PG&E Safety Reporting Mobile App Pilot

Application 19-07-019
2nd Workshop, February 12, 2019, Commission Auditorium

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Program Approach and Objectives

- **The primary focus of the public-facing Mobile App is to further mitigate Wildfire risk.**
- **Conceptually the Mobile App would allow members of the public to report potential safety concerns associated with utility infrastructure.**
  - In function, the Mobile App would parallel, but not substitute, PG&E's existing routine inspection and patrols activities and Enhanced Vegetation Management (EVM) programs.
- **To meaningfully mitigate the risk of catastrophic wildfire, the Mobile App should, at a minimum:**
  - Identify genuine safety issues that pose an ignition risk;
  - Be used in areas with wildfire risk; and
  - Identify unique issues of PG&E assets that were not, and would not, have been identified by PG&E's own routine maintenance programs.
- **PG&E's proposed pilot is designed to ensure that the results would be indicative of how a fully scaled publicly available Mobile App would perform**
  - **PG&E proposes to collect a minimum of 384 unique submittals of potential issues from members of the public in HFTD Tiers 2 and 3.**

Description of Mobile Application

- **Technical specifications of I.15-05-015 with certain exception include:**
  - (1) be an open source and (2) be publicly available;
  - (3) allow Geographic Information System (GIS)-Equipped phones to send pictures of utility infrastructure to an asset management system/database maintained by PG&E;
  - (4) allow general public to access such photos submitted;
  - (5) and to provide certain information in the asset management system/database within 30 days of receipt of the photo through the Mobile App.
- **Both a web-based and phone-based mobile application offer the necessary functionality for PG&E's mobile application.**
  - The web-based mobile application offers a greater ease of use and fits into the existing PG&E website operations
- **PG&E compared both its own experience and the experience of other utilities with customer utilization of web-based and phone-based applications.**
  - Between June 2011 and November 2017, PG&E offered a mobile payment app only 6 percent of customers downloaded the mobile payment app. Over 55 percent of all web traffic to pge.com comes from a mobile device.

Description of PG&E Process for Handling Submittals

- **PG&E would form a dedicated "triage team" to receive submittals. The Triage team would first conduct an initial review**
  - Report packages will be manually validated by a member of the triage team as non-emergency, viewable and actionable
  - Validated, non- emergency report packages, will have case number generated and will be sent to the CIRT Team.
  - The submitter will receive an order number, which they can use to find report information.
- **For each submittal, PG&E would track:**
  - A unique package identification number for tracking;
  - A unique customer or user identification number needed to facilitate accurate tracking and communication back to the customer/submitter;
  - The location of the asset identified as having a safety issues, including street name, city name and cross street information;
  - Viable asset photos, used to attain latitude and longitude coordinates required to accurately identify PG&Es equipment or asset number; and
  - status updates and resolutions for each package identification number.

Implementation Plan

- **PG&E estimates that it will take 4-6 months post CPUC authorization to prepare for the launch of the pilot and would run the pilot for 6 to 12 months.**
  - Pilot duration dependent on how long it takes for PG&E to receive at least 384 unique submissions.
- **PG&E would target customers in Tier 2 and Tier 3 high fire threat areas. PG&E would initially target customers using email and then direct mail.**

#	Milestone	Duration
1	Discovery / Planning & Analysis	2-3 Weeks
2	Design	4-6 Weeks
3	Build / Development	8-10 Weeks
4	Testing	1-2 Weeks
5	Pre- Deployment (Soft launch with employees and Refine based on User Feedback)	2-3 Weeks

Questions

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