

Management of Change (MoC) Process for Vegetation Management

SUMMARY

To reduce risk to PG&E Corporation (the Corporation), the Corporation implemented Corporation Standard SAFE-4300S, “HSMS Management of Change Standard.” SAFE-4300S requires that each Pacific Gas and Electric Company (PG&E) line of business establish a Management of Change Process.

Per [SAFE-4300S](#), “HSMS Management of Change Standard:” Any change to system, process, or people could introduce risk and have unintended consequences. Management of Change (MoC) is a process that systematically identifies, evaluates, and manages changes to facilities, equipment, operations, procedures, and the organization to prevent incidents by ensuring that unacceptable risks are not introduced into the business.

The purpose of this procedure is to ensure that changes that vegetation management (VM) personnel make conform to that standard.

Level of Use: Informational Use

TARGET AUDIENCE

VM personnel

SAFETY

NA

BEFORE YOU START

NA

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PROCEDURE STEPS

1 Roles and Responsibilities

The responsibilities for each role in the vegetation management (VM) management of change (MoC) process are as follows:

- Change control board (CCB): The group of representatives from VM line of business (LOB) workstreams and essential stakeholders that is responsible for reviewing potential changes to VM standards and practices and approving or denying those changes. Every CCB meeting must have a voting member from each of the following workstreams: construction management, execution, enhanced vegetation management (EVM), program management, quality, regulatory, vegetation asset strategy and analytics (VASA).

There must be a minimum of six voting members present at a CCB meeting to conduct the meeting and six of eight votes are required for approval. A voting member may designate another member or representative as their proxy, for a proxy vote.

Individual CCB members are responsible for the following activities:

- Attend CCB meetings or assign a delegate to attend on their behalf.
- Represent the workstream and provide insights on any impact that a change item might have on a team.
- Sponsor changes originating within the represented workstream because every change requires sponsorship from one or more voting members
- Change initiator: The person who identifies the need for a change. The initiator must define the scope of the proposed change, inform the applicable sponsor, and submit a request for screening. In some instances, the change initiator and MoC owner are the same person.
- MoC intake team: The individuals involved in reviewing the change request for accuracy and assisting the owners obtain approval from the MoC approver. The MoC intake team is responsible for documenting and maintaining all records specific to the change request. This includes a designated intake team member who takes notes during CCB meetings for the purposes of recordkeeping and meeting minutes distribution after the meeting.
- MoC owner: The person who manages the change through all phases from initial acceptance to final close-out. The MoC owner is responsible for ensuring that the change is completed in accordance with this standard and the associated MoC procedures. In some instances, the MoC owner and change initiator are the same person.

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- MoC approver: The VM CCB serves as the collective MoC approver. The MoC approver provides change approval/rejection based on change criteria and the controls/mitigation proposed to address the risks identified.
- MoC program manager: The person who manages and/or administers the MoC program for the LOB. The program manager provides oversight, governance, communication, training, and reporting for the program. This person provides direction and/or leads the MoC Intake team.
- Implementer: The person responsible for implementing an approved change.
- Change trainer: The person who conducts the competency assessment for each change and develops and delivers appropriate training for the change where applicable.
- MoC evaluator: The person who provides input related to their area of expertise for the proposed change. The MoC evaluator knows the work planned and the extent of the change, recognizes the risks associated with the change, and identifies controls/mitigation to address the risks identified. This person is often referred to as a subject-matter expert (SME).
- MoC recipients: The individuals involved in the MoC process for a specific request and those affected by the change if approved and implemented.

2 Initiating a Change

2.1 The change initiator must PERFORM the following steps:

1. DOWNLOAD [TD-7105P-04-F01, "VM Change Request Intake Form"](#) from the [VM intranet site](#).
2. COMPLETE the VM intake form.
3. EMAIL the completed VM intake form to the MoC intake team at VM_ChangeMgmt@pge.com.

2.2 After receiving the VM intake form, the MoC intake team must PERFORM the following steps to determine whether an MoC submission is needed:

1. REVIEW the VM intake form.
2. EVALUATE the VM intake form to ensure completion.
3. IF the form is not complete,

THEN RETURN it to the change initiator.

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2.2 (continued)

4. IF the form is complete,

THEN ASSESS the proposed change through the MoC decision tree shown in [Appendix A, "Management of Change \(MoC\) Submission Decision Tree."](#)

2.3 IF an MoC submission is not needed,

THEN the MoC Intake team must PERFORM the following steps:

1. COMMUNICATE the outcome to the change initiator.
2. DOCUMENT the outcome in the internal MoC Intake Items Tracker.
3. NOTIFY the VM communications team of the outcome.

2.4 If an MoC submission is needed,

THEN the MoC intake owner must PERFORM the following steps:

1. PREPARE a change control proposal for CCB evaluation.
2. SEND the proposal to the change initiator for review for accuracy or for updates if there have are any changes made since the form was submitted.
3. If the proposal sent to the initiator is incorrect,

THEN WORK with the initiator until the proposal is satisfactory to the change initiator/presenter.

3 Preparing the Change for Evaluation

3.1 The MoC intake team must PERFORM the following steps:

1. ENSURE that Form [TD-7105P-04-F01, "VM Change Request Intake Form"](#) is complete with all known information.
 - a. IF the form is incomplete,

THEN the MoC intake team must PERFORM one of the following steps:
 - (1) RETURN the form.
 - (2) WORK with the change initiator to fill in the missing information.

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3.1 (continued)

b. IF the form cannot be filled out because information is unknown,
THEN the MoC intake team must TABLE the change until the information can
be collected and the form resubmitted.

2. UPDATE the calendar invite prior to the meeting with the agenda items and
presentation.

4 Evaluating a Change During a CCB Meeting

4.1 The MoC program manager HOSTS the CCB meeting.

1. IF the MoC program manager cannot host the CCB meeting,
THEN the MoC program manager must ARRANGE for a meeting host.

4.2 CCB voting members must ATTEND the CCB meeting.

IF a CCB voting member is unable to attend, THEN the voting member must SPECIFY a
delegate via an email to the VM MoC team before the meeting starts.

4.3 During the CCB meeting, the appropriate CCB meeting attendees must PERFORM the
following steps:

1. The change initiator must present the change proposal.
2. The CCB voting members may then discuss details and pose questions about the MoC
proposals.
3. The host must MOTION to approve the change.

One of the following outcomes must be identified for every change:

- Approve it.
 - Deny it with opportunity to gather further information and resubmit.
 - Deny it outright.
4. The attending CCB voting members must VOTE on whether to approve or deny the
change.

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5 Documenting the Decision

5.1 The MoC intake team must DOCUMENT the approved or denied changes in the official CCB meeting minutes.

5.2 IF the CCB approves a change,

THEN the MoC intake team must PERFORM the following steps:

1. COMPLETE section D of Form [TD-7105P-04-F01, "VM Intake Change Request Form."](#)
2. NOTIFY the MoC owner that the change is approved and may now be pursued as outlined in the change request form.
3. ASSIGN change roles: MoC owner, MoC evaluator, implementer, and change trainer.
4. POST approved changes on the [VM MoC intranet site](#).

5.3 IF the CCB does not approve the change, the appropriate CCB meeting attendees must PERFORM one of the following steps.

1. IF more information is needed,

THEN the VM MoC intake team member taking notes must CAPTURE all of the information needed to make an informed decision in the meeting notes.

a. The MoC intake team must NOTIFY the change initiator that there are 30 days permitted to resubmit the change request.

- IF the change initiator provides additional details for a resubmittal within 30 days,

THEN the MoC intake team must SCHEDULE the change for review in the next available CCB meeting.

- IF the change initiator does not provide additional details for a resubmittal within 30 days,

THEN the MoC intake team must CLOSE the request.

2. IF more information is not needed,

THEN the CCB must DENY the request outright and NOTIFY the MoC intake team to NOTIFY the change initiator of the decision.

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6 Training and Communicating a Change

6.1 To begin preparations for the change rollout, the MoC owner must simultaneously NOTIFY the following personnel:

- The implementer
- The change trainer
- The document editor
- The MoC evaluator

6.2 WHEN the recipients above receive notice of the rollout,

THEN they must PERFORM following steps:

1. The implementer must PERFORM the following steps:
 - a. COORDINATE with the MoC owner to DEVELOP an audience engagement and communication plan.
 - b. NOTIFY the MoC owner when the audience engagement and communication plan is ready.
2. The change trainer must PERFORM the following steps:
 - a. COORDINATE with the MoC owner to DEVELOP a two-tier training that meets Corporate Standard [SAFE-4300S, "HSMS Management of Change Standard."](#)
 - b. As applicable, COORDINATE with the PG&E Academy to CREATE the official training and WORK with the MoC owner as needed.
 - c. FINALIZE the training.
 - d. NOTIFY the MoC owner when the training is ready.
3. The document editor must PERFORM the following steps:
 - a. COORDINATE with the MoC owner and evaluators to REVIEW AND/OR CREATE documents.
 - b. SHARE documents for approval with MoC evaluators.
4. The MoC evaluator must WORK with the document editor to get the documents to a point where they can be published.

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6.2 (continued)

5. When documents are approved,

THEN the MoC evaluator must NOTIFY the VM document governance group to PUBLISH guidance documents to the TIL Viewer and NOTIFY the MoC owner.

- a. The VM document governance group must PERFORM the following tasks:

- (1) ENSURE that the documents go through the document publication process.
- (2) PUBLISH the guidance documents to the TIL viewer AND NOTIFY the MoC owner.

- ### 6.3
- The MoC owner must PERFORM the following steps:

1. REVIEW the audience and engagement plan, along with training.
2. NOTIFY the implementer that the guidance documents are published AND the training is finalized.

7 Implementing a Change

- ### 7.1
- The implementer must PERFORM the following steps:

1. EXECUTE the communications plan.
2. CONDUCT trainings.
3. ENSURE that training records are CREATED and training is DOCUMENTED.
4. NOTIFY the MoC owner when the trainings are complete.
5. PROVIDE the training records to the MoC owner.

8 Closing Out and Documenting a Change

- ### 8.1
- The MoC owner must PERFORM the following steps:

1. ENSURE that all training documentation is STORED per ERIM standards.
2. NOTIFY the MoC intake team that the change is complete.

- ### 8.2
- The MoC intake team must CLOSE the request AND NOTIFY the change initiator.

- ### 8.3
- The MoC owner must PERFORM a change rollout analysis to DETERMINE effectiveness and lessons learned.

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END of Instructions

DEFINITIONS

Proxy vote: A vote cast by one person as a representative of another.

IMPLEMENTATION RESPONSIBILITIES

The respective VM directors must ensure that this procedure is communicated and implemented in their area of responsibility when an organizational change occurs.

All change owners are responsible for obtaining the proper approval before implementing any applicable change.

GOVERNING DOCUMENT

[SAFE-4300S, "Health & Safety Management System Management of Change Standard"](#)

COMPLIANCE REQUIREMENT / REGULATORY COMMITMENT

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:

[TD-8013S, "Electric Operations Change Control \(Management of Change\) Standard"](#)

Supplemental References:

[TD-8401S, "Electric TIL Document Review and Update Requirements"](#)

APPENDICES

Appendix A, Management of Change (MoC) Submission Decision Tree

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ATTACHMENTS

TD-7105P-04-F01, "VM Change Request Intake Form"

DOCUMENT REVISION

NA

DOCUMENT APPROVER

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REVISION NOTES

Where?	What Changed?
Entire document	This is a new document.

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Appendix A, Management of Change (MoC) Submission Decision Tree
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