

From: Cherry, Brian K
Sent: 8/9/2011 12:35:55 AM
To: 'pac@cpuc.ca.gov' (pac@cpuc.ca.gov); 'jf2@cpuc.ca.gov' (jf2@cpuc.ca.gov);
'frl@cpuc.ca.gov' (frl@cpuc.ca.gov)
Cc:
Bcc:
Subject: Fw: Responses to Recent Articles

FYI

From: A Message from Chris Johns
Sent: Monday, August 08, 2011 07:48 PM
To: All PG&E Mail Recipients; All PGE Corp Employees
Subject: Responses to Recent Articles

Fellow Employees:

In the 11 months since the San Bruno accident, our company has been the subject of numerous news reports criticizing our operations, safety practices and commitment to our customers. As difficult as it is to read these reports, we cannot allow items in the media to distract us from our priority: to provide safe, reliable, customer-focused gas and electric service.

Two reports were published over the weekend that demand a response. The first, published in the *San Francisco Chronicle*, suggested that we failed to heed warnings about problems with our natural gas transmission system two months before the San Bruno accident. This report mischaracterized facts.

The second report from the *San Jose Mercury News* alleged PG&E ignored employees' safety concerns and retaliated against employees for raising safety issues. Let me be absolutely clear—we encourage all employees to bring any concerns to our attention and we do not tolerate retaliation of any kind.

In each of these situations, we provided the reporters with information, including documented evidence of our actions to respond to the risk reports and the employee concerns. In fact, based upon the employee concerns and our subsequent follow-up, we launched a multi-year, multi-million dollar project to enhance the safety of our gas distribution system, including the performance of

five years of work in a little over two years. It was a phenomenal effort and result by our gas distribution team. Unfortunately, even upon providing this information to the reporters, they chose not utilize the full facts in their articles.

You can read our full response and get the facts on [Currents](#).

Chris