



Troy A. Bauer
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November 23, 2020

Mr. Terence Eng, P.E.
Program Manager, Gas Safety and Reliability Branch
Safety and Enforcement Division
California Public Utilities Commission
505 Van Ness Ave, 2nd Floor
San Francisco, CA 94102

Dear Mr. Eng:

The Safety and Enforcement Division (SED) of the California Public Utilities Commission conducted a **General Order (GO)112-F Inspection of Southern California Gas Company (SoCalGas)'s Emergency Response Program** on August 3 through August 7, 2020 for calendar years 2016 through 2019. SED reviewed records remotely during this inspection due to COVID-19 and California Governor Newsom's Executive Order N-33-20 ("Safer at Home, Stay at Home"), shelter in place, and social distancing guidelines.

SED staff identified one (1) area of concern. Attached are SoCalGas' written responses.

Please contact Troy A. Bauer at (909) 376-7208 if you have any questions or need additional information.

Sincerely,

A handwritten signature in black ink, appearing to read "Troy A. Bauer", written over a horizontal line.

Troy A. Bauer
Pipeline Safety and Compliance Manager

CC:
Dan Rendler, SoCalGas
Mahmoud Intably, SED
Kan-Wai Tong, SED
Michelle Wei, SED
Claudia Almengor, SED

2020 SoCalGas Emergency Response Program
8/3/2020 to 8/7/2020

Concern(s)

1. SED reviewed records of SCG liaison with first responders throughout their service territory. While SCG does record if a first responder declines to meet with them for the annual informational meeting, they do not record the attempts to meet with these parties or to invite them to emergency exercises. SED recommends that SCG document each attempt that they make to reach out to a first responder or agency so that they can show that they made their best effort to communicate with them.

SoCalGas Response:

The Emergency Management organization acknowledges SED's recommendation and will take the below corrective action measures to better enhance our program as we know having a comprehensive documentation and record keeping system in place is important.

SoCalGas Corrective Action:

Emergency Management (EM) plans to implement the following enhancements to their documentation process:

- EM will document cold calling stating whether participant accepted, declined or received no response regarding participating in exercises and drills. EM will also send a follow up email with an attached delivery and read receipt confirming the response received.
- EM will document all participants in exercises/drills through a sign-in sheet all attendees are required to fill out.
- EM will conduct surveys anonymously to solicit feedback for strengths and areas of opportunity.
- After emergency exercises, EM will compose all data to produce an After-Action Report/Improvement Plan, documenting the following:
 - Exercise Name, Exercise Date and Time, Scope, Participants, Strengths, Areas of Improvement, Analysis, Improvement Plan

All documentation will be stored on the SharePoint platform or other designated repository platforms.