

From: Cherry, Brian K
Sent: 9/23/2010 5:40:27 PM
To: 'pac@cpuc.ca.gov' (pac@cpuc.ca.gov)
Cc:
Bcc:
Subject: Fw: Update from Corporate Affairs Liaison Officer - 5:30 pm Sept. 23

FYI

From: Le, Mary
To: Arndt, William; Becker, James; Bedwell, Ed; Bell, Des; Bottorff, Thomas E; Burt, Helen; Cairns, Stephen J.; Cheng, Linda Y. H. (Corp. Sec.); Cherry, Brian K; Cherry, Sara A; Conway, John; Darbee, Peter; Document Retention-CPUC; Hapner, Dede; Harper III, William; Hartman, Sanford (Law); Harvey, Kent M; Hayes, William; Johns, Christopher; Johnson, Mark S; Keenan, Jack; Kiraly, Gregory; Kline, Steven L.; Kuga, Roy M; Lawicki, Patricia; Livingston, Randy; Loduca, Janet C.; Malnight, Steven; Martinez, P.J. (ET); McFadden, Nancy; Mistry, Dinyar; Park, Hyun; Pruett, Greg S.; Rosenberg, Rand; Salas, Edward A (ET); Simon, John; Suri, Anil; Togneri, Gabriel; Torres, Albert; Wan, Fong; Williams, Geisha; Yura, Jane
Sent: Thu Sep 23 17:39:28 2010
Subject: Update from Corporate Affairs Liaison Officer - 5:30 pm Sept. 23

Corporate Affairs Run of Show Update- current/new items in red

- 9/23 Follow-up meeting with SF Fire Chief this morning to deliver a copy of the gas transmission/distribution map for San Francisco. Also attached information about our gas transmission pipeline integrity management plan and a copy of Code of Federal Regulations that covers safety requirement for gas transmission lines. The Chief appreciated the map's level of detail and the accompanying documents. She will review the documents prior to our meeting scheduled for Wednesday, September 29 at PG&E headquarters. Staffing today's meeting: Kirk Johnson and Brandon Hernandez.
- 9/23 CPUC agenda item on their order of PG&E to investigate the explosion and to fund the investigation. Details of the draft resolution have not yet been released. Regulatory Relations will provide a copy when it is available. Reg Rel Lead: Bill Stock.
- 9/23 Meeting with San Bruno City Manager Connie Jackson regarding the governance of the San Bruno Fund. PG&E Leads: John Simon and Mary Ellen Ittner.
- 9/23 The House Energy and Commerce Committee, Subcommittee on Energy and Environment is planning to hold a hearing on pipeline safety with an emphasis on

the Enbridge spill. The focus is not expected to be on San Bruno. AGA has been asked to testify.

- 9/24 The Bullis family will hold services on Friday; Mayor Ruane and City Manager Connie Jackson will attend.
- 9/27: Congresswoman Speier has requested a follow-up meeting with a PG&E gas engineering expert to answer questions not answered during 9/20 briefing. She has requested that the meeting take place at 1:30pm in her district office. Also in attendance, schedule permitting, will be Dr. Kofi Inkabi, UC Berkeley, Civil and Environmental Engineering and Tom Brocher, Team Chief Scientist, US Geological Survey. PG&E Contacts: Jessica Hogle and Melissa Lavinson.
- 9/28 Next regular San Bruno City Council meeting. Gov Rel Lead: Ashlie Simpson.
- 9/28 3:00pm EDT. The US Senate Committee on Commerce, Science, and Transportation announced that the Surface Transportation and Merchant Marine Infrastructure, Safety, and Security Subcommittee will hold a legislative hearing titled "Assessing the San Bruno, California Explosion and Other Recent Accidents." Chris Johns will testify. Federal Affairs Staff: Steve Kline and Melissa Lavinson.
- 10/6 US House Committee on Transportation and Infrastructure's Subcommittee on Railroads, Pipelines, and Hazardous Materials will conduct a hearing regarding the Department of Transportation's Inspection and Enforcement of Gas and Hazardous Liquid Pipelines has announced a hearing for this date. This may turn into a field hearing in California. Federal Government Relations Leads: Steve Kline and Melissa Lavinson.
- 10/7 City of San Bruno's first sponsored community event related to the fire. There are no plans as of yet, but will update as more information becomes available.

Other Activities:

Media Relations

MACRO

Responded to about 2,020 calls from international (a few), national, regional and local media and has done many on-scene interviews since September 9.

CURRENT

Media inquiries were heavy this afternoon, with much of the focus centered around today's CPUC meeting and the "Top 100" list, including more detailed segment information, criteria for making the list, and ongoing plans to address perceived needed work. In the last couple of days, reporters have begun submitting a significant number of questions. Since September 9, we have received more than 100 questions from the L.A. Times, including 30 that were submitted yesterday after we answered a group of questions for the paper earlier in the day.

FORECAST

Media Relations expects the trend of inquiries about specifics on the "Top 100" list to continue in the near-term.

Internal Communications

- Pocket Information cards with key contact information that employees can use or give to concerned customers

Online Communications

Created www.pge.com/pipelineplanning pages to coincide with the press conference. Includes maps and information about the Top 100 as well as gas transmission pipeline maps for the entire service territory. Posted full video of yesterday's press conference on the website <http://www.pge.com/myhome/customerservice/response/planninginput/>

Upcoming:

- Improving usability of gas transmission map finders
- Creating customer-specific detailed mapping tool within My Account (CSOL) for customers to see gas transmission pipeline and Top 100 information at a greater level of detail than available on the public site

- Posted key messages to Twitter and Facebook, including new Top 100 site and 1-877 number.
- Continuing to monitor social media channels, pushing out key messages and responding as appropriate.
- Continuing situation and content updates on www.pge.com/response and related pages.

Customer Communications

- Continuing to respond to customer emails through KANA.
- Developing customer communications to support proactive pipeline work in San Bruno, including door-hangers and call-outs to area residents.
- Working with GIS Mapping and Online Communications team to ensure that maps sent to customers are consistent with those found in the CSOL Google Maps tool.
- Continuing to respond to customer emails through KANA.
- Note: Map mailings *on hold* to those customers requesting pipeline information near their address; Gaining approval for corresponding customer request letter (for pipeline information) so when green light is given, we can quickly bundle map, letter and safety brochure and mail to customers.
- Customer letter hand delivered to alert customers both in the affected San Bruno area as well as neighbors just outside the primary area that crews will begin work 9/23. Talking points were also sent to Gen Ref on 9/22.

Government Relations

Continues to respond to inquiries from local, state and federal officials as well as community leaders and stakeholders regarding the incident. Coordination with officials for press conferences, tours of the site, shelters and emergency centers.

Local Government Relations

Continued outreach and meetings with local elected officials and public officials

regarding inquiries on pipeline safety.

9/23 4:00pm San Bruno EOC Report:

- Beginning 9/23 San Bruno EOC Briefings will occur once per day (at 3:00pm or 4:00pm, TBD) instead of twice.
- 9/23 The City will begin allowing owners of yellow-tagged homes to bring contractors onto the properties and reconstruction should begin in the next couple of weeks. They are requesting PG&E create a plan for restoring energy to these homes.
- 9/23 Debris removal began on four homes with plans to start four more tomorrow. Occupants of 25 out of 37 destroyed homes will participate. Red Cross will be on site to provide support, food and other supplies.
- Final Numbers from the City:

Evacuations: 376

Reentries: 321

No Damage: 288

Minor Damage: 33

Major Damage: 18

Destroyed: 37

Building Inspection Department Numbers:

Green Tagged: 321

Yellow Tagged: 18

Red Tagged: 37

State Government Relations

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- Briefed Assembly leadership and utility committee staff on the gas transmission pipeline system and the top 100 list. Answered all the questions that were asked and also provided a list of where the 47 locations were with respect to Assembly and Senate Districts so they know which district representatives have a location on the map. Contact: Kent Kauss
- Senate Energy, Utilities and Communications Committee along with the Senate Public Safety Committee will be scheduling a joint hearing in the State Capitol on Tuesday, October 19. Due to the fact that the NTSB has not issued any preliminary findings to this point the focus of the hearing will be on maintenance and inspection programs for natural gas pipeline infrastructure. Contact: Kent Kauss
- Meetings with Capitol staff will continue as they are available.

Federal Affairs

Continued outreach and meetings with federal officials regarding inquiries on pipeline safety.

Community Relations

Assembling a team for the implementation details of the San Bruno Recovery Fund efforts to produce FAQ's, messaging, press releases, etc. Completed materials for communications with impacted homeowners as noted above.

As of 9/20, more than **350** checks have been disbursed to affected customers.

Community Relations established a process to deploy ten volunteers each day at the San Bruno recovery center from Monday, September 20 through Thursday, September 30. Volunteers will provide assistance to customers and act as the liaison to the PG&E claims team.

Managing PG&E's support of upcoming San Bruno focused organizations and events:

- 9/24 Friends Helping Friends fundraiser, at St. Robert's Church. PG&E donated SF Giants tickets for the raffle and is giving \$2,500 to help cover expenses)
- 9/25 Safety Fair at Lowe's in SSF. PG&E volunteers will educate Lowe's customers on safety and emergency preparedness. SSFFD and Vector Control will also

participate.

- 9/25 Family fundraising event at San Bruno Park. Several local non-profits participating. PG&E donating funds to cover the cost of food and other expenses.
- Peninsula Humane Society: Contributed \$5,000 to help cover vet care costs for animals that were rescued.
- Silicon Valley Community Foundation: Contributed \$10,000 to go to San Bruno recovery efforts
- San Mateo County Critical Incident Stress Management Team: \$10,000 to go to counseling sessions for the next few months for emergency responders: Fire, Police,

Communications dispatchers, Medics and Sherriff's Office

As of 9/23 PG&E employees have personally donated over **\$60,000** (combination of **\$20,350**– direct online donations and **\$40,320**– estimated vacation sale gross donations). Employee donations have slowed down and the giving site will be closed on 9/24. Employees will be redirected to donate via the Campaign for the Community.