

Electric Incident Reporting On-Call Representative Procedure

SUMMARY

This procedure details the process to fulfill the Electric Incident Reporting (EIR) criteria outlined in California Public Utilities Commission (CPUC) Decision D.06-04-055 and Resolution E-4184. The procedure also outlines the steps that a PG&E electric incident reporting on-call representative must take to:

- Receive potential reportable incidents from the CPUC Incident Reporting 24-Hour Hotline (415-973-CPUC or 415-973-2782)
- Determine whether a potential reportable incident is reportable to the CPUC
- Submit reportable incidents to the CPUC and alert internal PG&E stakeholders of the reportable incident
- Document both reportable and non-reportable incidents

Level of Use: Informational Use

TARGET AUDIENCE

This procedure targets electric incident reporting on-call representatives as referenced in [Attachment 6, "EIR On-Call Schedule"](#). This schedule is updated quarterly by the EIR lead.

SAFETY

Drive to a safe location and stop your vehicle before following the steps to respond to Electric Incident Reporting Hotline notifications.

BEFORE YOU START

Please request access to the DRU [SharePoint](#) to be able to access the On-Call Webform.

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PROCEDURE STEPS

1 Background

The CPUC, PG&E's regulator, REQUIRES PG&E to report incidents that involve injury, death, property damage, or significant media coverage to the CPUC. PG&E's reporting criteria is outlined in [Attachment 2, "Incident Reporting Criteria Decision Matrix."](#)

2 Preparing for an On-Call Rotation

2.1 Before starting an on-call rotation, the electric incident reporting on-call representatives (on-call reps) must REVIEW the [Attachment 2, Incident Reporting Criteria Decision Matrix](#)" and the related reporting and evaluation steps outlined in this procedure and its attachments.

2.2 On-call reps must be AVAILABLE for the duration of their on-call rotations:

- An on-call rotation lasts for a one week starting Thursday at 10 a.m.
- On-call reps must RESPOND immediately to pages received from the On-Call Hotline Voice Mail System (Hotline VMS) 24 hours a day during their rotations.
- The rotation ends when on-call duties are transferred to the next on-call rep at 10 a.m. the following Thursday

NOTE

IF an on-call rep cannot be available for the entire scheduled on-call rotation, THEN it is the on-call rep's responsibility either to switch their on-call rotation with a team member OR to arrange for a team member to fill in for the days they are unavailable. The on-call rep must inform the EIR lead of the change.

2.3 On-call reps must ENSURE they have access to the following resources:

- This procedure, [RISK-6305P-01](#), and all attachments
- A PG&E-issued cellular phone in an area with cellular service
- A PG&E computer with intranet connection and remote access to the PG&E intranet (i.e., a laptop with VPN, Citrix, or Remote Desktop)
- Access to the following basic operational resources:

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- [Electric Incident Investigations WIKI \(EII WIKI\)](#)
- [Electric Distribution Geographic Information Database \(EDGIS\)](#)
- [Electric Transmission Geographic Information Database \(ETGIS\)](#)
- [Integrated Logging Information System \(ILIS\)](#)
- [Outage Management Tool \(OMT\)](#)
- A notepad/pen or an application on a computer to take notes

2.4 On-call reps must ENSURE that their cellular phones **are not** set to silent mode. On-call reps must be able to hear their cellular phones ring when paged using the Hotline VMS.

3 Beginning an On-Call Rotation

3.1 On-call reps RECIEVE a Hotline VMS page on their cellular phones at the beginning of their rotations (Thursday at 10 a.m.). The page comes from the previous on-call rep.

1. IF an on-call rep DOES NOT RECEIVE a page from the Hotline VMS at the start of his or her rotation,

THEN he or she must CONTACT the previous on-call rep to determine why the Hotline VMS page was not sent. To find the previous on-call rep, refer to [Attachment 6, "EIR On-Call Schedule"](#)

3.2 When **ON-CALL** reps receive on-call transfer pages from the Hotline VMS on their cellular phones, they should perform the following actions:

1. CALL the Hotline VMS mailbox to ensure that messages are available on the Hotline VMS. [Attachment 9, "Hotline Voice Mail System,"](#) describes how to check for messages on the Hotline VMS.
 - a. IF the on-call rep **cannot** CHECK the message on the Hotline VMS,
THEN he or she must CALL the previous on-call rep for assistance.
 - b. IF the on-call rep **can** successfully CHECK the message on the Hotline VMS,
THEN he or she must INFORM the previous on-call rep that the transfer is successful.

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4 Determining If an Incident Is Reportable to the CPUC

4.1 WHEN on-call reps RECEIVE a page from the Hotline VMS, they must begin to gather information to determine if the incident is reportable to the CPUC. Reporting criteria and resources to determine reportability are found in the following documents:

- [Attachment 2, "Incident Reporting Criteria Decision Matrix"](#)
- [Attachment 3, "Scenarios"](#)

NOTE

On-call reps have 2 hours during business hours (8:00 AM – 5:00 PM) and 4 hours outside of business hours to report incidents to the CPUC after they determine an incident is reportable.

IF an agency or entity takes PG&E equipment as evidence, but there is no indication they are investigating our facilities as potentially involved or no data indicating our facilities may be involved, THEN it is not reportable.

4.2 After receiving a page from the Hotline VMS, on-call reps PERFORM the following actions:

1. LISTEN to the Hotline VMS message. SEE [Attachment 9, "Hotline Voice Mail System,"](#) for instructions on how to check the Hotline VMS.
2. USE the [On-Call Webform](#) (SEE [Attachment 1](#)) to document crucial information that is typically contained in Hotline VMS messages about the potential incident and its reportability, including:
 - Caller's name and phone number
 - Potential incident's date and time
 - Potential incident's location
 - The circuit on which the potential incident occurred
 - Why was the potential incident reported on the Hotline VMS; i.e., did it result in:
 - Injuries or fatalities
 - Property damage
 - Media attention
 - Operator judgement (to be used with supervisor permission)

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3. GATHER preliminary data, such as whether it was previously a non-reportable, the OIS, ILIS or TOTL reports for the potential incident or information about the site from EDGIS and/or ETGIS. If it was reported and took place in the past, check to make sure nothing else was reported that day

This information impacts the naming convention as described in [Attachment 7, "Creating and Archiving a Record."](#) This may provide the on-call rep with additional data and contacts for the potential incident and orient the on-call rep to the potential incident location.

4. CALL the individual who left the Hotline VMS message.
 - a. REPEAT the information relayed in the Hotline VMS message using three-way communication strategies to ensure understanding.
 - (1) ASK FOR AND DOCUMENT any information that the individual may not have included in the original call, including any information that is necessary to build a complete picture of the incident. ASK for pictures. REVIEW the documentation and look for questions.

NOTE

Information gathered here is used in the 20-day investigation.
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- b. DISCUSS potential reportability (e.g., was there an injury requiring overnight hospitalization, does property damage appear to exceed \$50,000, were there enough media inquiries to meet the media reporting threshold).

IF reportability cannot be determined due to the reporting individual not having enough information,

THEN DETERMINE whether there are other individuals that may have more information. These individuals may be identified through the OIS report or referred to the On-Call Representative by the individual who initially called the potential incident into the hotline. Responding troublemen are generally helpful resources.

IF other individuals are identified who could provide more information,

THEN CALL the other individuals to gather more information.

- IF reportability cannot be determined due to additional time needed for information gathering or assessments from the field (e.g. damage is still being assessed, unclear whether there will be overnight hospitalization, media is expecting further inquiries, but inquiries have not yet met the threshold):

- (1) THEN WAIT until the information is gathered to determine reportability. There should be no undue delay.

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NOTE

It may take several hours to several days to receive enough information to determine reportability of an incident.

- IF reportability still cannot be determined after steps 4.2.5 c and d above, CONTACT the EIR Supervisor, EIR lead, or EIR Support Team members listed in [Attachment 8, "Stakeholder Contact Information,"](#) for help.

4.3 ASSESS the information collected in the steps above and determine whether the incident is reportable to the CPUC.

1. IF an incident is determined reportable to the CPUC continue through Section 5 and Section 6, below.
2. IF an incident is determined NOT REPORTABLE TO THE CPUC

THEN CONTINUE to Section 7, "Documenting Reportable and Non-Reportable Incidents," on Page 7.

5 Reporting an Incident to the CPUC

5.1 IF an incident is determined reportable, the on-call rep must report the incident to the CPUC as soon as possible.

1. REPORT incidents to the CPUC either using the CPUC's [Incident Reporting Website](https://www.cpuc.ca.gov/regulatory-services/safety/emergency-reporting) (<https://www.cpuc.ca.gov/regulatory-services/safety/emergency-reporting>) OR by phone (1-800-235-1076).
2. FOLLOW the steps outlined in [Attachment 4, "Reporting Injury/Fatality, property Damage, and Media Incidents to the CPUC."](#)

6 Sending a PG&E Internal E-page Notification

6.1 IF an incident is reported to the CPUC,

THEN the on-call rep must send a PG&E internal E-page to internal stakeholders who are part of the CPUC Reportable Incident distribution list.

1. SEND an E-page to PG&E Internal Stakeholders by following the steps outlined in [Attachment 5, "Sending an E-page Using the PG&E Intranet and Smartphones."](#)

7 Documenting Reportable and Non-Reportable Incidents

7.1 DOCUMENT each message left on the Hotline VMS, whether reportable or not, on the [On-Call webform](#) (SEE [Attachment 1](#)).

1. COMPLETE the form without delay,

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2. SUBMIT a separate EIR On-Call webform for each message left on the Hotline VMS by following the steps outlined in [Attachment 6, "Creating and Archiving a Record."](#)
3. If possible, SEND the On-Call webform immediately after contacting the CPUC OR after the potential incident is determined to be nonreportable.

8 Transferring On-Call to the Next On-Call Rep

- 8.1 On-call reps are responsible for resolving all calls made to the Hotline VMS during their on-call rotation, even if they run into the following on-call rotation.
- 8.2 After the rotation is over at 10 a.m. on Thursday, the rep PERFORMS the following actions:
 1. DELETE all the messages on the Hotline VMS voice mail box.
 2. CHANGE the Hotline VMS pager number to the next on-call rep's cellular phone number.
 3. LEAVE A MESSAGE on the Hotline VMS.
 4. CONFIRM with the current on-call rep that he or she successfully received a page from the Hotline VMS.

Instructions on how to perform these actions are in [Attachment 9, "Hotline Voice Mail System."](#)

END of Instructions

DEFINITIONS

California Public Utilities Commission (CPUC): The CPUC regulates privately owned electric, natural gas, telecommunications, water, railroad, rail transit, and passenger transportation companies. The CPUC serves the public interest by protecting consumers and ensuring the provision of safe, reliable utility service and infrastructure at reasonable rates, with a commitment to environmental enhancement and a healthy California economy.

Electric facilities: PG&E-owned poles, lines, transformers, structures, towers, and cables; but not Company vehicles or other items that may also cause injuries or damage. Refer to [Attachment 2, "Incident Reporting Criteria Decision Matrix."](#)

Electric incident: An unplanned occurrence or the unplanned consequences from a planned activity involving PG&E's electric facilities. This includes equipment failure or insufficiency, operator error, natural disaster. Unplanned consequences include injury, fatality, outage to customers, damage to equipment, or impacts system reliability.

Reportable Incident: An Electric Incident that meets one of the specific criteria, fatalities/injury; significant public attention or media coverage; or property damage.

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Electric Incident Reporting (EIR) Hotline Voice Mail System (VMS): The PG&E voice mail system used for reporting electric incidents.

Incident Reporting Criteria Decision Matrix: A tool developed to aid in determining if an incident meets the electric incident reporting criteria.

Operator: Personnel or a company who engage in the transmission or distribution electricity for customer use. For the purposes of this procedure, the operator is PG&E or Company.

Operator judgment: This is one of the reasons for reporting incidents on the CPUC web site for Safety Incidents and Emergencies and should **never** be selected unless instructed to do so by an EIR staff member. Use this selection when, in a utility's judgment, the incident does not meet any of the CPUC established reporting criteria, but the utility believes the CPUC would like to be made aware of the event. Only use operator Judgment with permission from the appropriate supervisor.

Property Damage: An event that results in a loss of material value of tangible assets, including those owned by PG&E and others. The cost basis for the loss may be estimated at the time of the event using "best available" information and updated later based upon new information (e.g. claim data or actual repair costs).

Allegedly Attributable: The utility is alleged to be the most likely source of an event if one (or more) of the following third parties makes a feasible allegation: a regulator (e.g., CPUC, OEIS, NERC, WECC, FERC, CAISO), an investigator (e.g., CAL FIRE, District Attorney, Attorney General, local police, local fire department, US Forest Service), or an involved party (e.g., victim's attorney, victim's insurance agent).

Attributable: An electrical event is attributable to the utility if there is evidence that utility facilities were involved in the cause of the incident.

Note: Cases sent over by Law/Claims have already been vetted and need investigation. Unsupported accusations by random third parties generally do NOT suffice, though it depends on the circumstances. An allegation also includes situations where a representative officially speaking on behalf of the investigator (e.g., CAL FIRE, local fire departments) officially states that it is investigating PG&E as the potential cause (e.g., in a press conference, press release, and/or letter to PG&E) and/or has taken into evidence PG&E equipment located in the vicinity of a potential point of origin where the equipment could have been involved in the cause of the incident. Statements by the fire investigator's personnel that they are investigating PG&E facilities as one potential cause does NOT suffice. For example, CAL FIRE collection of pieces of poles or conductor from the vicinity of the point of origin of a fire likely suffices. In contrast, collection of Smart Meters alone is generally insufficient as the investigator may intend to use the SmartMeter data to validate timing.

Category Two Committee: Committee responsible for determining reportability in the event PG&E is not being attributed by a third party but the incident may need to be reported to the

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CPUC. Please reference [Attachment 2. "Incident Reporting Criteria Decision Matrix"](#)

IMPLEMENTATION RESPONSIBILITIES

The managers and supervisors in the electric incident investigations department are responsible for ensuring that this procedure is implemented and followed.

GOVERNING DOCUMENT

NA

COMPLIANCE REQUIREMENT / REGULATORY COMMITMENT

CPUC Resolution E-4184 – Adoption of Web-Based Emergency Reporting

System for Utilities and Generation Asset Owners

CPUC Decision No. 06-04-055 – Amend the Reporting Criteria for Incidents involving or Allegedly Involving Trees or Other Vegetation in the Vicinity of Power Lines

CPUC Memorandum signed by Julie Halligan, November 1, 2012, Electric Emergency Reporting

CPUC Letter signed by Mahendra Jhala, March 5, 1997, outlining car pole exclusion

CPUC Letter signed by Mahendra Jhala, March 14, 1997, outlining the utilities ability to designate personnel to determine reportability

2014 CPUC (ID E20130926-02) Williams Notice of Violation Response, outlining reporting of incidents involving aircrafts striking PG&E facilities

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Compliance Requirement / Regulatory Commitment (continued)

Records and Information Management:

PG&E records are company assets that must be managed with integrity to ensure authenticity and reliability. Each Line of Business (LOB) must manage Records and Information in accordance with the Enterprise Records and Information (ERIM) Policy, Standards and Enterprise Records Retention Schedule (ERRS). Each Line of Business (LOB) is also responsible for ensuring records are complete, accurate, verifiable and can be retrieved on request. Refer to [GOV-7101S, "Enterprise Records and Information Management Standard"](#) for further records management guidance or contact ERIM at Enterprise_RIM@pge.com.

REFERENCE DOCUMENTS

Developmental References:

NA

Supplemental References:

NA

APPENDICES

NA

ATTACHMENTS

[Attachment 1, "On-Call Webform"](#)

[Attachment 2, "Incident Reporting Criteria Decision Matrix"](#)

[Attachment 3, "Scenarios"](#)

[Attachment 4, "Reporting Injury/Fatality, Property Damage, and Media Incidents to the CPUC"](#)

[Attachment 5, "Sending an E-page Using the PG&E Intranet and Smartphones"](#)

[Attachment 6, "EIR On-Call Schedule"](#)

[Attachment 7, "Creating and Archiving a Record"](#)

[Attachment 8, "Stakeholder Contact Information"](#)

[Attachment 9, "Hotline Voice Mail System"](#)

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DOCUMENT REVISION

NA

DOCUMENT APPROVER

██████████ Sr. Manager, Incident Investigations

DOCUMENT OWNER

██████████ Supervisor, Incident Investigations

DOCUMENT CONTACT

██████████ Supervisor, Incident Investigations

REVISION NOTES

Where?	What Changed?	Who?	When?
5.1	Update to CPUC website link	██████████	08/01/21
Definitions	Electric Incident – update to definition	██████████	08/01/21
Definitions	Reportable Incident – new definition	██████████	08/01/21
Definitions	Operator – new definition	██████████	08/01/21
Definitions	Property Damage – new definition	██████████	08/01/21
Definitions	Attributable – update to language	██████████	01/19/22
Definitions	Allegedly Attributable and clarifying note – update to language	██████████	01/19/22
Document Approver/Owner/Contact	Updated	██████████	01/19/22
Definitions	Added Category Two Committee	██████████	01/19/22
7.1	Replaced On-Call form with On-Call webform	██████████	01/19/22

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7.1	Replaced On-Call webform link	██████████	01/19/22
Before You Start	Added	██████████	03/17/22
Attachment 2	Decision Cryteria	██████████	03/22/22