

April 7, 2011

Hydrostatic Testing

Initial Outreach Letter to Customers: Hydrostatic Testing

(INSERT DATE)

Dear Customer:

Pacific Gas and Electric Company's highest responsibility in 2011 and beyond is to enhance the safety of our operations. As part of this effort, we are planning work in your neighborhood. The work is scheduled to begin on April 18, and will take approximately two weeks. We do not expect this work to impact our ability to provide gas service in your area.

PG&E will be performing a hydrostatic pressure test on a segment of natural gas pipeline. This test involves pressurizing a section of pipe with water to a much higher level than the pipe will ever operate at with natural gas. This verifies the capability of a pipeline to safely operate and can also reveal weaknesses that could lead to defects and leaks.

Hydrostatic Pressure Testing Overview

Performing a hydrostatic test involves the following steps:

- 1) PG&E obtains all required work permits and coordinates activities with local agencies.
- 2) Gas is temporarily provided from an alternate source during the work to ensure uninterrupted service to customers.
- 3) The section of pipeline to be tested is temporarily removed from service and safely vented of all natural gas.
- 4) The inside is mechanically cleaned prior to testing.
- 5) The section is sealed on both ends and filled completely with water.
- 6) The pipeline is pressurized to a specified pressure greater than normal operating pressure.
- 7) The test pressure is held and monitored for a set period of time, typically 8 hours.
- 8) If there is no significant loss of pressure, then the section of pipeline is emptied of water, dried thoroughly, and placed back into service.

What to Expect

Extensive planning takes place long before a hydrostatic pressure test is performed to minimize any inconvenience to you and local neighborhoods. Depending on the location of staging areas at both ends of the pipe segment to be tested, you may see:

- Temporary traffic safety cones and/or detour signs
- PG&E field teams
- Testing equipment, such as above-ground pipes and valves
- Machinery and support equipment, such as excavators and water tanks

In addition, depending on the location of gas venting and weather patterns, you may smell gas.

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We want to assure you that this situation is safe. The pipeline is cleared of gas utilizing a safe and common technique. As part of our normal protocol, we have notified the appropriate local agencies of this work. While gas odors are likely from the work being done nearby, safety is our top priority and we encourage any resident who has questions or concerns about the smell of gas to call us 24 hours a day at 1-800-743-5000 or call 9-1-1 immediately.

More Information

We invite you to an Open House on Wednesday, April 20 or Thursday, April 21 at (INSERT LOCATION) from 5:30 to 8:30 p.m. to learn more about this effort, PG&E's safety programs, and what you can expect while we are working in your neighborhood.

Enclosed is a fact sheet with more information about the hydrostatic testing process. Again, if you have questions or want to learn more, we encourage you to attend the Open House on Wednesday, April 20 or Thursday, April 21 at (INSERT LOCATION) from 5:30 to 8:30 p.m.

Additional Gas Transmission Pipeline Communication

As part of our commitment to public safety, PG&E is working to ensure that the public has the information they need to help prevent accidents or respond to emergencies. As part of this commitment, we will be sending letters to homes and businesses within approximately 2,000 feet of a gas transmission line to make them aware of relevant safety information. Given the proximity of your home or business to one of these transmission lines, if you have not received this notification, you soon will. **While this notification does not require any special action on your part, we hope the information is helpful.**

For additional information on this hydrostatic pressure testing effort, open houses or additional transmission pipeline communication you can call Customer Care representatives at 1-888-743-7431 from 7 a.m. to 6 p.m. Monday through Friday. You can also find information about PG&E's Natural Gas Transmission System and Pipeline Safety Programs by visiting: www.pge.com/gassystem.

Thank you very much.

Sincerely,

(INSERT NAME – USE ES&S AREA MANAGER NAME / SIGNATURE)

(INSERT TITLE [Executive Manager, Customer Care])

(Insert Geographical Reference)

Example:

Sincerely,

<<Signature>>

Redacted

*Executive Manager, Customer Care
East Bay Region*

Or

<<Signature>>

*Don Hall
Executive Manager, Customer Care
South Bay Region*