



# City of Carmel-by-the-Sea Enhanced Work Procedures

PG&E is working every day to make its natural gas system the safest and most reliable in the country. We enhanced our work procedures since the March 3 incident, including the following:

PRIOR PRACTICE	March 3, 2014	POST PRACTICE
<p>Reviewed company maps and records to confirm what was in the ground prior to performing work.</p>	<p><b>Enhanced Work Procedures</b></p>	<ul style="list-style-type: none"> <li>• In addition to reviewing maps and records, developed a process to physically verify and confirm what's in the ground prior to commencing work ("field verification process").</li> <li>• Implemented a <b>Quality Control process to verify consistent adherence</b> to the field verification process.</li> <li>• <b>Conducting a comprehensive review of the established field verification process</b> to continue to enhance the rigor of this process.</li> <li>• Approved a new component to detect inserted plastic in steel pipes and initiated a project with the Gas Technology Institute (GTI), a major industry Research and Development association, to <b>develop advanced technologies to detect inserted plastic in steel pipes</b>.</li> <li>• Implementing use of <b>pre and post-video camera inspections</b> to verify no damage occurs to sewer lines during construction.</li> </ul>
<p><b>Only crews</b> responsible for emergency response situations were equipped with the necessary emergency tools.</p>	<p><b>Expanded Field Emergency Tools</b></p>	<ul style="list-style-type: none"> <li>• <b>All crews</b>, in addition to those responsible for emergency response, are in the process of being equipped with the necessary emergency tools.</li> <li>• <b>All crews in the City of Carmel</b> have been equipped with these tools.</li> </ul>
<ul style="list-style-type: none"> <li>• Train and qualify employees for the necessary tasks required to operate a gas system which includes classroom, web-based, and hands-on training.</li> <li>• Oversee contractors to ensure they are also trained, and monitor their performance.</li> <li>• Conduct briefings prior to commencing work to review potential safety issues, emergency protocols and other pertinent information for specific activities to be performed on that day.</li> </ul>	<p><b>Reinforced Employee and Contractor Training</b></p>	<ul style="list-style-type: none"> <li>• Stopped all non-emergency tapping work system-wide to <b>ensure employees and contractors were trained</b> on the process for verifying what's in the ground prior to resuming such work.</li> <li>• Heightened awareness and reinforcement to <b>engage and coordinate with the Carmel city staff to ensure all work is performed in accordance with the city requirements</b> including pre-construction walk through and regular status check-ins.</li> </ul>
<ul style="list-style-type: none"> <li>• Using PG&amp;E's Gas Emergency Response Plan, train employees to recognize emergency situations, make the area safe, contact their supervisor and notify PG&amp;E's Gas Control Center.</li> <li>• Engage and conduct joint training with emergency response agencies.</li> <li>• Educate customers to contact PG&amp;E at 1-800-743-5000, if they smell gas and feel unsafe.</li> </ul>	<p><b>Improved Emergency Response Procedures</b></p>	<ul style="list-style-type: none"> <li>• In addition to contacting PG&amp;E at 1-800-743-5000, <b>educate City of Carmel residents to also call external emergency responders (911), if they smell gas and feel unsafe</b>.</li> <li>• Developing a pilot procedure called <b>Code MuRRI (Multiple-unit Resource Response Incident)</b> that triggers an <b>immediate notification to emergency response agencies</b> when PG&amp;E employees or contractors are faced with a potentially hazardous situation. PG&amp;E is working with the City of Carmel to implement Code MuRRI.</li> <li>• Treating all gas leak odor calls in the City of Carmel as <b>"Immediate Response."</b> Monthly performance metrics will be shared with the City officials.</li> <li>• Agreed to participate in the <b>County of Monterey Hazard Mitigation Plan</b>.</li> </ul>