## 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

- Reviewed company maps and records to confirm what was in the ground prior to performing work.
- Only crews responsible for emergency response situations were equipped with the necessary emergency tools.
- Using PG&E’s Gas Emergency Response Plan, train employees to recognize emergency situations, make the area safe, contact their supervisor and notify PG&E’s Gas Control Center.
- Engage and conduct joint training with emergency response agencies.
- Educate customers to contact PG&E at 1-800-743-5000, if they smell gas and feel unsafe.

### March 3, 2014

**Enhanced Work Procedures**

- 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”).
- Implemented a Quality Control process to verify consistent adherence to the field verification process.
- Conducting a comprehensive review of the established field verification process to continue to enhance the rigor of this process.
- 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 develop advanced technologies to detect inserted plastic in steel pipes.
- Implementing use of pre and post-video camera inspections to verify no damage occurs to sewer lines during construction.

### Post Practice

**Expanded Field Emergency Tools**

- All crews, in addition to those responsible for emergency response, are in the process of being equipped with the necessary emergency tools.
- All crews in the City of Carmel have been equipped with these tools.
- Stopped all non-emergency tapping work system-wide to ensure employees and contractors were trained on the process for verifying what’s in the ground prior to resuming such work.
- Heightened awareness and reinforcement to engage and coordinate with the Carmel city staff to ensure all work is performed in accordance with the city requirements including pre-construction walk through and regular status check-ins.

**Reinforced Employee and Contractor Training**

- In addition to contacting PG&E at 1-800-743-5000, educate City of Carmel residents to also call external emergency responders (911), if they smell gas and feel unsafe.
- Developing a pilot procedure called Code MuRRI (Multiple-unit Resource Response Incident) that triggers an immediate notification to emergency response agencies when PG&E employees or contractors are faced with a potentially hazardous situation. PG&E is working with the City of Carmel to implement Code MuRRI.
- Treating all gas leak odor calls in the City of Carmel as “Immediate Response.” Monthly performance metrics will be shared with the City officials.
- Agreed to participate in the County of Monterey Hazard Mitigation Plan.