

## **Key Messages**

**Updated: 9/21/2010 – 10:00 PM**

### **Our commitment to San Bruno**

**We will not waver in our support for San Bruno, and we are fully committed to restoring the community.**

- We are working closely with Red Cross to provide financial support for those families who lost loved ones or suffered injuries to help our customers during this difficult time.
- The PG&E customer outreach center has moved to 900 Cherry Avenue in San Bruno. (Previously located at the Veterans Memorial Center.) Hours of operation are from 9 a.m. to 6 p.m.
- We have sent our claims specialists to the community to help ease financial concerns, and have distributed nearly \$500,000 in prepaid debit and gift cards to help our customers.
- We have committed \$1 million to a special charitable fund to support community-based aid and recovery efforts of nonprofit organizations responding to this event, including the American Red Cross Bay Area, The United Way 2-1-1 Program, and the Blood Centers of the Pacific, among others. The fund will also support future, long-term community projects that enable the continued recovery of this neighborhood.
- We have worked to restore service to our customers as safely and as quickly as possible. Most customers had service restored by Monday (Sept. 13).

### **Our responsibility**

**We are taking responsibility to help this community get back on its feet.**

- The National Transportation Safety Board and other agencies are investigating to determine the cause of this tragic event and we are fully cooperating with the investigation.
- We're not waiting for the results of that investigation before we do the right thing for our customers.
- PG&E has established the "Rebuild San Bruno Fund," which will provide up to \$100 million to help residents and the city recover. Includes payments to homeowners and a \$3 million immediate payment to City of San Bruno for recovery-related expenditures.
- Lives have been lost. Lives have been forever altered. Our hearts go out to everyone who has suffered.
- We will stand by San Bruno.

### **We value your safety**

- We're continually working to ensure the integrity of our system. Ensuring your safety is our top priority.
- As an added safety measure, we initially reduced pressure by 10 percent on the three transmission lines that serve the San Francisco Peninsula. We have now reduced by 20 percent.

- As part of our annual leak survey, we surveyed Line 132 in March 2010 and found no leaks.
- PG&E conducts routine aerial or ground patrol on transmission lines on a quarterly basis.
- PG&E routinely conducts leak surveys of all our natural gas transmission and distribution lines. The surveys are designed to confirm the integrity of our 6,438 miles of transmission and 42,141 miles of distribution lines.
- In 2008, we accelerated the distribution program to complete it in three years instead of the usual maximum of five.
- In 2009 alone, we completed 1.9 million on-location service line inspections as part of the company's initiative to survey our entire gas distribution network on an accelerated basis.

## **Operational Facts**

### **Injuries/Impacts to the Community**

- Questions pertaining to the number of deaths or injuries are best answered by the local authorities.
- *The following points represent the latest information from authorities – though we should let the authorities confirm this information with the media.*
  - As of September 21: 4 confirmed fatalities; approximately 60 people have sought medical attention for their injuries
  - According to the San Bruno Office of Emergency Services, as of September 21, 34 homes destroyed; 3 majorly damaged; 16 moderately damaged; and 32 sustained minor damage. (PLEASE NOTE: These numbers are constantly changing and should come from the city.)

### **NTSB Investigation**

- September 10: NTSB arrived on site to begin the investigation.
- September 11: NTSB began physical discovery.
- September 12: PG&E crews, under the direction of the NTSB, prepared the damaged pipe for shipment to NTSB's lab in Washington, D.C.
- PG&E is working closing with the NTSB to understand the scope of information that can be shared publicly; our goal is to be as transparent as possible.

### **Restoration/Reentry**

- Originally, roughly 5,900 electric customers lost power and approximately 300 customers lost gas service.
- By 2:00 a.m. Saturday, September 11, PG&E completed all necessary construction and repair work in areas where we are allowed access.
- Starting Sunday, September 12, the city began allowing approximately 300 displaced residents to re-enter their homes.
  - PG&E crews were on-site, ready to restore their power as they arrived, and:
    - Conducted gas appliance safety checks
    - Relit pilot lights
    - Rechecked home's electric panels

- Provided plumbers and electricians to conduct spot repairs
  - Provided cleaning services
  - Customers who still need assistance, or anyone with questions about their gas or electric service, can call 1-800-743-5000.
- According to the San Bruno Office of Emergency Services, as of September 21, of the 374 homes in the affected area, 321 have been restored with gas and electric service. We are coordinating with the City of San Bruno to restore service to any remaining homes as they become available.

### **Reports of Customers Smelling Gas**

- We have found no record of anyone reporting smelling gas in the affected San Bruno neighborhood from September 1 through September 9. We reached that conclusion after a thorough review of all calls received by our four contact centers.
- We have now completed a thorough review of all calls in the affected area from July 1 through September 9. We found two gas leak calls: July 23 and July 27; they were adjoining properties; small leak found at the meter (distribution system) of one home, which was repaired. Statistically, we've reviewed 3.1 million calls.
- We are committed to finding out answers to all of your questions and completing a thorough investigation. If anyone has any information on events leading up to the incident, we ask that they call us at 1-800-743-5000.

### **Gas Transmission System Safety**

- We are constantly reviewing our infrastructure to ensure that our pipelines are safe and receive optimal service.
- We already have a series of actions in progress to re-confirm the safety and integrity of our entire gas transmission pipeline system. This work began immediately after the San Bruno incident and includes steps to meet and exceed the actions requested by the California Public Utilities Commission during the week of Sept. 13. This involves both short- and long-term steps such as:
  - An immediate, comprehensive leak survey of the transmission lines to supplement our regularly scheduled leak surveys.
  - A review to determine where it would be prudent to replace manual valves with automated or remotely controlled valves.
- We also have updated some of our ongoing practices for the long term, such as increasing the frequency of regularly scheduled gas transmission ground leak surveys, beginning January 2011.
- Actions taken before and after the San Bruno incident:
  - In November 2009, as part of our normal maintenance program, Line 132 underwent a Pipeline Integrity External Corrosion Direct Assessment.
  - We also leak surveyed the line in March of this year.
  - Since the incident on Thursday, September 9, PG&E has resurveyed gas transmission lines 109, 132, 101, and 100 (approximately 180 – 200 miles), all of which serve the San Francisco Peninsula.
  - Any leaks discovered during this resurvey have been addressed.

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