

**PACIFIC GAS AND ELECTRIC COMPANY
Wildfire Mitigation Plans Discovery 2023
Data Response**

PG&E Data Request No.:	CalAdvocates_015-Q016		
PG&E File Name:	WMP-Discovery2023_DR_CalAdvocates_015-Q016		
Request Date:	April 11, 2023	Requester DR No.:	CalAdvocates-PGE-2023WMP-15
Date Sent:	April 14, 2023	Requesting Party:	Public Advocates Office
DRU Index #:		Requester:	Miles Gordon

The following questions relate to your 2023-2025 WMP submission and your response to data request CalAdvocates-PGE-2023WMP-08.

QUESTION 016

PG&E states in its response to Question 13 (parts a, b, and c) of CalAdvocates-PGE-2023WMP-08 that:

Improved quality verticals have been established for 2023, allowing for greater insight into overall VM work product throughput and risk identification/mitigation. Clear definitions of acceptance criteria, sampling methodology, population eligibility, and pass rate calculations were established and communicated across the VM organization prior to beginning 2023 audits.

- a) Please define the term “improved quality verticals”.
- b) Please list and describe the “improved quality verticals” that have been established for 2023.
- c) Please describe the “greater insight into overall VM work product throughput and risk identification/mitigation” that was provided by the improved quality verticals.
- d) Please provide the definitions of the following terms that “were established and communicated across the VM organization prior to beginning 2023 audits”:
 - i. Acceptance criteria
 - ii. Sampling methodology;
 - iii. Population eligibility; and
 - iv. Pass rate calculations.

ANSWER 016

- a) Quality Control > Quality Assurance were implemented as complimentary layers of defense against deficiencies. The “improved quality verticals” mean that PG&E has implemented complimentary layers of protection (swiss cheese model) to ensure safety, compliance and continuous improvement.
- b) In each of the primary VM programs (Routine Distribution, Routine Transmission, and Vegetation Control HFTD), a comprehensive quality management system

which incorporates the complimentary layers typical of traditional quality management systems (work product>Quality Control>Quality Assurance) has been established.

- c) This year, PG&E's QMS has designed standard work tools and practices that ensure there are clear and applicable steps for work execution that align with industry code and internal requirements. This approach focused on the fundamentals will allow PG&E to consistently deliver safe and compliant results in addition to early identification of improvement opportunities.
- d)
 - i. Acceptance criteria refers to the organization's standard work tool "checklist" or attributes which QM auditors will review against.
 - ii. Sampling methodology refers to the 95% confidence and 5% margin of error calculation that defines the minimum sample size.
 - iii. Population eligibility refers to the "definition of done", which in this context is any location status as "quality control complete".
 - iv. Pass rate calculations refers to which items within the "standard work tool checklist" mentioned above would be included in the pass/fail criteria for audits, as well as the numerator and denominator definitions for each program.