

October 20, 2016

Dear Supply Chain Partner,

PG&E's focus is to provide safe, reliable and affordable services to our customers. One way to achieve this goal is by partnering with our material suppliers. Our supplier quality assurance programs have been evaluated as industry best-in-class. Thanks to our joint efforts, we've seen a 95 percent reduction in material defects and this year, our quality programs assured that materials are 99.9 percent defect free.

To enhance our partnership, PG&E is implementing an improvement to the Change Management Process that will simplify the paperwork in Supplier Change Requests. This improvement now includes an option for material recall notification.

### **What Is Happening?**

On Oct. 24, PG&E will launch a web-based solution, eSCR, which replaces the paper forms used to submit Supplier Change Requests and creates a notification option for material recalls. While the Change Management Process\* and its requirements will not change, the eSCR system will allow suppliers to launch the process via an online form and submit the required documentation as attachments. (\*See "Change Management Process," [PG&E Supplier Qualification Manual, Section 6.1.](#))

### **Why Is PG&E Adding an e-Form to the Supplier Change Request Process?**

The eSCR solution will create a standardized, easy access and simple online process for submitting change requests. The eSCR system is centralized so that change requests will initially be reviewed by dedicated Supplier Quality Engineers who will ensure the review process is launched and handled in a timely manner.

### **When Is a Change Substantial Enough to Require Use of the eSCR System?**

The Supplier Change Request program provides a formal system for assessing, tracking and documenting material recalls and changes that affect fit, form or function of procured material. A Change Assessment Questionnaire has been developed to help distributors and manufacturers determine if the eSCR system must be used.

### **Why Is It Important to Utilize the eSCR System for Potential Product Changes and Recalls?**

There are four important reasons to use the eSCR system:

- The Supplier Change Request program prevents unapproved changes that can result in delays, returns, defects and non-conformances that could lead to scrap, rework and potential failures and accidents. The eSCR system will make it easier to comply with the Supplier Change Request process program.
- Your Supplier Scorecard will be positively affected when following the Supplier Change Request process and proactively communicating about significant quality events.
- The new eSCR system will significantly shorten the Supplier Change Request approval cycle.
- The eSCR system will make the Supplier Change Request and material recall processes simpler and more efficient, and this online tool will be easy to access.

### **When Should You Start Using eSCR?**

Starting Oct. 24, eSCR can be accessed [here](#).



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### **Learn More**

To learn more about eSCR, watch this [brief video](#).

The eSCR training module, FAQs and the Change Assessment Questionnaire are available on PG&E's [eSCR page](#).

### **For PG&E Distributors**

Please forward this letter to your suppliers that provide PG&E with product and copy these Quality Assurance managers:

- [Ashikur Khan](#), SQA Manager, Gas T&D (Phone: 925-328-5168)
- [Randy Roberts](#), SQA Manager, Electric T&D (Phone: 415-973-2768)
- [Kevin Tasselmyer](#), QMS Audit Manager, Gas/Electric (Phone: 415-244-3164)
- [Ramon Ware](#), SQI Manager, Gas/Electric (Phone: 415-973-7492)

Thank you for your ongoing commitment to safety, reliability and affordability. If you have questions about our Supplier Quality Assurance programs, please contact me.

Sincerely,

Jim Adamson  
Director of Supplier Quality Assurance  
Electric / Gas T&D, Hydro, Solar & Fossil Fuel Power Generation  
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