

## **San Bruno Key Messages**

**Updated: 10/11/2010 – 11:00 AM**

### **Current Focus**

Media Relations is currently emphasizing these messages with reporters.

### **Regulatory Transparency**

**We are committed to providing safe and reliable gas service to our customers, and to complete and transparent reporting on the condition of our natural gas system.**

- The natural gas industry is highly regulated by state and federal agencies. Gas utilities constantly monitor, assess, and maintain their systems.
- PG&E provides regular, thorough and transparent information to our regulators about any issues we find with our system, and takes proactive steps to resolve those issues. It would be a mistake to suggest that a lack of fines equates to a lack of oversight.
- PG&E reports many more types of incidents to the CPUC than most utilities, including incidents where we have already completed repairs. While this may result in higher than normal reporting numbers, we feel it is the right thing to do.
- When we find issues with our system or with our processes, we work quickly and aggressively to address them

### **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 more than \$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.

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