



This letter provides information about gas pipeline safety work taking place in your neighborhood.

April 18, 2011

<CUSTOMER NAME> or Current Resident  
<STREET ADDRESS>  
<CITY, STATE, ZIP>

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. Work will begin shortly and will last a few weeks. We do not expect this work to impact our ability to provide gas service in your area because gas will temporarily be provided as needed from an alternate source.

PG&E will be performing a hydrostatic pressure test on a section 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. If the pipe section does not meet acceptable standards during the test, it will be replaced with new pipe that has already passed a pressure test.

### **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 to customers from an alternate source.
- 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. 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 to learn more about this effort, PG&E's safety programs, and what you can expect while we are working in your neighborhood. Open Houses will take place from 5:30 to 8:30 p.m. on Monday, April 25 and Tuesday, April 26 at Crittenden Middle School, 1701 Rock Street in Mountain View.

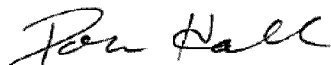
Enclosed is a fact sheet with more information about the hydrostatic testing process. Again, if you have questions or want to learn more, we encourage you to attend one of the Open Houses.

### 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 communications 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](http://www.pge.com/gassystem). Thank you very much.

Sincerely,



Don Hall  
Executive Manager, Customer Care  
South Bay Region

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 **1-800-298-8438**.