

# Quality Verification Vegetation Management Audit Procedure

## SUMMARY

This procedure describes how the Quality Verification Vegetation Management (QVVM) group under Electric Operations (EO) Quality Management (QM) performs audits for systematic examination of activities supporting compliance and/or conformance.

This procedure covers the QVVM audit process from the initiation of the audit to the completion of the audit and notification to Operations of recommended corrective actions.

Level of Use: Informational Use

## TARGET AUDIENCE

All EO QM personnel involved in quality verification vegetation management activities.

## SAFETY

Safety must always be considered before the start of field work. Determine necessary personal protective equipment (PPE) and potential safety issues before beginning field work. Obtain as much information as practical concerning safety where work is to be performed. Discuss this information with local management personnel for clarification.

When working in remote areas, notify local management personnel of the work location, and always perform a 360-degree vehicle walk around inspection before entering the vehicle and driving. If a situation is potentially unsafe, discuss with Quality Verification (QV) lead auditor for options and alternatives.

## BEFORE YOU START

NA

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### PROCEDURE STEPS

#### 1 Overview

1.1 Annual QVVM Audit Plan is informed by the QM Annual Audit Plan according to [RISK-6301P-04, "Quality Management Audit Planning Procedure."](#)

1. Break-in audit request process follows the process outlined in [RISK-6301P-04, "Quality Management Audit Planning Procedure"](#) and attachments.

#### 2 Planning Phase

2.1 Business Analyst or Database Management Specialist (DMS) GENERATES sample from applicable system of record, according to [RISK-6301P-10, Attachment 1, "Sample Methodology."](#)

2.2 DMS or vendor leadership ASSIGNS audit to Field Technician (FT) for review.

2.3 FT REVIEWS locations for safety concerns and PLANS efficient routing of sample review.

#### 3 Performance Phase

3.1 FT VISITS locations in the field and ASSESSES according to applicable field guide.

1. Any locations skipped due to safety or customer concerns should be approved by the applicable QV Lead Auditor.

3.2 IF an abnormal field condition is discovered during the assessment,  
THEN FOLLOW TD-7102P-09, "Abnormal Field Conditions Procedure".

3.3 IF a Priority 1 tree is discovered during the assessment,  
THEN FOLLOW the TD-7102P-17, "Vegetation Management Priority Tag Procedure" Sections 1.1 to 2.1.2 and NOTIFY QV DMS.

1. DMS SUBMITS a Corrective Action Program (CAP) issue.

3.4 IF Priority 2 tree is discovered during the assessment,  
THEN NOTIFY QV DMS.

1. If at sample location, DMS SUBMITS a CAP.

3.5 FT RECORDS findings and/or observations in applicable system of record.

3.6 FT RECORDS field completion in applicable system of record and/or INFORMS leadership of completion.

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3.7 QV vendor leadership then REVIEWS AND RECORDS audit completion.

1. Upon completion of break-in audits, QV vendor leadership SENDS notification email to QV Lead Auditor.

3.8 IF a Quality Control Database (QCD) review,

THEN Senior FT REVIEWS AND RECORDS status as “senior complete” in the QCD, triggering auto-generated email notification to Operations and QV leadership.

### 4 Analysis Phase

4.1 IF a QCD review,

THEN analysis is performed automatically by the QCD.

4.2 IF a non-QCD review,

THEN QVVM leadership team PERFORMS analysis with assistance from QM Support.

QVVM PROVIDES results of analysis to QM leadership for review, as applicable.

### 5 Reporting Phase

5.1 IF a QCD review,

THEN reporting is performed automatically by the QCD.

5.2 IF a non-QCD review,

THEN Senior FT REPORTS results and findings requiring corrective action to Operations.

5.3 IF a break-in review,

THEN QVVM Lead Auditor SCHEDULES Exit Meeting according to [RISK-6301S, “Quality Management Audit Standard”](#) to present findings and applicable corrective action, including any CAP issues, to Operations.

### 6 Closeout

6.1 QVVM Lead Auditor VALIDATES CAP action documentation.

6.2 IF a break-in review,

THEN QVVM Lead Auditor NOTIFIES QM Support of review completion.

**END of Instructions**

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### DEFINITIONS

**CAP:** The enterprise-wide Corrective Action Program used to identify and manage issues. QVVM uses the Electric Corrective Action Program (CAP) to manage audit findings.

**Compliance:** Fulfilling the requirements stated in laws and regulations (e.g., G.O. 95, Rule 35, PRC 4292, and PRC 4293).

**Conformance:** Fulfilling the requirements set out in PG&E's internal standards and procedures.

**Contractor roles:** Includes Database Management Specialist (DMS), Field Technician (FT), Senior Field Technician (Sr. FT).

**Corrective action:** Action taken to eliminate the causes of an existing nonconformity, defect, or other undesirable situation.

**PG&E employee roles:** Includes Quality Verification Lead Auditor.

**Priority 1 condition:** Priority code applied when any of the vegetation conditions defined in Section 1.1 of TD-7102P-17, "Vegetation Management Priority Tag Procedure" are observed in the field for overhead electric distribution facilities. A PG&E Vegetation Management Priority 1 classification aligns with CPUC General Order (G.O.) 95, "Reporting and Resolution of Safety Hazards Discovered by Utilities," Rule 18, Priority Level 1 definition as stated in part: An immediate safety and/or reliability risk with high probability for significant impact.

**Priority 2 condition:** Priority code applied when any of the vegetation conditions defined in Section 1.1 of TD-7102P-17, "Vegetation Management Priority Tag Procedure" are observed in the field for overhead electric distribution facilities. A PG&E Vegetation Management Priority 2 classification aligns with and often exceeds the CPUC General Order (G.O.) 95, "Reporting and Resolution of Safety Hazards Discovered by Utilities," Rule 18, Priority Level 2 definition as stated in part: A variable (non-immediate high to low) safety and/or reliability risk.

### IMPLEMENTATION RESPONSIBILITIES

It is the responsibility of QVVM Supervisors and/or Program Managers to ensure all QVVM personnel have read and understand this procedure.

### GOVERNING DOCUMENT

[RISK-6301S, "Quality Management Audit Standard"](#)

### COMPLIANCE REQUIREMENT / REGULATORY COMMITMENT

California Public Resource Code (PRC) Section(s) 4292-4296

California Public Utilities Commission (CPUC) General Order 95, Rule 35, Rev. 2012

North American Electric Reliability Corporation (NERC) Standard FAC-003-4

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### Records and Information Management:

Information or records generated by this procedure must be managed in accordance with the Enterprise Records and Information (ERIM) program Policy, Standards and Enterprise Records Retention Schedule (ERRS). REFER to [GOV-7101S, "Enterprise Records and Information Management Standard"](#) and related standards. Management of records includes, but is not limited to:

- Integrity
- Storage
- Retention and Disposition
- Classification and Protection

### REFERENCE DOCUMENTS

#### Developmental References:

California Public Utilities Commission (CPUC) General Order 95, Rule 35, Rev. 2012

California Public Resource Code (PRC) Section(s) 4292-4296

North American Electric Reliability Corporation (NERC) Standard FAC-003-4

PG&E Inspection Contracts – Specification No. 4851

PG&E Tree Trimming Contracts – Specification No. 5404

[RISK-6301P-04, "Quality Management Audit Planning Procedure"](#)

[RISK-6301P-06, "Quality Assurance Vegetation Management Distribution Audit Procedure"](#)

[RISK-6301S, "Quality Management Audit Standard"](#)

Title 14 - California Code of Regulations Article 4 sections 1250-1258

Utility Procedure TD-7102P-01, "Distribution Routine Patrol Procedure (DRPP)"

Utility Procedure TD-7102P-09, "Abnormal Field Conditions Procedure"

Utility Procedure TD-7102P-17, "Vegetation Management Priority Tag Procedure"

Utility Procedure TD-7103P-01, "Transmission Routine Patrol Procedure (TRPP)"

Utility Procedure TD-7103P-02, "Transmission Orchard Patrol Procedure (TOPP)"

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**Supplemental References:**

NA

**APPENDICES**

- Appendix A, Quality Verification Pre-Inspection (PI) Review
- Appendix B, Quality Verification Tree Trim Contractor (TC) Review Attachments

**ATTACHMENTS**

[RISK-6301P-10, Attachment 1, "Sample Methodology"](#)

**DOCUMENT REVISION**

NA

**DOCUMENT APPROVER**

Joanne Martin, Director, Electric Operations Quality Management

**DOCUMENT OWNER**

██████████, Manager, Electric Operations Quality Management Support

**DOCUMENT CONTACT**

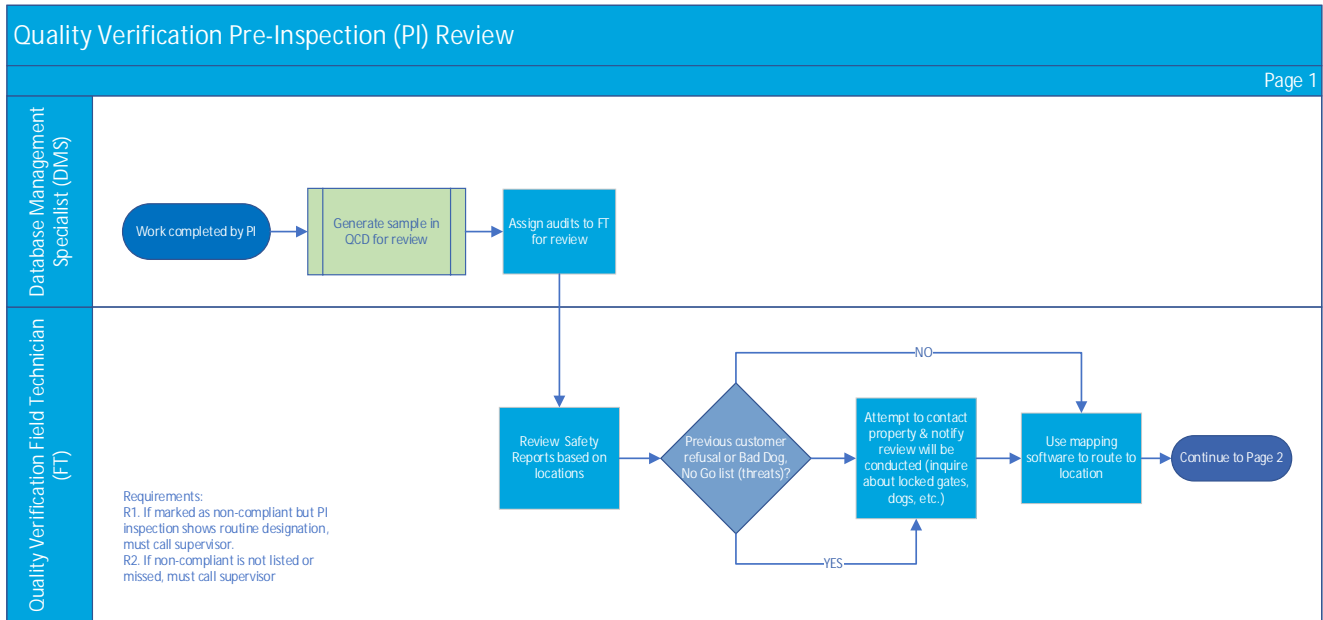
██████████, Supervisor, Quality Verification Vegetation Management

**REVISION NOTES**

Where?	What Changed?	Who?	When?
NA	New procedure	██████████	07/09/2021

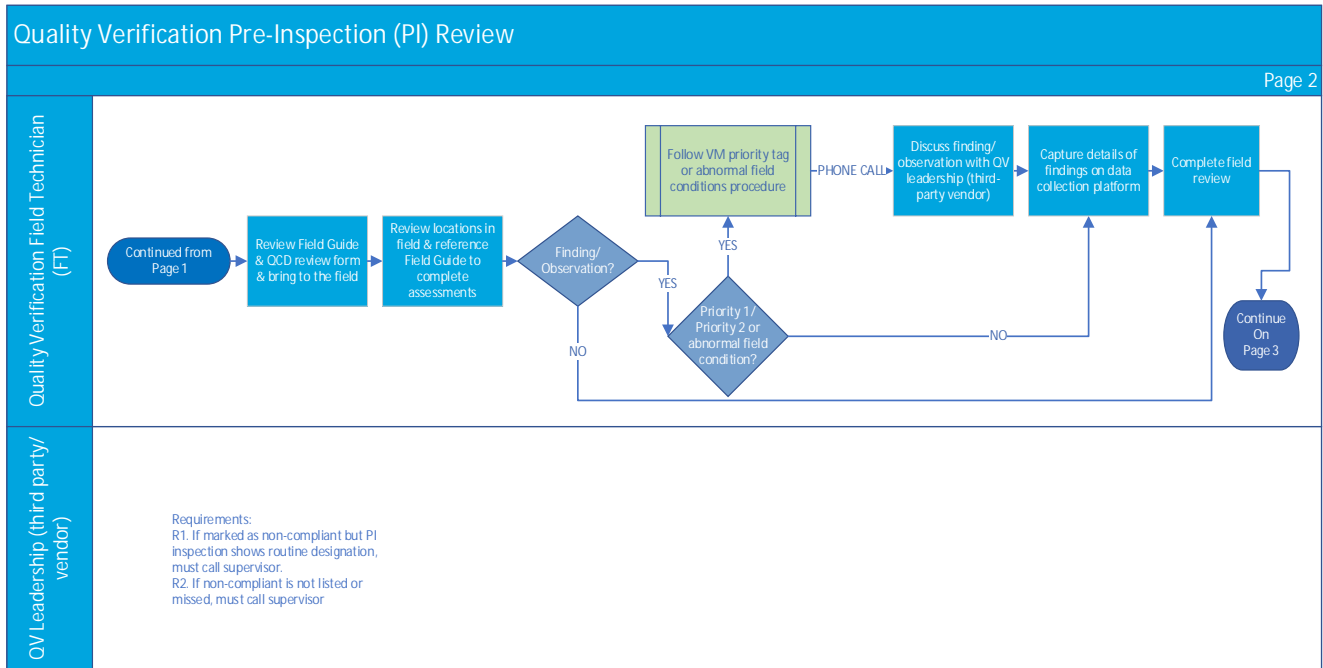
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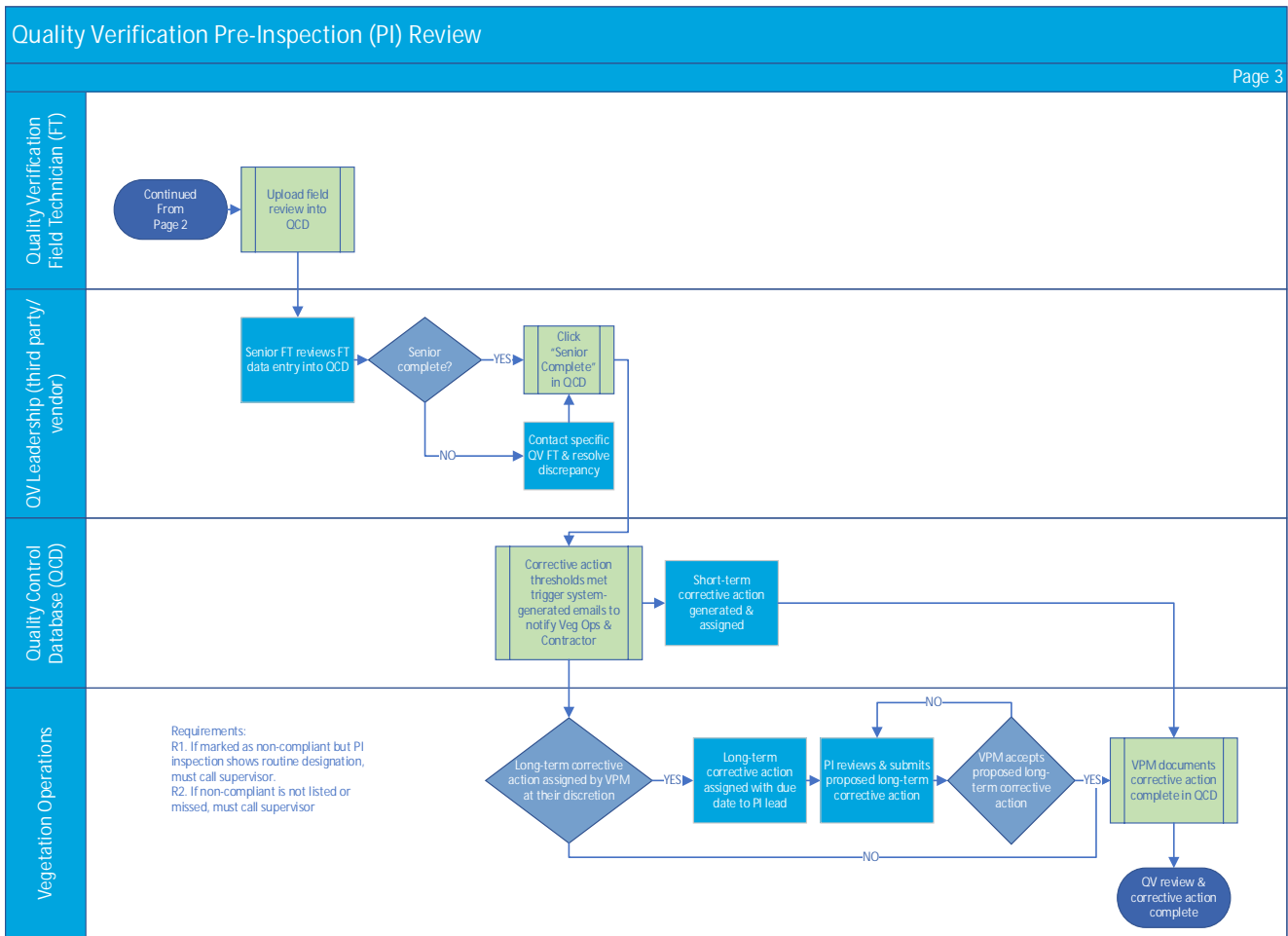
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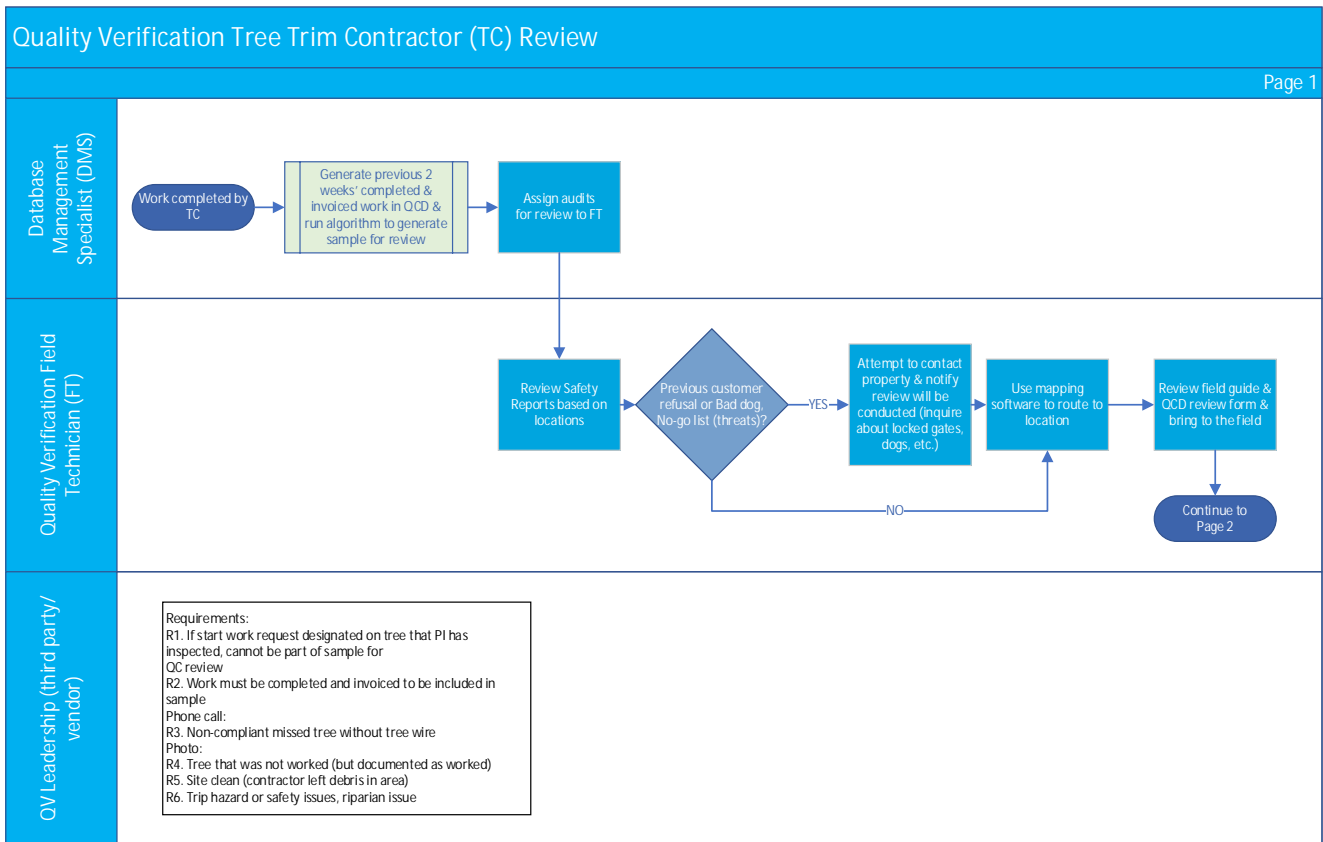
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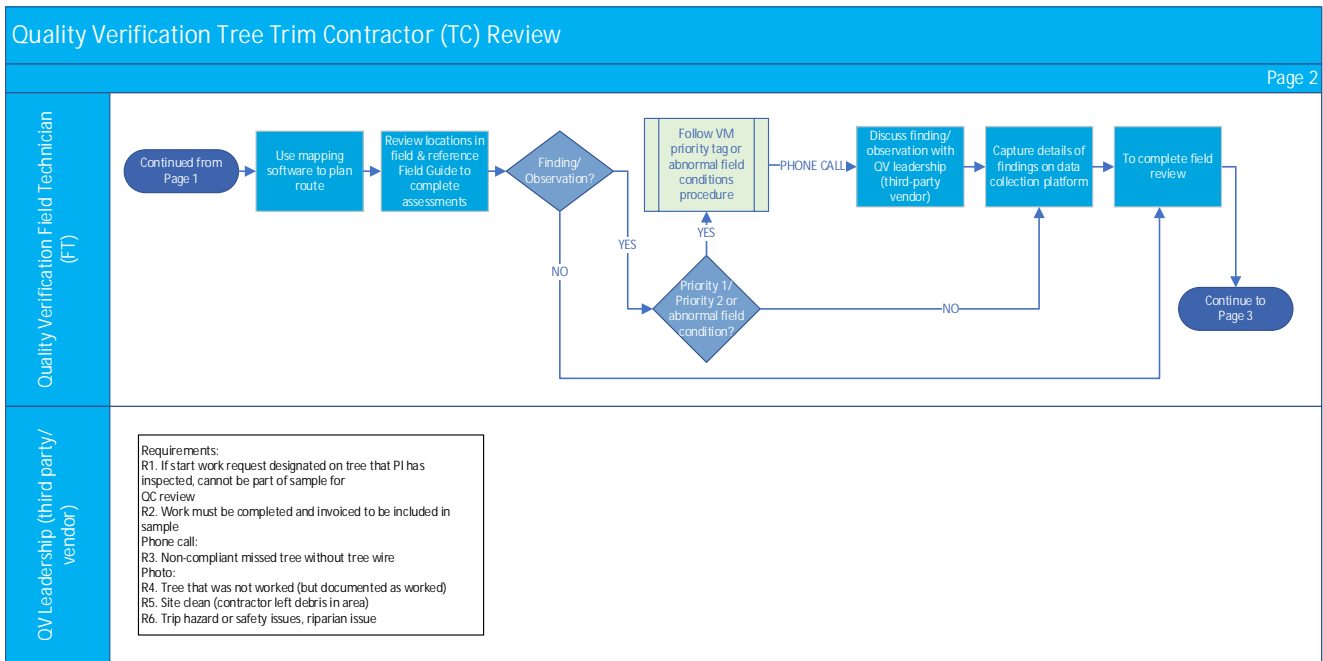
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