

From: Dowdell, Jennifer  
Sent: 9/26/2011 7:54:52 AM  
To: 'jmh@cpuc.ca.gov' (jmh@cpuc.ca.gov); 'mlc@cpuc.ca.gov' (mlc@cpuc.ca.gov)  
Cc: Horner, Trina (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=TNHC);  
Ramaiya, Shilpa R (/o=PG&E/ou=Corporate/cn=Recipients/cn=SRRd)  
Bcc:  
Subject: PG&E Incident yesterday

Michelle and Julie,

Just a heads up. Customers in Pittsburg area were concerned about noise from venting during pipe replacement work. No problems; no unmanaged gas release.

Background is below.

Jennifer

415-516-8347

Background:

Customers in parts of Pittsburg complained to fire and police of noise and gas odor shortly after 2pm this afternoon. The noise and odor were due to venting related to Stanpac 3 emergency pipe replacement. Though fire and police were notified prior to the venting, there was confusion around the time frame. County dispatch issued an automated phone call to some residents directing them to shelter in place. Some residents also evacuated the area. External Communications responded to approximately 7 media inquiries and KRON 4 has been on site. Customer Care/ES&S have been on site throughout the day. Gov Rel is also on site and has been in communications with the city, fire, and police.

PG&E sent an IVR message yesterday alerting customers in the area of today's planned work. Weather conditions may have changed such that additional customers were affected by the sound and odor. Customer Care delivered door hangers to residents in the immediate area yesterday as well.

Venting was stopped and will resume tomorrow with the use of a blow-down truck for sound and odor mitigation.