

## REPORTING EMERGENCIES

The purpose of this page is for utilities and generation asset owners to make required reports to the Commission. This page is the preferred method for reporting emergencies but for future reference in the event internet access is not available, write down the emergency phone numbers below and keep them.

1. If you are a customer and need to report an unsafe or emergency situation, click here (link to complaint page <http://www.cpuc.ca.gov/PUC/forms/Complaints/>)
2. If you are a gas or electric utility and need to report an incident click here (link to safety report form <http://docs.cpuc.ca.gov/incidents/safety/>)
3. If you are an electric utility and need to report a major outage, click here (link to electric outage report form <http://docs.cpuc.ca.gov/incidents/electric/electricevents.aspx>)
4. If you are an owner of a power plant or generation asset and need to report a safety-related incident at the plant, click here (link to safety report form <http://docs.cpuc.ca.gov/incidents/safety/>)

If you are the customer of a utility and need to report an emergency such as a downed electrical wire or the smell of gas, call 911. You can also call the main number for your utility listed in the phone book. Below are phone numbers for some utilities.

PG&E	1-800-743-5000
SCE	1-800-611-1911
SoCal Gas	1-800-427-2200
SDG&E	1-800-611-7343

If you are the operator of a mobilehome park with a master meter for gas or the operator of an underground propane distribution system and need to report an incident, use the second link above.

## REPORTING REQUIREMENTS

Electric Utilities must report incidents which result in:

- fatality or personal injury rising to the level of in-patient hospitalization;
- are the subject of significant public attention or media coverage;
- damage to property of the utility or others estimated to exceed \$50,000;

and are attributable or allegedly attributable to utility owned facilities. They should follow up with an email or fax update within 24-hours if the initial report is outside of normal business hours and a final report within 20 days. See Appendix B to D.06-04-055 below.

Gas utilities must report incidents which involve the release of gas and:

- result in fatality or personal injury rising to the level of in-patient hospitalization;

- are the subject of significant public attention or media coverage;
- involve damage to property of the utility, including loss of gas, or others, or both, estimated to exceed \$50,000.

They should follow up with a fuller report on the designated form within 30 days. See excerpt from GO 112-E and CFR 49 § 191.9 below.

Electric utilities must report major outages. See GO 166 excerpts below.

Generating Asset Owners must report safety-related incidents that result in death; injury or illness requiring overnight hospitalization; significant negative media coverage (resulting in a news story or editorial from one media outlet with a circulation or audience of 50,000 or more persons); a report to Cal/OSHA, OSHA, or other regulatory agency; or damage to the property of the Generating Asset Owner or another person of more than \$50,000. See excerpt from GO 167 below.

### **TELEPHONE NUMBERS TO BE USED IF INTERNET ACCESS IS NOT AVAILABLE**

For utilities to report gas or electric incidents: 1-800-235-1076

For electric utilities to report major outages: 1-415-703-3332-4#

For GAOs to report safety-related incidents: 1-415-355-5503

For customer complaints: 1-800-649-7570

### **DECISION NO. 06-04-055 APPENDIX B ACCIDENT REPORTING REQUIREMENTS**

Within 2 hours of a reportable incident during normal working hours or within 4 hours of a reportable incident outside of normal working hours, the utility shall provide notice to designated CPUC staff of the general nature of the incident, its cause and estimated damage. The notice shall identify the time and date of the incident, the time and date of notice to the Commission, the location of the incident, casualties that resulted from the incident, identification of casualties and property damage, and the name and telephone number of a utility contact person. This notice may be by (a) using to the Commission's Emergency Reporting Web Page, (b) calling an established CPUC Incident Reporting Telephone Number designated by the Commission's Consumer Protection and Safety Division (CPSD) or its successor (c) sending a message to an electronic mail address designated by the Commission's CPSD or its successor or (d) sending a message to the Commission's facsimile equipment using a form approved by the Commission's CPSD or its successor and at numbers CPSD may designate for use during normal business hours. Telephone notices provided at times other than normal business hours shall be followed by a facsimile or email report by the end of the next working day.

1. Within twenty business days of a reportable incident, the utility shall provide to designated CPUC staff a written account of the incident which includes a

detailed description of the nature of the incident, its cause and estimated damage. The report shall identify the time and date of the incident, the time and date of the notice to the Commission, the location of the incident, casualties which resulted from the incident, identification of casualties and property damage. The report shall include a description of the utility's response to the incident and the measures the utility took to repair facilities and/or remedy any related problems on the system which may have contributed to the incident.

2. Reportable incidents are those which: (a) result in fatality or personal injury rising to the level of in-patient hospitalization and attributable or allegedly attributable to utility owned facilities; (b) are the subject of significant public attention or media coverage and are attributable or allegedly attributable to utility facilities; or (c) involve damage to property of the utility or others estimated to exceed \$50,000.

### **GO112-E, Rule 122 GAS INCIDENT REPORTS**

**122.1** Each operator shall comply with the requirements of 49 CFR Part 191, for the reporting of incidents to the United States Department of Transportation (DOT). The operator shall submit such reports directly to the DOT, with a copy to the California Public Utilities Commission (CPUC).

**122.2** Requirements for reporting to the CPUC.

(a) Each operator shall report incidents to the CPUC that meet the following criteria:

1. Incidents which require DOT notification.
  - i. An event that involves a release of gas from a pipeline or of liquefied natural gas (LNG) or gas from an LNG facility and
    - A death, or personal injury necessitating in-patient hospitalization; or
    - Estimated property damage, including cost of gas lost, of the operator or others, or both, of \$50,000 or more.
  - ii. An event that results in an emergency shutdown of an LNG facility.
2. Incidents which have either attracted public attention or have been given significant news media coverage, that are suspected to involve natural gas, which occur in the vicinity of the operator's facilities; regardless of whether or not the operator's facilities are involved.

- (b) In the event of an incident listed in 122.2(a) above, an operator shall go to the Commission's website, select the link to the page for reporting emergencies and follow the instructions thereon.
1. If the utility is notified of the incident during its normal working hours, the report should be made as soon as practicable but no longer than 2 hours after the utility is aware of the incident and its personnel are on the scene.
  2. If the utility is notified of the incident outside of its normal working hours, the report should be made as soon as practicable but no longer than 4 hours after the utility is aware of the incident and its personnel are on the scene.
  3. All reports required by this section shall be followed by the end of the next working day by an email or telefacsimile (fax) of the standard reporting form, "Report of Gas Leak or Interruption," CPUC File No. 420 (see attachment).

(c) Written Incident Reports .

1. The operator shall submit to the CPUC on DOT Form PHMSA F7100.1 (<http://ops.dot.gov/library/forms/forms.htm#7100.1>) for distribution systems and on DOT Form PHMSA F7100.2 (<http://ops.dot.gov/library/forms/forms.htm#7100.2>) for transmission and gathering systems a report describing any incident that required notice ~~by telephone~~ under Items 122.2(a)(1) or (2).
2. Together with the form required by (c)(1) above, the operator shall furnish a letter of explanation giving a more detailed account of the incident unless such letter is deemed not necessary by the CPUC staff. The operator may confirm the necessity of a letter of explanation while making the telephonic report. If, subsequent to the initial report or letter, the operator discovers significant additional information related to the incident, the operator shall furnish a supplemental report to the CPUC as soon as practicable, with a clear reference by date and subject to the original report. These letters, forms, and reports shall be held confidential under the provisions of Paragraph 2, Exclusions, of General Order 66-C and Public Utilities Code Section 315.
3. The operator of a distribution system serving less than 100,000 customers need not submit the DOT forms required by paragraph (1) above; however, such operator must submit the letter of explanation required by (2) above, subsequent to any telephonic report to the CPUC, unless such letter is deemed unnecessary by the CPUC staff.

(d) Quarterly Summary Reports. Each operator shall submit to the CPUC quarterly, not later than the end of the month following the quarter, a summary of all CPUC reportable and non-reportable gas leak related incidents which occurred in the preceding quarter as follows:

1. Incidents that were reported through the Commission's Emergency Reporting website.
2. Incidents for which either a DOT Form PHMSA F7100.1 or F7100.2 was submitted.
3. Incidents which involved escaping gas from the operator's facilities and property damage including loss of gas in excess of \$1,000.
4. Incidents which included property damage between \$0 and \$1,000, and involved fire, explosion, or underground dig-ins.

***CFR 49 § 191.9 Distribution system: Incident report.***

(a) Except as provided in paragraph (c) of this section, each operator of a distribution pipeline system shall submit Department of Transportation Form RSPA F 7100.1 as soon as practicable but not more than 30 days after detection of an incident required to be reported under §191.5.

(b) When additional relevant information is obtained after the report is submitted under paragraph (a) of this section, the operator shall make supplementary reports as deemed necessary with a clear reference by date and subject to the original report.

(c) The incident report required by this section need not be submitted with respect to master meter systems or LNG facilities.

**GENERAL ORDER NO. 166  
EXCERPTS**

**Definition, Major Outage:** Consistent with Public Utilities Code Section 364, a major outage occurs when 10 percent of the electric utility's serviceable customers experience a simultaneous, non-momentary interruption of service. For utilities with less than 150,000 customers within California, a major outage occurs when 50 percent of the electric utility's serviceable customers experience a simultaneous, non-momentary interruption of service.

**Standard 6. Initial Notification Standard** Within one hour of the identification of a major outage or other newsworthy event, the utility shall notify the Commission and Warning Center at the Office of Emergency Services of the location, possible cause and expected duration of the outage. The Warning Center at the OES is expected to notify other state and local agencies of the outage. Subsequent contacts between state and local agencies and the utility shall be conducted between personnel identified in advance, as set forth in

Standard 4.B. From time to time the Commission staff may issue instructions or guidelines regarding reporting.

**GENERAL ORDER 167**  
**Rule No.10.4 Safety-related Incidents.**

Within 24 hours of its occurrence, a Generating Asset Owner shall report to the Commission's emergency reporting web site any safety-related incident involving a Generating Asset. If internet access is unavailable, the Generating Asset Owner may report using the backup telephone system. Such reporting shall include any incident that has resulted in death to a person; an injury or illness to a person requiring overnight hospitalization; a report to Cal/OSHA, OSHA, or other regulatory agency; or damage to the property of the Generating Asset Owner or another person of more than \$50,000. The Generating Asset Owner shall also report any other incident involving a Generating Asset that has resulted in significant negative media coverage (resulting in a news story or editorial from one media outlet with a circulation or audience of 50,000 or more persons) when the Generating Asset Owner has actual knowledge of the media coverage. If not initially provided, a written report also will be submitted within five business days of the incident. The report will include copies of any reports concerning the incident that have been submitted to other governmental agencies.