Revolutionizing Our Processes

Taking gas leak detection to the next level

"This gas detection technology is revolutionary. It's going to change the way all gas companies across the world try to find and detect leaks. It is so much more precise, so much more real-time, in terms of the information it provides to us"

Nick Stavropoulos

Executive Vice President of Gas Operations, PG&E

Transforming Gas Leak Detection

PG&E is testing a new gas leak identification and repair model, building upon our commitment to public safety, we are developing an improved process for finding and repairing gas leaks.

- This new concept ensures a comprehensive approach to leak identification and immediate repair, depending on the results of the survey and grade of potential leaks.
- This new technology allows PG&E to survey a larger section of our gas distribution system faster and with greater precision than traditional methods.
- In addition to having better leak detection capabilities, PG&E is revolutionizing the way we organize and deploy service crews to fix any issues we identify with the goal of reducing time-to-repair rates.

The Technology:

The technology is upwards of 1,000 times more sensitive than traditional leak detection equipment.

For the past two years, PG&E has been testing advanced leak detection technology -- installed on PG&E vehicles -- to evaluate its sensitivity and accuracy. The successful results have demonstrated an enhanced capability to detect and repair leaks.

This is one of the several ways PG&E is leveraging new technologies to invest in our infrastructure and improve the safety and integrity of our system.

The Survey:

We plan to implement the survey and any necessary repair work over the course of three to four weeks. Although we have been working with several jurisdictions on a similar program, the schedule may change as the full scope of the project is determined. However, the city can expect to receive regular updates on our progress.

We will do everything possible to minimize any disruption to the community during the course of this pilot program.

The majority of our car-based surveys will take place from 1:00AM to 6:00AM, and again from 8:00PM to 12:00AM. We work during these hours to avoid traffic congestion, since the cars operate at a slower rate of speed and often hug the curb in order to maximize the number and accuracy of the readings.

In rare cases, access to gas meter locations on private property may be needed, but surveyors will not be entering homes or disturbing residents.

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The Repair Strategy:

Our intent is to address the repairs of an entire neighborhood at once, by executing what is typically a year-long process in a matter of a few weeks.

Currently, utilities nationwide conduct gas leak surveys on a rotation of anywhere from one to five years depending on the condition of the pipe and the surroundings of that line as determined by state and federal regulations.

PG&E plans to accelerate our roving service crew schedules and target Grade 1, Grade 2+, and Grade 2 leaks for immediate repair – as scheduling, resources and coordination allows.

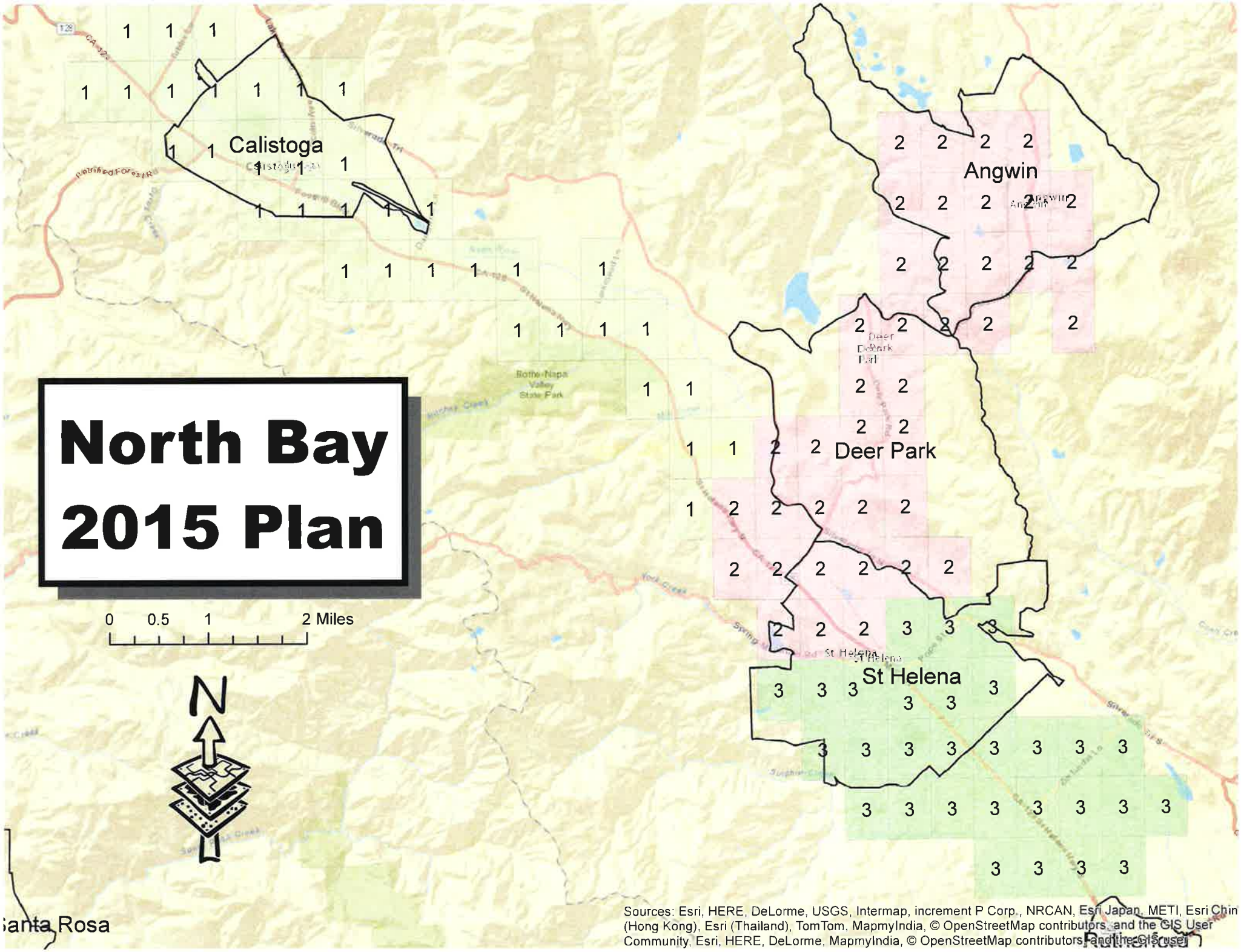
PG&E will follow our traditional protocol for informing residents of any work that may impact them. If we identify any work on a customer's private property, we will notify them in advance using our standard repair notification procedures.

Because of the enhanced capabilities of our survey technology, we do expect to identify a greater number of leaks than we would normally find. As a result, we may have more visual presence in these neighborhoods during the repair process.

PG&E's customer service teams are ready to respond to questions and proactively notify customers and external stakeholders who may be impacted and/or have questions about our increased presence. Customer impact tools include communications via door hangers, mail, and our phone messaging system.

More Information:

For more information on the use of this new technology, please visit the Picarro Surveyor™ page of PG&E Currents:
http://www.pgecurrents.com/tag/picarro/


North Bay
2015 Plan
0 0.5 1 2 Miles
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