

From: Horner, Trina  
Sent: 4/18/2011 4:29:44 PM  
To: 'Cooke, Michelle' (MLC@cpuc.ca.gov)  
Cc: Stock, William (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=WCS3)  
Bcc:  
Subject: FW: gas proximity letters

Michelle, per our conversation -- attached are relatively final DRAFT "2,000 foot proximity" and related letters to customers, as described by Erin in more detail below.  
Trina

**From:** Daley, Erin  
**Sent:** Monday, April 18, 2011 7:40 AM  
**To:** Horner, Trina  
**Subject:** gas proximity letters

Trina,

Attached are the materials. We have 4 versions of the letter

1. The main letter that will go to most customers/non customers with homes/businesses located within ~ 2000 ft of one of our gas transmission pipelines
2. A similar version of the letter for PG&E employees/retirees within proximity.
3. A version of the same proximity message for folks in San Bruno
4. A safety message for folks in San Bruno not within proximity of a line.

A natural gas safety brochure will accompany each letter (also attached).

The artwork for the outer envelop is enclosed as well.

The current plan is to start distribution of the letters to the San Bruno community this week. We will extend letter distribution throughout Jackie Spears district and into Area one next week. Then over the next 6-8 weeks we plan to complete distribution of the letters to approximately 2.6MM people. Timing for letter distribution is based on capabilities of our printer as well as providing some time to allow us to measure customer questions / call center volumes so that we can respond to customer questions in a timely manner.

A final go/no go decision as to when we will start the letter drop will be made by Helen Burt this afternoon.

Please advise on if you need any further information/materials for the CPUC.

Thanks,  
Erin