



This letter provides information for homes and businesses located within about 2,000 feet of a natural gas transmission pipeline.

[FULL_NAME] [NAME2]
[MAILING_ADDRESS_1]
[MAILING_ADDRESS_2]
[MAILING_CITY], [MAILING_STATE] [MAILING_ZIP]

Dear Neighbor,

In the months since the San Bruno natural gas pipeline accident, Pacific Gas and Electric Company has taken many steps to avoid a recurrence of that tragedy. As part of our commitment to public safety—PG&E's highest responsibility—we are working to ensure that customers, neighbors, public officials, and first responders have information we can all use to help prevent accidents or respond to emergencies.

Because our records show your home or business is located within about 2,000 feet of a gas transmission pipeline, I am writing to make you aware of some relevant safety information. **While this doesn't require any special action on your part, we hope you'll find the information helpful.**

Enclosed is a brochure with important information about natural gas safety. Above all, if you smell natural gas or suspect an emergency situation, leave the area immediately and then call **911**, and PG&E at **1-800-743-5000**.

To learn more about the location of our gas transmission pipelines, view our comprehensive online map at www.pge.com/pipelinelocations. There, you can check any location in or near our service area—including your home, place of work, or other areas of interest—to see which pipelines run nearby. Or, if you prefer, please call PG&E's Information Hotline for Gas Transmission Pipeline Locations at **1-888-743-7431**

Another useful tool is the National Pipeline Mapping System, available online at www.npms.phmsa.dot.gov/PublicViewer/. This resource shows the location of natural gas transmission lines across the entire country, county by county.

I also want to let you know that PG&E is taking comprehensive steps to make our gas transmission pipelines safer, in consultation with other industry experts. We have a multiyear program to upgrade and modernize our pipelines, invest in more automated or remote-controlled shutoff valves, develop next-generation inspection technologies, and enhance our public safety partnerships. You can read more about this program at www.pge.com/pipeline2020.

One additional important safety issue concerns ground excavation. Unplanned excavations are a leading cause of pipeline accidents. If you are planning to do any digging, you must call Underground Service Alert (USA) by dialing **811** at least two working days in advance of any work. USA provides a free service for marking underground utilities prior to digging.

We value our relationship with you, look forward to answering any questions you may have, and will keep you posted on our progress.

Sincerely,



Chris Johns
President
Pacific Gas and Electric Company

For assistance in English please call **1-888-743-7431**

Para ayuda en español por favor llame al **1-800-660-6789**

要用粵語/國語請求協助，請致電 **1-800-893-9555**

Kung kailangang makipag-usap sa nakakasalita ng Tagalog, tumawag sa **1-888-743-7431**

Để được giúp đỡ bằng tiếng Việt, xin gọi **800-298-8438**

This letter applies to the following properties. A notification will also be mailed to these addresses, as applicable.

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