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May 18, 2021

Chief Jason Corsey  
Investigations Division  
California Underground Facilities Safe Excavation Board  
Office of the State Fire Marshal  
2251 Harvard Street, Suite 400  
Sacramento, California 95815

Reference: Notices of Probable Violation (21SA01355 and 20SA01303)

Dear Mr. Corsey:

Thank you for forwarding the Notices of Probable Violation (NOPV) related to the incidents occurring in the City of Berkeley on November 4, 2021 and Oakland on November 25, 2021. PG&E sincerely appreciates the extension until May 18, 2021 to provide our response to the NOPV. This response is to address both of these incidents (21SA01355 and 20SA01303) and subsequent recommendations by the California Underground Facilities Safe Excavation Board (Board).

In the NOPVs, the Board asserts that PG&E failed to comply with California Government Code section 4216.3(a)(1)(A) by failing to accurately locate and field mark a gas service and gas mains in these respective incidents.

As you are aware from the Board's requests for our internal investigations, PG&E's Dig-in Reduction Team (DiRT) also conducted investigations of each of these incidents. Our internal investigations resulted in similar findings that the damaged facilities had not been marked within 24" of their outside surfaces. PG&E does not disagree with the findings of the Board's investigators that the facilities were not accurately located and field marked in each of these incidents. However, PG&E does not believe a financial penalty is appropriate for these incidents for the reasons summarized below.

The proposed sanction does not adequately reflect PG&E's history of prior non-compliance incidents, cooperation with the investigation and demonstration of the intent to comply with the Government Code section 4216 et seq in the future. The two prior incidents for which PG&E received NOPVs recommended training through the Board's education course. PG&E has not received a determination from the California Public Utilities Commission directing PG&E to complete the training, but PG&E stands ready to do so.

PG&E remains committed to complying with Government Code section 4216. PG&E believes training programs and continued focus on improving performance are the best tools for preventing future incidents. PG&E has had members of its Damage Prevention staff participate in the USA North 811 training programs such as the 811 Pro course that was launched April 1,

2021. PG&E has developed its own 7-week training program for new locators that has been accredited by the National Utility Locating Contractors Association (NULCA) since 2017. PG&E processes include weekly organizational meetings to identify the cause of any incidents and lessons learned. PG&E's "at-fault" dig-ins are investigated, documented and tracked for future analysis of trends. In addition to PG&E's post-incident investigations, it also has extensive Quality Control and Quality Assurance processes in place to monitor and track ongoing locating activities and identify issues before they result in dig-ins.

In 2019 and 2020, PG&E maintained performance in the top quartile of dig-in prevention performance as measured by the national standard of dig-ins per 1000 tickets. In addition, PG&E has seen its number of total damages continue to decrease despite an increase in the total volume of 3<sup>rd</sup>-Party tickets. In light of the infrequency of the occurrence of the damages resulting from an inaccurate field mark placed by a PG&E representative compared to the high volume of locate requests completed by PG&E's Locate & Mark program, and PG&E's ongoing efforts to reduce damages further and improve performance, PG&E believes escalating the recommendation to a financial penalty is inappropriate at this time. Instead, PG&E believes the education corrective action remains appropriate at this time and urges the Dig Safe Board to recommend that PG&E complete the previously identified training and implement the lessons learned from that training.

Thank you for the Board's consideration,

/s/ Steve Cleaver

Damage Prevention Process Manager

cc: Tony Marino, CUFSEB  
Kevin Armato, PG&E  
Susie Richmond, PG&E