

Referenced Excerpt from the 911 Notification Process

May 11, 2018

Pacific Gas and Electric

3 Communication Tools and Protocols

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3.6. During an emergency operating condition, such as a natural gas related fire, explosion or pipeline rupture, GTCC or GDCC will request assistance if knowledge is acquired that PG&E First Responders have been delayed due to traffic, etc.

b. If GTCC learns that responding PG&E field personnel have been delayed due to traffic or other related conditions, they will notify the responsible 911 Emergency Response Center to determine if they can assist in providing an escort, or other means to best expedite the arrival of responding field personnel to the location of the emergency. This information will be documented electronically in the report.

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Note that any ellipses (“...”) indicate redacted language, tables, or figures. Some of the material contained in the full procedure is proprietary and/or not relevant to this case and thus has been redacted from these excerpts accordingly.