Natural Gas Pipeline Explodes
San Bruno, CA
September 9, 2010

Step 1: Define the Problem

What: Natural gas pipeline explosion, killing 8
When: September 9, 2010
Where: San Bruno, CA

Impact to the Goals
- Safety: Eight fatalities
- Environmental: Smoke, fire
- Cust. Service: Disruption of natural gas service
- Property: Pipeline destroyed, 38 homes destroyed, 62 damaged, $100M
- Compliance: Pipes not in compliance with federal standards
- Production: Pending lawsuits TBD

Cause Map Detail Level

Why?

Effect | Cause
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Compliance | Failed
Pipe not inspected
Pipe failed in compliance standards

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Investigate Problems. Prevent Problems.

Houston, Texas  281-412-7766  ThinkReliability.com