

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



June 26, 2017

GI-2016-06-SEM40-04

Jimmie Cho, Senior Vice President
Gas Operations and System Integrity
Southern California Gas Company
555 West 5th Street, GT21C3
Los Angeles, CA 90013

SUBJECT: General Order 112 Inspection of San Diego Gas & Electric Emergency Management Program

Dear Mr. Cho:

The Safety and Enforcement Division (SED) of the California Public Utilities Commission conducted a General Order 112¹ and CA Public Utilities Code Sections 950, 955, 956, 956.5 inspection of San Diego Gas and Electric (SDG&E) from October 10 - 13, 2016. The inspection included a review of emergency management procedures and records for 2015.

SED's findings are noted in the Summary of Inspection Findings (Summary) which is enclosed with this letter.

Please provide a written response indicating the measures taken by SDG&E to address the areas of concern and recommendations within 30 days from the date of this letter.

If you have any questions, please contact Alin Podoreanu at (916) 928-2552 or by email at alin.podoreanu@cpuc.ca.gov

Sincerely,

A handwritten signature in blue ink that reads "Kenneth A. Bruno". The signature is fluid and cursive, with the last name "Bruno" being particularly prominent.

Kenneth Bruno
Program Manager
Gas Safety and Reliability Branch
Safety and Enforcement Division

cc: Troy Bauer, Pipeline Safety & Compliance
Nadia Hang, Pipeline Safety & Compliance

¹ General Order 112-F was adopted by the Commission on June 25, 2015 via Decision 15-06-044.

SUMMARY OF INSPECTION FINDINGS

I. Probable Violations

None.

II. Areas of Concern and Recommendations (AOCs)

AOC 1

SED visited SDG&E's Emergency Operation Center (EOC) and reviewed hard copy procedure binders located in the EOC. SED found some hard copy procedures dated to year 2001. SDG&E explained that staff has access to the most current emergency procedures electronically during EOC activation. SED recommends that SDG&E also update the hard copy procedures available to staff in the EOC to the most current version.

AOC2

SED reviewed the call center dispatch process used to receive, identify and classify notices of events. When customers call to report an event, SDG&E call center employees follow the "*Gas Leak Flow Chart*" to identify and classify the event, provide safety messaging and instructions to the customer and issue a service order to respond to the event. Notices of events are categorized as emergency events, hazardous events and non-hazardous events. For example, one type of emergency event is a broken pipe with escaping natural gas. Service Dispatch then dispatches employees to the field using the service order. The first qualified employee dispatched on scene is to conduct an on-site evaluation of the potential hazards to life and property. The "*Gas Leak Flow Chart*" did not include a step to notify first responders of emergencies. SED recognizes that each notice of an event is unique and can differ in the level of potential hazard to life and property or be classified as non-hazardous. However, for emergencies where a significant hazard has been reported, SED recommends that SDG&E notify the appropriate first responders of the emergency as soon as possible.