



PACIFIC GAS AND ELECTRIC COMPANY

ELECTRIC INCIDENT REPORT FORM

TO: CALIFORNIA PUBLIC UTILITIES COMMISSION

PG&E Reference Number: EI230227A	
CPUC Website	February 28, 2023 at 1115 hours
CPUC Recipient 1-800-235-1076	Date & Time CPUC Notified PG&E
Telephone Number	Reported by 415-973-2782
	Telephone Number

Report Type: 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: March 28, 2023
Initial Report Sent to CPUC – Date: February 28, 2023


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TO: CALIFORNIA PUBLIC UTILITIES COMMISSION
PG&E Reference Number: EI230227A
20-Day Report

Date and Time of Incident:		February 27, 2023 at 2240 hours	
Date and Time Incident Determined Reportable:		February 28, 2023 at 1100 hours	
Location of Incident:		976 Gellert Boulevard	
City:	Daly City	Division:	Peninsula
County:	San Mateo	County:	San Mateo
Circuit/Facility:	Serramonte 1104	Voltage:	12kV
Service Interrupted (Date and Time):	February 27, 2023 at 2240 hours	Total Customers Affected:	5625
Service Restored (Date and Time):	February 28, 2023 at 1800 hours with temporary generator March 8, 2023 at 0550 hours for final restoration		

Description of Incident:

On February 27, 2023 starting at 2235 hours, there were multiple momentary outages on the Serramonte 1104/2 circuit, in a non-HFTD, when Circuit Breaker (CB) 1104/2 opened and then reclosed, repeating this cycle several times, causing momentary power outages for 6,445 customers. The CB 1104/2 initially recorded a C-phase to ground fault event. The CB then recorded continued trouble on the A and C phase, and then later, the ground phase, but did not immediately open again.

At 2240 hours, PG&E Distribution Control Center ("DCC") received SCADA alarms indicating a sustained outage on the Serramonte 1104 12kV Underground Circuit when CB 1104/2 opened and did not reclose by design, resulting in 5,625 customers out of power. The CB 1104/2 recorded a phase A, C, and ground fault event.

Two minutes later, at 2242 hours, PG&E received a call from the San Mateo County and Daly City Fire Department dispatcher requesting PG&E support at 981 Gellert Boulevard, Daly City with multiple reports of an underground enclosure fire.

At 2245 hours, two troubleshooters were dispatched to the intersection of King Drive and Gellert Boulevard, Daly City.

At 2300 hours, the DCC operator remotely opened Line Recloser ("LR") 12705, located near the intersection of King Drive and Skyline Blvd. Three minutes later, the DCC operator remotely closed LR 96308, located about 0.35 miles south of LR 12705 on Skyline Blvd, restoring power to 2,875 customers.

Troubleshooter #1 arrived on scene at 2300 hours and called the DCC to confirm there was an enclosure fire at 25 KVA subsurface transformer T1086 (CGC# 314339542486). This underground enclosure is located between the two addresses of 974 and 976 Gellert Blvd, Daly City ("Incident Location #1"). Upon arrival at the scene, Troubleshooter #1 observed the Daly City Fire Department on scene. Troubleshooter #1 called the DCC at 2305 hours to report the underground enclosure lid for 3-way underground switches 5132/5136/5138 had also suffered



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damage during the incident as it appeared that the lid had been blown open; there was no fire at this location but there appeared to be damage to underground switch 5136. This underground enclosure is located across the street from Incident Location #1 at the address of 947 Gellert Blvd, Daly City (“Incident Location #2”). Incident Location #2 is about 390 feet north-west of Incident Location #1. Troubleshooter #1 also reported that the PG&E Gas Department was on scene and assisting with the incident.

Troubleshooter #2 arrived on scene at 2310 hours and reported to the DCC that the damage observed at the 3-way underground switch 5132/5136/5138, Incident Location #2, may have been caused by natural gas migrating through the underground ductwork from Incident Location #1 to Incident Location #2. The DCC requested Troubleshooter #2 to proceed to the nearby Serramonte substation to confirm that the CB 1104/2 was indeed open, as the DCC was not receiving any SCADA data reporting on the status of that CB at the time of this incident. Troubleshooter #2 reported to the DCC at 2310 hours that CB1104/2 was open and that the relay had taken place on phases A and C.

From February 27, 2023 at 2330 hours to February 28, 2023 at 0015 hours, both Troubleshooter #1 and #2 assisted the DCC system operator with visiting and manually operating six different switches on the Serramonte 1104 circuit in order to isolate the trouble area and restore service to more customers. As a result, by 0015 hours on February 28, 2023, an additional 2,570 customers had been restored. Please refer to Attachment 08 included with this report for details of the switching operations.

At 0955 hours on February 28, 2023, a PG&E underground cable crew leader called the DCC to report on this outage in preparation to begin additional electric service restoration. In preparing for the okay from the PG&E Gas Department and the Daly City Fire Department (DCFD) to begin additional electric service restoration, the cable crew team leader reported to the DCC at 1100 hours on February 28, 2023, that they had installed bypass insulators on two nearby deenergized underground transformers (T1050 and T1087) in order to further isolate the incident locations and to reduce the customer outage impact.

The decision by the responding fire departments, which included the DCFD and the South San Francisco Fire Department, was to allow the natural gas to burn off on its own. The isolation of the natural gas service to Incident Location #1 and #2 and the process for the gas to burn off took 11 hours. The PG&E gas department isolated Incident Locations #1 and #2 by pinching off a natural gas pipe at two locations, near 978 Gellert Blvd and 970 Gellert Blvd. By 0500 hours, the process to pinch off the natural gas service was underway. At 1145 hours on February 28, 2023, the PG&E gas department had successfully stopped the flow of natural gas to the fire at Incident Location #1 and limited the natural gas service outage to just five customers. (Note that the final natural gas repairs and the last customers natural gas service restoration was on March 1, 2023 at 0215 hours.)

At 1222 hours on February 28, 2023, both the PG&E gas department and the DCFD had given the PG&E Electric Department permission to begin additional electric service restoration activities at Incident Location #1 and #2.

The cable crew team leader reported to the DCC that switch 5956 was closed at 1240 hours on February 28, 2023, restoring electric service to 60 customers. The cable crew team leader reported to the DCC that, at 1250 hours on February 28, 2023, switch 6296 was closed, restoring electric service to 100 customers. The cable crew team leader reported to the DCC that, at 1800 hours on February 28, 2023, the final 20 electric customers were restored by adding temporary mobile generation.

On March 8, 2023, after the transformer T1086, the underground cables serving T1086, and the 3-way switch 5132/5136/5138 were replaced, and the temporary generation was disconnected, switch 5132 was closed at 0550



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hours. There was a 60-minute outage on March 8, 2023 for 100 customers to complete the final repair work.

At the time of this incident, there was an open EC tag (EC #124316411) for missing enclosure lid bolts at Incident Location #1. This tag was created on August 22, 2022 during the 2022 GO165 Inspection. This tag had a due date of August 18, 2023. This tag will be cancelled as a result of the restoration work done after this incident. At this time, the missing enclosure lid bolts are believed to not have had any impact to the transformer failure. Additionally, there was no work in progress at the Serramonte substation at the time of this incident.

PG&E collected the 25 KVA underground transformer T1086 (CGC# 314339542486) and a short section of the damaged ½-inch plastic distribution gas line from Incident Location #1 and the damaged 3-way switch 5132/5136/5138 from Incident Location #2 into evidence. The 3-phase underground electrical cables, which were damaged in this incident at Incident Location #1, were not retained.

According to PG&E records, the underground transformer that failed at Incident Location #1 was manufactured in 1972.

PG&E reviewed the SmartMeter™ data for the subject transformer in order to determine if there was any operational indication of impending transformer failure. The consolidated voltage data from the SmartMeters™ served by the subject transformer did not indicate any problems with the subject transformer. Additionally, the recent loading data from the smart meters served by the subject transformer indicate that it was not overloaded.

It was a rainy, cloudy, and mild day on February 27, 2023 with a high temperature of 50.4°F and a low temperature of 39.6°F. At 2200 hours, the temperature was 42.6°F, the relative humidity was 92%, and the wind speed was 2.8 mph gusting to 7.8 mph from the west-northwest. Light rain and thunder were reported at the San Francisco Airport nearby at 2200.

PG&E reported this incident to the CPUC on February 28, 2023 under the media criterion due to the fact that several local reputable news organizations (ABC Channel 7 News and KRON Channel 5 News) were on scene with cameras and were interviewing the fire department and local impacted residents.

PG&E is continuing its investigation into this incident. This information is preliminary, and all the times, customer numbers, and measurements mentioned in this report are approximate. PG&E is fully cooperating and communicating with external agencies as required.

Attachments:

- DRU11490_Atch01_2020 GO165 patrol_CONF.pdf
- DRU11490_Atch02_2021 GO165 patrol_CONF.pdf
- DRU11490_Atch03_2019 GO165 inspection_CONF.pdf
- DRU11490_Atch04_2022 GO165 inspection_CONF.pdf
- DRU11490_Atch05_EC tag_124316411_Enclosure Bolts_CONF.pdf
- DRU11490_Atch06_EC tag_125565925 3-way switch replace_CONF.pdf
- DRU11490_Atch07_EC tag_125565924_transformer replace_CONF.pdf
- DRU11490_Atch08_ILIS 23-0037017_CONF.pdf



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- DRU11490_Atch09_ILIS 23-0039165.pdf
- DRU11490_Atch10_Incident Photos_CONF.pdf
- DRU11490_Atch11_Incident Maps_CONF.pdf