

From: Cherry, Brian K  
Sent: 8/17/2011 11:40:39 AM  
To: cjs@cpuc.ca.gov (cjs@cpuc.ca.gov)  
Cc:  
Bcc:  
Subject: FW: Calling 911

Catherine - not a great answer, but an answer to your question.

**From:** [Redacted]  
**Sent:** Wednesday, August 17, 2011 8:58 AM  
**To:** Peterson, Michael R (Corp Security); Cherry, Brian K  
**Subject:** RE: Calling 911

We've been working on a protocol through an INGAA emergency response time reduction initiative. We're in the finalization stages of it. After it's complete, we'll implement at PG&E. Concept is to change 911 relationship from "we only 'bug' you when we know there's a problem" to, "we partner with you to establish and maintain situational awareness when there are sufficient indicators that something is wrong".

[Redacted]