



PACIFIC GAS AND ELECTRIC COMPANY

ELECTRIC INCIDENT REPORT FORM

TO: CALIFORNIA PUBLIC UTILITIES COMMISSION

PG&E Reference Number: EI230101A	
CPUC Website	January 03, 2023 at 1745 hours
CPUC Recipient	Date & Time CPUC Notified
1-800-235-1076	PG&E
Telephone Number	Reported by
	415-973-2782
	Telephone Number

Report Type: Amended 20-Day Report

- INJURY/FATALITY:** An incident which results in a fatality or personal injury to an employee or 3rd party rising to the level of in-patient hospitalization and is attributable or allegedly attributable to utility owned electric facilities. Incidents involving motor vehicles are not reportable unless they result in death or injury attributable or allegedly attributable to electrical contact with the utility owned electric facilities.
- MEDIA:** An incident that is attributable or allegedly attributable to Pacific Gas and Electric owned electric facilities and is subject to significant public attention and/or media coverage.
- PROPERTY DAMAGE:** A single electric incident where the property damage to PG&E or 3rd parties exceeds or is expected to exceed \$50,000 and is allegedly attributable to PG&E owned electric facilities.
- OPERATOR JUDGEMENT:** Any incident that is significant in the judgement of the operator, even though it may not meet the incident reporting criteria.

20-Day Report Sent to CPUC – Date: February 1, 2023
 Amended 20-Day Report Sent to CPUC: March 21, 2023

Initial Report Sent to CPUC – Date: January 3, 2023



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PG&E Reference Number: EI230101A				Amended 20-Day Report	
Date and Time of Incident:		January 1, 2023 at 1340 hours			
Date and Time Incident Determined Reportable:		January 3, 2023 at 1640 hours			
Location of Incident:					
City:	Kentfield	Division:	North Bay	County:	Marin
Circuit/Facility:	San Rafael 1107	Voltage:	12kV		
Service Interrupted (Date and Time):	January 1, 2023 at 1350 hours	Total Customers Affected:		7	
Service Restored (Date and Time):	January 1, 2023 at 1555 hours				

Description of Incident: (Amended on March 21, 2023: corrected locations of collected busbars in DRU11301_Atch04_Photos_Amended_CONF.pdf and added an additional attachment, DRU11301_Atch07_ILIS 23-0047440_CONF.pdf)

Please note, we have reviewed our records and updated the locations of the replaced busbars in photograph figures 1 through 3 on Atch04_Photos_Amended_CONF.pdf. We have also provided the ILIS report associated with the outage.

At 0620 hours on January 1, 2023, a troubleshooter responded to a flickering lights complaint at [REDACTED] ("Location #2"). The customer is served by the San Rafael 1107 12kV Overhead Circuit located in a non-HFTD. While investigating, the troubleshooter observed corrosion on the 600-Volt multi-tap splice ("busbar"), located in an underground secondary enclosure in front of Location #2. That busbar was fed by a busbar located in an underground secondary enclosure across the street at [REDACTED] ("Location #3"). The busbar in Location #3 also exhibited some corrosion. The troubleshooter replaced all three busbars at Location #2 and checked with the customer who confirmed that it appeared to fix the flickering light issue. The troubleshooter believed the issue was resolved and departed for the next call. The busbars at Location #2 were not retained.

On January 1, 2023, at 1140 hours, PG&E received a call from another customer at [REDACTED] ("Location #1") complaining of flickering lights and appliances going off and on. PG&E dispatched the same troubleshooter at 1140 hours; however, the troubleshooter was located in another part of the county and unable to respond. The troubleshooter, having responded to Location #2 earlier in the morning, called the restoration supervisor and asked for a crew to be sent to Location #3. The troubleshooter believed the busbar located in front of Location #3 was most likely bad and may be the cause of the flickering lights at the Location #1.

The repair crew arrived to Location #3 at 1340 hours. Shortly after arrival, the crew lead observed units from Kentfield Fire Department ("KFD") arrive at Location #1. KFD was responding to a report of a building fire. The PG&E repair crew lead sent a line worker to de-energize Location #1 for safety. The line worker confirmed the main breaker at the customer-owned electrical panel was open. The crew returned to Location #1, removed the SmartMeter™, and placed a cover over the opening. They then disconnected the service at the secondary enclosure located in front of Location #1. The repair crew investigated the cause of the flickering and de-energized the overhead transformer located in front of [REDACTED] ("Location #4") at 1410 hours to make



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repairs. Six additional customers lost power. The crew then opened the enclosure located below the pole at Location #4. This enclosure is the first enclosure served by the transformer that serves seven customers, including Location #1, as well as Locations #2 and #3. The repair crew found some corrosion and a loose neutral connection on one of the three busbars located inside of the enclosure at Location #4. The crew replaced all three busbars at Locations #4 and all three busbars at Location #3. With repairs completed, the transformer was re-energized at 1550 hours on January 1, 2023, restoring service to the seven customers. PG&E collected a total of six busbars from Locations #3 and #4.

Patrol and Inspection records for this incident are not being provided as PG&E GO 165 patrols and inspections only perform a visual evaluation of the exterior of visible secondary enclosures to identify obvious structural hazards or problems. The corroded busbars, located inside of the enclosures, would not have been identified in the patrol or inspection process as the contents of secondary enclosures are not evaluated.

A review of canceled, completed, or pending notification tags for the prior five years before the date of the incident returned no findings.

Customer SmartMeter™ data for the prior three months to the service interruption at Location #1 on January 1, 2023, showed voltage within normal limits. PG&E does not expect SmartMeters™ to be able to capture all problems. SmartMeter™ is unable to identify a loose neutral because voltage is read line-to-line. Additionally, SmartMeters™ are not able to detect conditions that occur between the 15-minute interval reads.

PG&E reported this incident to the CPUC on January 3, 2023, under the Property Damage criterion when we became aware of a claim greater than \$50,000 from the customer.

PG&E has concluded its investigation into this incident as it was determined that the most likely cause of the property damage was a loose neutral connection found on the busbar located below the transformer serving the customer, and the condition has been resolved. PG&E will reopen the investigation if further evidence is presented and will develop corrective actions. All times, customer numbers and measurements mentioned in this report are approximate. PG&E is fully cooperating and communicating with external agencies as required.

Attachments:

- DRU11301_Atch01_EC tag_125271295_CONF.pdf
- DRU11301_Atch02_OIS_1908382_CONF.pdf
- DRU11301_Atch03_OIS_1908492_CONF.pdf
- DRU11301_Atch04_Photos_Amended.pdf
- DRU11301_Atch05_Fire Report_CONF.pdf
- DRU11301_Atch06_Incident Map_CONF.pdf
- DRU11301_Atch07_ILIS 23-0047440_CONF.pdf