

San Bruno Key Messages

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Current Focus

Media Relations is currently emphasizing these messages with reporters.

PG&E's Continued Commitment to San Bruno's Recovery

PG&E is strongly committed to the recovery of San Bruno.

- Our efforts in San Bruno demonstrate exactly what our business is about—being accountable, serving the needs of our customers and supporting the communities we serve.
- Through the Rebuild San Bruno Fund, we have already paid out about \$12 million in relief funds to residents, the City of San Bruno and San Mateo County. We have also established a dedicated claims organization for San Bruno and are now processing claims for expenses not covered by insurance.
- Our employees have rallied together to assist in many ways, including donating their time, volunteering to give blood and providing financial support.

Working with Local Governments and First Responders

We are maintaining our commitment to provide local officials and first responders with the information they are seeking about our pipelines.

- We are 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 the integrity and safety of our system.
- 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 our 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.
- Public information regarding PG&E's transmission system and planning segments is available at www.pge.com/pipelineplanning.

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.

- Our inspection program uses 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.
- 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.

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