



This letter provides information about natural gas transmission pipelines.

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

Dear [FULL_NAME],

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.

As part of this effort, 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.

First, as you may have heard, PG&E will not rebuild the damaged section of transmission line #132 in its current location.

Second, I 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 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 resource. 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**.

I'd also like to ask for your help in preventing the leading cause of pipeline incidents, by taking a few simple steps before you start any excavation project. If you are planning to do any digging, it's vital that you 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.

Please accept my thanks for your time and attention. I want you to know how much we value our relationship with you. I look forward to answering any questions you may have, and to keeping 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**