



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 San Bruno 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. Our hearts and prayers are with all who have endured injury or losses through this tragic event. 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 news and information. **This doesn't require any special action on your part, but we hope you'll find the information helpful.**

First, I've enclosed a brochure with important tips on 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**.

At the same time, I'd like to share a few other news notes.

As you may have heard, PG&E has committed not to rebuild the damaged section of transmission line #132 in its current location.

I also want to let you know that PG&E is taking comprehensive steps to make our entire gas transmission system 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 find more information on this program, as well as our ongoing safety measures, through our web site at www.pge.com/pipeline/locations.

When you visit that page, you will also find a comprehensive online map of our gas transmission pipelines that lets you zoom in on locations of interest. The National Pipeline Mapping System provides another useful information source. Visit www.npms.phmsa.dot.gov/PublicViewer/ to find the location of natural gas transmission lines across the entire country, county by county.

If you prefer to get your questions answered by phone, you can always call PG&E's Information Hotline for Gas Transmission Pipeline Locations at **1-888-743-7431**

