

From: Cherry, Brian K  
Sent: 10/8/2010 6:03:11 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. 8

**From:** Le, Mary  
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**Sent:** Fri Oct 08 17:30:49 2010  
**Subject:** Update from Corporate Affairs Liaison Officer - 5:30 p.m., Oct. 8

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

- 10/12: At the request of Congresswoman Jackie Speier's chief of staff Cookab Hashemi, Jessica Hogle will join Cookab and others on a tour of the San Bruno site with the City Manager Connie Jackson on Tuesday, October 12th at 8:00 am.

## **Media Relations**

### **MACRO**

Responded to about 1,280 calls since September 9, including 10 calls today, from international (a few), national, regional and local media and have done many on-scene interviews.

### **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**

- No San Bruno-related items were published the week of October 4.
- No planned San Bruno-related items for the week of October 11.

## **Online Communications**

No new updates since Friday, Oct. 1.

## **Customer Communications**

- Developed letter to notify Glenview subdivision residents of PG&E's Advice Letter to CPUC requesting Bill Relief.
- Developed Bill Relief talking points for use with Claims team, Contact Center Operations, ES&S and Office Services.
- Coordinated printing and fulfillment of Advice Letter and cover letter for hand delivery in San Bruno.

- Coordinated posting of materials on PGE.com.
- Created a script for a recorded outbound call and a letter to inform approximately 25 San Bruno residents of a new excavation project taking place on PG&E property along Rollingwood Drive. Related talking points were also provided to Contact Center reps and Gen Ref.

## **Government Relations**

No new updates since Friday, Oct. 1.

## **Local Government Relations**

Sandy Hartman and Mary Ellen Ittner met with representatives of Cal EMA and the City of San Bruno 10/7.

- 10/7: Updates from San Bruno EOC Meeting
  - There have been updated numbers to the below statistics:

Fatalities - 8

Injuries - 58

Damaged Buildings: 88

Destroyed - 35

Major Damage - 1

Moderate Damage - 19

Minor Damage - 33

Residences remaining in shelter situations - 55

- Debris removal operations update: Tree removal is scheduled to begin on Monday. A crane will be used to remove severely damaged trees. This will require approximately 8 hours of electrical service interruption. Customers

- expected to be impacted have been notified.
- All destroyed houses have opted to participate in the County-led debris removal program.
  - The City will put out to bid on Tuesday a contract to cap the open sewage and water laterals at the destroyed residence sites.
  - Police and Fire Update: The police department will continue to secure the site of the ruptured pipe and are working to develop a plan for restricted access through the winter. The fire battalion chief would like to know if all services being restored to the Glenview area will include earthquake safety valves when the meters are replaced.

### **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 update since October 6.

