

**PACIFIC GAS AND ELECTRIC COMPANY  
Gas Operations Data Response**

PG&E Data Request Index No.:	15323		
Request Date:	11-05-2021	Date Sent:	11-22-2021
Requesting Party:	CPUC		
External Requester:	James Zhang	PG&E Contact:	Sajjad Azhar

**QUESTION 15323.01:** Records (emails, CAPs, and/or root cause reports) regarding to PG&E’s SAP not automatically generating troubleshoot notifications and troubleshooting notifications being inadvertently cancelled.

**RESPONSE 15323.01:** PG&E SAP program previously had an issue where multiple corrective actions could not be generated to the same functional location. PG&E created a change request to correct this issue. This correction was recently completed on September 11, 2021.

Please see attachment, “[Index 15323-01\\_Change Request Notification 119632650.pdf](#)” for a copy of the completed change report.

PG&E’s issue with troubleshooting notifications inadvertently being cancelled was due to multiple channels being used for cancellations requests (i.e. email, verbal request, meeting updates etc.). Requests were accidentally being cancelled in error. PG&E created a change request for a tech up cancellation process to have more controls in place on approvals and limiting cancellations to only one method. PG&E completed the change request on June 1, 2020.

Please see attachment, “[Index 15323-01\\_5MM OCW Cancellation tech up process.pdf](#)” for a copy of the 5 Minute Meeting which describes the new tech up cancellation process.

**QUESTION 15323.02:** Audit report(s) regarding to PG&E’s mass audit between March and June 2021 and determined that all 311 assets have been corrected.

**RESPONSE 15323.02:** Please see attachment, “[Index 15323-02\\_Low Read Audit CAP1208659666.xlsx](#)” for a copy of the Low Read Audit spreadsheet. This spreadsheet shows the dates of when most assets were read up during the audit except for those assets that have since been deleted.