

We respectfully call your attention to the fact that accident reports and other information or materials that may be submitted as part of a Data Response are provided solely for the confidential use of the Commission and its staff and are not open to public inspection pursuant to Commission Resolution dated February 10, 1970, General Order 66-C and Public Utilities Code sections 315 and 583.

The investigation, review and analyses of this incident are ongoing. Accordingly, this report is based on preliminary information currently available to PG&E and is subject to change depending on further investigation.

**Related PG&E Ref. No. EI141107A**  
**CPUC Data Request 1 - Raymond Cho**  
**Request Date: November 13, 2014**

**Question No. 1:**

Current PG&E cable radial clearance from the sewer lateral pipe and clearance from the cable provider's cable.

**Response to Question No. 1:**

Attachments Submitted

Less than 3 inches; see attached photograph.

Response provided by: [REDACTED] Supervisor, Electric M&C

**Question No. 2:**

City of San Jose contact information.

**Response to Question No. 2:**

Attachments Submitted

[REDACTED] Supervisor, City of San Jose. Phone number: [REDACTED] or [REDACTED]

Response provided by: [REDACTED] Supervisor, Regulatory Compliance

**Question No. 3:**

OSHA investigator contact information.

**Response to Question No. 3:**

Attachments Submitted

[REDACTED]

Response provided by: [REDACTED] Supervisor, Regulatory Compliance

**Question No. 4:**

Applicable PG&E locate and marking procedures.

**Response to Question No. 4:**

Attachments Submitted

TD-5811P-201 and TD-5811P-202 (Please see attachments).

Response provided by: [REDACTED] Supervisor, Locate & Mark

**Question No. 5:**

Work orders related to locate and mark.

**Response to Question No. 5:**

Attachments Submitted

Please see attached USA ticket # 452871.

Response provided by: [REDACTED] Supervisor, Locate & Mark

**Question No. 6:**

Work orders related to the restoration work.

**Response to Question No. 6:**

Attachments Submitted

See attached EC Notification # 109646243.

Response provided by: [REDACTED] Sr. Compliance Specialist, Regulatory Compliance

**Question No. 7:**

Training records for the employee who was sent to locate PG&E facilities.

**Response to Question No. 7:**

Attachments Submitted

Please see the attached training records for employee.

Response provided by: [REDACTED] Supervisor, Locate & Mark

**Question No. 8:**

Do PG&E employees take a training course for locating and marking underground facilities? If so, which course?

**Response to Question No. 8:**

Attachments Submitted

Yes, All new Locate & Mark employees complete a 40 hour ride along prior to attending OQ 05-01 (Locate & Mark Training).

Response provided by: [REDACTED] Supervisor, Locate & Mark

**Question No. 9:**

Name and employer of the injured party. If a contractor, please provide their contact information.

**Response to Question No. 9:**

Attachments Submitted

Injured Employee Name: [REDACTED]

Injured Party Employer: City of San Jose (see response to question 2 for Supervisor information)

Response provided by: [REDACTED] Supervisor, Regulatory Compliance

**Question No. 10:**

Where was the injured party taken for treatment? How long was he/she hospitalized? (provide dates and times)

**Response to Question No. 10:**

Attachments Submitted

The injured party was taken to Valley Medical Center for treatment. He was hospitalized for one night on 11/7/14.

Response provided by: [REDACTED] Investigator, Claims

**Question No. 11:**

What types of injuries were sustained and where on his/her body?

**Response to Question No. 11:**

Attachments Submitted

The City of San Jose employee witness, [REDACTED] reported that [REDACTED] sustained burns to his face and arms.

Response provided by: [REDACTED] Investigator, Claims

**Question No. 12:**

Why were electric cables not marked by PG&E?

**Response to Question No. 12:**

Attachments Submitted

When attempting to locate the underground electric facilities identified on plat map [REDACTED] the locator [REDACTED] received weak signals as noted on the attached USA ticket. Additionally, the locator believed that all PG&E electric facilities were installed and located in a joint trench. However, the line that was struck was located approximately 8 feet, west of the joint trench. The locator was unaware the line existed at the location of where the strike occurred.

Response provided by: [REDACTED] Supervisor, Locate & Mark

**Question No. 13:**

Can PG&E confirm that a reciprocating saw (sawzall) was used to cut the cable? From where did PG&E source this information?

**Response to Question No. 13:**

Attachments Submitted

A battery operated saw was used to cut the cable per the City of San Jose employee/witness [REDACTED]. The saw was still in the trench. See photographs attached for question 16.

Response provided by: [REDACTED] Investigator, Claims

**Question No. 14:**

Why was the injury not reported to the CPUC on the day of the incident or the day after?

**Response to Question No. 14:**

Attachments Submitted

PG&E did not have confirmation of in-patient hospitalization for the injured party on the day of the incident (or the day after). PG&E followed up several times with the City of San Jose. On Wednesday November 12, 2014, at approximately 1130 to 1200 hours, PG&E was notified by a voicemail from [REDACTED] (Supervisor representing the City of San Jose) that the injured party was hospitalized overnight on the day of the incident. PG&E reported this incident to the CPUC on November 12, 2014 at 1230 hours; within one hour of confirming the injury criterion.

Response provided by: [REDACTED] Supervisor, Regulatory Compliance

**Question No. 15:**

As a result of the incident, how many customers sustained an outage and for how long?

**Response to Question No. 15:**

Attachments Submitted

There was a momentary outage affecting 5,718 customers at 1320 hours and at same time there was a sustained outage to 635 customers for a total of 6353 customers being affected. Total combined outage duration was 10 hours and 19 minutes.

5,718 customers were restored by automatics at 1322 hours.

616 customers were restored by 1623 hours.

Remaining 19 customers were restored by 2339 hours.

Response provided by: [REDACTED] Supervisor, Central Coast Control Center

**Question No. 16:**

Provide additional PG&E photos and investigative reports related to this incident.

**Response to Question No. 16:**

Attachments Submitted

Photos and privileged preliminary report attached.

Response provided by: [REDACTED] Investigator, Claims

**Question No. 17:**

What is PG&E doing to mitigate this type of incident from occurring in the future?

**Response to Question No. 17:**

Attachments Submitted

PG&E is currently conducting a thorough investigation and will develop an action plan to address the causal factors for this incident. Immediately after the incident PG&E's Locate & Mark organization had a group "Stand Down" to emphasize the need to verify any maps (gas or electric) if there was any question about the facilities depicted on the maps. All Locators were reminded to request assistance from a more experienced Locator, on any specific locate, if they needed further guidance on any aspect of the locate.

Response provided by: [REDACTED] Superintendent, Gas T&D Locate & Mark