

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



June 22, 2016

Jerry Schmitz
Vice President, Engineering
Southwest Gas Corporation
P.O. Box 98510, LVA-581
Las Vegas, NV 89193-8510

GI-2015-08-SWG30-05

Subject: General Order (G.O.) 112¹ Inspection of Southwest Gas Corporation's, Southern California Division, Northern Nevada Division and Southern Nevada Division, Public Awareness Program

Dear Mr. Schmitz:

The Safety and Enforcement Division (SED) of the California Public Utilities Commission conducted a G.O. 112¹ Inspection of Southwest Gas Corporation's (SWG) Public Awareness Program (PAP) on August 11-13, 2015. During the inspection, SED staff used the Pipeline and Hazardous Materials Safety Administration (PHMSA) Public Awareness Program Effectiveness Form (Form 21) as a reference guide to conduct the inspection.

SED staff did not identify any probable violations of G.O. 112¹, Reference Title 49 Code of Federal Regulations (CFR), Part 192. However, SED made one recommendation, which is described in the "Summary of Inspection Findings" attached to this letter.

Please provide a written response within 30 days of receipt of this letter indicating any updates or corrective actions taken by SWG.

If you have any questions, please contact Michelle Wei, at (213) 620-2780.

Sincerely,

A handwritten signature in blue ink that reads "Kenneth A. Bruno".

Kenneth Bruno
Program Manager
Gas Safety and Reliability Branch
Safety and Enforcement Division

CC: Michelle Wei, SED/GSRB
Laurie Brown, SWG
Kan Wai Tong, SED/GSRB

1. General Order 112-F was adopted by the Commission on June 25, 2015 via 15-06-044

Summary of Inspection Findings
2015 SWG PAP Inspection
August 11-13, 2015

SED's Recommendation

PHMSA Form 21, Section 4.03 – Measure Percentage of Stakeholders Reached

SED staff had a discussion with SWG staff concerning tracking of returned mails. SED noted that SWG does not track its mailings to affected public and emergency responders stakeholders to ensure that the targeted stakeholders received its mailings and used the associated data to determine percentage of its messaging reach. SED agrees that the affected public stakeholder group is too large to practically institute this practice. However, SED recommends that SWG implement a tracking mechanism for emergency responders and public official stakeholder groups so that SWG is able to demonstrate that it has complied with the required messaging and mailings.