

San Bruno Key Messages

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Current Focus

Media Relations is currently emphasizing the following messages as part of our ongoing dialogue with reporters.

Using Gas Transmission Inspection Best Practices

PG&E is constantly reviewing its infrastructure to ensure that our gas transmission pipelines are safe and receive optimal service.

- Included in our inspection program are three federally approved methods of assessment, each of which serves its own unique purpose in the larger picture of ensuring the safety of our system.
 - Internal Line Inspection (ILI), often called "pigging": Effective in identifying areas of direct metal loss through third-party damage or corrosion as well as deformations in the pipe caused by third-party damage. It is an excellent tool to get both current and past information on the pipe. It is also limited in its application to single diameter piping that has enough pressure to propel the device.
 - Direct Assessment (DA): Effective tool to identify potential coating damage, which is the first level of protection against external corrosion. Effective in assessing the current level of cathodic protection, which helps show the current and future health of the pipe. It can be performed on nearly any pipeline, regardless of diameter or configuration.
 - Pressure (hydro) test: Effective method to test current pipe integrity. Predominant method used for new construction and can be used on any pipeline segment that can be isolated and taken out of service while the testing is performed.

Working with Local Governments and First Responders

We maintain our commitment to providing local officials and first responders with the information they are seeking about our pipelines. This includes:

- Meeting with every local government agency that wants information on our gas pipelines to give them the opportunity to ask questions about our system, examine system maps and understand the steps we take to ensure its integrity and safety.
- Reviewing natural gas pipeline safety procedures with first responders and sharing important emergency response plan elements with public safety agencies.

Customer Transparency

As part of its ongoing commitment to provide transparent and meaningful information to customers, PG&E is making additional information about the utility's natural gas pipelines available online.

- PG&E 'My Account' customers can obtain personalized gas transmission pipeline information through a secure login available online at www.pge.com. Customers can see whether any of PG&E's gas transmission lines are in close proximity to their home, and if so, where those lines are located. Maps include gas transmission pipeline segments that have been identified for engineering analysis and future work as part of PG&E's ongoing preventive maintenance process.
- Public information regarding PG&E's transmission system and planning segments is available at www.pge.com/pipelineplanning.

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