling – Nothing to transcribe.

4911_20100909 18.31.30_9252702222.wav (34 seconds)

< voicemail>: Hello, you've reached Pacific Gas and Electric Company's corporate headquarters in San Francisco. Our office hours are from 8 am to 5 pm Monday through Friday. Rotary dial users please stay on the line and you will be transferred to the next available attendant. If this is a news media call, please press 1 now, if you require corporate security assistance please press 2 now, for all customer service and billing, please hold while your call

4911_20100909 18.31.52_4157628160.wav (9 seconds)

<Unidentified Male1>: <Unintelligible>

<Larry>: Yeah this is Larry, System Gas Control

<Unidentified Male1>: Yes

<Larry>: Are you the dispatcher that just called us or was it

<Unidentified Male1>: That's Shawn, hold on a second

<Larry>: Thank you

4911_20100909 18.32.07_4157628160.wav (1 minute, 23 seconds)

<Larry>: Yeah, Shawn this is Larry, that may be our stuff. This is Larry out of System Gas Control

<Shawn>: You know what happened is that I just got a report that apparently a gas station blew up and took a couple of houses with it.

<Larry>: Oh a gas station did. Because I got a major pressure drop at a station up in that area.

<Shawn>: It looks like it took two houses completely

<Larry>: So a natural I mean excuse me, a gasoline station blew up and took a couple of houses with it.

<Shawn>: That's what we heard on the radio so my GSR

<Larry>: If that blew up and that main was running by that gas station, it might have gone up with it. Can you give me, as soon as you can, can I give you a number to call in here?

<Shawn>: Sure

<Larry>: 223-7986 Can you give me a physical location of that gas station?

<Shawn>: As soon as the GSR calls me. He said he was in stuck in traffic , he said it's pretty crazy out there. Right now I'll I've got is Sneath and 35

<Larry>: Sneath and 5th

<Shawn>: 35 It's highway 35 it's actually Sneath. They also call it Skyline and Sneath.

<Larry>: Skyline and Sneath.

<Shawn>: Correct

<Larry>: Okay, anyway when your guy gets out there, can you get me an address

<Shawn>: Sure it's 223-7986

<Larry>: You betcha, thank you sir. There is somebody here 24/7 bye

4911_20100909 18.32.47_5302770437.wav (58 seconds)

<Bob>: Dispatch, this Bob

<Don>: Hey Bob, Don up in Grass Valley

<Bob>: Hey Don

<Don>: It looks like I've got another IR on the screen. School Street.

<Bob>: Yes sir

<Don>: It looks like I'll be about 45 minutes. What time did that thing go up? 6

<Bob>: 17:56 4 minutes to 6

<Don>: Okay, I'll be there within the hour though

<Bob>: Okay I'll just make it for 18, can you be there in a half hour, 20 minutes

<Don>: No, I'm more like I'm just finishing up this one down here in Penn Valley at the market.

<Bob>: Okay I'll make it an hour from now do you think

<Don>: Yeah whatever, an hour from the time that it came in

<Bob>: Oh well

<Don>: Somewhere within the hour

<Bob>: You'd have to be there in about 20 minutes.

<Don>: Okay, I'll try to make it

<Bob>: Okay all right

<Don>: All right bye

<Bob>: Bye

4911_20100909 18.33.36_9252702222.wav (42 seconds)

<Unidentified Male1>: Need to go get my food too.

<Chris>: This is Chris

<Unidentified Male1>: Hey Chris, I just heard on the radio apparently I haven't been able to confirm but it sounds like a gas station blew up and took out 2 houses

<Chris>: So not us

<Unidentified Male1>: No, it took out 2 houses completely. As far as I know we don't really know yet because a GSR is sitting in traffic trying to get there. He said it's pretty bad.

<Chris>: But it's not a gas barn, a gas station as

<Unidentified Male1>: A gas line got hit because the load center, I called them and then they just called me back and they said they have a drop in pressure so something is going on out there. They need a physical address.

<Chris>: Okay, I'll call you right back. Thanks,

<Unidentified Male1>: Okay, great thanks

4911_20100909 18.33.46_9252702222.wav (1 minute, 3 seconds)

Ringling

<Aaron voicemail>: Hi leave a message and I will call you back. Thank you. At the tone please record your message. When you finished recording you may hang up or press 1 for more options. To send a fax, press 4 now. To leave a call back number, press 5

<Carlo>: Aaron, Carlo, it's 6:34, give me a call when you get this. I wanted to find out if you would be interested in helping out in Roseville. Give me a call man. Just a couple of tags I can give to you. Thank you.

4911_20100909 18.34.31_9252702222.wav (31 seconds)

<Unidentified Male1>: What I hear off the radio, that's what it said on the radio, it said a gas station blew up and incinerated 2 houses. <Unintelligible> But he said the gas station, news media call, press 1 now. Oh you did?

4911_20100909 18.34.35_9252702222.wav (22 seconds)

Ringling

<Joe>: Joe Capella <Unintelligible> speaking

<Unidentified Male1>: Joe, what do you figure about 30 minutes more?

<Joe>: Minimum, maybe make it 40 or so

<Unidentified Male1>: Oh okay

<Joe>: Just to be on the safe side.

<Unidentified Male1>: Okay, sounds good.

<Joe>: Okay

<Unidentified Male1>: Thank you, bye-bye

4911_20100909 18.35.37_6507666039.wav (1 minute, 18 seconds)

<Tom>: This is Tom

<Mike>: Hey Tom, I'm Mike Hickey, M&C mechanic out of Colma, I'm in south city right now and I'm looking at that explosion that happened. Do you know what that was? We have a transmission line that runs right through there

<Tom>: Well here's the deal. We think it's a fire. It was a gas station that blew. Incinerated 2 houses is what we are getting off the news. We have Jareau headed up there right now and he is stuck in traffic

<Mike>: Our transmission line runs right through there you know that.

<Tom>: Yes

<Mike>: Right in the area. Listen one station said that a jet went down or a plane

<Tom>: Oh really

<Mike>: Yeah I don't know what channel, what channel is that on Trish, 7? They are trying to get an aerial shot of it. But a neighbor called up and said it was a plane that came in and hit. But I don't know. The flame that is coming out is consistent with like a transmission line fire.

<Tom>: They know that there was a drop in pressure is all we know right now. We've talked to those guys too

<Mike>: There is a drop in pressure?

<Tom>: There is a drop in pressure so

<Mike>: Oh . All right.

<Tom>: We don't know what's going on. That's the first we heard, an airplane

<Mike>: All right. I can see it right from my house, it looks pretty amazing.

<Tom>: What was your name again?

<Mike>: Mike Hickey, I'm an M&C mechanic out of Colma

<Tom>: Thanks Mike

<Mike>: All right. Okay. All right. Bye

<Tom>: Bye

4911_20100909 18.36.16_25500027.wav (less than a second)

Nothing to transcribe.

4911_20100909 18.36.56_7076433762.wav (2 minutes, 26 seconds)

<Unidentified Female>: <Unintelligible> Dispatch

<Laurie>: Hi, this is Laurie, I'm calling with the California Highway Patrol

<Unidentified Female>: Yes

<Laurie>: We have a pole that's been damaged in an accident

<Unidentified Female>: Okay

<Laurie>: It's going to be in the area of _____ Valley, _____ in Contra Costa County

<Unidentified Female>: What city would that be?

<Laurie>: Close to Brentwood but let me just doublecheck

<Unidentified Female>: You said it was close to _____

<Laurie>: Yes, Deer Valley

<Unidentified Female>: Let's see what it comes up as

<Laurie>: Anitoch maybe Brentwood

<Unidentified Female>: It's coming up as Brentwood

<Laurie>: Okay

<Unidentified Female>: Okay. What is the cross street there please

<Laurie>: Briones Valley Briones

<Unidentified Female>: Is that Valley Road

<Laurie>: Correct

<Unidentified Female>: Okay and is there people still in the car

<Laurie>: No everybody has been transported but I do have officers on the scene

<Unidentified Female>: Okay is the pole going to fall, is that what they are afraid of?

<Laurie>: Yes and I have the pole number as well if that is helpful

<Unidentified Female>: Okay go ahead

<Laurie>: 110116274

<Unidentified Female>: So the vehicle has been cleared that hit it

<Laurie>: Let's see, they called a tow, I can find out, hold on. I'm just waiting for a response back

<Unidentified Female>: Okay, but the pole is broken

<Laurie>: You know it doesn't indicate it just says to have you guys check the pole because it was hit during the accident.

<Unidentified Female>: Oh okay. I'll just put damaged pole

<Laurie>: They are saying the vehicle is still on scene

<Unidentified Female>: Okay 16274 okay, and a contact phone

<Laurie>: It's 707-551-

<Unidentified Female>: Okay

<Laurie>: And it's our log 1789

<Unidentified Female>: Okay, we'll get somebody going on that.

<Laurie>: Okay great, thank you

<Unidentified Female>: Thanks, bye-bye

4911_20100909 18.37.06_9258761207.wav (14 seconds)

<Shaunda>: Dispatch, Shaunda

<Dean>: Shaunda, this is Dean

<Shaunda>: Hey Dean

<Dean>: You should see some tags coming across, 7 tags on Donegal.

<Shaunda>: Got them. I'll send them to you.

<Dean>: Thank you

<Shaunda>: Okay, bye-bye

4911_20100909 18.37.19_9252702222.wav (32 seconds)

Ringling

<Jim>: Hello

<Bob>: Jim, Bob in Dispatch

<Jim>: Hey Bob, I'm fine I hit the wrong button

<Bob>: Do you require assistance?

<Jim>: No, just a matter of hitting the right button is all it is buddy. Sorry it's been a long day, in a hurry

<Bob>: All right. No problem. Take care

<Jim>: Bye

4911_20100909 18.37.28_4154071811.wav (44 seconds)

<Marcus>: Dispatch, Marcus speaking

<John>: Marcus, John <Unintelligible>

<Marcus>: What's happening John?

<John>: Did you just put this Belvedere on me?

<Marcus>: Yes sir

<John>: Did you see the notes?

<Marcus>: No I didn't.

<John>: Take a look at them. I'm wondering if the

<Marcus>: Oh yeah, I did see it

<John>: Is the crew there now?

<Marcus>: Yeah they are there

<John>: Okay so you know what I'll do, I'll head over there now.

<Marcus>: Okay

<John>: I'm back up in San Rafael

<Marcus>: Okay

<John>: I'll shoot down there right now so they don't have to wait any longer

<Marcus>: Okay

<John>: If people free up, feel free to dump any of my work that you see fit, but other than that I'll head right to

<Marcus>: All right.

<John>: Thanks

<Marcus>: Okay, thanks

<John>: Okay, bye

4911_20100909 18.37.31_9162136412.wav (1 minute, 47 seconds)

<Unidentified Male1>: What's up

<Unidentified Male2>: Oh he called back, he called back. Busy eating your noodles there man, what the hell. Do you want to go to Roseville after?

<Unidentified Male1>: Yeah

<Unidentified Male2>: We've got a couple of tags. Okay well

<Unidentified Male1>: Those

<Unidentified Male2>: They are restores, yeah they are restores because there are still guys out there in Roseville, I don't think they are assigned for anyone to stay after but those still there are getting hammered man.

<Unidentified Male1>: They are getting hammered

<Unidentified Male2>: Yeah, yeah what do you call this, both guys that they have out in Roseville have like 5 jobs right now. And then I gave 2 to Greg Steed already. I haven't heard from him, hopefully he goes over there, and then I was thinking of sending you over there because it's kind of quiet in Sacramento anyway. But I'll let you complete the other tag before I send you out there.

<Unidentified Male1>: Yeah, just put it on my screen.

<Unidentified Male2>: Awesome. What you having for dinner man?

<Unidentified Male1>: I'm just having some chicken, a couple of you know, salad and stuff

<Unidentified Male2>: Salad and stuff

<Unidentified Male1>: uh huh

<Unidentified Male2>: Man, healthy eater, where did you go, Boston Market?

<Unidentified Male1>: No, Johnny <Unintelligible>

<Unidentified Male2>: What the hell is that, is that local?

<Unidentified Male1>: Yeah

<Unidentified Male2>: I don't think we have that over there wow

<Unidentified Male1>: Yeah, just a piece of chicken, you know a bunch of spinach and spaghetti, that's it.

<Unidentified Male2>: A bunch of spaghetti. You say the salad is the side not with some spaghetti man, you said it the other way around. All right man, thank you.

<Unidentified Male1>: All right.

<Unidentified Male2>: Okay, bye

4911_20100909 18.37.37_5107158498.wav (1 minute, 4 seconds)

<Brenda>: Dispatch, Brenda

<Brian Atwood>: Brenda, this is Brian Atwood from Heyward

<Brenda>: Hi Brian

<Brian Atwood>: Hi, hey do they got a reportable going that on in San Jose, I saw a little news blurb saying that there was a gas leak and it's on fire

<Brenda>: Yeah San Bruno, a gas station

<Brian Atwood>: In San Bruno

<Brenda>: Right

<Brian Atwood>: Not off the keys in San Jose

<Brenda>: Well the one my supervisor is looking at looks like San Bruno but I don't know if that means if a second thing is going on in San Jose, I don't know

<Brian Atwood>: Yeah

<Brenda>: Because San Jose that's the Fresno dispatch

<Brian Atwood>: Oh okay

<Brenda>: He is on the phone now regarding the San Bruno gas station that is on fire

<Brian Atwood>: Geez what happened?

<Brenda>: I don't know

<Brian Atwood>: All right.

<Brenda>: You want Doug to call you? Brian

<Brian Atwood>: That's okay, that's okay, I was just checking about the San Jose one.

<Brenda>: Okay

<Brian Atwood>: All right. Thank you

<Brenda>: You're welcome

4911_20100909 18.39.14_6504448150.wav (39 seconds)

<Chris Bower>: Yeah Shawn, it's Chris Bower

<Shawn>: Hey Chris

<Chris Bower>: Hey I can't find Load Center's number. Do you have it real quick

<Shawn>: Yeah, it's 1-800-547-5955, I've already called them by the way. They said they have a drop in pressure 547-5955

<Chris Bower>: Can you ask load center if they couldn't can we have somebody contact the on call medial representative?

<Shawn>: You know what, I called them myself. I'm waiting for them to respond

<Chris Bower>: Okay wonderful, if they could get a hold me that would be perfect

<Shawn>: The media, no problem. I'll go ahead and have them call you as soon as

<Chris Bower>: One more thing I don't have to do. Okay thanks Shawn.

<Shawn>: No problem.

<Chris Bower>: Bye

4911_20100909 18.39.36_25500027.wav (54 seconds)

<Carlo>: Dispatch, Carlo

<Ricardo>: This is Ricardo Sacramento, I'm calling over a gas IR in Roseville

<Carlo>: Okay

<Ricardo>:

<Carlo>: I'm waiting for my system to refresh man. It looks like there is nothing yet. What's the address again

<Ricardo>:

<Carlo>: Alyssum okay, nothing yet man. It just says

<Ricardo>: <Unintelligible>

<Carlo>: Set up the zeros <Unintelligible> Oh there it is, thank you

<Ricardo>: All right. Thank you

<Carlo>: All right. Bye-bye

4911_20100909 18.40.05_9252702222.wav (24 seconds)

Ringling

<Voicemail>: Hello this is <Unintelligible> with PG&E claims department in San Francisco, I'm either away from desk or on another line, please leave

4911_20100909 18.40.24.wav (2 minutes, 6 seconds)

Ringling

<Unidentified Male1>: <Unintelligible>

<Unidentified Male2>: What are you doing Wayman?

<Unidentified Male1>: <Unintelligible>

<Unidentified Male2>: Sounds like a plane in San Bruno and took out a gas station which incinerated two houses and there's flames blowing 200 feet in the air per Scott Robinson. So just giving you a heads up in case they want to move some guys down there or something.

<Unidentified Male1>: Okay if they do request us to go down there, please let me know.

<Unidentified Male2>: I will call you first, I'm just giving you a heads up

<Unidentified Male1>: If they are going to request a serviceman to go down, let me know.

<Unidentified Male2>: Yeah, we got Turow Breeze headed that way right now. So we don't know what's going on. We just know, we've talked to Load Control and they said they got a drop in pressure and we've got another, we're getting calls from guys that live around there saying there is a transmission line that is right under all this so we don't know what is going on. We haven't even got a call from 911 yet. But we do have people responding. We're making phone calls out to everybody

<Unidentified Male1>: My question is why are we sending guys up there if nobody called

<Unidentified Male2>: If they have taken out 2 houses, we probably got gas blowing somewhere

<Unidentified Male1>: Right, so that means somebody did call in.

<Unidentified Male2>: Well nobody has called us yet. We're just responding proactively because Scott Robinson has called us, and we've got Mike Mencer called us and one other OMC guy, I can't remember his name. Mike Mencer was up there by the driving range, I guess he was on the driving range and so he called us and said hey it sounds like gas so that's why we are doing what we are doing. Just an FYI, we don't know nothing to be honest with you.

<Unidentified Male1>: Right, right. Keep me informed okay.

<Unidentified Male2>: Okay

<Unidentified Male1>: All right.

<Unidentified Male2>: Bye

4911_20100909 18.40.24_9259344422.wav (1 minute, 1 second)

<Margie>: Hi there, this is Margie. I'm calling for Contra Costa County Fire

<Unidentified Female>: Yes

<Margie>: Hey we had a pole that was, I'm not sure if it was hit, it must have been, in an accident on Deer Valley Road and the cross street would be Briones

<Unidentified Female>: Can you spell it

<Margie>: Briones

<Unidentified Female>: In the city of

<Margie>: That's going to be the city of Brentwood

<Unidentified Female>: <Unintelligible> okay go ahead with the pole number

<Margie>: The pole number is 11011674

<Unidentified Female>: And your call back

<Margie>: Is 925-945-

<Unidentified Female>: Thank you we'll have someone out

<Margie>: Okay, and all our crews have cleared. I'm not sure if <Unintelligible> on scene or not, they just want you to check the pole because they said it had a pretty good lean to it

<Unidentified Female>: No problem, thank you

<Margie>: Okay, you're welcome bye-bye

<Unidentified Female>: Bye

4911_20100909 18.41.48_6505156488.wav (34 seconds)

<Jareau>: <Unintelligible> What's up, it's Jareau

<Unidentified Male1>: What's up Jareau?

<Jareau>: Hey this thing is ; huge. Scott Robinson is here and he said he doesn't know what it is yet. He can't quite verify it he is checking with the fire department

<Unidentified Male1>: Somebody said a jet or something might have hit a gas station and then caused our line to blow with it.

<Jareau>: He said there is a couple of gas transmission lines over here. He's calling like a couple of people

<Unidentified Male1>: Yeah Chris Bowers is on call right now so if he wants to give him a call too, he probably has the number for sure

<Jareau>: Okay

<Unidentified Male1>: All right cool man thanks

<Jareau>: All right.

4911_20100909 18.43.12_9252702400.wav (54 seconds)

Ringling

<Fran>: This is Fran

<Chris>: Hey Fran, this is Chris from Dispatch

<Fran>: Hi Chris, how's it going?

<Chris>: Good good. I'm Dispatch in Roseville and you know we had that big outage

<Fran>: Yup

<Chris>: And the bulk of it was down but we still have jobs trickling in and the work is starting getting pretty steep on the two guys we got. I need another guy.

<Fran>: We don't have anybody out there?

<Chris>: Like we have one late guy, one guy is already extended and there is no one else on the on call list to call

<Fran>: Okay

<Chris>: So I need somebody else

<Fran>: Okay, I'll see what I can do for you

<Chris>: Thanks

<Fran>: No problem

<Chris>: Bye

4911_20100909 18.43.25_9252702222.wav (31 seconds)

Ringling

<Chris>: This is Chris

<Unidentified Male1>: Hey Chris, I just wanted to give you a heads up, Scott Robinson is out there with the GSR. I'm not sure if you are aware of that.

<Chris>: Okay, no I didn't but that will help

<Unidentified Male1>: He is out there so if you want to call him.

<Chris>: Okay I will do that, thank you.

4911_20100909 18.43.27_9252702222.wav (31 seconds)

Ringling

<Karris>: Karris

<Unidentified Male1>: Hey Karris

<Karris>: Hey can you please go to this IR, this other guy is taking too long to move

<Unidentified Male1>: Okay

<Karris>: Thank you

4911_20100909 18.43.38_6503394762.wav (1 minute, 31 seconds)

<Bell>: This is Bell

<Mark>: Bell, this Mark <Unintelligible>

<Bell>: Hey Mark

<Mark>: Hey have you heard anything about a possible gas explosion in San Bruno?

<Bell>: Here's what we've got going we think. We're getting a lot of different calls from a lot of different people

<Mark>: Okay

<Bell>: It sounds like a plane may have hit a gas station. We know the gas station exploded, took out a couple of houses is what we are hearing on the news. This is what one of the Colma OM&C guys was saying that he heard on the radio cause he called in, he said it took out a gas station which blew up and took 2 houses out.

<Mark>: Okay

<Bell>: So I had

<Mark>: I got a call from somebody that was on Skyline and he said he heard it going to gas explosion. He didn't know if it was natural gas or not

<Bell>: Well here's the deal. Scott Robinson is out there. E. Jareau Breiz is out there and they say the flames are 200 feet high. We've got a transmission line right there, they lost the drop in pressure from what they saying

<Mark>: Oh, they did

<Bell>: So you know as much as we do at this point. I've already talked to linemen in case we have to send people

<Mark>: Okay, okay let me get a hold of Rubin the director

<Bell>: I think Rubin has already talked to, hold on a second, let me see if Rubin, we've already talked to Rubin. Let me ask Doug. Hey Doug, have you talked to Rubin?

<Doug>: Yeah

<Bell>: Yeah okay Doug has already talked to Rubin

<Mark>: Okay, all right. Very good, all right, we'll talk to you later

<Bell>: Bye

<Mark>: Bye

4911_20100909 18.44.19_4153173816.wav (33 seconds)

<Randy>: Hey Shawn, this is Randy

<Shawn>: Hey Randy

<Randy>: Can you give me .

<Shawn>: :

<Randy>: I don't know who has it, Mark LaChin might got it

<Shawn>: Let me see.

<Randy>: [Unintelligible] <Unintelligible> pipeline. I'm right next door, the guy wants it on, I don't have a tag for it

<Shawn>: 1563, yup I do have it, here it is.

<Randy>: Send it to me, send me the electric or whatever you have for it

<Shawn>: I've got both, gas and electric, it's on your screen

<Randy>: Okay thanks

<Shawn>: Sure

4911_20100909 18.44.25_9252702222.wav (3 minutes, 14 seconds)

Ringling

<Unidentified Male1>: <Unintelligible> speaking

<Unidentified Male2>: You ain't going to believe this boss.

<Unidentified Male1>: What's that?

<Unidentified Male2>: You ain't going to believe this.

<Unidentified Male1>: Try me.

<Unidentified Male2>: I've got another one up in Chico or in Paradise.

<Unidentified Male1>: Just a minute, hold on, just a minute. Okay, another what?

<Unidentified Male2>: It is a 40/80, what is that? Leak at the meter. On Castle Drive

<Unidentified Male1>: Okay, cool but you say Chico or Paradise.

<Unidentified Male2>: Paradise, I'm sorry

<Unidentified Male1>: You said Chico

<Unidentified Male2>: Yeah, by mistake. Quite frankly I was hoping you could do down and help Mike in Chico but you are going to get something back from him, I don't know what, but you are going to get something back from him.

<Unidentified Male1>: Is that right?

<Unidentified Male2>: Well, he's got, he got on this off by crew or this no gas no reason on Orient Street. Ended up getting another tag for another apartment right next door to it. So now he's on that one. He was on this Orient for an hour for a no gas no reason in an apartment. Hopefully he's just doing the paperwork on the second apartment. He spent an hour in an apartment doing a no gas no reason. I'm going to scream. Anyhow he has 1, 2, 3, 4 electric restores and another leak to do. A leak at the range. I'm hoping he goes to the leak at the range next. If he doesn't he's a

<Unidentified Male1>: Okay, well I won't go Chico <Unintelligible>

<Unidentified Male2>: Okay. Yeah it doesn't make any sense for you to leave that one sitting up in Paradise

<Unidentified Male1>: Right

<Unidentified Male2>: We'll just go get it.

<Unidentified Male1>: Right, okay, all right.

<Unidentified Male2>: Another hour of travel time for crying out loud

<Unidentified Male1>: Yeah you got it.

<Unidentified Male2>: You're milking it.

<Unidentified Male1>: As soon as the okay is this from a customer or <Unintelligible>

<Unidentified Male2>: I believe it's from the customer

<Unidentified Male1>: Okay, cool

<Unidentified Male2>: I didn't see an EP on it.

<Unidentified Male1>: <Unintelligible> you never know

<Unidentified Male2>: No it sounds like, let me open the tag back up, let's see here. What it says exactly is Access okay, severe to mild, backyard meter, duration today, cause unknown, cross street Cliff, per Michael

<Unidentified Male1>: Okay, sounds good.

<Unidentified Male2>: So, be safe

<Unidentified Male1>: All right thanks.

<Unidentified Male2>: All right thanks bye

<Unidentified Male1>: Bye

4911_20100909 18 44.51_5306804600.wav (3 minutes, 21 seconds)

<Carlos>: Carlos

<Carol>: Carlos, it's Carol, hi

<Carlos>: You are still out there.

<Carol>: I am, I hopefully need Chuck Carion and Mike Green are still out here.

<Carlos>: You know what, yes they are. Mike Green is still out and Chuck, Dante's last tag, hang on let me set up to see you on my screen. I figure you are still in Vacaville, that's why

<Carol>: No I'm not, I'm in Woodland today

<Carlos>: Yeah, <Unintelligible> I guess when they assign you, when we click on certain yards to see the list of guys that are working for a certain yard, sometimes when they do a resource share, they forget to put you guys back

<Carol>: Oh okay

<Carlos>: Yeah, it happens a lot that's why I know it's kind of gibberish for you guys, you are like what do you mean, I work for.

<Carol>: Okay

<Carlos>: Just for us, just for us, it's kind of confusing sometimes

<Carol>: I don't have anything on my screen. I just cleared one. I was kind of calling to find out what Chuck has, what Mike has at this point. We are all trying to get these jobs done if possible.

<Carlos>: Okay, thank you for that. Right now Chuck is on his last tag. Mike Green is heading towards Woodland for a, what is he doing there, for a leak and then he still has one pending in Davis <Unintelligible> for a gas leak for electric dryer.

<Carol>: That's it?

<Carlos>: That's it.

<Carol>: Why don't you give me the Davis one and I'll head down there. Well, yes it's already past for him. He's on his way here to Woodland?

<Carlos>: Yes, he's in route to Woodland

<Carol>: Okay, why don't you just give me, forget that leak in Davis I don't know

<Carlos>: Are you sure? Because I think I don't know what happened with Woodland but if those 2 guys are extended anyway so this way you can get <Unintelligible> address

<Carol>: It was kind of amongst the 3 of us because Mike was loaded up with work

<Carlos>: Oh he was earlier

<Carol>: Yeah he was, he had like I don't know how many tags. So that's good, we're knocking them out.

<Carlos>: Yeah you guys are making progress definitely.

<Carol>: You know what, I'll just take the Davis one, I don't really want to though

<Carlos>: You are an asset to this yard definitely

<Carol>: Oh gosh, Mike has to go back there anyways

<Carlos>: True, he'd have to drive back. Are you the only person to be called up to Woodland?

<Carol>: I'm not even on call tonight.

<Carlos>: Oh you're not. Oh okay, that was my concern because if you are, I'd rather have you rest

<Carol>: Yeah right right. What is the one on Calabaras? A leak?

<Carlos>: A leak of their dryer so hopefully nothing too exciting.

<Carol>: Okay, why don't you give it to me, gosh go ahead, boy you didn't hesitate on that.

<Carlos>: Oh no, I listened, you don't have to struggle

<Carol>: Yeah, you know what I've got to use a restroom, I'm going on unavailable real quick, go to the bathroom and then I'll go

<Carlos>: Okay I'm sure Mike appreciates that. Thanks Carol

<Carol>: You are welcome. Okay, I'm probably going to go home after this one, okay.

<Carlos>: Okay, I'll let Sherry know.

<Carol>: Okay, thanks

<Carlos>: Okay bye

<Carol>: All right bye

4911_20100909 18.48.50_25500027.wav (26 seconds)

<Chris>: This is Chris

<Unidentified Female>: Hey Chris, I just wanted to make sure you got my IR for Timber Way Sacramento

<Chris>: Yeah we got it.

<Unidentified Female>: Okay thank you

<Chris>: Okay bye

4911_20100909 18.48.51_6504444840.wav (1 minute, 26 seconds)

<Sal>: Dispatch, Sal

<Scott Robinson>: Yeah, this is Scott Robinson.

<Sal>: Hey Scott

<Scott Robinson>: <Unintelligible> plane crash

<Sal>: Okay we got a plane crash

<Scott Robinson>: Yeah, a plane crash, we need electric crews to turn off electric, need gas crews to cut off distribution

<Sal>: gas distribution and electric

<Scott Robinson>: <Unintelligible>

<Sal>: I can hear you, you are cutting out on me. So we need gas distribution

<Scott Robinson>: We need gas distribution, a couple of gas crews and electric crews to open the lines

<Sal>: gas and electric crews, got ya

<Scott Robinson>: It looks like a large plane came down <Unintelligible> in a residential area

<Sal>: Yeah we're seeing it on TV right now, okay, gas crews and electric crews, got ya. All right.

<Scott Robinson>: <Unintelligible> turn this thing off

<Sal>: Hey what's your number, what's your number?

<Scott Robinson>: My cell phone is 650- I'll tell you right now I'm with John Corona superintendent

<Sal>: Oh you are with Corona, okay. All right, call me back, I'm losing you.

4911_20100909 18.49.13_6507962079.wav (1 minute, 28 seconds)

<Dudley>: Yeah, Shawn this is Dudley

<Shawn>: Hey Dudley, it's a mess out there man

<Dudley>: It's terrible, are we supposed to do anything about this?

<Shawn>: everyone has been notified so we've got everybody notified at this point. They are trying to get out there. Everyone from top to bottom are getting dressed and trying to get out there so. It's bad man. I'm looking at the live feed right now, it looks like a mountain burning

<Dudley>: I'm not too close but

<Shawn>: We've got a GSR out there, we've got a GSR and we got like 3 supervisors headed out there

<Dudley>: Yup. I didn't want to get too close if I didn't need to cause my asthma is awful

<Shawn>: I'm telling you right now, don't get close because it is bad, looking at the live feed, it looks like a mountain burning

<Dudley>: I've never seen smoke just keep pumping out black like that. The fire is just going and going

<Shawn>: Minimum 10, minimum 10-15 houses

<Dudley>: Oh man.

<Shawn>: My guess is

<Dudley>: What I've heard is an airplane

<Shawn>: It sounds like an airplane might have hit a gas station and then caused the water lines to go out too

<Dudley>: I heard a radio report that said a gas station is not involved

<Shawn>: Got it

<Dudley>: They feel that it is very possibly an airplane

<Shawn>: Yeah, we'll figure it out. We've got people headed out.

<Dudley>: Terrible, jeez

<Shawn>: Yeah, I've got a couple of calls I have to take care of right now

<Dudley>: Okay, all right Shawn

<Shawn>: Thanks man

<Dudley>: Okay

4911_20100909 18.49.34_7072493330.wav (12 seconds)

<Kevin>: Carlo, Kevin again

<Carlo>: Kevin

<Kevin>: Geraldine's screen empty.

<Carlo>: Yes

<Kevin>: Thank you sir,

<Carlo>: All right man.

<Kevin>: Good night.

<Carlo>: Okay bye-bye

<Kevin>: Bye

4911_20100909 18.50.32_2097519629.wav (46 seconds)

<JD>: Hey this is JD with the news department

<Unidentified Male1>: Yeah JD what do you got?

<JD>: I got your page

<Unidentified Male1>: We're kind of moving here. Here's the deal. We've got a plane down in San Bruno. We've got fires all over the place. We're calling for electric crews, gas crews whatever we can get a hold of so if you turn on the TV, it's not pretty. We need us to respond. We've got a lot of stuff going on.

<JD>: Okay

<Unidentified Male1>: It's in San Bruno, Skyline and Sneath.

<JD>: Okay

<Unidentified Male1>: I have to get going, I have to get some crews out there.

<JD>: Okay okay

<Unidentified Male1>: All right. Thanks bye

4911_20100909 18.51.28_9252702222.wav (24 seconds)

<Matt's voicemail>: You've reached Matt, go ahead and leave me a message and I'll call you back.

<Sherry>: Hi Matt, Sherry at Dispatch. Give me a call, I have an IR please

4911_20100909 18.51.40_2706101.wav (54 seconds)

Ringling

<Barry>: Gas Control, Barry speaking

<Shawn>: Yeah Barry, this is Shawn calling from Dispatch

<Barry>: Yeah Shawn.

<Shawn>: I just wanted to give you a heads up, not sure if you guys are aware of it but we're looking at a live feed and it looks like at least 10 houses that are burning with this big fire that is going on over in San Bruno

<Barry>: We've got 10 houses on fire, okay Shawn.

<Shawn>: It looks like it, if you go to CBS, I don't know if you guys have access

<Barry>: Man we do but we don't even time right now. Tell me what you are seeing. 10 houses on fire. This is San Bruno right

<Shawn>: I can't confirm how many it looks like a literally is ton. At least 10 my best guess

<Barry>: Oh my god.

<Shawn>: It looks like a fire on a hill basically

<Barry>: Okay, okay great. Thanks for the hey Shawn you are SF Gas Dispatch

<Shawn>: We're over in Concord yeah

<Barry>: Concord Dispatch okay thanks Shawn, talk to you later

4911_20100909 18.52.04_9252702222.wav (4 seconds)

<Unidentified Female>: You getting ready to leave?

<Matt's voicemail>: You've reached Matt, go ahead and leave me a message and I'll

4911_20100909 18.53.00_9168257778.wav (48 seconds)

<Bob>: Dispatch, this is Bob

<Fred Quinn>: Hey Bob is Chris available

<Bob>: If he didn't answer, he is probably pretty busy, let me check, I have to get back to my desk.

<Fred Quinn>: Okay. He called, I'm just trying to call him back

<Bob>: Okay, who is this?

<Fred Quinn>: Fred Quinn, Gas Services on call

<Bob>: Okay, yeah, you know what I think we are going to need, it looks like we need somebody else in Roseville

<Fred Quinn>: Yeah, no I started to call people from the Sacramento list and one guy said he was already going up there. Then I talked with Chris and he said he already had two people out. I want to know if the guy in Sacramento is extra or how much more he wants me to go.

<Bob>: Let me see if I can transfer you, hold on just a second

<Fred Quinn>: Okay

4911_20100909 18.53.05_9252702222.wav (1 minute, 9 seconds)

<Pete>: This is Pete

<Shawn>: Hey Pete, this is Shawn calling from Dispatch

<Pete>: Yeah Shawn

<Shawn>: I just wanted to give you a heads up, I'm not sure if you are aware of that huge explosion down in San Bruno

<Pete>: Yeah, gas, do they think its gas

<Shawn>: It is gas, but there is at least 10 houses that are burning

<Pete>: They are getting low pressure, I just talked to the gas superintendent too

<Shawn>: Yeah, I did call them and let them know, but there is 10 houses that are burning. So I guess they said something about gas and electric crews. I'm not sure who called in. I have to ask the San Francisco dispatch. I just want to make sure you are aware of it.

<Pete>: Yeah, in fact I'm going back in there. They are going to open the deck down there. We've got two Colma Troublemens on. Why don't we try to get the 3rd guy back in.

<Shawn>: No problem.

<Pete>: Yeah I've got a feeling we are going to need him.

<Shawn>: Yeah if you look at CBS and you get a live feed on CBS, it's pretty bad. There's a copter flying over it.

<Pete>: Are they showing any plane wreckage though?

<Shawn>: It doesn't show anything I mean it literally looks like a fire like a fire that you see on a mountain you know that is just burning, the whole mountain is going. You know that's the fire department, I've got to go.

<Pete>: You got to get the gas cranked off okay good deal

<Shawn>: Sure

<Pete>: Bye

4911_20100909 18.53.09_5599949332.wav (1 minute, 25 seconds)

<Marcus>: Dispatch, Marcus speaking

<Unidentified Male1>: Hey this is <Unintelligible> with PG&E. Hey we just completed a copper service replace in Novato and if you are ready, I'll give you the address

<Marcus>: Okay, just one second, hold on one second

<Unidentified Male1>: No problem

<Marcus>: Okay what is that address

<Unidentified Male1>: in Novato and it's a 2 meter

<Marcus>: Oh you need a gas services to re-light this thing

<Unidentified Male1>: That's correct, it's a copper replacement, we ran a new service to it

<Marcus>: And this is in Novato?

<Unidentified Male1>: That's correct

<Marcus>: Hold on here

<Unidentified Male1>: : in Novato

<Marcus>: Customer home?

<Unidentified Male1>: Yeah both customers are home

<Marcus>: Okay we'll get somebody out there

<Unidentified Male1>: Okay thank you

<Marcus>: Bye now

4911_20100909 18.53.11_9252702222.wav (27 seconds)

<Pete DeMartini voicemail>: You have reached Pete DeMartini, please leave your message after the tone.

<Sal>: Hey Pete, Sal, I need you to call Dispatch ASAP we have a plane down in San Bruno and we've got supervisors on site looking for crews. Give us a call, thanks. It's 6:53, I'm going to try your other number.

4911_20100909 18.53.14_9252702222.wav (4 seconds)

<Matt's voicemail>: You've reached Matt, go ahead and leave me a message and I'll call you back.

4911_20100909 18.53.52_9252702222.wav

Ringling

<Operator recording>: You have reached an invalid pager number ST2 Stockton

4911_20100909 18.54.12_6508778986.wav (12 seconds)

<Sal>: Emergency, Sal

<Unidentified Female>: Hi, this is <Unintelligible> with San Bruno police

<Sal>: Yeah, we know. We're sending everybody we can get a hold of

<Unidentified Female>: Okay yeah we just need the gas cutter

<Sal>: They are up there already

<Unidentified Female>: Thank you very much

<Sal>: Thanks, bye

4911_20100909 18.54.19_9168257778.wav (48 files)

<Fred>: Hey Chris, Fred

<Chris>: Fred

<Fred>: I called Greg Steed at out Sac but he said he already some tags so was he part of the two that you already had or is he an extra one and you need another. You need some more people

<Chris>: I just spoke with Carlo, the Sacramento dispatcher and he said he put a couple of tags on a couple of Sacramento so when they are done in Sacramento they are going to come on up

<Fred>: Okay Greg Steed is one that is coming up now because he has <Unintelligible> is he still need more or are you good now

<Chris>: Greg Steed and I think he mentioned another <Unintelligible> I'm trying to look

<Fred>: Okay so I don't need to call anybody else then

<Chris>: I've got two coming and I think that should do it.

<Fred>: Okay so you and Carlo worked it out

<Chris>: Yeah

<Fred>: Okay

<Chris>: Thanks for calling me back

<Fred>: No problem

<Chris>: All right. Bye

4911_20100909 18.54.33_9252702222.wav (1 minute, 49 seconds)

Ringling

<Pete>: Pete speaking

<Sal>: Pete, Sal from Dispatch

<Pete>: Yeah Sal

<Sal>: We need some crews going, I don't know if you've heard that there is a plane down in San Bruno

<Pete>: I've got trouble men, I'm calling trouble men in.

<Sal>: Beautiful okay, I just talked to Scott Roberson

<Pete>: You need crews, what kind crews?

<Sal>: They've got houses burning right now, they want stuff turned off?

<Pete>: Gas crews, electric crews

<Sal>: They are calling for both

<Pete>: Okay I'm a trouble men supervisor

<Sal>: Right so we need trouble men out there and the crews

<Pete>: I'm calling the trouble men already. I don't see <Unintelligible> the crews, that's what I'm saying

<Sal>: Okay who is the I looked it up.

<Pete>: I've just got the trouble men. It should be Rodney Simon, you know what to do, I'm on the way back into work, call into the deck in San Carlos, he's opening that up so basically he'll go full blown in there.

<Sal>: Yeah because I don't see, we haven't got an email yet.

<Pete>: So basically, whether the lights have gone out, ' ' I can smell the smoke in San Francisco.

<Sal>: It's ugly. We can see it on, we're bringing it up

<Pete>: Did you actually see a plane crash though or what?

<Sal>: That's what we have just been told that it was a plane that went down into it sounds like a gas station and blew it up and took out houses, so there you go.

<Pete>: I'm moving on the T men right now and then

<Sal>: I'll try to get a hold of Rodney Simon because I don't see his number in there

<Pete>: Get any Electric crews that are available.

<Sal>: Okay, sounds good

<Pete>: All right thank you bye

<Sal>: Sure, bye

4911_20100909 18.55.26_4153730800.wav (1 minute, 32 seconds)

<Larry>: Shawn, this is Larry.

<Shawn>: Hey Larry.

<Larry>: Okay this looks like it's for real and it may be our stuff.

<Shawn>: Okay.

<Larry>: So here's what we need, the calvary out. Okay. I've got what it looks like is 1 line transmission line 132 is busted. Okay, there was 140 pounds going in. It's going down to 60 okay. This is the other gas feed going into San Francisco all the way in. Now Sullivan which is the opposite feed, there's two feeds going in up there.

<Shawn>: Okay.

<Larry>: is the flow has increased substantially but it appears to be holding the pressure. So what I need is possibly a couple of serviceman checking pressures in the city. Okay I haven't been about to get a hold of Chuck Martinez.

<Shawn>: <Unintelligible>

<Larry>: Oh you did call Chuck. So we got a hold of Chuck but you might want to put a couple servicemen out to check a couple <Unintelligible> to make sure we aren't losing any pressure downtown.

<Shawn>: Is there a particular side

<Larry>: I'd say doggone, the Oakland side of San Francisco

<Shawn>: Oakland side

<Larry>: You know what I'm saying, the Baybridge side of San Francisco

<Shawn>: Okay

<Larry>: Okay so and you might want to alert, I'm going to call peninsula too. I'll give peninsula a call. You might want to alert your on call gas guy for peninsula.

<Shawn>: I've already done that.

<Larry>: Okay good buddy. Unfortunately, Shawn this may be ours.

<Shawn>: Okay.

<Larry>: All right.

<Shawn>: I'll go ahead relay the message.

<Larry>: All right guy. Like I said, maybe but it's a big maybe. It looks like it. All right guy thank you much.

<Shawn>: Got it. All right bye

<Larry>: Bye

4911_20100909 18.56.20_9255754134.wav (52 seconds)

<Shaunda>: Dispatch, Shaunda

<Victor>: Saundra, Hi this is Victor

<Shaunda>: Yes Victor

<Victor>: Hey does Carlo I think he has a couple of leaks, I can actually help on one. I think he has one on I think he told me on Canter and one on Little Rock or something like that

<Shaunda>: Uh huh

<Victor>: Does he still have those on the screen

<Shaunda>: He's in route to Reebok and I don't know, I don't see it. Oh Heather shows he completed it

<Victor>: Oh he completed it already, he did it already

<Shaunda>: Yeah yeah

<Victor>: Okay, I wanted to make sure he's okay

<Shaunda>: Yeah he's fine

<Victor>: Okay, I just wanted to make sure

<Shaunda>: All right.

<Victor>: Okay, bye

<Shaunda>: Bye-bye

4911_20100909 18.56.47_9252702222.wav (44 seconds)

Ringling – Nothing to transcribe.

4911_20100909 18.57.34_9252702222.wav (57 seconds)

Ringing

<Wayman voicemail>: Hi this Wayman, I'm sorry I cannot answer your call, please leave me a message and I'll return your call as soon as I can. Thank you.

<Shawn>: Hey Wayman, this is Shawn calling from Dispatch, give me a call back when you get this message, it's about 6:58. Thanks,

4911_20100909 18.57.41_9252702222.wav (32 seconds)

<Rodney Simon voicemail>: You have reached Rodney Simon with PG&E, leave me a message I'll get back to you as shortly as possible.

<Sal>: Hey Rodney, this is Sal from Dispatch, I need you to call ASAP, it's 6:57, I guess we have a plane down in San Carlos, we have major fires, we have supervisors on site looking for crews to come out and start working. Supposedly the deck is going to be opening. But anyway if you could give us a call, I'd appreciate it.

4911_20100909 18.57.46_5103844016.wav (39 seconds)

<Shaunda>: This is Shaunda

<Nick>: Shaunda, this is Nick in Hayward. Did you call me for the IR earlier or was that Brenda

<Shaunda>: That was Brenda, hold on just a moment

<Nick>: Did she pull it from me, because I don't have it on my screen right now

<Shaunda>: Oh you know what, I don't know, let me check, hold on just a moment

<Nick>: Okay

<Shaunda>: Is this Kamael?

<Nick>: This is Nick

<Shaunda>: Nick

<Nick>: in Hayward

<Shaunda>: Nick in Hayward, hold on Nick

<Nick>: I think it was on D Street

<Shaunda>: Yeah I think she did pull it, let's see, yeah, she got a Karris Moore, he's in route to it.

<Nick>: Okay

<Shaunda>: Okay

<Nick>: Okay, thank you very much

<Shaunda>: All right, bye-bye

4911_20100909 18.58.39_4153173784.wav (1 minute, 41 seconds)

<Randy>: Hey Sal, you busy tonight?

<Sal>: Yeah, hold on a second, hold on a second. Rodney Simon called. I called them already, they know it's going to come. <Unintelligible> is aware, I called him already, he knows they are going to come but hold on,

<Unintelligible> This is Gary Pevia

<Sal>: Hold on Randy. If Simon calls, <Unintelligible> crews out there, so I left him a message, the deck is open. What are you doing Randy?

<Randy>: I'm looking at this fire on TV. What the hell happened? Do you know anything?

<Sal>: Aww , I guess a plane went down and took out a gas station

<Randy>: <Unintelligible>

<Sal>: A plane went down and took out a gas station, it's not pretty.

<Randy>: It's not us then, they said on TV they don't know what happened

<Sal>: We have a transmission line underground there so that's what we are thinking

<Randy>: Have you seen the pictures of this thing?

<Sal>: Yeah we were looking at it before we got some more calls here.

<Randy>: You calling a lot of the guys in or what?

<Sal>: Not yet but we are going to have to send guys down there to check pressures so

<Randy>: Yeah okay let me know, I'll be by my phone

<Sal>: Okay, yeah you aren't leaving tonight until later okay

<Randy>: <Unintelligible> from the city are all down there right now

<Sal>: Nobody is there yet, we are trying to get a hold of linemen right now. We just got the call, the load center wants us to go down and check pressures

<Randy>: I bet, yeah man it's huge, okay I'll let you go, I know you are busy

<Sal>: Okay thanks

<Randy>: All right. Bye

<Sal>: Bye

4911_20100909 18.59.24_4157251242.wav (27 seconds)

<Devin>: Hey what's up Shawn, this is Devin in San Francisco

<Shawn>: Hey Devin what's going on man?

<Devin>: Hey what's up man? Hey I got in contact with Holly, she has some material to help me out on this tag quadruple Fitzgerald, I was wondering if you could get those <Unintelligible> tags and drop that stuff off for me.

<Shawn>: No problem, I'll take care of it right now

<Devin>: All right, thanks Shawn, I appreciate it.

<Shawn>: You got it bye

4911_20100909 18.60.11_9252702222.wav (1 minute, 5 seconds)

Ringling

<Jerow>: Hello

<Unidentified Male1>: Hey Jerow it sounds like it's a gas station that blew up. But it looks like it destroyed a couple of houses too so I just wanted to give you a heads up

<Jerow>: Yeah I was on the freeway, I could see the flames like shooting like<Unintelligible> high

<Unidentified Male1>: Yeah, I've got the on call supervisor and he is heading out there too I just got a report right now. It sounds like a gas station blew up and took a couple of houses with it.

<Jerow>: Yeah, I'm over here in traffic right now trying to get there

<Unidentified Male1>: Cool man, thanks a lot, I've got to call media

<Jerow>: Okay bye

4911_20100909 19.00.10_5103313864.wav (1 minute, 58 seconds)

<Shaunda>: Dispatch, Shaunda

<Rich>: Hey Shaunda, is Brenda there?

<Shaunda>: She stepped away from her desk, is there something I can help you with Bob?

<Rich>: This is Rich

<Shaunda>: Rich, okay

<Rich>: Hey what is going on in San Bruno

<Shaunda>: I don't know, they are just saying several houses

<Rich>: Is it our stuff?

<Shaunda>: Well, we don't know yet. We haven't heard anything.

<Rich>: Okay

<Shaunda>: We can't look at Fresno information. San Bruno is us. We would get that information, let me see if it caused

<Rich>: They got like flames shooting into the air, hundreds of feet into the air.

<Shaunda>: I know, let me see

<Rich>: On TV, I'm watching it on the news right now.

<Shaunda>: I know, they don't know the cause yet. It's 5500 <Unintelligible>

<Rich>: It blew up like 10 houses, it looks like a broken main. It's shooting fire so far into the air

<Shaunda>: Oh really, well, it says a gas station is on fire so I don't know. Let's see

<Rich>: Is a gas station right there Lisa?

<Lisa>: <Unintelligible> gas station <Unintelligible>

<Rich>: You'd think they would know if there was a gas station there or not.

<Shaunda>: That's what the newspaper is saying that it was a gas station that was engulfed in fire too but you know they don't know yet. We do show 5600 customers are out but we don't have any other information yet.

<Rich>: Out of electricity or out of gas

<Shaunda>: Electricity, we don't know about gas yet. Let me see if Shawn has anything. Hold on, I'm going to transfer you to him.

<Rich>: Okay

<Shaunda>: All right.

4911_20100909 19.00.11_5309497550.wav (41 seconds)

<Bob>: Dispatch, this is Bob

<Antonio>: This is Antonio

<Bob>: Antonio

<Antonio>: : , it says safety check appliances

<Bob>: Tomorrow

<Antonio>: Yeah, she'll be there all day

<Bob>: 1634 Okay

<Antonio>: Yes

<Bob>: All right. All day tomorrow

<Antonio>: Yup

<Bob>: Very good

<Antonio>: I appreciate it

<Bob>: All right. No problem buddy

<Antonio>: <Unintelligible>

<Bob>: Have a good night

<Antonio>: Thanks bye

4911_20100909 19.00.59_9252702222.wav (28 seconds)

Ringling

<Rick voicemail>: Hi this is Rick, leave a message and I'll get back to you.

<Shawn>: Hey Rick this is Shawn calling from Dispatch. We're looking for help out in Coma if you can call me back if you are interested.

4911_20100909 19.01.01_4153173815.wav (1 minute, 26 seconds)

<Sal>: Pete Dimantini, hold on please, I talked to Pete Dimantini, he's trying to round up a team as we speak to send out there. Yeah, this is Sal

<Wyman>: Hi Sal, Wyman

<Sal>: Wyman, I guess the load center called and wants us to start checking pressures from down there up so

<Wyman>: No problem

<Sal>: We need to pull some GSRs and start checking pressures

<Wyman>: Okay

<Sal>: Yeah, I'm not sure what that entails, or where you guys check them out, I'm not sure

<Wyman>: Yeah we <Unintelligible> right now, we're going to go ahead and inform our directors, let me know who you are able to grab a hold of

<Sal>: I know Rubin has been talked to, Doug had Rubin on the phone

<Wyman>: Okay, let me know who are you are going to grab

<Sal>: Do we have anybody specific, how many do we need send down to check pressures, how many guys?

<Wyman>: <Unintelligible>

<Sal>: What's that?

<Wyman>: Turow is there is already right?

<Sal>: Turow is there onsite with Scott Roberson, he was driving by and he said he responded out there. So Scott Roberson is onsite with Turow

<Wyman>: Okay, I'll tell you what, I'll give I'll pull somebody okay, I'll call you back

<Sal>: If you want 1 or 2, whatever you need just pull whatever you need, we can fill it in

<Wyman>: I understand, okay, I'll call you back.

<Sal>: Okay thanks bye

4911_20100909 19.01.40_9252702222.wav (19 seconds)

<Voice Prompt>: Please hold while the subscriber you are trying to reach is located.

4911_20100909 19.02.02_4154071811.wav (1 minute, 26 seconds)

<Marcus>: Dispatch, Marcus speaking

<John>: Marcus, John <Unintelligible>

<Marcus>: What's happening John?

<John>: Hey what's going on with this fire?

<Marcus>: We don't know yet, we don't know if it's actually a plane that went down or an explosion. We were told that maybe a plane went down into a gas station, we aren't sure

<John>: Okay, obviously there's going to have to be do we have local people responding

<Marcus>: You probably about more about it than we do right now.

<John>: I'm just listening to the radio. I was just driving, I can see the plume from over the Golden Gate Bridge

<Marcus>: It's that big man, it's huge

<John>: Yeah okay. Are you guys dispatching anyone yet.

<Marcus>: Yeah, well we already got media and all those people we've got all kinds of people we've dispatched but no, they are sending GSRs to do like pressure checks. They can't do anything. This is thing is burning, I mean it's big, it looked like a plane, I mean it's scattered over a wide area

<John>: Is it, okay okay. Of course you guys have TV right

<Marcus>: No, we got computers

<John>: Yeah you can look at pictures via that okay

<Marcus>: Yeah

<John>: Well pencil me in if people need to go down there, I can go down

<Marcus>: All right John okay thanks bye, yeah they look like they may be calling quite a few people

<John>: Yeah I would think so if it's as big as a town

<Marcus>: Yeah, yeah

<John>: All right. Thanks man

<Marcus>: All right. Thanks bye now

<John>: Bye

4911_20100909 19.02.02_6503691055.wav (36 seconds)

<Kristen>: Hi this is Kirsten calling from the <Unintelligible> County Sheriff's Office

<Unidentified Male>: Hello

<Kristen>: Hi I'm calling to find out if you guys are shutting down all the power in the area of San Bruno?

<Unidentified Male>: At this point, do you have a contact number, maybe I can get somebody to give you a call back

<Kristen>: Sure, you can call us here in the dispatch center, area 650-363-4915

<Unidentified Male>: 363-4915

<Kristen>: Yeah

<Unidentified Male>: Got, I'll get somebody to call

<Kristen>: And you guys know about the plane crash right?

<Unidentified Male>: We know about what is going on but we didn't know that it was a plane crash, so that's great, I'll go ahead and relay that message

<Kristen>: Okay and then you'll have someone call us back?

<Unidentified Male>: Definitely

<Kristen>: Okay, thank you

<Unidentified Male>: Sure

4911_20100909 19.02.04_9252702222.wav (4 seconds)

<Matt's voicemail>: You've reached Matt, go ahead and leave me a message and I'll call you

4911_20100909 19.02.19_4157601780.wav (3 minutes, 42 seconds)

<Unidentified Female>: <Unintelligible>

<Unidentified Male1>: Hey <Unintelligible>, what's going on? It's Mark <Unintelligible> in San Francisco

<Unidentified Female>: Hey nothing much.

<Unidentified Male1>: <Unintelligible> gas <Unintelligible> in San Francisco

<Unidentified Female>: Uh huh

<Unidentified Male1>: No I was just watching the news and I seen there was a house explosion in San Bruno

<Unidentified Female>: Yeah it is, but I don't know if we have any information yet. Let me see. Hold on.

<Unidentified Male1>: Okay

ON HOLD – SILENCE (3 minutes)

<Unidentified Female>: I'm going to transfer you to the Peninsula dispatcher, hold on

<Unidentified Male1>: Okay

4911_20100909 19.02.36_6507666039.wav (3 minutes, 25 seconds)

<Unidentified Male1>: <Unintelligible>

<Mike Hickey>: Yeah Dispatch, this is Hickey, I called earlier and told you I think that's a transmission line.

<Unidentified Male1>: Yeah

<Mike Hickey>: Okay, I'm in the Comie <Unintelligible> yard now. I'm looking at it on the air, the line runs right down there. That's a transmission line blowing

<Unidentified Male1>: Yeah they are already calling for crews so

<Mike Hickey>: Okay, I've Ed Sitinger, I got Brad coming in. We need Craig <Unintelligible>, I do not know his home phone number, he lives in Pacifica, he's an M and C mechanic

<Unidentified Male1>: Yeah we don't have that number unfortunately.

<Mike Hickey>: I can't get him on my cell phone. He's got it off or what the But he doesn't you know I tried Olivio, I can't get him. Dyson is on vacation. I don't know who else we can call.

<Unintelligible> You might want to call these guys in here. This is a big shutdown. It's going to have to go into the Healy crosstie and I'm not sure exactly what valves are going to have to valve that thing off.

<Unidentified Male1>: Okay hold on one second because we

<Mike Hickey>: That's a scenario we never thought of in that area but Jesus

<Unidentified Male1>: Yeah it's not pretty. He's on the other line too

<Mike Hickey>: Who is that?

<Unidentified Male1>: This is Hickey on the phone. He's trying to get, he's an OMC mechanic so he's trying to get guys in here. Yeah we are getting calls up the ying yang now. It's getting busy.

<Mike Hickey>: Okay, tell them to come in, any M and C mechanic get in here because the streets are all up too so I don't know if we are going to have to have a police escort out of here to get up to the main. We are going to have to go into the crosstie by Cambridge and shut that isolated valve but I do not know which one is crossing into that. And that involves a <Unintelligible> station that could shut down oh this is complicated here.

<Unidentified Male1>: Okay, Who is the OMC supervisor?

<Mike Hickey>: Dyson, Bob Dyson but he's on vacation. The relieving guy Puolo, Steve Puolo

<Unidentified Male1>: Steve

<Mike Hickey>: Should I call him, I don't know his home phone number, I don't have that.

<Unidentified Male1>: Let me see if I can find them in mail because we don't have OMC numbers.

<Mike Hickey>: Let me call. I'll call him. You've got my number right here right

<Unidentified Male1>: I do not, give me your number.

<Mike Hickey>: Okay 650-

<Unidentified Male1>: And your name was again, Mike

<Mike Hickey>: Pardon me. 650 – Mike Hickey

<Unidentified Male1>: Okay Mike, okay how many guys do you have out already, you've contacted

<Mike Hickey>: I'm in the yard. Chris Bower told me to wait in the yard here. Because if I go up there

<Unidentified Male1>: Who is Chris Bower

<Mike Hickey>: He's the guy on call or the guy that called me, he's in San Carlos

<Unidentified Male1>: Chris Bower, okay. Yeah Chris Bower because we are working two different ways. I'm doing electric and Shawn is doing gas. So Chris Bower okay

<Mike Hickey>: yeah look at that thing blow. That's only going to get worse too because the feeders are going to feed it. We need to cut out the inlet valve that's coming out of the Cambridge, we have to shut that off right now

<Unidentified Male1>: Okay

<Mike Hickey>: , I'm looking at it now, I mean , I'm sitting in the yard here, I might need a police escort to get up to that area. That's a large area and the valves are like 2 miles apart. One is in the Cambridge by the San Andreas Lake and the other one is down by the old Baker Square that's in the crosstie that's Healy Station. Crestwood and Romingwood. It's a vast area but that needs to be addressed soon.

<Unidentified Male1>: Okay, thank you bye

<Mike Hickey>: Pardon me. All right bye

<Unidentified Male1>: Thanks Chris, I mean

4911_20100909 19.02.40_5103313864.wav (58 seconds)

<Rich>: Hey Shawn, it's Rich, Rich from Hayward

<Shawn>: Hey Rich, what's up man?

<Rich>: Hey what's going on in San Bruno?

<Shawn>: There's a plane that crashed, I guess it took out damn near 10 houses

<Rich>: A plane that crashed

<Shawn>: A plane crashed basically in front of the police department and then I don't know it must have took out or did something with our transmission line because we have a transmission line that runs right around there. Basically, at least minimum 10 houses have burned up

<Rich>: Yeah, it's got I mean like a plume of flames going straight up in the air, I mean like

<Shawn>: Oh yeah I know bad

<Rich>: It looked like 5 stories high

<Shawn>: At least, yeah definitely

<Rich>: So are they going to be calling people tonight or what?

<Shawn>: You know, I have no idea right now I'm in the midst of trying to call these team men out because they need the power shut off in the whole area.

<Rich>: All right well put me on the list if you need to call me.

<Shawn>: You got it, I'll let them know. Thanks.

4911_20100909 19.03.56_9252702222.wav (38 seconds)

<Shawn>: Yeah if you can transfer him over. But you know what, hold on one second, like 20 seconds, I'll tell you when

<David voicemail>: Please hold while the subscriber you are trying to reach is located. Hi this is David, I'm sorry I missed your call, please leave a message.

<Shawn>: Hey David, this is Shawn calling from Dispatch. We're looking for help out in Colma, if you are interested, go ahead and give us a call.

4911_20100909 19.04.36_4158509330.wav (26 seconds)

<Eddie>: Hey Shawn, this is Eddie, can you give me <Unintelligible>

<Shawn>: Hey you know what, I need you to call the call center man it's way too busy in here right now.

<Eddie>: Yeah I know they are trying to create a gas leak <Unintelligible>

<Shawn>: You know what I have to put you on hold Eddie, I've got an explosion out in San Bruno

<Eddie>: Oh okay, I'll call you back after I'm done here

<Shawn>: Okay, thanks man, sorry about that, turn on the radio and you'll know what's going on

<Eddie>: Okay

4911_20100909 19.04.41_9252702222.wav (4 seconds)

<Matt's voicemail>: You've reached Matt, go ahead and leave me a message and I'll hang up.

4911_20100909 19.05.10_9252702222.wav (42 seconds)

Ringling

<Dave>: Hello

<Shawn>: Hey Dave, this is Shawn calling from Dispatch

<Dave>: Yes sir

<Shawn>: We're looking at some outbound call monitoring, I don't know if you are looking at the news or not

<Dave>: What happened?

<Shawn>: A plane hit a house apparently and there's like a whole area that is just burning right now.

<Dave>: Whoa, what street?

<Shawn>: Sneath and Skyline, you can't miss it, the flames are at least 5 stories high they say

<Dave>: Sneath and Skyline okay, All right I'll head up there

<Shawn>: All right man, thanks a lot. Pete is going out there too so if you want to get a hold of him, they are trying to look for crews and everybody they can get their hands on

<Dave>: Okay

<Shawn>: Thanks a lot

<Dave>: All right Shawn

4911_20100909 19.05.48_9252702222.wav (2 minutes, 58 seconds)

Ringling

<Fred>: Hello

<Chris>: Fred

<Fred>: Yup

<Chris>: Yeah, it's Chris from Dispatch again

<Fred>: uh huh

<Chris>: Hey, I was talking to Carlo, he is going to send up 2 guys from Sacramento but he only gave them 2 jobs each because these guys have been working just as hard in Roseville as everybody else with that outage. So what I've got is I still have two Roseville GSRs, one informed me that he is pretty much beat and he is going to go home. I've got, I'm looking at 3 jobs that just came in, they are part of the outage, and the one Roseville GSR I do still out there is Dennis Ferguson and he's got 3 tags. So right now I've got 7 tags, and Dennis has already been extended since 4:30 and he's been working the outage throughout the week also.

<Fred>: What two guys does I mean are from Sacramento. I know Greg Steed is one

<Chris>: Aaron <Unintelligible> is the other one he gave two tags to. He gave 2 to Greg Steed and 2 to Aaron <Unintelligible>. And he said he hadn't even spoke to Greg Steed about it so he was hoping he would see the work and call and go ahead and go

<Fred>: Yeah, I talked to Steed, I spoke with Greg, he's on his way up, he's going to be on his way up once he finishes his next job.

<Chris>: In fact, he is on his way right now.

<Fred>: Yeah, yeah

<Chris>: It looks like we are going to have to force somebody else or someone to keep staying after you know

<Fred>: Okay. I did call Brad Chambers but he is the south guy in fact, we've got Bobbie and I know she is working right now.

<Chris>: They are showing extend Dennis Ferguson longer, I mean I don't know how long they are obligated to stay out there.

<Fred>: No, I'll make the calls. I'll call I need to call Carlo, if you can transfer me, I can see who he has out on this list so I don't call someone that doesn't need to be called.

<Chris>: Okay, let me transfer you over, hold on

<Fred>: Okay

4911_20100909 19.06.02_6508682463.wav (1 minute, 26 seconds)

<Dempsey>: Hey dude, Dempsey

<Unidentified Male1>: Hey Dempsey, what's up man?

<Dempsey>: Hey are you going guys going to need more people for Bruno if something happens up there because they've got that big fire going on

<Unidentified Male1>: Yeah, I'll let you know

<Dempsey>: You got my personal cell number?

<Unidentified Male1>: No, can you hold on one second though Dempsey, it's pretty crazy in here

ON HOLD - SILENCE

<Unidentified Male1>: You back man

<Dempsey>: That's fine, I'll just check you in a little while

<Unidentified Male1>: All right cool

4911_20100909 19.06.03_9252702222.wav (1 second)

Ringling – Nothing to transcribe.

4911_20100909 19.06.15_9252702222.wav (3 seconds)

<Matt's voicemail>: You've reached Matt, go ahead and leave me a message and I'll hang up.

4911_20100909 19.06.22_4153173815.wav (27 seconds)

<Unidentified Male2>: Hi Sal, go ahead and keep a <Unintelligible> tag <Unintelligible>

<Sal>: We don't have any tags, they are just going to have to roll. We have nothing. We don't have an address yet.

<Unidentified Male1>: Okay, that's fine. I'll just pull

<Sal>: Just yank him, Andy Lamb so we just need to have somebody finish his work

<Unidentified Male1>: <Unintelligible> I'll figure something out and I'll have that person call you for it okay.

<Sal>: Okay sounds good

<Unidentified Male1>: Thank you bye

4911_20100909 19.06.22_4157601780.wav (1 minute, 1 second)

<Mark>: Charles, what's going on? Mark from San Francisco

<Charles>: Hey Mark, what's up man?

<Mark>: Hey I was watching the news and I seen there was some houses that exploded in San Bruno

<Charles>: Yeah, a plane crashed I guess, that's what the fire department just told me

<Mark>: Really.

<Charles>: Yeah

<Mark>: Because they didn't know what happened, they just said that a house exploded. I didn't know if it was a gas explosion or what

<Charles>: Yeah, a plane crash and I don't know what happened from there but do you think I could call you back or you can call me back man because it's pretty crazy in here

<Mark>: Oh no, that's cool because I was trying to get a hold of the on call and couldn't get a hold of him

<Charles>: Who Rodney Simon or Pete

<Mark>: No I'm out of San Francisco, I'm trying to get a hold of my guy

<Charles>: Oh okay, yeah they said they are going to be needing crews and everybody they can get their hands on so

<Mark>: For that job?

<Charles>: As far as for right now. The fire department wants us to shut that whole area down. You might want to call Rodney Simon. He's the on call. I'm trying to get a hold of him right now.

<Mark>: Okay, no I'll just leave my phone on. I don't want them to think I'm chasing after them. If they want me, they will call me, I'm available.

<Charles>: Sounds good man, thanks.

<Mark>: Thanks

4911_20100909 19.06.22_5303622273.wav (2 minutes, 53 seconds)

<Mike Green>: Carlo, this is Mike Green

<Carlo>: Hey Mike

<Mike Green>: I'm right here on an area holder and I smell some gas some gas somewhere in the area. I'm not sure where it's coming from. It's a little breezy right here but I do smell gas a little bit.

<Carlo>: Okay

<Mike Green>: Could I have a flame pipe to come out here and check this equipment please.

<Carlo>: Of course, of course. What's the exact address over there Mike?

<Mike Green>: I'm on well it's close to I'm on Shubert, let me see here.

<Carlo>: Shirley or Shubert.

<Mike Green>: I think it's, let me give you a house number, it's : is the house number, let me see the spelling of the street. It looks like it's called .

<Carlo>: Okay okay ah so a flame pipe where now Mike? <Unintelligible>

<Mike Green>: Yeah, well yeah, it's 7th to me. <Unintelligible> I'm going to be hanging around here until <Unintelligible>

<Carlo>: I think its Ernest tonight. Let me give him a buzz

<Mike Green>: Okay this is Sacramento, this is out of Vacaville right

<Carlo>: I think at nighttime, it's all the same but let me doublecheck that.

<Mike Green>: I think it's Darrell Williams out of Vacaville. You might want to check that. I think it's Darrell Williams.

<Carlo>: I think it's different for this week. Yeah it's Ernest for this week man.

<Mike Green>: Ernest for the whole service area

<Carlo>: Yeah, I'm pretty sure. I'll give him a call.

<Mike Green>: <Unintelligible> Woodland <Unintelligible>

<Carlo>: Okay

<Mike Green>: Okay, I'll stand by for a call or something. <Unintelligible> Thank you.

<Carlo>: All right. Bye-bye

<Mike Green>: Bye

4911_20100909 19.07.36_2706101.wav (1 minute, 2 seconds)

<Barry>: Gas control, Barry speaking

<Shawn>: Barry this is Shawn calling. I just want to give you an update. The fire department called and said apparently there is a plane crash into one of the houses I guess and that's what started the whole ting.

<Barry>: Yeah, we've heard that too. The fire department in San Bruno called that?

<Shawn>: San Mateo, I don't know the exact agency. One of the San Mateo agencies called. They want that whole area shut down as far as power. I said do you know what's going on? They said have you heard a plane crashed

<Barry>: Yeah, we have one of our guys that is there at the scene he says the flames are so big that it looks like a plane crash. It's easy to believe it's a plane crash. We have indication that it is a gas line break. We're staying with that. If you talk to the fire department I would inform them of that. Right now, we have crews rolling. We have everybody in the world activated trying to respond to this. Okay Shawn?

<Shawn>: Thanks a lot

<Barry>: Later

4911_20100909 19.08.20_9252702222.wav (1 minute, 46 seconds)

Ringling

<Chris>: Hi, this is Chris

<Natalie>: Hey Chris, this is Natalie. I noticed that 5 Day got cancelled. That's weird

<Chris>: It was completed on arrival

<Natalie>: Oh, it was completed on arrival

<Chris>: Yeah there was 2 of them earlier, one of them changed to number 1.

<Natalie>: Oh

<Chris>: I have two 5 days, one dropped out and it showed up <Unintelligible>

<Natalie>: How odd, okay. All right, I was just checking because I wanted to let you know I didn't cancel anything so

<Chris>: Okay

<Natalie>: Okay, is there any ones that you want me to move over to Crownover.

<Chris>: No I just have this one on Victoria and then I've got 3 restores or 4 restores or something like that

<Natalie>: Yeah, exactly that's it. Okay, cause he is down to his last tag, that's why I was asking

<Chris>: Okay

<Natalie>: Okay

<Chris>: It should be about a half hour, 45 minutes to do those restores. <Unintelligible>

<Natalie>: Okay no problem yeah okay sounds good thanks

<Chris>: The one in Runyon Park

<Natalie>: I can give that to Tawny

<Chris>: Okay

<Natalie>: What happened was, I thought maybe you had picked that one up when you were done with that one Monique whatever it was

<Chris>: I didn't even catch it, I'm trying to get to the 5 day

<Natalie>: Okay no problem, yes so I'll give that one to Tawny so that way you don't have to go back down that way.

<Chris>: Okay

<Natalie>: Okay thanks

<Chris>: Okay

<Natalie>: Bye-bye

4911_20100909 19.09.13_9169524954.wav (3 minutes, 25 seconds)

<Steve Russell>: Hello

<Sherry>: Dispatch, Sherry

<Steve Russell>: Sherry, I just had a quick question. This is Steve Russell. Who would I call if I have trouble with my hot water heater with the pilot light or re-light

<Sherry>: You could call an 800 number

<Steve Russell>: I'm used to calling Dispatch for everybody else and I was just wondering who I would call for my uncle's

<Sherry>: Who is this?

<Steve Russell>: Steve Russell , I'm out of Sacramento

<Sherry>: And you need somebody in Sacramento

<Steve Russell>: Yes

<Sherry>: What's your address?

<Steve Russell>: . . .

<Sherry>: Spell the street

<Steve Russell>: . . .

<Sherry>: And what's the problem?

<Steve Russell>: It's not relighting. I was trying to do it myself but it's not relighting

<Sherry>: So you need a relight.

<Steve Russell>: Yeah

<Sherry>: Steve what's your last name?

<Steve Russell>: Russell

<Sherry>: Russell, you a GSR, no couldn't be, you would have lit it.

<Steve Russell>: No, I'm not a GSR, I'm in the gas, I'm usually called when I hook it up.

<Sherry>: Hold on one second

<Steve Russell>: Okay

ON HOLD - SILENCE

<Sherry>: I just got to make sure we have enough people out here.

<Steve Russell>: Oh okay

<Sherry>: What's your phone number just in case we booked up and I have to call you back

<Steve Russell>:

<Sherry>: What appliance is it?

<Steve Russell>: The hot water heater and that's it I think

<Sherry>: Okay, I'll send someone out.

<Steve Russell>: Excuse me

<Sherry>: I'll send someone out.

<Steve Russell>: Okay, thank you

<Sherry>: Uh huh

<Steve Russell>: Bye-bye

<Sherry>: Bye

4911_20100909 19.09.23_9252702222.wav (1 minute, 32 seconds)

Ringling

<Ernest>: Dispatch, talk to me

<Carlo>: Ernest, Carlo, do you also cover Woodland

<Ernest>: Say that again

<Carlo>: Do you also cover Woodland

<Ernest>: Yes

<Carlo>: All right man, I have a GSR calling in for a flame back

<Ernest>: Okay go ahead

<Carlo>: Mike Green calling in for a flame back at in Woodland

<Ernest>: Spell it

<Carlo>: Drive

<Ernest>: Drive

<Carlo>: Drive, correct, and it's in Woodland

<Ernest>: Okay, what is his phone number

<Carlo>:

<Ernest>: 000

<Carlo>: :

<Ernest>: His name

<Carlo>: Mike Green

<Ernest>: Okay, alrighty, I'll get somebody rolling

<Carlo>: Oh you need a number Ernest, :

<Ernest>: Cool, thanks a lot.

<Carlo>: All right man, bye

<Ernest>: All right Carlo bye

4911_20100909 19.09.38_5102870600.wav (45 seconds)

<Mary>: PG&E Emergency, Mary speaking

<Angelo>: Hi Mary, it's Angelo East Bay Water how are you?

<Mary>: Fine Angelo, how are you?

<Angelo>: I'm okay. I don't know if you know this and I hate to ask you but have you heard about that explosion over in San Bruno

<Mary>: Well we're trying no, we haven't really learned what exactly caused it.

<Angelo>: Yeah, we're getting a lot

<Mary>: a lot of calls about it. Yeah I can imagine.

<Angelo>: Even though it's not our jurisdiction. It's a lot of calls

<Mary>: Yeah I hear you. No

<Angelo>: We have an affiliation with San Francisco Water too out there so we're just kind of like

<Mary>: Yeah wish we

<Angelo>: A plane crash, we don't know

<Mary>: Yeah, that's what we heard on the news but no one has confirmed that with us.

<Angelo>: Right, yeah, same here we're looking at everything

<Mary>: Yeah

<Angelo>: <Unintelligible>

<Mary>: No if we hear something, we'll call you back

<Angelo>: Okay, cool appreciate it.

<Mary>: Okay, sure, bye-bye

4911_20100909 19.10.13_9252702222.wav (9 seconds)

<Unidentified Male1>: They want to talk to a sup or something. They want the electricity shut off on a whole area. They have?

<Rodney Simon voicemail>: You have reached Rodney Simon with PG&E, leave me a message and I'll get back to you as shortly as possible.

4911_20100909 19.10.25_4153148037.wav (31 seconds)

<Andy>: This Andy

<Unidentified Male1>: Andy, what do you got?

<Andy>: Basically, my jobs all the <Unintelligible> Give it to Kenny Lamb, because Wanda called me and want me to respond to Skyline

<Unidentified Male1>: Yeah it's pretty ugly

<Andy>: I know. So all the troubles, give to Kenny

<Unidentified Male1>: Kenny Lamb, sounds like a plan, we're going to be here tonight

<Andy>: Okay, thanks a lot

<Unidentified Male1>: All right, I'll be talking to you bye

<Andy>: Bye-bye

4911_20100909 19.10.30_9252702222.wav (36 seconds)

<Shawn>: I'm trying to call the fire department back. Yes, it's not the fire department, it's the whatever the emergency agency. They are going as if it's a transmission line

<Rodney>: PG&E Rodney

<Shawn>: Hey Rodney, Shawn from Dispatch

<Rodney>: Yes sir

<Shawn>: I've got the I guess the emergency agency wanted to talk to somebody, I guess they want the power shut off in that whole area, and they want to talk to somebody about it

<Rodney>: Yeah, I've got the power shut down

<Shawn>: Okay

<Rodney>: San Bruno

<Shawn>: Okay so the power is shut down, okay I'll call them back and let them know

<Rodney>: Yeah okay

<Shawn>: Got, thanks

4911_20100909 19.11.26_4153148037.wav (19 seconds)

<Andy>: Hey Sal, its Andy. Can I get the Gary back

<Sal>: Which one?

<Andy>: Gary

<Sal>: 3555 okay

<Andy>: 555557567565

<Sal>: Okay let me see, let me find Kenny real quick, so you want all of Gary

<Andy>: Yes, Gary is back, thank you

<Sal>: Bye

<Andy>:

4911_20100909 19.12.54_9252702222.wav (50 seconds)

<Pete>: Pete speaking

<Shawn>: Hey Pete, this is Shawn calling from Dispatch

<Pete>: Hey Shawn

<Shawn>: Cavanaugh is coming out. Do you want me to call the other two guys that on there to see if they want to come

<Pete>: <Unintelligible>

<Shawn>: What was that?

<Pete>: All the Coma guys report to Coma. This isn't an optional call out, basically you are coming in, no excuses

<Shawn>: I couldn't get a hold of Wopner just to let you know. Apparently they said it was a plane crash per the fire department.

<Pete>: Okay, <Unintelligible> lives right up here that <Unintelligible> pretty much right over him it sounded like

<Shawn>: Got it, I'll go ahead and call him and let him know

<Pete>: Thanks. I've got <Unintelligible> is going to be down there. <Unintelligible> There's going to be <Unintelligible> better off <Unintelligible>

<Shawn>: No problem.

<Pete>: All right, thank you

<Shawn>: Sounds good, sure

<Pete>: Bye

4911_20100909 19.13.00_9252702222.wav (28 seconds)

<Matt voicemail>: You've reach Matt, go ahead and leave me a message and I'll call you back.

<Sherry>: Hi Matt, Sherry in Dispatch, I'm trying to give you and IR. I've left you messages and sent you e pages. Give me a call, thanks bye.

4911_20100909 19.13.10_4158603750.wav (59 seconds)

<Unidentified Male1>: Hey we're not involved in that fire are we?

<Unidentified Male2>: Yes we are. I don't know what we are involved with yet. But we know a plane went down.

<Unidentified Male1>: No, the FAA said no aircraft involved

<Unidentified Male2>: The FAA is now saying no aircraft

<Unidentified Male1>: No aircraft involved

<Unidentified Male2>: We are hearing from the fire department it was an airplane so we are getting conflicting stories. Who is this anyway

<Unidentified Male1>: Manny Delacruz

<Unidentified Male2>: Okay

<Unidentified Male1>: I just wanted to make sure man. I'm close by if you guys need help

<Unidentified Male2>: Okay, let me have your, because god only knows. Manny. What's your phone number?

<Unidentified Male1>: I've got my truck home

<Unidentified Male2>: and Manny what is your last name again?

<Unidentified Male1>: Delacruz

<Unidentified Male2>: Delacruz, yes okay if we need you, we'll give you a call

<Unidentified Male1>: All right cool

<Unidentified Male2>: Thanks Manny

<Unidentified Male1>: You are welcome bye

<Unidentified Male2>: Bye

4911_20100909 19.13.36_9252702222.wav (54 seconds)

Ringling

<Fred Quinn voicemail>: Yes, you've reached Fred Quinn and unfortunately, I can't take your phone call at the moment, if you leave your name, phone number and a brief message, I will return your call at my earliest convenience, thanks again for calling and have a safe day.

<Carlo>: Hey Fred, Carlo at Dispatch. It's 7:14 on Thursday. I understand you wanted to talk to me. Please give me a call back. Thank you.

4911_20100909 19.13.49_4153173815.wav (1 minute)

<Unidentified Male1>: Hi Mary

<Mary>: Hi, busy night

<Unidentified Male1>: Yeah, hey listen can you look up John Corona's name for me please

<Mary>: Okay, I've got a cell phone number of

<Unidentified Male1>: Okay, is Sal, is he on the phone?

<Mary>: Let me look over. Hold on a second. Hey Sal, I've got Y on the phone. What are you fixing my soup, 1, he's going to get you right now.

<Unidentified Male1>: Okay, thank you

<Mary>: Okay, sure

4911_20100909 19.14.02_9252702222.wav (33 seconds)

Ringling

<Rick voicemail>: Hi this is Rick, leave a message and I'll get back to you.

<Shawn>: Hey Rick this is Shawn calling from Dispatch, per Pete, apparently all the team men need to report to the yard or call him. We had a big explosion over in San Bruno. Just wanted to give you a heads up.

4911_20100909 19.14.41_9252702222.wav (5 seconds)

Ringling –

<Operator>: You have reached an invalid

4911_20100909 19.14.49_2099180999.wav (11 seconds)

<Unidentified Female>: Hey I'm a PG&E employee in Modesto

<Unidentified Male1>: Yes

<Unidentified Female>: I just heard on the news

<Unidentified Male1>: Can you hold one second ma'am, I'm sorry I got a couple of emergencies

<Unidentified Female>: Yes

4911_20100909 19.14.51_5107158498.wav (11 seconds)

<Brenda>: It's Brenda

<Brian>: Hi Brenda, this is Brian

<Brenda>: Hi Brian

<Brian>: Hi, is your supervisor very busy, I'm calling back about that leak in Cedar Plains, there is smoke and stuff from over here

<Brenda>: Okay, hold on

<Brian>: and my cut off.

4911_20100909 19.14.51_9252702222.wav (4 seconds)

<Matt's voicemail>: You've reached Matt, go ahead and leave me a message and I'll call you back.

4911_20100909 19.15.01_4156862292.wav (20 seconds)

<Marcus>: Marcus speaking

<Charlie>: Marcus, Charlie in Marin.

<Marcus>: What's happening Charlie?

<Charlie>: I just met up with Gordon. Can you give me Hickory off of him, Gordon <Unintelligible>

<Marcus>: Sure

<Charlie>: I'll take of that, and then he'll do Cascade and we'll go get something to eat and then check in with you.

<Marcus>: Okay thanks Charlie

<Charlie>: Good. I appreciate it man

<Marcus>: Okay

<Charlie>: Bye-bye

4911_20100909 19.15.02_4153173815.wav (16 seconds)

<Unidentified Male1>: Hey Shawn, I need to find out if anybody need to call the load center.

<Shawn>: Yeah, we already called the load center, if you want I can give you their number if you have any information for them.

<Unidentified Male1>: Okay actually I just wanted to make sure that's covered as well too

<Shawn>: Yes they are covered

<Unidentified Male1>: Okay, very good thank you

4911_20100909 19.15.28_952702222.wav (28 seconds)

<Joe voicemail>: Hello, you've reached Joes' cell phone, please leave your name, have a great day.

<Unidentified Male1>: I took care of it. I took care of it Sal

4911_20100909 19.15.39_6503394276.wav (50 seconds)

<Ron>: Hey is Shawn there.

<Unidentified Male1>: He's running, who is this?

<Ron>: This is Ron <Unintelligible>

<Unidentified Male1>: Ron <Unintelligible>

<Ron>: <Unintelligible>

<Unidentified Male1>: What do you got Ron?

<Ron>: Hey what is going on in Daly City? I saw on the news something about a natural gas explosion or a plane crash

<Unidentified Male1>: We're not sure what is going on. They are saying a plane crash, a plane didn't crash, we don't know what is going on yet. There's a huge fire going, we don't know. We're hearing conflicting reports. One guy's calling and saying a plane's down, somebody else is calling and saying the FAA is saying no plane is down. So we don't know.

<Ron>: Okay, I was just kind of curious because everyone has asked me. I'm bowling right now and I can see the smoke.

<Unidentified Male1>: It looks like it's still blowing pretty good. I'm looking at a live feed off of somebody's computer

<Ron>: All right man

<Unidentified Male1>: All right thanks

<Ron>: All right bye

<Unidentified Male1>: Bye

4911_20100909 19.15.53_6505156488.wav (35 seconds)

<Mary>: Dispatch Mary

<Jareau>: Hey Mary, this is Jareau

<Mary>: Yeah hi Jareau, how are you?

<Jareau>: I was talking to Scott and if you need an update, he is saying it looks like it is a transmission over here in the fire in San Bruno

<Mary>: Yeah you said it could be a transmission problem

<Jareau>: It could be yeah

<Mary>: How about a plane though

<Jareau>: The gas line

<Mary>: How about a plane though, did a plane go down?

<Jareau>: I didn't hear that.

<Mary>: Did a plane go down Jareau?

<Jareau>: I believe the fire is coming up the hill I believe

<Mary>: Okay bye

4911_20100909 19.16.02_9252702222.wav (5 seconds)

<Matt's voicemail>: You've reached Matt, go ahead and leave me a message and I'll call you back.

4911_20100909 19.16.04_9252702222.wav (32 seconds)

<Joe>: You have reached Joe's cell phone, please leave your name, have a great day. Bye

<Shawn>: Hey Joe this is Shawn calling from Dispatch, per Pete DeMartini, apparently we have a mandatory call out. You either have to call in or report in to the yard. They had a big explosion in San Bruno. I just wanted to give you a heads up.

4911_20100909 19.16.42_9252702222.wav (30 seconds)

Ringling

<Unidentified Male1>: Said it's not a plane

<Joe's voicemail>: Hello, no one is available to take your call, please leave a message after the tone.

<Shawn>: Hey Joe, this is Shawn calling from Dispatch, per Pete DeMartini, we have mandatory reporting to the yard or call him. Apparently there is a big explosion in San Bruno and everybody needs to report.

4911_20100909 19.17.16_9252702222.wav (54 seconds)

<Ed>: Hello, this is Ed

<Sal>: Ed

<Ed>: Yeah

<Sal>: I'm looking for Mike Hickey

<Ed>: I know, I'm his phone right now, he's driving, what's up?

<Sal>: Who is the supervisor, this is Sal from Dispatch. Hey Chris Bower, he is your foreman?

<Ed>: Hello

<Sal>: Mike hello, hello, damn, can you hear me

<Ed>: <Unintelligible>

<Sal>: How do you spell Bower's last name. Chris Bower. Let me try again

4911_20100909 19.17.48_9252702222.wav (1 minute, 3 seconds)

Ringling

<Chris Kramer voicemail>: Hi, you've reached Chris Kramer with PG&E, if you leave me a brief message with your name and number, I'll get back to you as soon as I get it. Thanks, have a safe day.

<Shawn>: Hey Chris, this is Shawn calling from Dispatch. Per Pete DeMartini we have a mandatory reporting. There's a big explosion out in San Bruno, he needs everybody to report to the yard or call if possible. I just wanted to give you a heads up.

4911_20100909 19.17.58_9168257778.wav (3 minutes, 29 seconds)

<Carlo>: <Unintelligible>

<Fred>: Hey Carlo, Fred

<Carlo>: Fred, I understand you want to talk me?

<Fred>: I was trying to see who was out but I went ahead and called Bonnie. She's got one job left in fact she says she would be willing to go to Roseville

<Carlo>: Okay. Yeah but we actually held them because of a missing shift in Sacramento but right now it's kind of light, if something comes in, we'll just play with the two guys that we have.

<Fred>: Okay because I called Brad, because he is actually before Bonnie and Brad said he had just got home.

<Carlo>: Yeah we extended him too

<Fred>: Yeah, he's on call from 9 until 8 in the morning so he's going to try to get a few hours of sleep

<Carlo>: Right

<Fred>: So he passed which made Bonnie the next person so she is willing to go but if I need to keep calling going down the list, I will.

<Carlo>: Actually today that list that you are looking at, was exhausted because I asked for 7 guys to stay in Sacramento.

<Fred>: Yup

<Carlo>: Yeah so all the guys on the list were asked to stay already

<Fred>: Okay

<Carlo>: A couple of the guys turned it down and so we were able to get two volunteers to help out in Sacramento, because I didn't know we needed help in Roseville, I wasn't informed at all. I just happened to see the work in Roseville, that's why when my guys were clearing up, I took it upon me to talk to those guys to find out if they would be willing to pick up a couple of tags and so that's why you saw that Craig <Unintelligible> had 2 tags and Aaron Brown had 2 tags on them. It's clearing up now in Sacramento and if you want to pull all those overtime guys up in Roseville that's okay. It's just that this guys didn't know they was going to Roseville. That's all my concern was.

<Fred>: Right, that's why I called Bonnie and I asked if she was tired and she was like no, she was like what's going on, I told her and she said nope I can go. I've got one <Unintelligible> I have one job left and I can go after that and I was like okay. So if Chris can be notified of that. Because that's why I actually pressed it to talk to him, he must be busy. But if he can notified of that and then that should do it with Greg C on his way up there and Bonnie and her way up there.

<Carlo>: Okay once those guys get up there, are they going to stay and complete the work that are coming in or

<Fred>: Yeah they want to work. At least Bonnie, Greg when I talked to Greg he said oh I see I just got some work so I guess I'm headed up there.

<Carlo>: Yeah because I didn't even talk to him, I just gave him a couple of tags because I thought he was getting ready to get off because I gave him the last tag. I dropped 2 tags on him just to find out if he would be willing to come up there. And then I saw him going in route. That's why, I didn't even talk to him

<Fred>: Yeah, I had talked to him. He said yeah it looks like I got 2 tags so I guess that's where I'm going. And he's headed up there.

<Carlo>: Okay so I'm assuming that all these guys will be out there if there's work I guess

<Fred>: Yup

<Carlo>: All right. All right Fred

<Fred>: Okay

<Carlo>: Okay bye-bye

<Fred>: Thanks

4911_20100909 19.18.20_9252702222.wav (36 seconds)

Ringling

Your call has been forwarded to an automatic voice message system is not available.

4911_20100909 19.18.52_6503394812.wav (1 minute, 10 seconds)

<Joey>: Shawn, Joey

<Shawn>: Hey Joey, we got a big explosion up in San Bruno

<Joey>: I heard about that

<Shawn>: Yeah so what can I do for you?

<Joey>: They don't know what caused it

<Shawn>: No they don't. We don't know at this point.

<Joey>: You can give me a copy of a job tag, 99999 tag

<Shawn>: You want me to give you a copy for you

<Joey>: It will have to be for tomorrow because the manager leaves at 5:00 and they don't want to have Keith at electric meters

<Shawn>: Let me see 9999, shoot I don't know how they want to do this. To complete they are supposed to call back in. They leave at 5:00 but it's a 5 day appointment unfortunately, they have to call in because I can't recreate it or duplicate a turn on

<Joey>: <Unintelligible>

<Shawn>: No

<Joey>: Okay

<Shawn>: All right.

<Joey>: All right.

4911_20100909 19.19.27_9252702222.wav (8 seconds)

Ringling – Nothing to transcribe.

4911_20100909 19.19.52_9252702222.wav (1 minute, 17 seconds)

Ringling

<Unidentified Male1>: <Unintelligible> phone Hello

<Unidentified Male2>: Hey who is the supervisor for you guys?

<Unidentified Male1>: It would be Steve Puolo right now

<Unidentified Male2>: But who is Chris Bower

<Unidentified Male1>: Chris Bower he is the stand by supervisor for M&C for the gas pumps in San Carlos

<Unidentified Male2>: Okay how do you spell, stand by supervisor in San Carlos, how do you spell his last name

<Unidentified Male1>: Bower

<Unidentified Male2>: Yeah we can't find him in here, do you have his number

<Unidentified Male1>: Do you have Chris Bower's phone number?

<Unidentified Male3>: It's on there but I don't know it.

<Unidentified Male1>: We've got it on the phone but

<Unidentified Male3>: You have to hang it up

<Unidentified Male1>: We have to hang it up and get back to you

<Unidentified Male2>: Yeah call me because I

<Unidentified Male3>: <Unintelligible>

<Unidentified Male2>: We need the number, call me back

<Unidentified Male1>: What is your number, quick?

<Unidentified Male2>: Okay we are at 800 888 8888

<Unidentified Male1>: : , what area code

<Unidentified Male2>: 1 888, it's an 800 number

<Unidentified Male1>: 1 888

<Unidentified Male2>: 888-

4911_20100909 19.20.12_9252702222.wav (1 minute, 9 seconds)

Country music

<Chris voicemail>: Hey you reached Chris, sorry I missed you but leave me a message with your name and number and I'll give you a call back as soon as I get it. Thanks, bye-bye. At the tone, please record your message, when you finish recording you may hang up or press 1 for more options, to send a fax press 4 now, to leave a call back number press 5

<Shawn>: Hey Chris, this is Shawn calling from Dispatch. Per Pete DeMartini, apparently we need you to report to the yard. Give him a call. They had a big explosion out in San Bruno. He needs everybody he can get his hand on so give him a call when you get this. Thanks.

4911_20100909 19.20.46_25500027.wav (36 seconds)

<Mary>: Dispatch Mary

<Jenna>: Hi Mary, this is Jenna in Stockton, I'm calling in an IR. Carbon Monoxide investigation in Concord.

<Mary>: Concord, hold on one second please

<Jenna>: Thank you

<Mary>: Okay, Oliveira

<Jenna>: Yes, you got it

<Mary>: Thank you very much

<Jenna>: Thanks

<Mary>: Bye-bye

<Jenna>: Bye

4911_20100909 19.20.56_4156027424.wav (46 seconds)

<Marcus>: This is Marcus speaking

<Vince>: Yeah this is Vince in <Unintelligible>

<Marcus>: What's happening Vince?

<Vince>: Hey, I had a tag earlier, and the guys called back and he wants someone there in the morning. I believe it was in San Anselmo I don't think you can see what was

<Marcus>: Okay yeah it was a complete out

<Vince>: Right, yeah he I talked to him and he said no no no I've got it handled <Unintelligible> , and he called back just now, yeah yeah yeah, but I've got to get some sleep, I don't want anybody here blah blah blah, he has a part out, it sounds like <Unintelligible> so he'd like it for tomorrow morning.

<Marcus>: Okay, consider it done

<Vince>: All right thanks

<Marcus>: Bye

4911_20100909 19.21.04_9252702222.wav (25 seconds)

<Matt voicemail>: You've reach Matt, go ahead and leave me a message and I'll call you back.

<Sherry>: Matt, Sherry in Dispatch, I have an IR for you, give me a call.

4911_20100909 19.21.12_4153173830.wav (38 seconds)

<Unidentified Male>: Is this Michael?

<Michael>: Yeah

<Unidentified Male>: I have a job on [REDACTED], that's a pipeline job also

<Michael>: Yeah you need to go over to Thomas. Let me see, Randy Lockhart, Randy needs some help over there. So we are trying to get some work done over there. Let's see 63

<Unidentified Male>: I got [REDACTED] earlier,

<Michael>: they needed that bad. Let me give you 56

<Unidentified Male>: Okay when I get there I'll talk to Randy

<Michael>: Yeah ask him which ones he wants you to do

<Unidentified Male>: Yeah okay

<Michael>: Thanks bye

<Unidentified Male>: Thank you all right bye

4911_20100909 19.21.52_9252702222.wav (5 minutes, 4 seconds)

Ringling

<Dennis>: Aww man.

<Unidentified Male2>: No IR

<Dennis>: I'm never going to get to this place am I?

<Unidentified Male2>: No IR, no IR, I'm trying to tell you that I've got 2 guys coming from Sacramento to do a couple of jobs. Mitch went home.

<Dennis>: Mitch went home?

<Unidentified Male2>: He said he's had enough.

<Dennis>: How can he go home when he's supposed to keep 8:30 I mean 8:00

<Unidentified Male2>: I'm sorry, he hasn't gone home yet. He hasn't gone home yet, sorry. Hold on. Scratch that. He's got an IR and then he's got another job after that. Everyone is kind of at the end of their rope here. I've got 2 guys coming from Sacramento to do a couple of jobs and hold on.

ON HOLD – SILENCE

<Unidentified Male2>: Yeah he's still out.

<Dennis>: Now on Mitch, is he on the same IR that you gave him when you gave me mine?

<Unidentified Male2>: Let's see, yeah that's the one.

<Dennis>: And he has work ethic. Of course, see what he does, that's it, I'm not doing anymore. That's

<Unidentified Male2>: And that's what he said so, you know, I know things, I know it's kind of a long week with the outage and everything

<Dennis>: It is, but I don't care for it either, but you do what you have to do

<Unidentified Male2>: I've got 3 jobs sitting here, I'm trying to see what to do with them, I know that if I go ahead

<Dennis>: Okay so you have 3 jobs, are they all right here in this area?

<Unidentified Male2>: Yeah, they are all in that outage area.

<Dennis>: Yeah just go ahead and give them to me.

<Unidentified Male2>: Well hold on, someone just pulled them. Let me think, let me see, I think they might have put them on some Sacramento guys, hold on. Go ahead

<Dennis>: I'm already here in the area, I've got 3 here in the area, I mean, if you have 3 more, they don't take long, I'm already here, why would we call anyone else?

<Unidentified Male2>: Because I know you want to get some sleep.

<Dennis>: That's fine, I mean.

<Unidentified Male2>: . . . I could bill 8 tags on you now but you know you want to go home at some point

<Dennis>: 8 tags out there?

<Unidentified Male2>: At one point, I had a bunch, I could have put them all on you

<Dennis>: Well yeah, I understand that. My whole thing, I tell you my whole life was initially, I just don't want to be you know a lot times Mitchell finds something and the on call guy will get a lot of work and Mitch will just take his time and do what he wants you know and the other guy on call is the one getting hammered. That's my only thing. As long as he was doing his fair share, I don't really care.

<Unidentified Male2>: I understand that.

<Dennis>: That's fine. If you just have 3 more, I can handle those, I mean if you have a whole lot that is going to keep me busy after 10:00 forget it.

<Unidentified Male2>: Tomorrow, I'm going to tell the supervisor hey just why don't you just extend everyone an hour or something and just make sure that we all cannot get enough work

<Dennis>: <Unintelligible> yeah you should have done that but if they are coming in there is nothing you can do about it.

<Unidentified Male2>: I don't know why he didn't anticipate it though, you know the supervisor. You know just having a couple guys extra because when it comes down to me, I mean that's fine but you know sometimes I don't know when to pull the trigger. So anyway that outage really . . . up the week I guess

<Dennis>: Oh big time

<Unidentified Male2>: So it looks like we got another Sacramento guy so

<Dennis>: Well I mean just said there's no reason to give him any work if I am here and I can do them, there's no problem but you know if

<Unidentified Male2>: I appreciated it Dennis that, you are way cool about it. Appreciate it.

<Dennis>: All right. Okay

<Unidentified Male2>: All right man bye

<Dennis>: All right. Thanks bye

4911_20100909 19.22.01_6504444840.wav (58 seconds)

<Unidentified Male1>: <Unintelligible>

<Scott Robinson>: Yeah this is Scott Robinson, I'm on scene in San Bruno

<Unidentified Male1>: Yes

<Scott Robinson>: Okay, it looks like the <Unintelligible> called the load center. It is still unconfirmed but it does look like gas is involved

<Unidentified Male1>: Gas involved, the load center knows about it already.

<Scott Robinson>: I'm on site with John Corona and he wanted to make sure that the load center is notified that it is reportable.

<Unidentified Male1>: Reportable. Okay, we'll let them know.

<Scott Robinson>: I have limited cell phone access up here. There's like 800 people on cell phones and it's really hard to get a signal so if I don't get the call, it's because it's crazy up here.

<Unidentified Male1>: Okay, what is your number.

<Scott Robinson>: Cell phone (... ..)

<Unidentified Male1>: ' gas reportable got it, we'll let them know

<Scott Robinson>: Thanks very much

<Unidentified Male1>: Thanks bye

<Scott Robinson>: Bye-bye

4911_20100909 19.22.18_7076281534.wav (2 minutes, 52 seconds)

<Marcus>: Dispatch, Marcus speaking

<Mike>: Hey Marcus, its Mike

<Marcus>: Who is this?

<Mike>: Mike <Unintelligible>

<Marcus>: What's happening, Mike?

<Mike>: Nothing much, who is the on call sup tonight?

<Marcus>: Hold on one second, let me make this tag, I'll be right with you.

<Mike>: Okay, no problem

<Marcus>: Hey can you see any smoke or anything man?

<Mike>: No, I'm hearing about it everywhere. That's what I'm trying to figure out if they are going to be sending us down there are not. The radio is saying how bad it is. I want to let Joe know, if it's Joe or whoever is on call, I think I'm number one on the list tonight, so I want to make sure I don't get bypassed like I did on the last deal.

<Marcus>: I don't blame you. I don't blame you. You probably going to be there for a while.

<Mike>: They bypassed me on the Santa Rosa one. They bypassed me on the second phase of Eureka, I'm like wait a second, I'm number one on the list.

<Marcus>: And there's nothing you can do it about it huh

<Mike>: No because they say they pick and choose when they are called from out of the area. It's kind of an unwritten rule of this yard that number one of the list goes

<Marcus>: Okay, it's Joe Barlow.

<Mike>: It is Joe.

<Marcus>: Yeah. Need his phone number?

<Mike>: Is <Unintelligible> sending anybody or

<Marcus>: No. Well I'm listening to it right now and they are saying one guy is a retired PG&E guy is there. It looks like a gas large transmission main.

<Mike>: So it's a natural gas main <Unintelligible>

<Marcus>: They are not sure yet. They are not sure. No one is sure.

<Mike>: I'll call Joe tell him don't forget about me.

<Marcus>: All right. You need his number, you got it?

<Mike>: Yeah, I got it.

<Marcus>: Okay man

<Mike>: All right. Cool, thanks man

<Marcus>: You're welcome, bye

<Mike>: Bye

4911_20100909 19.22.40_9252702222.wav (1 minute, 34 seconds)

Ringling

<Brian>: This is Brian

<Mary>: Hey Brian, it's Mary

<Brian>: Hey

<Mary>: Did you hear about that explosion in San Bruno?

<Brian>: No

<Mary>: Oh we don't know what it is, but it's pretty good big.

<Brian>: Is it a gas explosion?

<Mary>: We don't know, we don't know, but it's a big fire. You know on that one that you had earlier, on you and Augie had, was that just like one place or was it 6 places.

<Brian>: Augie told me one place.

<Mary>: It's all one place?

<Brian>: Yeah, the gas line they hit was bidirectional both ways, the actual building didn't even need to be shut off, the maintenance guy panicked and shut everything off. So we didn't actually shut anything off.

<Mary>: Okay but so it was just that one address and one building because Augie told me it was a 6 unit building. I don't know where, that's what he thought.

<Brian>: No, it was actually a nursing home.

<Mary>: Oh okay, nursing home, I'm going to put that one down and it was a contractor right, a third party

<Brian>: Yup.

<Mary>: Okay

<Brian>: I should have sent you a <Unintelligible> I think.

<Mary>: Really oh my gosh, okay, should I put that down? Is that

<Brian>: I think the tag said it was <Unintelligible> on the tag?

<Mary>: Okay, I'll put that down, okay

<Brian>: The one he gave me yeah

<Mary>: to nursing home, okay got it thank you

<Brian>: All right. Bye-bye

<Mary>: Okay bye-bye

4911_20100909 19.22.57_5104128590.wav (25 seconds)

<Unidentified Male1>: Emergency

<Unidentified Female>: <Unintelligible> This is the Richmond Fire Department

<Unidentified Male1>: Hi

<Unidentified Female>: One of my engines went out to an address , Unit 515, there is a smell of gas, they are requesting that you respond

<Unidentified Male1>: Okay :

<Unidentified Female>: Yes, Unit 515

<Unidentified Male1>: Okay, gas leak inside

<Unidentified Female>: Yes

<Unidentified Male1>: Okay, we'll get somebody over there

<Unidentified Female>: Thank you very much.

<Unidentified Male1>: Bye-bye

<Unidentified Female>: Bye-bye

4911_20100909 19.22.57_5304006734.wav (36 seconds)

<Michael>: Hey Chris this is Michael <Unintelligible> from Chico how are you?

<Chris>: Good, what's going on?

<Michael>: Is Bob not in tonight?

<Chris>: He's at lunch.

<Michael>: Oh, he is.

<Chris>: Do you want to call him back or

<Michael>: No I was wondering if he wanted to, I can get these last 3 reconnects, but I'm not going to be able to get that gas leak. Do you want to get somebody else to do that gas leak

<Chris>: Michael <Unintelligible> the other gas leak you aren't going to get to okay I guess it will go to the call out then, I'll check with Bob

<Michael>: Okay thank you

<Chris>: All right man bye

4911_20100909 19.22.59_9253825167.wav (12 seconds)

<Shaunda>: This is Shaunda, okay

<Unidentified Male1>: Hey Shaunda, what's up? Are they sending GSRs out to the San Bruno yet or not?

<Shaunda>: We haven't heard anything yet. Let me transfer you to the Peninsula dispatcher.

<Unidentified Male1>: Okay, thank you

<Shaunda>: um hmm

4911_20100909 19.23.22_9253825167.wav (14 seconds)

<Scott>: Hey Shawn, what's up, this is Scott, Anitoch GSR, how's it going?

<Shawn>: Hey Scott, what can I do for you?

<Scott>: Hey are they sending guys out to San Bruno yet or not? What's going on with that?

<Shawn>: No not at this point, they haven't said anything yet.

<Scott>: Okay, all right man, thanks

<Shawn>: Bye

4911_20100909 19.24.01_9252702222.wav (2 minutes, 39 seconds)

Ringling

<Carlo>: I

<Greg>: Hello

<Carlo>: Greg, Carlo

<Greg>: Hey Carlo

<Carlo>: I'm so sorry man. I meant to give you just 2 tags. I didn't know the on call would decide to send you guys up there. I was just trying to help out the dispatcher in Roseville by giving you a couple of tags since we were pretty light anyway.

<Greg>: Yeah

<Carlo>: But I guess since they didn't have anybody in Roseville anymore, the on call supervisor decided for you and Tom and Bonnie to just stay up there and clear up work.

<Greg>: If it ever clears up huh

<Carlo>: It's possible, I wanted to call you, I didn't even call you to ask, I just dropped those tags on you because I thought it would be just 2 tags

<Greg>: Yeah, I understand, I mean this is a different deal, it's not normal so

<Carlo>: I appreciate it

<Greg>: Pretty good most of the time.

<Carlo>: I appreciate that, Greg, again, I'm so sorry about that man

<Greg>: Hey, you know sometimes you pick up neighbors, we don't need tags for everything I mean

<Carlo>: You know what, I think we are only doing the tags if there is a tag for it, but then yeah I don't think those guys were calling in for tags at this point. If you guys were working on paper before?

<Greg>: Yeah, <Unintelligible> since Thursday night

<Carlo>: I agree. I think so. All right man.

<Greg>: Whoever who flags me down they get it back on if I am on their street so it will work

<Carlo>: All right. All right Greg

<Greg>: Okay, I would like not to stay out like you know until midnight. We'll see when it clears up.

<Carlo>: You know what, yeah a phone call to Fred wouldn't really hurt man, I'd do it.

<Greg>: Okay

<Carlo>: Yeah, I'd give him a call directly and tell him you are ready to take off too. Hey man if Roseville guys can say they need to bail, why can't we right?

<Greg>: Exactly, exactly. We're all tired man

<Carlo>: What's funny is that when I ask for guys to stay, I was looking at Sacramento work load because I wasn't informed that I needed to look at Roseville's workload too

<Greg>: Yeah

<Carlo>: Not fair man.

<Greg>: I know

<Carlo>: But you guys are so good, you guys are doing it.

<Greg>: Like I said, you treat us pretty good so not going to bail on when you need us so

<Carlo>: I appreciate that Greg. Thank you

<Greg>: See you Carlo bye

<Carlo>: Okay bye

4911_20100909 19.24.23_9252702222.wav (1 minute, 6 seconds)

Ringing

<Eric>: Hello

<Shaunda>: Hey Eric, Shaunda here in Dispatch. I just got an IR for Alavera Road in Concord. Okay

<Eric>: Okay

<Shaunda>: You got an ETA for me? It's an CO investigation

<Eric>: Okay, well let me see, I'll finish this in 10 minutes so I'll leave here in 10, take me 30 or 40 minutes

<Shaunda>: Okay, did you hear about that big flame? That thing that is going.

<Eric>: No

<Shaunda>: Yeah there is a major explosion in San Ramon it's supposed to be 2 blocks of houses on fire. Flames shooting everywhere. Turn to KCBS news

<Eric>: KCBS news okay

<Shaunda>: Yeah

<Eric>: Do they know what the explosion is from?

<Shaunda>: They don't know yet.

<Eric>: Okay

<Shaunda>: Okay

<Eric>: I'll check that

<Shaunda>: Okay, thank you bye

<Eric>: Bye

4911_20100909 19.24.26_5103325245.wav (23 seconds)

<Joe>: Blackshire

<Miguel>: Hey Joe, this is Miguel

<Joe>: What's up Miguel?

<Miguel>: Mary I think somebody called me just a little while ago, I'm thinking it was Mary. I'm just calling back to see what is going on

<Joe>: Okay, hold on for just a sec. Oh she doesn't need you Miguel

<Miguel>: Okay, no problem. All right Joe, thank you

<Joe>: Bye

4911_20100909 19.24.52_9252702222.wav (4 seconds)

<Matt's voicemail>: You've reached Matt, go ahead and leave me a message and I'll call you

4911_20100909 19.25.27_2706102.wav (1 minute, 5 seconds)

Ringling

<Larry>: Gas Control, Larry.

<Sal>: Hey Larry this is Sal from Concord Dispatch.

<Larry>: Yes, sir.

<Sal>: I got a call from John Corona. He's the superintendent at San Francisco. Out there on the fire, he's reporting that gas is involved and it is reportable.

<Larry>: Oh of course.

<Sal>: Yeah

<Larry>: No no, I understand. Okay John Corona is confirming that it is gas

<Sal>: Gas involved and it is a reportable.

<Larry>: Okay so as far as I know if you want feedback, tell him it's line 132 transmission and okay it was a 400 pound system that went out, broke okay and if you want to call him back and let him know about that. So do you have a site specific location?

<Sal>: Not at this time.

<Larry>: Okay John says Gas is involved. That's all I need to know. I appreciate it. Your first name again?

<Sal>: My name is Sal

<Larry>: Sal and you got it Sal, 19:26 hours. Thank you Sal very much

<Sal>: Bye

<Larry>: Bye

4911_20100909 19.25.56_9252702222.wav (54 seconds)

Ringling

<Brian>: This is Brian

<Unidentified Female>: I'm sorry, I can't seem to finish off this report here. Do you know if they made repairs as opposed to making repairs later

<Brian>: You mean the crew

<Unidentified Female>: See they never called, they are supposed to

<Brian>: Our crew was there, the supervisor is there, there are a bunch of people there <Unintelligible>

<Unidentified Female>: Yeah so the permanent repairs are made

<Brian>: I really don't know, I left before they were done

<Unidentified Female>: Okay okay, they might still be there.

<Brian>: The service was never actually interrupted to the building

<Unidentified Female>: Oh, I got you. Thank you for explaining that. I got it.

<Brian>: The maintenance guy panicked and turned everything off.

<Unidentified Female>: Got you. Okay, thank you very much

<Brian>: All right.

<Unidentified Female>: Bye

4911_20100909 19.26.41_4153173842.wav (28 seconds)

<Ray>: Shawn

<Shawn>: Yeah who is this?

<Ray>: Ray

<Shawn>: Hey Ray, what can do I for you?

<Ray>: Hey is everything okay because there is an explosion over here

<Shawn>: Huge explosion

<Ray>: I had that there were some fatalities.

<Shawn>: You know what, I wouldn't doubt it, man, there's at least 10 houses that are completely burnt up

<Ray>: at least how many 10

<Shawn>: at least minimum. We don't know what's going on. We don't know if it's a transmission line or not. You know Ray, I'm going to have to call you back, it's getting busy in here.

<Ray>: Okay

4911_20100909 19.26.45_9252702222.wav (1 minute, 52 seconds)

Ringling

<Aaron>: Hello

<Carlo>: Aaron, Carlo

<Aaron>: What's up

<Carlo>: I hope you are willing to stay man, because I just spoke with the on call, I guess he is going to have you guys just stay up there and clear up whatever comes in. It's possible that we might get some more, right now there is nothing on pending, I have Greg, yourself and then Bonnie coming up there.

<Aaron>: Okay

<Carlo>: All right.

<Aaron>: You don't know how late we are going to be here

<Carlo>: Yeah that's the unfortunate thing about it man, I wanted to apologize for that because I thought I can just give you a couple of tags just to help out but then I guess no one is really do there anymore, just one GSR so the on call wanted supervisor for you guys to stay and like help out. Hopefully it dies down, like right now, like I said there is nothing pending, but it is possible when you go up there you might get flagged down.

<Aaron>: Okay

<Carlo>: Yeah

<Aaron>: Hopefully it's not that much.

<Carlo>: I know man, I know you guys weren't expecting to stay that late so. Yeah sorry about that man. I didn't see that coming at all, I thought you know just give you a couple of tags and that's it but the on call wants you guys to stay

<Aaron>: Not going to listen to you next time

<Carlo>: I know man. Don't say that dude. Just this time, on me

<Aaron>: Who is the on call supervisor

<Carlo>: It's Fred Quinn

<Aaron>: Fred Quinn

<Carlo>: Yeah

<Aaron>: Awww

<Carlo>: I know man

<Aaron>: All right. No problem.

<Carlo>: All right. Hopefully it's not that bad. All right man, I'll keep an eye on it.

<Aaron>: All right bye

<Carlo>: Thanks, bye

4911_20100909 19.26.55_5103325245.wav (10 minutes, 7 seconds)

<Joe>: <Unintelligible>

<Miguel>: Hey Joe, this is Miguel.

<Joe>: What's up Miguel?

<Miguel>: I forgot to tell you, after I hung up, I realized I had a, this tag that I'm at, we are going to have to schedule it for tomorrow. I don't even have a 650 meter on me but I came down, it says on the tag 650 but Mary dropped it on me late and I didn't had a chance yet to get back to the yard or 630 I mean but it is going to need a 630 meter and also it's going to need large fittings. It has a 2 inch house line

<Joe>: Yeah, I can't issue a slip, hold on for just a second.

<Miguel>: Okay

ON HOLD - SILENCE

<Joe>: Okay hold on for a second Miguel, I got to put in a tech for the fire department

<Miguel>: Okay

ON HOLD - SILENCE

<Joe>: Okay Miguel, hold on, let me see how they can handle that.

<Miguel>: Maybe you can set it some other way.

<Joe>: Okay, you know yeah we can't change the date on those things either because they changed the service agreement

<Miguel>: So it has to be done today?

<Joe>: I would just CGI it

<Miguel>: And then how are they going to get

<Joe>: Yeah they would have to reschedule that thing, but hold on, let me see how Mary wants to handle that. I would just CGI it personally, hold on for a second

<Miguel>: Okay

ON HOLD - SILENCE

<Joe>: Hello, yeah I gave you duplicate, why don't you CGI that duplicate and when Mary gets off the phone, I'll see how she wants to handle that original

<Miguel>: Okay, no problem.

<Joe>: All right. Because we really are not supposed to change the date on those things. It changes the service agreement.

<Miguel>: Yeah, have Mary give me a call back because this customer has been without gas for a while and they are really expecting it today so. I'd almost rather just do it today even it takes me a while to go back to the office and everything.

<Joe>: Yeah hold on for a second. Let me see how she wants to do that.

<Miguel>: Alrighty.

ON HOLD - SILENCE

<Joe>: She's still on the phone. What do you think we should do with that?

<Miguel>: We can, there's no way you can even you said like make it as another kind of tag like as a generic tag for tomorrow and then just have it in the remarks that it's a gas tag

<Joe>: Yeah, I can do that but I can't actually issue a gas slip. I can put it as gas unspecified

<Miguel>: And you said and that's so it won't affect the services contract agreement

<Joe>: No, it won't – 55 20, why don't they have gas anyway?

<Miguel>: It's a brand new house. But they are already but from what I understand they are already living here, they've already been here for a while but they don't have a gas meter. They got like 2 <Unintelligible> water heaters, 2 big furnaces, they need at least a 630 for all the stuff they have. It's a really big house. They've been cooking on like a little camp stove. I don't know what they have been doing for hot water. So she was like we were really hoping for hot water tonight. I don't know how long they have been here for but it looks like they have been here a long time.

<Joe>: Well you know what you can actually CGI both for those and I'll just put it down on that they need on here that they need the 7 AC250. Do you guys, I'm going to put that under gas unspecified. Do you guys have a big truck that does that stuff or just whoever winds up

<Miguel>: <Unintelligible> Whoever winds up. If you could put a remark that it's a 630 and it's a 2 inch house line. So it's a big demand and we're going to need like

<Joe>: <Unintelligible> handles 2 inch fittings.

<Miguel>: Well we have the key to the <Unintelligible> room. They are the ones that have all those fittings. We have the key to that and it's usually opened in the morning anyways. We can get the fittings. Right now I can get them if I go back, it's just by the time I come back it's going to be really late. By the time I build it and turn everything on, they have a whole bunch of stuff, I'll probably be here until like 10:00 at night so that way if we can do it tomorrow in the morning it would be great. Maybe get here first thing in the morning whoever comes out with everything. Because I didn't even know what or

what we needed. It just said 630 meter, and like for a regular house that's kind of big but that's what they need.

<Joe>: Okay, I'll put in a tag. You can just CGI both of those and cover your time there.

<Miguel>: Yeah if you could just put a remark from me - 630 meter and it has a 2 inch house line just so they can come compared with the proper fittings.

<Joe>: Okay I'll put that on there too.

<Miguel>: Perfect, thanks a lot Joe.

<Joe>: All right. Bye-bye

<Miguel>: All right. Bye

4911_20100909 19.27.09_9252702222.wav (7 seconds)

<Danny's voicemail>: Hi, you've reach Danny, I'll give you a call back.

4911_20100909 19.27.23_9252702222.wav (1 minute, 7 seconds)

Ringling

<Mike>: Hello this is Mike

<Mary>: Oh hi Mike, this is Mary in Dispatch. Are you guys still out on Regent

<Mike>: No we are done

<Mary>: Okay do you know what time you finished, I never heard from anybody

<Mike>: We left there about 6:00 or maybe about 5:45 5:30 5:45

<Mary>: Okay okay

<Mike>: Yeah

<Mary>: Thanks sorry to bother you

<Mike>: No, no that's okay. No problem. So did you hear anything about the explosion?

<Mary>: Well we don't yeah we don't know exactly what happened, I mean, we really don't yet so I think we are still trying to figure it out.

<Mike>: Yeah

<Mary>: But it's pretty big

<Mike>: Yeah, it looks like a natural gas leak you know on fire, I was just curious

<Mary>: Yeah, I know, but we don't yeah

<Mike>: Nobody knows yet

<Mary>: Nobody knows yet. I think it's too hectic

<Mike>: Oh yeah, I'm watching it on TV and it sure looks like it

<Mary>: Yeah

<Mike>: Yeah okay, all right Mary bye

<Mary>: Okay thanks okay bye-bye

4911_20100909 19.28.05_2706123.wav (less than a second)

Nothing to transcribe.

4911_20100909 19.28.12_9252702222.wav (1 minute, 7 seconds)

<Police Department Nonemergency Voice Prompt>: You have reached the police department nonemergency number. For Spanish press 1, <Spanish> , If this is a life threatening Police, Fire or Medical emergency or a crime in progress press 0. If you are dialing from a rotary phone. Please hold while I transfer your call

Ringin

<Unidentified Female>: Police Department

<Unidentified Male1>: Hello, this PG&E calling.

<Unidentified Female>: Hi

<Unidentified Male1>: Do you guys call about a gas leak .

<Unidentified Female>: Yes

<Unidentified Male1>: For unit 515, could that be unit 15

<Unidentified Female>: Hold on one second, let me double check

<Unidentified Male1>: I don't show a 515 in the computer

<Unidentified Female>: I've got a 515 and I've got the land line number if you want that but they didn't have any problem when they went there to 515

<Unidentified Male1>: Okay we'll take care of it, thank you

<Unidentified Female>: You're welcome, bye-bye

<Unidentified Male1>: Bye

4911_20100909 19.28.13_7075911826.wav (1 minute, 42 seconds)

<Marcus>: Marcus speaking

<Marlin>: Hey Marcus, is Ronnie up there?

<Marcus>: No he's not

<Marlin>: He's not

<Marcus>: No, he is off today

<Marlin>: All right. Hey man this is Marlin

<Marcus>: What's happening Marlin?

<Marlin>: What's going on?

<Marcus>: Nothing, just watching this news man

<Marlin>: Yeah

<Marcus>: I know you doing the same

<Marlin>: Do you know if a GSR is involved or what happened?

<Marcus>: We don't know.

<Marlin>: No one knows.

<Marcus>: No one

<Marlin>: I hope it wasn't no GSR involved or nothing because I don't want G dub <Unintelligible> on the hook for it

<Marcus>: I know. Oh yeah is he up in that area, is that the area he's working

<Marlin>: G dub <Unintelligible> is the manager

<Marcus>: Oh yeah, in that area

<Marlin>: Yup

<Marcus>: No, I don't think so man, I think this thing is too large to be anything

<Marlin>: It's bigger than a GSR

<Marcus>: Yeah yeah

<Marlin>: Because I seen gas blowing right there, I was like I hope a PG&E crew was nowhere around there when that happened

<Marcus>: I know man, that's a lot of houses man

<Marlin>: It sure is. Looking at what I'm seeing right here, it's probably 15-20 houses on fire

<Marcus>: I know, like a bomb zone

<Marlin>: It does

<Marcus>: That's exactly what it is. I'm watching channel 7. A retired person from the company just spoke on Channel 7 news

<Marlin>: Wow

<Marcus>: They said there is no reports of a plane so far. I know man, it's not looking too good right now

<Marlin>: No, it ain't

<Marcus>: You hang in there man

<Marlin>: All right Marcus

<Marcus>: All right bye

4911_20100909 19.28.28_5103854574.wav (10 seconds)

<Brenda>: Dispatch, Brenda

<Mitchell>: Hey Brenda, this is Mitchell out in Oakland

<Brenda>: Hold on please.

4911_20100909 19.28.55_5103854574.wav (7 minutes, 54 seconds)

<Mary>: Dispatch, Mary

<Mitchell>: Hey Mary, it's Mitchell

<Mary>: Hi Mitchell, how are you?

<Mitchell>: All right. Could you send Ken Worley a tag please?

<Mary>: Okay, am I gonna give him a tag that's on your screen or make a tag for him.

<Mitchell>: Make a tag for him. He's going to come out and assist me on a meter change. He's going to do the meter right next to the one I'm going to do.

<Mary>: Okay, so bear with me a second here.

<Mitchell>: Yeah

<Mary>: Okay

<Mitchell>: I have the meter number

<Mary>: Okay, okay go ahead meter number

<Mitchell>: The meter number is 34332353

<Mary>: Okay and this is a meter change

<Mitchell>: Yeah

<Mary>: Okay why does it say no records found. Okay 34332353

<Mitchell>: Yeah that's the best I can see it. Do you want an address for it?

<Mary>: Yeah, let's do an address, one second here let's see. Okay, let's try an address, go ahead

<Mitchell>: The address is ; it might be a rear address, I'm not real sure.

<Mary>: Okay let's see, we've got a lower and upper

<Mitchell>: What's the lower meter number?

<Mary>: Let's see , okay the lower on meter number that ends in it doesn't even have a gas. This is a gas meter right we are talking about

<Mitchell>: Yeah yeah yeah

<Mary>: No this they just have an electric account.

<Mitchell>: Oh wow

<Mary>: Okay so let's try something else here. Let's go back . . . Okay so it's not the lower, let's try the regular one. Let's see what this is okay this gas meter ends in 023J

<Mitchell>: Yeah that's the one I'm here for.

<Mary>: Okay so it's not that one.

<Mitchell>: That's not an account then.

<Mary>: Well let me go back to the last one then

<Mitchell>: Yeah there's two gas meters here at this address.

<Mary>: Okay let's go to the upper. That's only electric.

<Mitchell>: Oh wow. There's not even a gas meter assigned to this address at all.

<Mary>: No it couldn't be another – what address are you at?

<Mitchell>:

<Mary>: Yeah but which are there for, a certain one.

<Mitchell>: Yeah for the meter number ending in 23J

<Mary>: Okay so is there any other address there 2532 or 28 or something

<Mitchell>: I'm looking at the mailboxes and I only see 2 electric meters and 2 gas meters and

<Mary>: Okay, let's do, let's see what can we do. In other words is part of the meter like removed or something?

<Mitchell>: No, it's just when if I'm going to change a 3 dial meter, I might as well change the other one

<Mary>: No no that's not what I mean. I mean the one or the other meter or part of the meter numbers removed?

<Mitchell>: No it's just, no there is nothing wrong with the meter

<Mary>: Why don't you give me the meter number again. And let me see if I can

<Mitchell>: The meter number is 34332353

<Mary>: Okay I'm sorry 343

<Mitchell>: 32353

<Mary>: Okay. Okay it still doesn't come up. Does it look like maybe we are missing a number? Is there something you can't read on it?

<Mitchell>: It's hard to read. There's some like stucco on it and grease

<Mary>: Okay let's try something else. I'm sure we can find, there's some problem with the meter in terms of the address is funny or something is odd so let's see

<Mitchell>: Okay I just scraped the I can read the badge number really clear now.

<Mary>: Okay go ahead

<Mitchell>: The badge number is 34332353

<Mary>: Oh, that's what we just looked up. Okay, let's see

<Mitchell>: The only thing this meter is probably not in the system

<Mary>: Yeah unless it's been

<Mitchell>: If you have the meter number you should be able to pull up the address right?

<Mary>: Yeah or else it will show that the meter is in the system but it doesn't go anywhere sometimes

<Mitchell>: Yeah yeah yeah

<Mary>: Okay you know what, I have to get an IR out real quick. Hold on one second.

<Mitchell>: Okay

ON HOLD - SILENCE

<Mary>: Okay let's see if I can find anything else here.

<Mitchell>: You can send Ken the duplicate of the one I'm on right now. And then when he gets here

<Mary>: Yeah you are probably going to have to make a paper tag or something

<Mitchell>: Yeah

<Mary>: He'll have to make a paper tag though because that's not gonna but I can make a dup for him

<Mitchell>: Okay, thank you.

<Mary>: Okay, you bet.

4911_20100909 19.28.58_4157608339.wav (2 minutes, 27 seconds)

<Kenny>: Sal, it's Kenny, I know you are busy

<Sal>: I always have time for you Kenny

<Kenny>: We are going to do something different Sal

<Sal>: Let me bring up your screen here.

<Kenny>: I know I heard Andy say it's really bad

<Sal>: Yeah it's really bad. It's real bad. Okay, what do you have going?

<Kenny>: Okay Sal can you bring up [redacted] on Biltmore Avenue and [redacted] okay Biltmore okay can you give it to Eddie Vaughn.

<Sal>: All [redacted] are going to Eddie except the one you are on.

<Kenny>: Yeah, [redacted] and [redacted] Eddie give to Eddie Vaughn. Okay he only got 4 jobs so

<Sal>: Okay, 56 [redacted] there is all kinds of 56's left.

<Kenny>: I've got [redacted] only [redacted] and [redacted] okay

<Sal>: Okay, I've got [redacted] s still there as a duplicate. You want all

<Kenny>: <Unintelligible>

<Sal>: so you want the [redacted] to go, all the [redacted].

<Kenny>: Yup

<Sal>: Okay, damn

<Kenny>: Except for [redacted] only okay not the regular [redacted] okay, leave the regular [redacted] for me. Just take the [redacted]

<Sal>: Okay. [redacted]. I have to probably go back in and look at it.

<Kenny>: Take your time Sal. [redacted]. I heard it's bad man. They need me, I'm going to stay and help tonight man

<Sal>: [redacted], yeah we're probably going to need some bodies. They are going to call for bodies

<Kenny>: <Unintelligible>

<Sal>: Let me see

<Kenny>: What happened? A plane crashed or what

<Sal>: We don't know because we are hearing different things.

<Kenny>: <Unintelligible>

<Sal>: Let me go, let me see, I'm back on Eddie's screen, you want to keep 56B right?

<Kenny>: No, I don't want, I want only

<Sal>: only that's what I was looking

<Kenny>: Actually you are correct Sal, the only thing you need to get one more apartment out of the way, that's it.

<Sal>: apartment

<Kenny>: Yeah, that's it. That's the only one you got left

<Sal>: So what we've heard is, a plane hit a gas station and took out houses. Now we are hearing there is no plane hitting. Getting calls from GSRs saying no that's not what happened.

<Kenny>: I heard they shut down the gas for 10 blocks, that crazy man

<Sal>: Yeah, okay I must go.

<Kenny>: Okay, thanks man, talk to you later bye

4911_20100909 19.29.20_4155174237.wav (13 seconds)

<Unidentified Male1>: Hey Shawn, who is the on call tonight?

<Shawn>: For gas service or for gas OMC?

<Unidentified Male1>: gas service

<Shawn>: Barry Stillwell

<Unidentified Male1>: Oh Barry, okay thank you

<Shawn>: Sure

4911_20100909 19.29.30_9252702222.wav (24 seconds)

Ringling

<Dennis>: This is Dennis

<Shaunda>: Hey Dennis, Shaunda here in Dispatch. I'm just calling to let you know I've put a gas turn on on your screen

<Dennis>: Okay

<Shaunda>: Okay

<Dennis>: Yup, thank you

<Shaunda>: You're welcome bye-bye

4911_20100909 19.31.19_6503394775.wav (55 seconds)

<Brian>: Hey Shawn Brian, are we responding to the big fire or no

<Shawn>: Apparently a natural gas line that broke so at this point I haven't got any calls to start calling out GSRs, I've got tons of people calling us and letting us know they are willing to go out so

<Brian>: Okay, well I'm calling as well too. I heard it was a gas station

<Shawn>: I heard it was a gas station, then I heard it was an airplane per the fire department and now apparently reports are coming out that it has nothing to do with any of those, it's just a natural gas line that broke.

<Brian>: Really

<Shawn>: Yeah, at least 7-10 houses I want to say

<Brian>: Right, I'm watching, I live near the area, I can see the smoke over the hill where I live

<Shawn>: Oh wow

<Brian>: Okay well I'm calling you to let you know that I called

<Shawn>: You got it man, thanks a lot, I appreciate it

<Brian>: All right Shawn, you can call me on my phone. They are saying it's a natural gas line

4911_20100909 19.31.19_9252508408.wav (5 minutes, 1 second)

<AI>: Shaunda, it's Al White. Can you check another electric account for me please

<Unidentified Female>: Okay, hold on just a moment. They probably don't want to say something until they get the media on site and get everything you know. Okay go ahead Al, what's the location?

<AI>: How about a meter number?

<Unidentified Female>: A meter number is good.

<AI>: Okay it's 1005567456

<Unidentified Female>: Okay hang on just a moment. Did you hear about that major explosion in San Bruno?

<AI>: No I sure didn't

<Unidentified Female>: Yeah turn it to KCBS news. It's a big thing. At least 2 blocks of houses are on fire and something is feeding the flame and they don't know what it is but

<AI>: Hopefully it's not us

<Unidentified Female>: Yeah that's what we're saying. Hopefully not. Okay it is in Martinez

<AI>: That's it.

<Unidentified Female>: And shut off non pay today

<AI>: How much do they owe?

<Unidentified Female>: Hold on just a moment, customer contacted today. Customer it's remote connect. Did you get a tag saying remote connection failed? So they deleted I think, let's see customer remotely connected, oh wait a minute, it doesn't say paid, it just says they disconnected remotely. Disconnect remotely. Let me see how much they owe. I'm going to put you on hold for a minute.

<AI>: Sure

ON HOLD - SILENCE

<Unidentified Female>: Hey Al,

<AI>: Hey

<Unidentified Female>: Oh, Dave, I'm sorry, Dave I'm showing that the customer

<AI>: No, this is AI

<Unidentified Female>: Okay. \$532.21 that's what I'm showing but you should call PBX to confirm that because they may want a deposit or something

<AI>: I do have a confirmation number

<Unidentified Female>: Oh you do

<AI>: The lady here told me that she just got off phone and she made a payment and she has a confirmation number. I don't know if she made the payment, why didn't they turn on her meter?

<Unidentified Female>: See that's what I'm saying. So you should call PBX to confirm because they may be requesting more from the customer. How much did she say she paid?

<AI>: How much did you pay?

<Customer>: \$422.33 plus \$1.45

<AI>: 422.33 and plus \$1.45, \$423.78. So can you do something with this confirmation number.

<Unidentified Female>: There's nothing I can do with it. You need to call the PBX. That 415-973-7000

<AI>: 415-973-7000

<Unidentified Female>: Yeah and then hit zero see what they are saying. I'm almost certain, this customer because she didn't pay the full bill but this can be done remotely so yeah there is a reason something is going on why it wasn't done.

<AI>: Okay so that's 415-973-7000

<Unidentified Female>: Okay, yeah so when you hear the prompts, just hit zero

<AI>: Okay thank you

<Unidentified Female>: Okay, no problem

<AI>: All right. Bye

<Unidentified Female>: Bye

4911_20100909 19.31.28_6507663853.wav (27 seconds)

<Alonzo>: Hey Shawn, Alonzo

<Sal>: Hey Alonzo, this is Sal

<Alonzo>: Sal, hey I'm out here at that transmission leak. Can we get electric out here too? Or have they been notified already

<Sal>: They are coming. Yes, we have talked to Pete DeMartini, he is coming. We've called Rodney Simon. He has yet to call us back so

<Alonzo>: Okay we are out there on site now on Vermont and <Unintelligible> and yeah it's not good

<Sal>: Yeah

<Alonzo>: All right.

<Sal>: Alrighty

<Alonzo>: Thanks

<Sal>: Thanks bye

4911_20100909 19.33.08_5107607262.wav (1 minute, 23 seconds)

<Marcus>: Service Dispatch, Marcus speaking

<Steve>: Hey Marcus, Steve <Unintelligible>, I'm reporting outside of : n Mill Valley

<Marcus>: Yes

<Steve>: Yeah, <Unintelligible> report on site

<Marcus>: Just a second, let me find that. Okay what's that address again

<Steve>:

<Marcus>: Okay you guys are onsite now

<Steve>: No we are offsite

<Marcus>: Okay hold on , got it. Okay so you made repairs

<Steve>: Yeah

<Marcus>: Okay what kind of repairs did you guys make?

<Steve>: We repaired gas leak on service

<Marcus>: Okay, make repair, okay plastic?

<Steve>: Copper

<Marcus>: Okay, all right, we got you.

<Steve>: All right, see you later

<Marcus>: Thanks man bye

4911_20100909 19.34.00_6507961443.wav (36 seconds)

<Pacifco>: Sal this is Pacifco, do you need anybody?

<Sal>: Let me see what Shawn is saying. You've got Pacifco, do we need anybody over there? At this point, no. Nobody has called us back yet. We don't know what is going on. They are still probably evaluating what the heck is going on down there.

<Pacifco>: Supposed a 4 inch main or something that blew up or something

<Sal>: Yeah we don't anything. We've heard multiple different stories

<Pacifco>: Yeah okay

<Sal>: Okay

<Pacifco>: Thanks bye

<Sal>: Sure, bye

4911_20100909 19.34.31_9252702222.wav (30 seconds)

Ringling

<Pete>: Pete speaking

<Unidentified Male1>: Hey Pete, do you want me to start calling the San Carlos guy too?

<Pete>: John Moore is going to take care of it, you are going to have enough to do.

<Unidentified Male1>: Okay you got it bud

<Pete>: Who did we get from Pacifica

<Unidentified Male1>: The only person responded was Cavanaugh, no one else has called back or responded. I told everyone to give you a call or report to the yard mandatory. Nobody has responded

<Pete>: Okay thanks

<Unidentified Male1>: Sure, no problem

4911_20100909 19.34.55_5103672402.wav (1 minute, 15 seconds)

<Brenda>: Dispatch, Brenda

<Unidentified Male1>: Brenda, this is <Unintelligible>

<Brenda>: Hi <Unintelligible>

<Unidentified Male1>: Hey now I've got a quick request. Is there a way for you, because I need to put in a case for a job that I did yesterday but I don't remember the address. Do I need to call PBS for that or can you do that?

<Brenda>: No, I can't put in a case

<Unidentified Male1>: No, I know you can't, but I mean before I call them, or you able to look up an address that I did yesterday or do I have to have them do that?

<Brenda>: You don't have the address at all? I can't look at work you did yesterday.

<Unidentified Male1>: Okay, okay. How would they be able to do it? What do they just look at my tag or something?

<Brenda>: They are not, no you have to have an address

<Unidentified Male1>: Man, okay what I'm going to have to do then, okay the only way, Joe will probably have to look at my timecard

<Brenda>: Okay or either go by the address and then call me but

<Unidentified Male1>: Yeah okay okay okay, the other thing real quick. Do we have everybody tonight?

<Brenda>: Yeah and it's light.

<Unidentified Male1>: No I was just wondering

<Brenda>: Yup 4 people out there tonight

<Unidentified Male1>: Okay, thanks ma'am

<Brenda>: All right bye-bye

4911_20100909 19.35.05_5303622273.wav (2 minutes, 30 seconds)

<Mike Green>: This is Mike Green out of Woodland, is Carlo available? I think he was helping me a little while ago, Carlo

<Unidentified Female>: Yeah hold on, he might be away from his desk. One second. What did you need Mike?

<Mike Green>: Well I wanted to get, I called Carlo because there is an area odor out here after all. So I called Carlo I wanted to see what kind of information you got for me, is there somebody coming out this way? Get the supervisor

<Unidentified Female>: Oh, he was supposed to call a supervisor for you?

<Mike Green>: Yeah I have an area odor

<Unidentified Female>: Carlo, did you call a supervisor for Mike Green about an area odor? What did he say? Hold one second Mike, he's on another line.

<Mike Green>: Okay, I'll wait, thank you.

<Unidentified Female>: <Unintelligible> work out

<Mike Green>: Didn't work here after all, there was a leak out here

<Unidentified Female>: Got busy all of sudden

<Mike Green>: Yeah I wasn't quite sure what the smell was before.

<Unidentified Female>: Yeah, he's on another line, one second, where is it, in Woodland you said?

<Mike Green>: Yeah it's in Woodland. Neighbors smelled it in the evening and she was right because I walked up to where she thought she could smell it. She called it right, there's definitely a leak here

<Unidentified Female>: Wow, let me see. He called about an area odor. Mike Green. It's Mike on the phone

<Unidentified Male2>: <Unintelligible>

<Unidentified Female>: Okay, hold on Mike, I'm going to transfer you

<Mike Green>: Sure, thank you

4911_20100909 19.35.09_9252702222.wav (21 seconds)

Ringling

<Jose>: Hello

<Unidentified Female>: Jose, sorry for the late one but can you get that one that Joe just put through for the fire department?

<Jose>: I'm on my way, I'll be there in about 15 minutes

<Unidentified Female>: Perfect, thanks bye

<Jose>: Bye

4911_20100909 19.35.40_4153170037.wav (1 minute, 2 seconds)

<Sal>: This is Sal

<Ben>: Hey Sal, it's Ben

<Sal>: Hey Ben

<Ben>: Hey, what's this . What is PBF

<Sal>: Ben , I didn't even read it, because we have a lot of stuff going on here. CL1L4 that's not for you. CL14 is going to go, I'm going to pull that from you, Cl1, Eddie Leon, let me see what he's got on his screen and see if he needs a hand here. Because we got that issue going on right now.

<Ben>: Yeah I turned on the radio

<Sal>: So what do we have here, he's on , I'm going to give you . Ben Pierce, there you go. That will keep you moving for a little while anyway.

<Ben>: Anybody going to the San Bruno thing?

<Sal>: Right now Andy Lamb is moving down there

<Ben>: Oh is he?

<Sal>: Yeah, what the hell is Cesar doing, he's on the last tag. Let me get going, I need to keep moving here.

<Ben>: Okay

<Sal>: Thanks, bye

4911_20100909 19.35.47_25500027.wav (1 minute, 1 second)

<Unidentified Male1>: Yes

<Brea>: Hi this is Brea in Stockton I wanted to confirm that you received an immediate response for the address in Pleasant Hill

<Unidentified Male1>: Yeah sorry about that Pleasant Hill okay just a moment please

<Brea>: No problem

<Unidentified Male1>: I thought I was still on the phone with another caller, that's why I said yes when I picked up

<Brea>: I didn't know if I had the correct department

<Unidentified Male1>: Because normally we would say Dispatch

<Brea>: Yes

<Unidentified Male1>: Sorry about that

<Brea>: It's okay

<Unidentified Male1>: I believe I sent <Unintelligible> in Concord, oh I'm not set up oh hold on.

<Brea>: I'm sorry, what was your name?

<Unidentified Male1>: Carlo

<Brea>: Carlo

<Unidentified Male1>: Carlo, yeah he actually ended up getting Area 6 but I can help you out. I just need to set up my screen here. Crescent Drive, Suite A, I can confirm that

<Brea>: Thank you very much

<Unidentified Male1>: Thank you so much

<Brea>: You have a good day

<Unidentified Male1>: You too

<Brea>: Bye-bye

4911_20100909 19.37.11_2706137.wav (4 seconds)

<Pacific Gas and Electric Company Corporate Headquarters voice prompt>: You have reached Pacific Gas and Electric Company's Corporate Headquarters

4911_20100909 19.37.23_9252702222 .wav (2 seconds)

Nothing to transcribe.

4911_20100909 19.37.34_9252702222.wav (1 minute, 45 seconds)

Ringling

<Art>: Hello

<Shaunda>: Hey Art, Shaunda here in Dispatch. I'm calling because I've got an IR and the guys are already on IRs, and I put it on your screen in Pleasant Hill

<Art>: Okay I'm looking at the office remarks, it said it's at the meters. Is that what this caller said it was?

<Shaunda>: Well yeah, it says riser, riser I don't know, it just says

<Art>: Okay, I'm going to head over there and take a look at the meter sets hopefully in that area. I'm not too familiar, so all right, I'm not too familiar but when I get that's the address that they gave :

<Shaunda>: Yeah and then there is another one well yeah that is it.

<Art>: Okay I'm going to head off that way and take a look and see what's going on. There's big news in San Bruno, are you guys following that?

<Shaunda>: Yeah we are looking at it, trying to see

<Art>: Yeah so nobody yet has confirmed that it's a gas main that exploded out there?

<Shaunda>: Nope, not yet.

<Art>: No confirmation, okay very good I will keep on that news and see what the heck is going on over there in San Bruno

<Shaunda>: Okay

<Art>: Okay, Shaunda I'll take this one in Pleasant Hill and after I finish that, I'm off, I mean that will be the day for me.

<Shaunda>: Right okay

<Art>: All right. Thank you bye

<Shaunda>: Thank you, bye-bye

4911_20100909 19.37.42_5303622273.wav (1 minute, 26 seconds)

<Unidentified Male1>: Hey Mike

<Mike>: Was Ernest on call after all, is that right?

<Unidentified Male1>: Yeah yeah I spoke with him and he said he'll get on it

<Mike>: Oh okay

<Unidentified Male1>: Did you want to talk to him to find out who is responding. Normally we have the guys call in and let us know if they are rolling already

<Mike>: There's definitely wrong out here. There's definitely something leaking

<Unidentified Male1>: Oh really, you can smell something

<Mike>: Probably ends up being we can start with a flame pack unless you want me to call Ernest myself

<Unidentified Male1>: Yeah you know I was expecting him to call you but yeah that would be great I guess you can call him directly, hang on

<Mike>: Let me get my pen

<Unidentified Male1>: Sure, things going on today. Did we send a guy over there? When you are ready Mike

<Mike>: Yes sir

<Unidentified Male1>: Okay, I'm sorry. Ernest Grider is

<Mike>: okay thank you I'll call him right now and give him and update thank you

<Unidentified Male1>: All right Mike bye-bye

4911_2010090 19.38.07_2706137.wav (11 minutes, 26 seconds)

<Pacific Gas and Electric Company Corporate Headquarters voice prompt>: You have reached Pacific Gas and Electric Company's Corporate Headquarters in San Francisco. Our office hours are from 8am to 5pm Monday through Friday. Rotary Dial Users – please stay on the line and you will be transferred to the next available attendant. If this is a news media call, please press 1 now. If you require corporate security assistance, please press 2 now. For all customer service and billing inquiries, please call our toll free number 1-800-743-5000. If you would like to hear this message again, please press the star key. Thank you for calling Pacific Gas and Electric Company. Please hold while your call is being transferred. This call may be recorded for quality assurance. If you do not want to be recorded, please advise our service representative.

<Justin>: Hi this is Justin with PG&E, how may I direct your call?

<Dispatcher in Concord>: I'm a dispatcher in Concord RMC. I was calling regarding some tags that dropped late – gas and electric sets.

<Justin>: Can I get your LAN ID?

<Dispatcher in Concord>: CXV6

<Justin>: <Unintelligible> just a second. What address are you calling for?

<Dispatcher in Concord>:

<Justin>: Is there an apartment with that?

<Dispatcher in Concord>: It's an apartment, you'll see, you should see a bunch of addresses there, a bunch of jobs in Dixon.

<Justin>: Is there one in particular you are calling about?

<Dispatcher in Concord>: No, they just dropped late and there's no way we are going to be able to do all these jobs you know

<Justin>: <Unintelligible>

<Dispatcher in Concord>: Yeah I don't think they scheduled an actual appointment time

<Justin>: Do you have like <Unintelligible> or something or is there multiple pole cutters

<Dispatcher in Concord>: There's multiple ones yeah. I know if you can go into CC&D you can put 211 in and it should show up. Apartment uh, I've got apartment numbers and All at that address.

<Justin>: And what are the tags for?

<Dispatcher in Concord>: To put in gas and electric sets

<Justin>: <Unintelligible>

<Dispatcher in Concord>: Yeah which is a pretty big job and it dropped in late this afternoon. I'm just now getting back to them here.

<Justin>: What do you need me to do?

<Dispatcher in Concord>: I guess they want them today but I came late and there are a bunch of them so I don't know if we need to reschedule those just for tomorrow or

<Justin>: What unit numbers do you have? Is that all of them here. When I pull there's I have apartment like through

<Dispatcher in Concord>: Okay let me give you the specific apartment numbers again.

<Justin>: Okay

<Dispatcher in Concord>: and the last one is!

<Justin>: <Unintelligible> We will work on getting them scheduled. Can I get your LAN ID one more time.

<Dispatcher in Concord>: CXV6

<Justin>: <Unintelligible> Okay

<Dispatcher in Concord>: These are jobs that normally they set up a couple days ahead of time and then they can pull a couple of guys to basically kind of be there all day doing this kind of work.

<Justin>: Tomorrow or do you put them on a couple of days.

<Dispatcher in Concord>: A couple of days probably. It's a pretty big job.

<Justin>: So I do I just jump to the 14th on Tuesday or like Monday the 13th.

<Dispatcher in Concord>: Tuesday is good.

<Justin>: <Unintelligible> Is it like a meter change out or something

<Dispatcher in Concord>: Actually it's like smart meter modules so it looks like they have power, gas

<Justin>: Okay you don't typically see one of these tags

<Dispatcher in Concord>: I haven't seen one of these tags in a while either. They all dropped together. I was like what is this. Jobs like this, usually you know a scheduler you know is involved to make sure they have the manpower and everything. If there is any problems, they'll be calling first thing in the morning. But they will find the tags though. They will be up there.

<Justin>: All these were created separately so I have to do like a new appointment with gas and electric. You know what actually it's a <Unintelligible> Now the 14th actually has been all used up. I've got 2 more units to go. Do you want me to keep overwriting for that day or jump to Wednesday?

<Dispatcher in Concord>: Let's see. Go ahead and override it and I'm betting they are going to reschedule those anyway. I think the scheduler messed up on this one. You don't schedule them for 5:43 in the afternoon. Somebody messed up there.

<Justin>: Yeah

<Dispatcher in Concord>: Especially when the GSR is gone at 4:30

<Justin>: Sounds like it makes sense there

<Dispatcher in Concord>: Yeah

<Justin>: Okay, I've got the last 3 noted, I just needed the first 4, you can add people longer like if it looks like multiple orders I can send a case over to make sure it gets off. What were the numbers again, I have _____ what were the first four?

<Dispatcher in Concord>: -----

<Justin>: There was also _____ and _____ also

<Dispatcher in Concord>: That's all that's left on my screen

<Justin>: No problem, I got it. Is there anything else we can do for you then

<Dispatcher in Concord>: That's it man, thanks a lot

<Justin>: You're welcome, take care

<Dispatcher in Concord>: All right. Bye

4911_20100909 19.38.20_9252702222.wav (43 seconds)

Ringling

<Rodney>: Rodney

<Sal>: Hey Rodney Sal from Dispatch

<Rodney>: Hey Sal, what's up

<Sal>: Hey, has anybody got a hold of you

<Rodney>: No, it's a mass confusion out here

<Sal>: Okay, so you're on site or you know what's going on then

<Rodney>: I'm on site

<Sal>: Okay, cool

<Rodney>: I've got electric crews are opening the deck, they are going to take control from me. I've been told to stand down and hold the crew in the yard until this thing gets safe out here.

<Sal>: I'll let my supervisor know because they were calling for you. Okay, I appreciate it.

<Rodney>: Yeah, yeah just tell them you know what my phone is ringing every 5 seconds

<Sal>: Okay, cool thanks for answering

<Rodney>: Okay bye

4911_20100909 19.39.06_4158508719.wav (38 seconds)

<Holly>: Sal, it's Holly

<Sal>: Hey Holly

<Holly>: Hey I did the job, I can't think of the name, Oakdale.

<Sal>: Okay, I'll pull that you've got that already, aw , he's already on his way, I'll yank him from that. I'll have to call him. Damn. Are you going to get to whatever stuff you have on your screen?

<Holly>: The only other one I have on my screen and I haven't done it is Cap but that's just a verify a meter, if it's commercial or residential so

<Sal>: Okay, I'm going to give it Cesar I need to get all this work done

<Holly>: Okay

<Sal>: Thanks bye

<Holly>: Bye

4911_20100909 19.39.12_9252702222.wav (3 seconds)

<Matt's voicemail>: You've reached Matt, go ahead and leave me a message

4911_20100909 19.39.14_9252702222.wav (3 minutes, 15 seconds)

Ringling

<Craig>: Craig speaking

<Bob>: Craig, Bob in Dispatch

<Craig>: Hey, Que pasa

<Bob>: Well, you got screwed. He did all the electric restores and never went to this leak, let's see

<Craig>: You know, that's pathetic

<Bob>: It is.

<Craig>: What's that all about? You know what he'll say? He'll say the restores take priority over the leak

<Bob>: Well, more than likely, he's going to hear about it.

<Craig>: Someone should let him have it.

<Bob>: Yeah

<Craig>: That's a bunch of baloney

<Bob>: Electric restores do not take precedent over leaks

<Craig>: No they don't

<Bob>: So this one is on _____, cross street of Esplanade.

<Craig>: Okay, no offense, I'm going to get a bite to eat

<Bob>: No, I understand.

<Craig>: I was kind of counting on doing the restore, not the leak, but that's okay

<Bob>: You know what, I should have taken the restores off him and put them on you. That's what I should have done.

<Craig>: Yeah you should have or given him my leak

<Bob>: Well next time I get a second IR in Paradise, I'm just going to dump it on him. Make him go up there.

<Craig>: You know we were late to that one.

<Bob>: Oh I know we were but I marked it we had multiple EP IRs so

<Craig>: Okay

<Bob>: I knew we were going to be

<Craig>: Yeah those EP people drive me nuts

<Bob>: Yeah, I've believe me, it wouldn't be the first time I've heard about it

<Craig>: You know if it is, great, but if it's not, I mean their threshold is 25 parts per million, when I see a tag that says 27 parts per million IR we've got a problem here.

<Bob>: Yeah. All I've got to say is Premier Survey

<Craig>: There you go

<Bob>: Anyhow so, I understand you need to fill the fuel tank so go ahead and do that and short of anything being an IR, go to that one next

<Craig>: Yeah I will

<Bob>: Because now it's been out since about 4:30

<Craig>: Okay

<Bob>: Okay, thanks buddy

<Craig>: Okay, that sucks, Mike should he knows better than that. What he is counting on is you know we have a substitute boss

<Bob>: Right

<Craig>: I doubt very much that Jeff what's his name is going to call him on it.

<Bob>: Yeah, well we'll see what happens.

<Craig>: Yeah, okay thanks Bob

<Bob>: All right. Thanks

<Craig>: Appreciate it, bye

<Bob>: Bye

4911_20100909 19.39.39_9252702222.wav (1 minute, 2 seconds)

Ringling

<Dennis>: This is Dennis

<Shaunda>: Hey Dennis, I got a question, this is Shaunda in Dispatch and I'm dispatching your area. I'm show that you can only do routine tags, you can't do any gas leaks right?

<Dennis>: I can do it.

<Shaunda>: Oh you can

<Dennis>: I just can't do valves changes

<Shaunda>: I'm sorry, you can't do valve changes

<Dennis>: Right. I'm just doing those other tags because there was no work

<Shaunda>: Oh okay, all of sudden work is coming in now, so I'll put it on your screen

<Dennis>: <Unintelligible>

<Shaunda>: huh

<Dennis>: <Unintelligible> normal

<Shaunda>: It was busy but now work is coming in so I'll give it to you but that one is for Eric, don't take that one. There's another gas leak, I'll give it to you.

<Dennis>: All right.

<Shaunda>: Okay, bye-bye

4911_20100909 19.39.50_9165058068.wav (52 seconds)

<Carlo>: Dispatch Carlo

<Unidentified Male1>: <Unintelligible> What do you know about San Bruno

<Carlo>: Oh man already. Right now

<Unidentified Male1>: Half time

<Carlo>: Right, earlier we the initial call for wait a minute, back track, actually a GSR who told the dispatcher in there so initially they thought it was a plane, they thought it was just a fire at a gas station but now I think it's possible it might be our transmission line they said.

<Unidentified Male1>: ooh

<Carlo>: Yeah, unconfirmed right now, I don't think they are sending GSRs. Right now, it's still under investigation. All we know at this point, is that it's a fire

<Unidentified Male1>: Thank you Carlo

<Carlo>: No problem

<Unidentified Male1>: All right bye

<Carlo>: Okay, bye

4911_20100909 19.39.53_9252702222.wav (33 seconds)

Ringling

<Unidentified Male1>: Yes sir

<Unidentified Male2>: Hey I just changed that job I gave you another one. Holly has already got it done but she got pulled off for something else. So anyway, I gave you something else okay

<Unidentified Male1>: I've got Caps 3

<Unidentified Male2>: Yeah, Cap is the one I guess, I don't even know what it was

<Unidentified Male1>: Okay

<Unidentified Male2>: Just to keep you moving

<Unidentified Male1>: All right. Thanks

<Unidentified Male2>: Thanks bye

4911_20100909 19.40.00_9252702222.wav (25 seconds)

Ringling

<Miguel>: Hello

<Unidentified Female>: Miguel do you have time for a turn on in Albany?

<Miguel>: Sure <Unintelligible>

<Unidentified Female>: Okay, thank you very much bye

<Miguel>: Bye

4911_20100909 19.41.29_9252702222.wav (1 minute, 11 seconds)

Ringling

<Jerow voicemail>: Your call has been forwarded to an automated voice messaging system. Jerow Breeze is not available. At the tone, please record your message. When you finish recording you may hang up or press 1 for more options. To leave a call back number, press 5

<Shawn>: Hey Jerow, this is Shawn calling from Dispatch. Just give me a call back whenever you get this message man. I want to make sure you are all right. Apparently, one of the dispatchers said you hung up and said something about a fire running up the hill. So whenever you get an opportunity if you could give me a call back just to make sure you are all right man. Thanks

4911_20100909 19.43.08_5305186932.wav (5 minutes, 53 seconds)

<Bob>: Dispatch, this is Bob

<Steve Nagle>: Hey Bob, Steve Nagle.

<Bob>: Steve, what's happening?

<Steve Nagle>: Hey do we got problems in San Bruno?

<Bob>: As a matter of fact, we do.

<Steve Nagle>: Oh I saw it at the end of the channel 2 news and I was thinking maybe it might be petroleum or something. But then I was just watching Fox News and they are saying it was a gas

<Bob>: Yeah but we don't know if somebody was digging or what.

<Steve Nagle>: Son of bitch, that's all we need

<Bob>: Oh yeah, so yeah there was a lot of houses that are being burned down, people are in the hospital.

<Steve Nagle>: People are already engulfed in flames. Houses are engulfed

<Bob>: Yeah not good.

<Steve Nagle>: Okay, well I figured you might know.

<Bob>: I mean, I wish it hadn't happened but I'm hoping it you know some outside sources was the reason for it.

<Steve Nagle>: Yeah a loud explosion was felt before the blaze. I certainly don't want to think that our equipment failed or anything so. We don't need that.

<Bob>: Anyhow, what are you doing on your vacation?

<Steve Nagle>: I'm sitting here at home right now. We were up at the lake until yesterday, came home. Wife and I went over and watched a movie this afternoon. Been hanging out. My daughter came over and cut my hair and permed the wife's hair and then we just finished having dinner. Mike Lawson called me and said "Hey did you hear anything?". I said no other than what I saw on the news.

<Bob>: We had thought it was a gas station.

<Steve Nagle>: Yeah

<Bob>: But you know I guess it wasn't and then somebody thought an airplane crashed because they thought they heard an airplane engine. But you know what that easily could have been a tractor or back hoe or something like that so

<Steve Nagle>: Yeah

<Bob>: You know revving his engine up to make a dig

<Steve Nagle>: <Unintelligible> Also if you hear it like that and an engine is running in that natural gas and it starts then taking that natural gas and rev those engines until they blow.

<Bob>: You know what, they are not going to know anything.

<Steve Nagle>: Hell no

<Bob>: No, they aren't going to know anything until that fire is out and they can go in there and inspect the area so

<Steve Nagle>: Yup, all right. Thank you sir

<Bob>: Anyhow, I know you are not working but I'm afraid I might have to send a thing to our liaison about Rapozzo

<Steve Nagle>: Good, do it.

<Bob>: I don't want to, I like the guy but he went and did all these electric restores instead of going to a leak. He was on a no gas, no reason at an apartment for an hour and then another tag dropped for the apartment next door and was there for over an hour.

<Steve Nagle>: Well it might be legit, but you should be working those leaks before reconnects

<Bob>: Right or no gas no reason

<Steve Nagle>: Right

<Bob>: Honestly the no gas no reason came in about let's see yeah he was at the no gas no reason before the leak.

<Steve Nagle>: Right

<Bob>: So he was there for an hour and then he went to the second and it just said turn on gas and he was there for he was there about 20 minutes, so anyhow, but he should have gone to the leak next instead of doing all those electric restores in my opinion

<Steve Nagle>: Run it by the liaison and see

<Bob>: Mike is still, I mean Craig is still out. He had multiple EPIRs up in Paradise and then another leak in Paradise

<Steve Nagle>: That's why I moved this shift thing the way it is because they aren't letting me bill anything. I thought you know what, I'm going to get some help during the day and then they can track all the overtime that's going to come in now.

<Bob>: Yeah, probably not a bad plan

<Steve Nagle>: Nope, I think it's a bit of genius on my part to be honest with you

<Bob>: You know it's funny, they are coming up with a survey pretty soon here and they said you know we hired 63 more gas service reps or something like that. I go I haven't seen any in my area.

<Steve Nagle>: Hell no. I haven't. All I've seen is drops. I'm supposed to have 22 people and I'm down to 17.

<Bob>: Yeah well I mean we've lost 2 guys to medical up in Reading, we lost a guy to retirement in Chico.

<Steve Nagle>: Chico, the promotion that was my position and then Amonte moved back to San Rafael and they never filled in

<Bob>: Right really we're and I don't know that we need 3 people in Red Bluff but we could certainly use the help either in Reading or Chico so

<Steve Nagle>: Yeah however, Red Bluff is a really good place for an extra body that's my argument there.

<Bob>: Oh really. Well yeah you are kind of flexible, he can go down to Orland, go up to Reading

<Steve Nagle>: Yeah he can be in Chico, Willows or Redding all in a half hour or less

<Bob>: Yeah, actually you are right. That's really, that's probably a good place to have an extra guy, more flexibility. Anyhow, you are on vacation so I'll talk to you next week.

<Steve Nagle>: All right. Okay, take it easy

<Bob>: Take care, bye

<Steve Nagle>: Bye

4911_20100909 19.43.38_9163430237.wav (1 minute, 18 seconds)

<Casey O'Callaghan>: Hey this is Casey O'Callaghan, I have work order 17374

<Unidentified Female>: 17374

<Casey O'Callaghan>: Do you guys, I'm on my way out there, do you have Mike Green's phone number by chance

<Unidentified Female>: You are part of the plane pack

<Casey O'Callaghan>: Yeah, I'm the plane pack

<Unidentified Female>: And what's your name?

<Casey O'Callaghan>: Casey O'Callaghan

<Unidentified Female>: Can you spell your last name?

<Casey O'Callaghan>: O'Callaghan

<Unidentified Female>: Can I get your phone number?

<Casey O'Callaghan>: !

<Unidentified Female>: Okay and let me give you Mike Green's phone number, hold on. His number is

<Casey O'Callaghan>: Okay perfect

<Unidentified Female>: Okay, you in route

<Casey O'Callaghan>: Yeah, I'm in route

<Unidentified Female>: Okay, thanks a lot

<Casey O'Callaghan>: Bye

<Unidentified Female>: Bye

4911_20100909 19.44.34_5103325215.wav (1 minute, 23 seconds)

<Mary>: Dispatch Mary

<Jose>: This is Jose, I just showed up out here, the account they gave it to me, was on the opposite account and there is no fire engine out here in the front so I don't know where to go

<Mary>: Oh let me see, Joe took that call, let me ask him, hold on a second. Hey Joe, oh it doesn't what did they say when you called them about it.

<Jose>: <Unintelligible>

<Mary>: So I'm sorry. You said that one more time Jose, he said that there is no _ _ _

<Jose>: No the field, I don't have _ _ _ I have the house account, nobody told me about ! There's nothing on the tag about

<Mary>: Yeah it says in the remarks it says unit _ _ _ per RFD

<Jose>: Okay, no problem, all right then

<Mary>: Okay sure

<Jose>: Why didn't they give it to me on the tag then?

<Mary>: I guess there was no gas account for

<Unidentified Male1>: <Unintelligible>

<Mary>: No but does it have many apartments, he couldn't find the

<Jose>: Okay it should be building _ _ _ , each one of the units <Unintelligible>

<Mary>: Oh is that it, okay, thanks

<Jose>: _ _ _ but that would be building _ _ _ then

<Mary>: Okay, I'll look for it thanks

<Jose>: Thanks

4911_20100909 19.44.43_4157628160.wav (3 minutes, 16 seconds)

<Larry>: Sal this Larry. Okay Gas Control. Okay I wanted to give you a heads up of what is going on. Okay, we've shut in Martin Station. I'm just going to give you a handle on what's going on. Okay that's where, we've shut in Martin Station. Okay San Francisco is fed by two transmissions 109 and 132. 132 is the one that blew up. Okay so we shut in Martin station so you are completely feeding one way completely all the way around. Okay right now it appears the pressure is holding fine. Okay but you might on the south side of San Francisco on the Bay Bridge side maybe periodically have somebody check a couple of things but we are supporting from the one station and it appears to be doing fine okay.

<Sal>: Okay holding on one side okay

<Larry>: Hey you want to put me on speaker? Is your supervisor right there?

<Sal>: Let me grab him over here.

<Larry>: Put him on speaker and I'll tell you what's going on

<Sal>: Yeah hold on one second, I'm writing as fast as I can.

<Larry>: No, that's all right, I can repeat.

<Sal>: Okay, let me grab him right here. I've got gas control

<Larry>: Hey guys. Are we hooked up?

<Sal>: Not yet, give me second.

<Larry>: Sure, we're fine guy, we're fine

<Sal>: Let me get you on speaker

<Larry>: Okay. Are you good?

<Sal>: Almost he's coming right now

<Larry>: Okay, here we go. Here's what is going on. Okay everybody can hear me now?

<Sal>: Yeah

<Larry>: Okay, here's what is going on. The line break is on 132. San Francisco is fed by two different mains in a circular effect. Transmission line 132 coming up on the south bay on the Bay Bridge side and then on the opposite side it's fed by line 109. We are completely supporting the city with 109 now. We've shut in Martin Station so the gas is basically doing a one way circle all the way down to Martin Station. Now we haven't shut any gas coming up to Martin, even though, until we determine what we want to do and how many customers and whatever we want to do. But what my recommendation is

you might want to put a couple of servicemen out to check pressure on the Bay - I'm trying to give you a location on the Bay Bridge side of San Francisco maybe down around the airport whatever. Maybe check pressure a couple of places just to make sure pressure is holding up for you. But we've gone from 2 feeds to 1. You appear to be doing fine. The pressure appears to be holding fine. But just to be on safety precaution you might want to check.

<Unidentified Male1>: Yeah, we've got Andy Lamb out checking pressures right now.

<Larry>: Okay, I would go down, I don't know how far you guys go down. Do you guys go down to the airport in your area, or is that peninsula.

<Unidentified Male1>: Yeah, that's actually peninsula

<Larry>: Okay but I would check there because basically from Martin Station up which is below south San Francisco, that's where it was shut off at, so I'm feeding all the way around to Martin Station

<Unidentified Male1>: Okay

<Larry>: Okay. So just as precaution. That's what is going on guys. Unfortunately it is one of our lines it looks like.

<Unidentified Male1>: Okay

<Larry>: All right guys

<Unidentified Male1>: Sounds good.

<Larry>: All right you guys have a great day hopefully and if I get anything that is different or whatever, I'll notify you guys okay

<Unidentified Male1>: Sounds good.

<Larry>: All right. My name is Larry, Gas Dispatch and my number is the book but if you want to jot it down ___ . ___ . and there will be somebody here 24/7. If not me, somebody else. Okay

<Unidentified Male1>: Sounds good.

<Larry>: Thank you guys, bye

4911_20100909 19.45.30_9252702222.wav (1 minute, 11 seconds)

Ringling

<John>: John <Unintelligible>

<Unidentified Male1>: John I've got one in Belvadere again

<John>: What's the address?

<Unidentified Male1>:

<John>: Okay okay

<Unidentified Male1>: It's an IR, a gas leak at a range

<John>: All right, put it on me, ETA is going to be 8:15

<Unidentified Male1>: Okay, I'm going to pull that one I gave you

<John>: Oh, praise the Lord, I was talking to my supervisor Joe Barlow on the other line, it sounds like this is definitely one of our transmission lines

<Unidentified Male1>: They think it is

<John>: Yeah, so you guys aren't hearing anything yet

<Unidentified Male1>: Not yet, that's what we are hearing, we hope not, we hope not

<John>: Gas Control is probably very busy right now

<Unidentified Male1>: Yup, man

<John>: Okay, show me 8:15

<Unidentified Male1>: You got it thanks

<John>: Okay bye

4911_20100909 19.46.29_25500027.wav

<Unidentified Male1>: <Unintelligible> Speaking

<Joseph>: Hi this is Joseph. I've got an immediate response in Belvadere for a gas leak

<Unidentified Male1>: Okay, I've got it

<Joseph>: All right. Thanks.

<Unidentified Male1>: Okay thanks bye

4911_20100909 19.46.39_9258761254.wav (6 seconds)

<Unidentified Female>: <Unintelligible>, Hello, hello

4911_20100909 19.46.43_5103672402.wav (1 minute, 2 seconds)

<Brenda>: Brenda

<Unidentified Male1>: Okay Brenda

<Brenda>: <Unintelligible>

<Unidentified Male1>: <Unintelligible>

<Brenda>: You can feel my subliminal messages

<Unidentified Male1>: That felt strong, not subliminal anymore

<Brenda>: Okay did you get the address?

<Unidentified Male1>: I got it. What I did, I found it through my service report.

<Brenda>: Wait, let me back up. Is it something that you are going to need a case for?

<Unidentified Male1>: I already had the case created.

<Brenda>: Okay

<Unidentified Male1>: What were you going to ask?

<Brenda>: So you're needing me to do

<Unidentified Male1>: I just need a tag because I got to write it on the tag yeah

<Brenda>: Okay what is the address?

<Unidentified Male1>: Okay so

<Brenda>: Gas unspecified outside

<Unidentified Male1>: That's perfect

<Brenda>: Okay

<Unidentified Male1>: Thanks a lot ma'am

<Brenda>: Bye-bye

<Unidentified Male1>: Bye-bye

4911_20100909 19.47.37_25500027.wav (26 seconds)

<Shaunda>: Dispatch

<Katrina>: Hi Shaunda, it's Katrina in Stockton

<Shaunda>: Hi

<Katrina>: Hi, IR ticket Fremont,

<Shaunda>: What is the field order number>

<Katrina>: 3636175357

<Shaunda>: Okay, I'm, we got it

<Katrina>: All right. Thank you, have a good night

<Shaunda>: You too

<Katrina>: Thanks

<Shaunda>: Bye-bye

4911_20100909 19.47.59_9252702222t.wav (37 seconds)

Ringling

<Gene>: Hello

<Unidentified Female>: Hey Gene, it's me, I have an IR

<Gene>: All right.

<Unidentified Female>: Thank you

4911_20100909 19.48.31_9258761254.wav (20 seconds)

<Carlos>: Hello Shaunda, this is Carlos in Anitoch, how are you doing?

<Shaunda>: I'm good Carlos, how are you?

<Carlos>: Okay, quick question, do you know if we are setting up a team to go to San Bruno for the explosion?

<Shaunda>: We haven't heard anything, I can transfer you to the dispatcher that handles the Peninsula. Hold on.

<Carlos>: Okay

4911_20100909 19.49.00_9258761254.wav (59 seconds)

<Carlos>: Hey Shawn, this is Carlos, GSR

<Shawn>: Hey Carlos, what's up?

<Carlos>: Hey quick question, I'm from a different area, I don't know if are you guys sending teams out there to help out on that fire.

<Shawn>: You know at this moment we haven't got a call yet to figure out what they want to do. I'm sure every supervisor in our territory is aware of the situation and so as soon as they ready to do whatever it is they need to, I'm sure they will try to get a hold of whoever they can.

<Carlos>: Okay

<Shawn>: At this point, <Unintelligible> moving on. Everybody I guess is standing still at this point to figure what's going on out there.

<Carlos>: Yeah

<Shawn>: They've got a ton of people out there

<Carlos>: Huh

<Shawn>: They've got a ton of people out there right now but I'm not really sure what is going on. We've got 3 different reports of what happened out there so at this point we are still waiting to confirm what it is.

<Carlos>: Okay okay no problem

<Shawn>: All right.

<Carlos>: All right thanks

<Shawn>: Sure

4911_20100909 19.49.29_9252702222.wav (40 seconds)

Ringling

<Wayman voicemail>: Hi this Wayman, I'm sorry I cannot answer your call, please leave me a message and I'll return your call as soon as I can. Thank you.

<Sal>: Hey Wayman, Sal, I need you to give me a call. I just got a call from gas control. We lost one line. Line 132. The city is being fed by one line, 109, he would like us to start checking pressure to make sure we are holding. So give me a call. It's 7:50 bye.

4911_20100909 19.49.55_9252508408.wav (48 seconds)

<Al White>: Shaunda, it's Al White

<Shaunda>: Hi Al

<Al White>: Hey, I did find out that this person made a payment but I'm getting no luck with the smart reader people so I'm going to change out the reader so I need a replace or change out a meter tag for this address –

<Shaunda>: Yeah, hold on, let me check with PBX operator, I don't think they should be on, I think it's a reason

<Al White>: I did check with the PBX person

<Shaunda>: Oh and they said it's okay?

<Al White>: They said it's okay and but then they gave me another number to call the smart meter people and I've been on hold for 10 minutes and I'm not going to wait any longer

<Shaunda>: I don't blame you. Okay, I'll send you a change meter change.

<Al White>: Yes for

<Shaunda>: Got it okay

<Al White>: All right, thanks Shaunda

<Shaunda>: You are welcome, bye-bye

4911_20100909 19.50.51_7074747659.wav (1 minute, 15 seconds)

<Marcus>: Dispatch, Marcus speaking

<Frank>: Yeah this Frank <Unintelligible> out of <Unintelligible> how you doing?

<Marcus>: Pretty good, what's happening Frank?

<Frank>: Nothing much. Hey I've got a tag for <Unintelligible> and I'm trying to get out of here. I've got to be back by 11:00 so I won't be able to do that tag.

<Marcus>: Out of Vacaville <Unintelligible>

<Frank>: Yeah

<Marcus>: Okay, hold on

ON HOLD - SILENCE

<Marcus>: Got it, we'll pull it off here Frank

<Frank>: Okay thanks, bye now

<Marcus>: Good night

4911_20100909 19.51.15_9252702222.wav (43 seconds)

Ringling

<Barry>: You have reached Barry <Unintelligible> Please leave a brief message with the date and time you called and I return your call as soon as I can.

<Shawn>: Hey Barry this is Shawn calling from Dispatch. Give me a call back when you get this message. Apparently the load center and called up and said they need GSRs assembled to start checking pressure I guess already from South Francisco all the way up to San Francisco. It's about 7:50.

4911_20100909 19.51.39_5107554038.wav (1 minute, 3 seconds)

<Mary>: This is Mary

<Randy>: Mary, Randy <Unintelligible> here

<Mary>: Hi Randy, you watching the news

<Randy>: I just got told about the news

<Mary>: Ooh yeah it's a pretty big fire

<Randy>: 24 inch gas main

<Mary>: Yeah you know we don't really know exactly what happened yet. Did you hear that on the news?

<Randy>: Yes, they just said it was a 24 inch gas main that blew

<Mary>: Yeah, well it's pretty big whatever it is

<Randy>: So yeah, I'll be standing by if you need any mutual aid

<Mary>: Yeah I appreciate that. Hey Shawn, one of our guys just heard that it was a 24 inch gas line that blew up. 24 inch. Yeah the fire department said a couple. Yeah somebody else is saying it was an airplane. But anyhow thank you for that, we'll keep you in mind.

<Randy>: Okay thanks

<Mary>: Okay thank you bye

<Randy>: Bye-bye

4911_20100909 19.51.58_25500027.wav (27 seconds)

<Shaunda>: Shaunda

<Unidentified Female>: Hey Shaunda, I issued an IR for . in Oakland

<Shaunda>: Field Order Number?

<Unidentified Female>: It is 2503922035

<Shaunda>: Oakland, we got it.

<Unidentified Female>: Thanks a lot

<Shaunda>: You're welcome, bye-bye

4911_20100909 19.51.59_25500027.wav (33 seconds)

<Carlo>: Dispatch, Carlo

<Katrina>: Hey Carlo, this is Katrina from Stockton, I just sent over an IR for Delta Common and Fremont

<Carlo>: Fremont, getting your calls. Hold on just a moment

<Katrina>: Okay

<Carlo>: Which one is yours?

<Katrina>:

<Carlo>: Yes I can confirm that, yes we could have it

<Katrina>: Thank you, you have a nice evening

<Carlo>: You too, bye-bye

<Katrina>: Bye-bye

4911_20100909 19.52.42_9252702222.wav (14 seconds)

Ringling

<Kamael>: This is Kamael

<Unidentified Female>: Hi Kamael, I have an IR for you.

<Kamael>: Okay

<Unidentified Female>: Thank you

4911_20100909 19.53.36_7076485293.wav (1 minute, 8 seconds)

<Marcus>: PG&E Emergency Line, Marcus speaking

<Susie>: Hi this Susie, at Vallejo Police and Fire

<Marcus>: Yes Susie

<Susie>: We just got a report that a vehicle hit a high voltage PG&E box

<Marcus>: Okay and that address

<Susie>: _ _ _ _ _

<Marcus>: _ _ _ _

<Susie>: No , just and apparently it went up on the curb and hit this box and is wedged in between the box and whatever

<Marcus>: and this is <Unintelligible>

<Susie>: Yeah <Unintelligible> and that's is off of Tuoleme.

<Marcus>: Okay hold on

<Susie>: We don't have a unit in route yet to take the report. And the driver lives there and is still on the scene. So I don't know what you guys are going to need to do with that

<Marcus>: Okay your phone number

<Susie>:

<Marcus>: Okay we'll get someone rolling

<Susie>: Thank you

<Marcus>: Thank you bye

4911_20100909 19.54.19_5102999757.wav (49 seconds)

<Brenda>: Brenda

<Kamael>: Brenda, Kamael

<Brenda>: Hey

<Kamael>: About 20 minutes

<Brenda>: Thank you

<Kamael>: Brenda, what's going on with the fire?

<Brenda>: Not sure yet what the cause is, but it's big. It's real big. We're hearing various things about what caused it, dig in, or transmission line, we just don't know yet. We won't know until they contain the fire.

<Kamael>: Is the disaster center open yet

<Brenda>: Yeah I believe it is, down in San Bruno, they have opened the OEC.

<Kamael>: Okay

<Brenda>: Okay, bye-bye, go ahead

<Kamael>: If they need me to go there, let me know

<Brenda>: Well, call back because I'm not sure who is heading that. Okay.

<Kamael>: Yeah. All right.

<Brenda>: Bye-bye

4911_20100909 19.54.36_9252702222.wav (1 minute, 47 seconds)

Ringling

<Unidentified Male1>: As you can see, I'm working really quick, I'm on my last

<Unidentified Male2>: I see that. You are doing a good job man. Mitch just finished his last job, I guess he is probably going to go home I guess.

<Unidentified Male1>: Yeah what you got

<Unidentified Male2>: Actually, I don't have anything. Here's the situation I have. A Sacramento GSR, Bonnie, they threw 2 tags on her for part of that outage.

<Unidentified Male1>: Right, give them to me.

<Unidentified Male2>: I was going to say, there's no sense on her coming up and if you are game

<Unidentified Male1>: Absolutely

<Unidentified Male2>: All right man. Thanks a bunch

<Unidentified Male1>: No problem. One of was already done. So yeah it's luck of the draw, somebody, you know they have already been hit

<Unidentified Male2>: No

<Unidentified Male1>: Yeah so all right.

<Unidentified Male2>: So what happened was some people were working on paper and oh I see what happened.

<Unidentified Male1>: There's all kinds of different things you know. He said he called and then they said yeah we'll be out tonight and no one showed and no one showed again, and then the other one yeah they said they would be out and they were but I had already called and there I am. They said we won't be able to get out there until Thursday. Can you believe that?

<Unidentified Male2>: Thursday. Well I've got 2 on Fairfield Avenue

<Unidentified Male1>: Fairfield

<Unidentified Male2>: Yeah

<Unidentified Male1>: <Unintelligible>

<Unidentified Male2>: All right man, thanks

<Unidentified Male1>: Sure, no problem.

<Unidentified Male2>: All right bye

4911_20100909 19.55.01_6505929201.wav (22 seconds)

<Nancy>: Hi this is Nancy Miramontez I'm in the Peninsula OEC, I wanted to call in to give you to let you know first that we are activated and to give you a call back number

<Unidentified Male1>: Okay

<Nancy>: Okay, ready?

<Unidentified Male1>: Yeah

<Nancy>: Okay,

<Unidentified Male1>: Got it.

<Nancy>: Okay

<Unidentified Male1>: Alrighty, thank you

<Nancy>: Thank you okay bye

4911_20100909 19.55.41_7072922042.wav (4 minutes, 1 second)

<Chris>: <Unintelligible>

<Unidentified Female>: Is this Chris?

<Chris>: Chris right

<Unidentified Female>: Yeah hi.

<Chris>: <Unintelligible> It looks like we've been out here. There's 2 valves out here. I was wondering if there was any record of anyone coming back out.

<Unidentified Female>: I don't know. Let me see what's going on here.

<Chris>: What they have right now is the old line is hooked up to it but it's an old copper line

<Unidentified Female>: Okay there was a dig in the other day it looks like. Okay, dig in, <Unintelligible> underground protection dig ½ inch service, crew repaired, customer not home for relight. That was on the 7th. Then it says okay okay then someone came back, turned the gas on, turned service on, check swollen pressure, relight appliances, informed customer gas most likely to be off tomorrow also. New riser not hooked up yet. Customer to install on demand water heater would like to upgrade to a AL275 when work is done. So okay so that was the 7th at about 10:30 at night. So, let's see, I wonder if that was Pucage or who went out. So I'm not sure, I can't tell

<Chris>: It was Pucage.

<Unidentified Female>: Okay. Turn service on, check swollen pressure, relight appliances. I don't know.

<Chris>: I'm just wondering cause if they are coming out mainly for GC to see if they are coming out to finish up the work on this new riser.

<Unidentified Female>: That's a good question. I don't know.

<Chris>: Okay

<Unidentified Female>: Yeah because he even put new riser not hooked up yet. So just a couple of days ago. I don't know. So did he let's see.

<Chris>: <Unintelligible> They have an earthquake valve set off. That's why they aren't getting any gas. I'm just wondering what they would want me to do here. I can probably call Joel.

<Unidentified Female>: Let's see. Yeah Joel is on call. That would probably be a good idea because I don't have anything open on that today.

<Chris>: Let me check my phone and see if I have Joel's number.

<Unidentified Female>: Okay

<Chris>: I don't

<Unidentified Female>: Okay, it's , that's his cell phone.

<Chris>: Okay

<Unidentified Female>: And if you can't get him on that, I have several other numbers if you want.

<Chris>: I can give you a call back if I need it

<Unidentified Female>: Okay sounds good, sure bye

<Chris>: Bye

4911_20100909 19.56.07_25500027.wav (1 minute, 13 seconds)

<Shawn>: This is Shawn

<Robert>: Hey Shawn this is Robert in Sacramento

<Shawn>: Hey Robert

<Robert>: I've got a customer, they have an appointment from 5-8 for a gas turn on in Half Moon Bay but I know there is some issues going on in the area, I was wondering if there was an ETA for the customer

<Shawn>: In Half Moon Bay unfortunately right now there is no ETA, we've got a major emergency

<Robert>: That's what I figured

<Shawn>: Yeah at this point we don't know if anyone is going to be able to get there or not

<Robert>: Okay and then as far as scheduling if this isn't completed

<Shawn>: Somebody is headed out there, let me take a look, somebody is headed out there right now

<Robert>: Oh it just updated to in route

<Shawn>: Yeah, this is San Andreas

<Robert>: No this is ' Half Moon Bay

<Shawn>: Hold on one second, do you have a field order number?

<Robert>: Yeah the field order number is 6340542091

<Shawn>: Oh yeah, unfortunately you know what, he's on site right now. It would probably be best if you could reschedule because otherwise I really don't know if anyone is going to be able to get out there tonight

<Robert>: Okay, I'll let them know

<Shawn>: All right.

<Robert>: All right. Thank you

4911_20100909 19.56.23_9252702222.wav (1 minute, 12 seconds)

Ringing

<Ken>: <Unintelligible>

<Mary>: Hey Ken, this Mary

<Ken>: Hey Mary

<Mary>: Two things, number one is the one you are going to, we can't really figure out what the correct address is because the number Mitchell gave me is a meter number doesn't go I can't find it and there are no other gas meter at that address so maybe it's like on another street or something.

<Ken>: Okay

<Mary>: Okay the other thing is unfortunately we've got an IR and I don't really see anyone else is sort of close. It's on

<Ken>: Okay

<Mary>: Can you do that one first?

<Ken>: Mitchell is off at 8:30. Yeah let me roll by there and see what is going on there. I'll just send CGI next because if we have to cut out customer equipment, it's probably not the best thing to do without permission

<Mary>: Right, so what should I put for the leak?

<Ken>: 20 minutes

<Mary>: Thanks a lot, bye

<Ken>: Okay

<Mary>: Thanks

4911_20100909 19.58.54_5107157255.wav (1 minute, 15 seconds)

<Mary>: Dispatch, Mary

<Craig Watts>: Hi Mary, is Joe floating around there

<Mary>: Is who floating around?

<Craig Watts>: Joe

<Mary>: Joe actually is on a break. May I help you?

<Craig Watts>: This is Craig Watts

<Mary>: Hi Craig

<Craig Watts>: You know, I'm going to be pulling the plug tonight. I'm going to be taking off. So right now it doesn't look like we have any tags to do right, the next 3 hours

<Mary>: Do we have any tags for next 3 hours you said?

<Craig Watts>: No no, I said it doesn't look like we have any tags, I don't have any right now.

<Mary>: No, no it looks good

<Craig Watts>: So it looks pretty quiet, so I'm just letting you guys know that I'm going to sign off and then Bernard is out there but if you really need somebody, Lewis Creek can get somebody out but in the meantime, I'll just leave it the way it is unless you really need somebody okay

<Mary>: Okay, did you hear about the fire in San Bruno

<Craig Watts>: No, what about the fire in San Bruno

<Mary>: There is a big fire there. We're not sure exactly what has happened. They have cut the power in a pretty large area.

<Craig Watts>: Oh. Don't be calling me tonight

<Mary>: Okay okay no problems here but okay

<Craig Watts>: All right.

<Mary>: Okay, bye-bye

<Craig Watts>: bye

4911_20100909 19.59.00_5103863495.wav (4 seconds)

<Unidentified Female>: Dispatch, Brenda.

<Unidentified Male>: I was trying to get Oakland dispatch.

<Unidentified Female>: Sure

4911_20100909 19.59.35_6503691055.wav (1 minute, 4 seconds)

<Unidentified Male1>: Hey Shawn, <Unintelligible>

<Shawn>: Hey how's it going?

<Unidentified Male1>: Good. I don't know if anybody has checked in with you about you guys of course I'm sure heading up to the San Bruno incident

<Shawn>: We are out there already

<Unidentified Male1>: Okay so yeah I don't know if you have our fire command post. It's at the LaNardi's <Unintelligible> Market on San Bruno Avenue and Skyline if any of your supervisors

<Shawn>: San Bruno Avenue and Skyline

<Unidentified Male1>: Skyline and it's in the parking lot of LaNardi's Supermarket. That's where the fire command post is going to be

<Shawn>: Got it, thanks for the heads up

<Unidentified Male1>: Do you have any idea what something of the line is, has anybody report back

<Shawn>: At this point we don't. I'm not really exactly sure what is going on. We're basically trying to figure it out ourselves. If you want, is there a number maybe I can have somebody

<Unidentified Male1>: No no that's fine. I just, we have one of the fire chiefs down here that we are relaying information to. Just seeing if you guys had any additional information. Other than that we have confirmation that it's possibly a gas line

<Shawn>: Got it. So it wasn't an airplane

<Unidentified Male1>: So but yeah if they need it, that's the command post for the fire department

<Shawn>: Sounds good, thanks a lot

<Unidentified Male1>: Great thank you very much

<Shawn>: Bye-bye

4911_20100909 19.59.50_4157480365.wav (1 minute, 1 second)

<Sal>: Sal

<Eric>: Sal, it's Eric, how you doing?

<Sal>: Good Eric, what are you doing?

<Eric>: Listen, I'm all the way down in Kaplan Bay for a gas meter shut off. I didn't know it was so far away when I got it. I got this gas leak on my screen for Skyline Drive and it's going to take me at least 30 or 40 minutes to get there if I don't hit traffic. It's an explosion.

<Sal>: I was going to say, Skyline, isn't that where the problem is

<Eric>: No no this is another street. San Bruno is much further south. I don't think I can get to that, it will definitely put me way over

<Sal>: You know what, at this time, we don't know what the heck is going on, if you want to stay and get it, that's fine. Actually, I'd rather prefer if you can get it because we don't know how many guys we are going to end up having to keep or we don't know anything that is going on just yet.

<Eric>: Okay, all right, I'll go

<Sal>: If you can get it, that would be great. You know if you don't want the overtime, I can probably see if we can probably get somebody.

<Eric>: I'll help out the situation no problem.

<Sal>: Okay, I appreciate it.

<Eric>: All right bye

<Sal>: Thanks, bye