

From: Cherry, Brian K
Sent: 10/4/2010 6:05:30 PM
To: 'pac@cpuc.ca.gov' (pac@cpuc.ca.gov)
Cc:
Bcc:
Subject: Fw: Update from Corporate Affairs Liaison Officer - 5:30 p.m., Oct. 4

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; Steel, Brian; Suri, Anil; Togneri, Gabriel; Torres, Albert; Wan, Fong; Williams, Geisha; Yura, Jane

Cc: Pendleton, Jonathan (Law); Garber, Stephen (Law); Fenrick, Alicia (Law); Wilson, Michelle (Law); Schirle, Stephen L (Law); 'djaques@dglitigators.com' <'djaques@dglitigators.com'>; 'jmalkin@orrick.com' <'jmalkin@orrick.com'>; Corporate Affairs Directors; Lavinson, Melissa A; Leder, Steve; McCune, Sara; Bober, Christopher; Bird, Katherine R; Lemons, Loren; Mullen, Patrick W; Hamilton, Gayle; Jawed, Ferhaan (ET); Thurman, Diane; Ibardolasa, Joyce; Agid, Tara; Stephens, Leah; Zigelman, Jacob; Almario, Benedict (ET); Johnson, Kirk; Carter, Glen E; Wells, Kenneth (ET); Dasso, Kevin; Slack, Dave; Togneri, Gabriel; Jones, Thomas G&PR; Oliveira, Jane; All PGE Chiefs of Staff; JIC Chief; Leyba, John; Anderson, Leonard; Peterson, Michael R (Corp Security)

Sent: Mon Oct 04 17:37:29 2010

Subject: Update from Corporate Affairs Liaison Officer - 5:30 p.m., Oct. 4

A reminder that the Corporate Affairs update will only be sent Mondays, Wednesdays, and Fridays until further notice.

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

- 10/4 -- The pipeline safety hearing noticed by the House Transportation and Infrastructure Committee for 10/6 has been removed from the Committee's website. No additional information has been provided at this time. Lead: Melissa Lavinson

Other Activities:

Media Relations

MACRO

Responded to about 1,255 calls since September 9, including 15 calls today, from international (a few), national, regional and local media and have done many on-scene interviews.

Here is a breakdown of the calls by day:

Monday, Oct. 4 – 15 calls

CURRENT

Media inquiries were light, with most of the focus on local pipeline issues.

FORECAST

Media Relations expects the trend of inquiries to continue to be light through the week.

Internal Communications

- Completed 65 San Bruno-related messages to all employees
- Week of 10/4: Video and article regarding San Bruno volunteers

Online Communications

Complete

- Launched improvements to the My Account gas transmission pipeline mapping application
- Created 'Rebuild San Bruno Fund' FAQ page and claims information on PGE.com

Upcoming

- Improving usability of gas transmission map finders
- Continuing to monitor social media channels, pushing out key messages and responding as appropriate.
- Continuing situation and content updates on www.pge.com/response, www.pge.com/pipelineplanning, and related pages.

Customer Communications

- Provided general Claims Process FAQs to Contact Centers, Office Services, and ES&S
- Updated Claims Process FAQs on PGE.com
- Created a script for a recorded outbound call and a letter for approximately 200 San Bruno residents to inform them of a new excavation project taking place. (The calls were made on Sunday afternoon and the letter was hand-delivered by Customer Care on Monday morning). Also provided related talking points to Contact Center reps and Gen Ref.

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

- 10/1: Mary Ellen Ittner and Ashlie Simpson met with San Bruno City Manager Connie Jackson to discuss the process and parameters surrounding the permits for work around the hole. Connie has questions about the status of line 132 and other lines in San Bruno and requested a list or tentative schedule of what work we expect to do for the future in order to anticipate permitting work and any other necessary considerations. There is currently a playground in an easement of line 132 and Connie asked if there were any considerations made for those scenarios or if they added additional risks to those line segments.

State Government Relations

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- 10/19: Senate Energy, Utilities and Communications Committee along with the

Senate Public Safety Committee will be scheduling a joint hearing in the State Capitol. 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

Federal Affairs

- See above.

Community Relations

No new updates since Wednesday, Sept. 29.