

From: Clanon, Paul  
Sent: 9/10/2010 9:08:45 AM  
To: Jacobson, Erik B (RegRel) (/O=PG&E/OU=Corporate/cn=Recipients/cn=EBJ1)  
Cc:  
Bcc:  
Subject: Re: Yesterday's Tragedy

Yes. I've been talking to Tom B. Thx.

On Sep 10, 2010, at 9:05 AM, "Jacobson, Erik B (RegRel)" <[EBJ1@pge.com](mailto:EBJ1@pge.com)> wrote:

Paul, Are you getting the information you need from us to deal with this tragedy? I just thought I would check in since Brian is out on vacation this week. Erik

**From:** A Message from Chris Johns  
**Sent:** Friday, September 10, 2010 7:49 AM  
**To:** All PG&E Mail Recipients; All PGE Corp Employees  
**Subject:** Yesterday's Tragedy

Fellow Employees:

As you have surely heard, yesterday evening a large explosion and fire resulted in the loss of life, injuries and extensive damage to homes in a neighborhood just outside San Francisco in San Bruno. This morning, our thoughts and prayers are with all of those who have been touched by this tragedy. And our appreciation goes out to the hundreds of first responders and emergency services personnel, including our crew members who were on the scene and who continue to assist the people impacted by this incident.

Protecting the safety of the public and our employees is PG&E's first and highest calling. Our team is fully committed to cooperating with investigators to determine exactly what occurred. Currently, we know that a large PG&E gas transmission line in the area was ruptured. However, we do not know what caused the rupture. Like you, we have seen and heard a great deal of speculation on the cause. Our focus is on continuing to gather the facts and to share information when it can be

confirmed.

Above all, please know that we are committed to doing whatever we can to provide support and assistance to the people affected. Currently, we are working with the Red Cross to provide emergency shelter for those in need. We will be working on additional outreach and assistance efforts today and in the days ahead.

I know every member of the PG&E family is stunned and saddened by yesterday's events. You have our pledge that we will continue to share information as we are able. In the meantime, thank you for your ongoing commitment to our customers and communities.

Chris