

REVIEW COMMITTEE

PG and E

IBEW



PACIFIC GAS AND ELECTRIC COMPANY
245 MARKET STREET, ROOM 444
SAN FRANCISCO, CALIFORNIA 94106
(415) 781-4211, EXTENSION 1125

INTERNATIONAL BROTHERHOOD OF
ELECTRICAL WORKERS, AFL-CIO
LOCAL UNION 1245, I.B.E.W.
P.O. BOX 4790
WALNUT CREEK, CALIFORNIA 94596
(415) 933-6060
L.N. FOSS, SECRETARY

REVIEW COMMITTEE DECISION

D.J. BERGMAN, CHAIRMAN

Review Committee File No. 1468-79-10
Fact Finding Committee No. 1080-79-21
San Jose Division Grievance No. 8-299-78-98

- DECISION
 LETTER DECISION
 PRE-REVIEW REFERRAL

Subject of the Grievance

This grievance was filed on behalf of the Gas Servicemen in San Jose Division alleging that the work outlined in the recently-issued Company Standard Practice No. 258-2 is work which should be performed by the Electric Meter Shop personnel and is not work assignable to the Gas Service Department.

Facts of the Case

The recently issued Standard Practice No. 258-2 regards the security and integrity of Company's metering systems on customers' premises. This Standard Practice was issued to provide uniform and consistent procedures for inspecting and reporting irregularities on Company's metering systems and initiating proper investigation and follow-up procedures to assure corrective action.

The grievance was initially filed on the basis that additional work was being added to the duties of Gas Servicemen which properly should have been assigned to the Electric Meter Shop personnel. Discussions in the local grievance meetings were inconclusive, and it is apparent to the Review Committee that there were certain misunderstandings on the extent of such work assigned to Gas Servicemen which are clarified below.

Decision

It is the opinion of the Review Committee that the work to be performed by Gas Servicemen under this Standard Practice involves no more work than Servicemen have historically done in various localities throughout the Company. Such work involves the replacement of meters with broken glass using, if necessary, an approved device. Further, the investigation of theft or vandalism is limited to a visual inspection by the Gas Servicemen noting any suspected energy diversion or vandalism. Such conditions are to be promptly reported to the appropriate operating department for further investigation and corrective action. Servicemen, as part of this procedure, shall be expected to note whether or not the inner seal on the electric meter has been broken, and if it has, shall not be required to replace this seal but shall report this fact to the appropriate operating department.

In view of the above, the Review Committee finds that with the above limitations, this work is appropriately assigned to the Gas Service Department, and on that basis, this case is considered closed with the understanding that the Standard Practice will be rewritten to reflect the above-cited limitations.

FOR COMPANY:

F. C. Buchholz
J. B. Stoutamore
D. J. Bergman

By

D. J. Bergman

Date

9-24-79

FOR UNION:

G. W. Abrahamson
W. H. Burr
L. N. Foss

By

L. N. Foss

Date

9-26-79

PACIFIC GAS AND ELECTRIC COMPANY

02-0224

COPY

San Jose

258

New Standard Practice 258-2
Energy Diversion and Vandalism of Meters

5 S.P.s.
 MWH JRK FILE RET KFM
 LLE CUPERTINO RHH
 CS JUL 6 1978 SEA
 HEC LCJ
 RLP OFFICE TSM
 AB HFC CAB MM

June 30, 1978

DISTRICT MANAGERS:

The attached new Standard Practice, effective July 1, 1978, is intended to provide uniform and consistent procedures for inspecting and reporting irregularities concerning Company metering systems, and initiating proper investigation and follow-up procedures to secure corrective action.

The procedures, as set forth in the supplement to this new Standard Practice, should be thoroughly reviewed with your personnel who are responsible for effectively carrying out the enforcement of the procedures as outlined within the supplement.

The handling of cases relating to energy diversion and vandalism of meters is a matter you have dealt with for many years. What is new, however, are the reporting procedures and the fact that you will receive legal assistance on those flagrant cases that you've had to cope with without the benefit of clear cut guidelines.

In order that we can evaluate the involvement and workload of the "responsible gas or electric department", as referred to in the Standard Practice, please provide us with the following information relative to field assignments.

What we desire to know is to what functional work entity of the gas and electric departments are the various case types (broken seal, vandalism, etc.) currently being assigned? The case types are shown on the attached reporting form and circled in black.

Please provide this information to us in the form of a flow chart or charts. As an example and in the case of a second time broken electric seal reported by a meter reader, your flow chart should indicate whether a gas serviceman, troubleman, or others make the initial investigation to inspect for any irregularities. If an inner seal is found broken, indicate if another functional work entity is then involved to either reseal or replace the meter.

After receiving the information requested and reviewing any comments or questions you have in regard to the Standard Practice, we will consider the need for a Division Supplement if further clarification is deemed necessary.

May we hear from you by August 1, 1978.

Any questions at this time should be directed to H. B. Lee at 621-351.

V. H. LIND

EBLee(621-351):des

cc: District Customer Services Supervisors
 District Electric Superintendents
 District Gas Superintendents ✓

LLJackson
 FLNettell
 Managers

E

INTRA - COMPANY USES

J. R. Kingman

DIVISION OR DEPARTMENT CUSTOMER OPERATIONS/ELECTRIC OPERATIONS/
GAS OPERATIONS/TREASURER
FILE NO. 258
RE LETTER OF
SUBJECT New Standard Practice 258-2
Energy Diversion and Vandalism of Meters

June 7, 1978

DIVISION MANAGERS:

General Office departments have combined their efforts with the Divisions to develop the attached new standard practice which covers instances of energy diversion and vandalism of our facilities.

Under California law it is illegal to tamper with our electric or gas facilities in order to avoid paying for service, or to intentionally damage such facilities. Tampering also poses a potential fire or safety hazard.

Although this standard practice describes identification, investigation and processing of energy diversion or vandalism incidents, reporting and documenting such incidents is equally important. Without accurate records, the Company will be unable to properly assess the magnitude of this problem in our service territory and set appropriate priorities.

In order to put this standard practice into effect in your Division, it is necessary that the following forms be ordered separately. They will be available for ordering from Emeryville on June 12:


- 62-3742 Energy Diversion-Tampering Investigation Form
- 62-4233 Energy Diversion-Tampering Tabulation Form
- 62-1376 Warning Label (revised)

For offices that are not already working with their local law enforcement agencies in these matters, your Security Department representative can help to enlist law enforcement cooperation.


A word of caution is in order. Although tampering with our facilities may be a criminal act, mere use of unmetered energy by itself is not necessarily illegal. For example, use of unmetered energy without knowledge that it is unmetered and without an intent to defraud would not be criminal. Therefore, caution must be exercised in suspected theft of energy cases to avoid accusing a customer of a crime merely because he has received the benefit of unmetered service. If criminal activity by the customer is suspected, appropriate procedures are set forth in this standard practice.

The General Office Credit and Collection Department will be coordinating the Company's efforts on these matters and may be called on to provide assistance.

The effective date of this standard practice is July 1, 1978.


H. P. BRAUN


J. A. DE YOUNG


J. T. DOUDIET


H. M. MC KINLEY

- cc- JFBonner
- FWMielke, Jr.
- STSkinner
- JDWorthington
- EBLangley, Jr.
- LRMcDonnell
- JCMorrissey
- WMCracknell
- JCNeel
- JGO'Neill
- JMStearns
- HJStefanetti
- JBStoutamore
- Committee Members

Attachment

SUBJECT:

ENERGY DIVERSION AND VANDALISM OF METERS

CO-ISSUING DEPARTMENTS: Commercial Department
Credit and Collection
Customer Services
Electric Transmission and Distribution
Gas Utilization

POLICY

1. Electric and gas meters shall be installed at meter locations which comply with safety and security regulations and are in accordance with Pacific Gas and Electric Company's Electric and Gas Service Requirements, and with the codes and ordinances of the appropriate inspection authority.

Security and integrity of the metering systems shall be maintained at all times.

PURPOSE

2. The purpose of this Standard Practice is to provide uniform and consistent procedures for inspecting and reporting irregularities concerning Company metering systems, and initiating proper investigation and follow-up procedures to secure corrective action.

RESPONSIBILITY

3. Division Managers are responsible for the enforcement of the procedures contained herein.

REFERENCES

4. Gas and Electric Rules 11 and 17; COMMERCIAL GUIDE - "Adjustment Section" - page 5, Section II - "Exceptions" paragraph; Gas Rule 20; Electric Rule 16; Standard Practice Nos. 253-3 and 864.1.

PACIFIC GAS AND ELECTRIC COMPANY
STANDARD PRACTICE

CUSTOMER OPERATIONS, TREASURER

EXECUTIVE OFFICE OR DIVISION ELECTRIC OPERATIONS, GAS OPERATIONSSTANDARD PRACTICE NO. 258-PAGE NO. 2 EFFECTIVE July 1,ISSUING DEPARTMENT CO-ISSUING DEPARTMENTS LISTED PAGE 1REPLACING
PAGE NO. _____ EFFECTIVE _____**SUBJECT:****ENERGY DIVERSION AND VANDALISM OF METERS****DEFINITIONS**

5. Energy Diversion - Any instance where a person has, with the intent to defraud, obtained delivery of energy from PG&E without proper metering. Meter tampering which affects meter accuracy but which does not damage the meter is included within this definition.

Vandalism of Meters - Any instance of intentional damage to Company metering facilities. Accuracy of energy measurement may be affected by the committed act; however, meters may be vandalized and still maintain proper measurement.

SUPPLEMENT

6. The detailed procedures for implementation of this Standard Practice are outlined in the SUPPLEMENT.

APPROVED BY

H. P. BRAUN
 Vice President, Electric Operations

J. Y. DE YOUNG
 Vice President, Customer Operations

J. T. DOUDIET
 Treasurer

H. M. Mc KINLEY
 Vice President, Gas Operations

DISTRIBUTION

Executive Officers
 General Office Department Heads
 Division Managers

ADDITIONAL COPIES

Additional copies of this Standard Practice may be obtained by contacting one of the Managers of the Issuing Departments in General Office, 77 Beale Street, San Francisco.

PROCEDURES

7. Inspection of Company Facilities:

When Company personnel (Troublemens, Gas Servicemen, Metermen, Meter Readers, Collectors, Load Surveyors, Adjusters, Customer Services Representatives, or others) are at meter locations, Company facilities shall be inspected for possible irregularities.

8. Detection and Reporting

Any metering irregularities detected which may affect Company service or the accuracy of metering shall be handled as follows:

a. Broken or Missing Meter Seals

First time broken or missing electric meter seals found by Company personnel shall be replaced with an approved Company seal. In addition, a "warning label", Form 62-1376, Exhibit "A", will be placed on the side of the meter cover in either the 3 o'clock or 9 o'clock position.

- (1) Meter Readers shall replace the broken or missing seal with the demand reset plastic seal, and affix the "warning label" to the meter. In addition, they shall note "R" (meaning reseal) in the "changes" column of the meter sheet next to the current month's readings.
- (2) Troublemens, Metermen, Servicemen, Collectors, and Others in the performance of their normal work, shall remove the meter and inspect for irregularities before resealing and affixing the "warning label". This instruction does not authorize personnel to work on types of meters for which they are not qualified.
- (3) Broken or missing electric seals found with a "warning label" already at the meter location, or where the meter book has previously been coded "R" (reseal), shall be reported promptly, using Energy Diversion-Vandalism Investigation Form 62-3742, Exhibit "B", to the proper Operating Department with the shaded areas of the form completed.
 - (a) The original copy of the investigation form shall be sent to the proper operating department for field investigation. (See Section 9, page 3.)
 - (b) The duplicate copy of the investigation form shall be sent to the appropriate customer services office for follow-up as needed.

PROCEDURES - (Continued)

b. Suspected Diversion or Vandalism

Instances other than broken or missing electric meter seals, such as inverted meters, stolen or missing meters, jumpers in meter box, smashed meters, etc., shall be reported promptly for further investigation.

- (1) Energy Diversion or Tampering: Any suspected energy diversion shall be reported as soon as practicable, preferably by telephone or radio, to the immediate supervisor of the employee making the report in order to initiate further investigation.
 - (a) The condition should not be discussed with the customer or altered in any way until the proper Company departmental representative investigates.
- (2) Vandalism: Meter vandalism conditions (smashed meters, broken covers, etc.) should be reported promptly to the proper Operating Department for further investigation and corrective action. For Metermen, Troublemens and Gas Servicemen, corrective action can be taken if the necessary equipment and meters are available from their truck stock; otherwise, follow-up is to be made.
 - (a) Conditions found and corrective actions taken, if any, are to be noted in detail on the investigation form (Exhibit B). Unlike energy diversion cases, it is permissible to discuss vandalism conditions with the customer to ascertain the cause of damage.
- (3) Local customer service supervisors/managers may contact the appropriate law enforcement agency and request its help. This may include accompanying a law enforcement officer in a visit to the customer's premises so that the law enforcement officer can witness the infraction and obtain necessary information.
- (4) Company employees shall record their observations, in detail, on the Investigation Form 62-3742, Exhibit "B".
 - (a) The original copy of the investigation form, if not already completed, shall be sent to the proper operating department for field investigation. (See Section 9, page 3.)
 - (b) The duplicate copy of the investigation form shall be sent to the appropriate customer services office for follow-up as needed.

9. Field Investigation

- a. The responsible Gas or Electric Operating Department shall conduct a field investigation of all incidents reported on the Energy Diversion - Vandalism Investigation Form 62-3742, Exhibit "B".
 - (1) Electric meters: A security device is to be installed (Reference - T&D Bulletin 3-23) in all electric meter investigations.
 - (2) Gas meters: If gas energy diversion is being investigated, gas meter locking devices are to be installed when appropriate.
 - (3) Whenever possible, photographs should be taken to support the Company's position for future collection and/or legal action.
 - (a) In photographing the metering conditions, an identification card showing customer name, date, address and meter number should be included in the picture.
 - (4) In cases where a foreign apparatus has been used to divert energy, all pertinent objects should be removed, properly tagged and identified with address, date, time of removal and employee's name. Names of available witnesses, if any, should also be noted. The material shall then be retained as evidence for future collection and/or legal action.
 - (5) All findings and actions taken shall be noted on the investigation form. If possible, the operating department should estimate the degree of lost energy registration; e.g. 10%, 50%, 100% (total loss).
 - (6) Upon completion of the investigation, conditions must be restored to proper operating specifications by Company employees, or others, as appropriate.

10. Disposition

- a. Upon completion of the field investigation and correction of the conditions found, the operating department shall forward the original copy of the Energy Diversion - Vandalism Investigation Form 62-3742, Exhibit "B", to the local customer services office for further action.
- b. Upon receipt of the original copy of the investigation form, and with the results of the operating department's investigation, the local customer services office shall determine whether or not billing based on estimated charges or other appropriate action is necessary. The local customer services office shall complete the office portion of the investigation form which should include classifying the type of incident in the appropriate boxes provided.

PROCEDURES - (Continued)

- (1) When underbilling occurs, estimated energy usage and charges will be computed locally for prompt presentation to the customer.
 - (2) Collection of retroactive charges will be in accordance with Standard Practice No. 864.1.
 - (3) Other charges (labor and material) and collection will be in accordance with Standard Practice 253-3.
- c. Each local customer services office shall submit a monthly tabulation (Exhibit "C") to the Division Credit Manager, or equivalent, by the 15th of each month, for the previous month, using the completed investigation forms as a basis for its report.
 - d. Upon completion of the investigation and reporting, and when final disposition has been determined, the original investigation form shall be retained for three years, and the duplicate discarded.
 - e. The Division Credit Manager or equivalent, will consolidate the local customer service office reports, and forward a Division re-cap by the last day of the month, for the previous month, to the Manager, Credit and Collection Department in the General Office.

11. Review For Further Action

Flagrant instances of inverted meters, jumpers in meter box, smashed meters, repeated seal breaking, etc., shall be reported by the local customer services supervisor/manager, with file intact, to the Division Credit Manager, or equivalent, upon completion of the investigation.

- a. The Division Credit Manager, or equivalent, shall review the file for completeness and insure that appropriate action is taken as necessary.
- b. Where appropriate, and only with the approval of the Division Credit Manager, a letter containing wording similar to attached Exhibit "D", may be sent to the customer by the local office. Discretion should be exercised, however, in vandalism cases where responsibility for the acts may be in doubt.
- c. Well documented cases of flagrant instances will be forwarded to the General Office Credit and Collection Department for further review and coordination with the Law Department for possible initiation of legal action. Such legal action may include referring the matter to the appropriate district attorney's office for possible criminal prosecution under Penal Code sections 498, 499a, 591, or 593c or for citation hearing. The Law Department may also file a civil action against the customer.

EXHIBIT 'A' Page 5
Warning Label - Form 62-1376
Supplement S. P. No. 258 - 2
Effective July 1, 1978

PROCEDURES - (Continued)

WARNING

UNDER CALIFORNIA LAW TAMPERING OR
INTERFERING WITH ELECTRIC OR GAS
SERVICE FACILITIES IS A CRIME PUN-
ISHABLE BY UP TO ONE YEAR IN COUNTY
JAIL, OR UP TO THREE YEARS IN STATE
PRISON. PENAL CODE SECTIONS 591
AND 593C.

FORM 62-3742 4/78

ENERGY DIVERSION-VANDALISM INVESTIGATION
(Shaded items to be completed before fielding)

GRID:

DATE ISSUED: ___/___/___ ISSUED BY: _____ LOCAL OFFICE: _____

ACCOUNT NUMBER: _____ REPORTED BY: _____

EXHIBIT 'B' Page 6
Energy Diversion-Vandalism Investigation Report - Form 62-3742
Supplement S. P. 258-2
Effective July 1, 1978

CUSTOMER'S NAME: _____

SERVICE ADDRESS: _____

CUSTOMER CLASS: (Check one)
 RESIDENTIAL COMMERCIAL INDUSTRIAL AGRICULTURAL

READING DATE VERIFY METER No. PRESENT READ CONST/MULT

GAS

ELEC.

CONDITION REPORTED:
(Brief Description)

FIELD INVESTIGATION RESULTS
(Use reverse if more space needed)

DETAILED EXPLANATION OF CONDITION FOUND AND ACTION TAKEN:

TIME ARRIVED

• A.M.
 • P.M.

TIME COMPLETED

• A.M.
 • P.M.

DATE COMPLETED

____/____/____

COMPLETED BY

ESTIMATED % OF LOST REGISTRATION _____%

CORRECTIVE ACTION TAKEN: (Check one)
 SECURITY DEVICE REMOVE METER RESTORE TO NORMAL NO ACTION

OFFICE ANALYSIS

(Use reverse if more space needed)

DETAILED EXPLANATION OF ACTION TAKEN:

CUSTOMER BILLED (CHECK IF YES)

ENERGY UNITS

REVENUE BILLED

OTHER COSTS (Labor, Materials)

OTHER ACTION TAKEN (CHECK ONE)
 LETTER SENT

LAW ENFORCEMENT NOTIFIED

NO OTHER ACTION

FINAL EVALUATION OF CONDITION (CHECK ONE)

Broken Seal Tampering Diversion Upside Down Restore Service Meter Theft Meter Swapping Vandalism

COMPLETED BY: _____ DATE: _____

EXHIBIT 'D' Page 8
Sample Letter to Customer
Supplement S. P. No. 258-2
Effective July 1, 1978

PACIFIC GAS AND ELECTRIC COMPANY

PG&E + 77 BEALE STREET • SAN FRANCISCO, CALIFORNIA 94108 • (415) 781-4211 • TWX 910-372-6587

Date

Customer Name
Address

Dear _____:

On _____ our investigation noted

_____ (describe condition found on premises)

As a result of these findings, the following action was taken.

_____ (describe action taken to correct the found condition)

It is a crime (If electric, Insert #A)
(If gas, Insert #B)

Sincerely,

#A -- to tamper with an electric meter or make an unauthorized connection with our electrical system. California Penal Code sections 499a and 591.

If your meter is tampered with or if we detect that our electrical service is being used without authorization, we may notify law enforcement officers and seek a full criminal investigation.

#B -- to interfere with our gas meters and valves or to alter a gas meter to evade paying for gas service. California Penal Code sections 498 and 593c.

If your gas meter is tampered with or if we detect that our gas service is being used without authorization, we may notify law enforcement officers and seek a full criminal investigation.

ENERGY DIVERSION-VANDALISM TABULATION REPORT

52-1233 5/78

URES - -
continued)

GAS ELECTRIC FOR THE MONTH OF _____

ACCOUNT NUMBER	CITY	Customer Class (C, L, A or R)	FINAL EVALUATION OF CONDITION								ACTION TAKEN				BILLING INFORMATION				
			BROKEN SEAL	TAMPERING	DIVERSION	UPSIDE-DOWN METER	RESTORE SERVICE	METER THEFT	METER SWAPPING	VANDALISM	FIELD		OFFICE		ENERGY UNITS	REVENUE BILLED	OTHER COSTS BILLED	TOTAL COSTS BILLED	

EXHIBIT 'C' Page 7
 Energy Diversion-Vandalism Tabulation
 Form - Form 62-4233
 Supplement S. P. No. 258-2
 Effective July 1, 1978

Instruction Notes#

1- Prepare separate sheets for Gas and Electric.

2- Totals should be provided for checked (✓) columns.