



PACIFIC GAS AND ELECTRIC COMPANY

ELECTRIC INCIDENT REPORT FORM

TO: CALIFORNIA PUBLIC UTILITIES COMMISSION

PG&E Reference Number: EI230515A	
CPUC Website	May 15, 2023 at 1650 hours
CPUC Recipient	Date & Time CPUC Notified
1-800-235-1076	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: June 13, 2023
Initial Report Sent to CPUC – Date: May 15, 2023


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TO: CALIFORNIA PUBLIC UTILITIES COMMISSION
PG&E Reference Number: EI230515A
20-Day Report

Date and Time of Incident:		May 15, 2023 at 0945 hours	
Date and Time Incident Determined Reportable:		May 15, 2023 at 1620 hours	
Location of Incident:		Junipero Serra Boulevard and Hickey Boulevard	
City:	Daly City	Division:	Peninsula
		County:	San Mateo
Circuit/Facility:	Daly City 1105 and Daly City 1110	Voltage:	12kV
Service Interrupted (Date and Time):	May 15, 2023 at 0945 hours	Total Customers Affected:	5,600
Service Restored (Date and Time):	May 16, 2023 at 2130 hours		

Description of Incident:

On May 15, 2023, at 0950 hours, PG&E's online outage map indicated an outage affecting over 50,900 customers on Daly City 1105 and Daly City 1110 Overhead ("OH") and Underground ("UG") Distribution Circuits, both located in non-HFTDs. There was significant media attention due to the initial reporting of the high customer count, however the actual number of customers out of power was 5,600. This incorrect count is attributed an internal software error that had a mis-coordination of customer count. These types of errors are typically caught immediately and resolved by rebooting the system, however, during the time of this outage, the system was updating and the reboot was delayed. In the meantime, the PG&E website reported the incorrect higher customer count initiating media attention.

On May 15, 2023, at 0945 hours, a PG&E troubleshooter ("Troubleshooter #1") was directed by the Distribution Operator ("DO") to close UG Switch 796786 to make Daly City 1105 and Daly City 1110 Distribution Circuits in parallel after the repairs from an outage on May 12, 2023 were completed. Troubleshooter #1 reported he observed the UG cables physically jump when Switch 796896 was closed and opened the switch back up. At 0950 hours, PG&E's Distribution Control Center ("DCC") received SCADA alarms indicating Circuit Breaker ("CB") level outages on both circuits leaving 5,600 customers out of power. At 0955 hours, Troubleshooter #1 opened UG Switch 5058 to begin isolating the fault.

Unrelated to this incident, the DCC dispatched another PG&E troubleshooter ("Troubleshooter #2") to an outage on the Seramonte 1104 Distribution Circuit. While en route, Troubleshooter #2 observed Daly City Fire Department at a live downed conductor and low hanging conductor along Junipero Serra Boulevard ("Incident Location") on Daly City 1105. At 1005 hours, Troubleshooter #2 reported the downed conductor to the DCC and opened the taps on the south side of Line Recloser 76138 line and buck to isolate the downed conductor. At the same time, the DO opened Line Recloser 76138 remotely. Troubleshooter #2 created a priority "A" EC tag 126132193 to replace an insulator and conductor.

At 1055 hours, the DO closed the Daly City 1105 and 1110 CB's and Line Recloser 39396, restoring power to 5,500 customers. At 1105 hours, Troubleshooter #1 closed Switch 796896, restoring power to 85 customers.

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At 1315 hours, a restaurant located near Switch 796896 contacted PG&E to report the fans in the kitchen were running backwards. The DCC dispatched Troubleshooter #1 to close Switch 5058 and Troubleshooter #2 to open Switch 796896. Troubleshooter #2 checked the phasing on Switch 796896 and found the phasing was no good while in the closed position.

On May 16, 2023, at 2130 hours, the repairs at the Incident Location were completed, restoring power to the remaining customers. At this time, our investigation indicates the conductor likely failed due to a conductor slap from the out-of-phase condition. No equipment was collected at the time of this incident.

PG&E reported this incident to the CPUC on May 15, 2023, under the media criteria due to media attention from the May 15, 2023 outage.

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:

- DRU11828_Atch01_2021 GO165 patrol records_CONF.pdf
- DRU11828_Atch02_2022 GO165 patrol records_CONF.pdf
- DRU11828_Atch03_2013 GO165 inspection records_CONF.pdf
- DRU11828_Atch04_2018 GO165 inspection records_CONF.pdf
- DRU11828_Atch05_EC tag 126132193_CONF.pdf
- DRU11828_Atch06_ILIS 23-0071421.2_CONF.pdf
- DRU11828_Atch07_Photos.pdf
- DRU11828_Atch08_Fire Report_CONF.pdf
- DRU11828_Atch09_Incident Maps_CONF.pdf