

R.21-10-001 Technical Working Group Meeting #1:  
Safety culture definitions and frameworks

June 16, 2022, 9:00am-3:00pm; Virtual – Webex link:

<https://cpuc.webex.com/j.php?MTID=m7e452ab03509ed6ff2333593bb5fbbd6>

Objectives:

*Establish a shared understanding of:*

- *What the utilities are currently doing related to safety culture assessment.*
- *Best practices for safety culture assessment frameworks.*
- *The anticipated value of safety culture assessments.*

Agenda:

- 1. 9:00am-9:25am: Welcome and introduction (25 mins)**
  - a. CPUC: Agenda review, proceeding timeline, and goals of the workshop (15 mins)
  - b. Commissioner Houck: opening comments (10 mins)
- 2. 9:25am-10:15am: What safety culture assessments efforts are underway within the large IOUs? (50 mins)**
  - a. CPUC: Introduction and overview (5 mins)
  - b. Large utilities: Brief presentations on safety culture assessments underway (40 mins)
    - i. PG&E (10 mins)
    - ii. SCE (10 mins)
    - iii. SDG&E (10 mins)
    - iv. SoCalGas (10 mins)
  - c. Clarifying questions (5 mins)
- 3. 10:15am-11:00am: Safety culture perceptions (45 mins)**
  - a. Dr. Mark Fleming: Presentation on safety culture perceptions (25 minutes)
  - b. Question & answer discussion (20 minutes)
- 4. 11:00am-11:10am: Break (10 mins)**
- 5. 11:10am-12:00pm: Safety culture frameworks overview (50 mins)**
  - a. CPUC: High-level overview of lessons learned from other regulators and safety culture frameworks (35 mins)
  - b. Question & answer discussion (15 mins)
- 6. 12:00pm-1:00pm: Lunch break (60 mins)**
- 7. 1:00pm-1:45pm: CPUC proposed draft framework (45 mins)**
  - a. CPUC: Overview of proposed draft safety culture framework (30 mins)
  - b. Question & answer discussion (15 mins)
- 8. 1:45pm-2:50pm: Facilitated discussion on expectations and goals (65 mins)**
  - a. Facilitated discussion (65 mins)

*Guiding discussion questions for parties:*

- i. Do the categories (domains) in the proposed CPUC framework adequately describe safety culture within electric and gas utility organizations? Are they complete and comprehensive? If not, what should be added or removed?
- ii. How should the Commission revise its working definition of safety culture, if at all? What and who do you think should be included in the concept of safety used in this OIR: employees, contractors, the public, process/operational safety, assets, environmental protection, etc.? Should the boundaries of safety include all people and processes that can impact the safety culture of an organization, and if not, who or what should be excluded?
- iii. What do you see as the purpose of the assessments? What do you expect to get out of them?
- iv. Is there value in having a consistent and coordinated safety culture assessment framework that is used across electric and gas utility organizations? What do you expect the safety culture assessment framework to produce? What would make that framework most useful?
- v. How should the Commission consider or leverage current safety culture assessment practices underway within electric and natural gas utilities?

**9. 2:50-3:00pm: Next steps, as needed (10 mins)**