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Sent: 9/3/2011 10:42:14 AM
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Cc:
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Subject: FW: Update on Townhouse Fire in Cupertino
FYI

From: A Message from Nick Stavropoulos
Sent: Friday, September 02, 2011 07:54 PM
To: All PG&E Mail Recipients; All PGE Corp Employees
Subject: Update on Townhouse Fire in Cupertino

Team:

By now, many of you may have heard about the fire that damaged a townhouse in Cupertino on Wednesday, August 31. Thankfully, no one was hurt. We are still investigating this accident, but I want to take this time to let you know what we have learned so far and what we are doing to ensure that our system is safe.

Initial Investigation into the Cause

- Our initial investigation discovered a crack in a plastic tee on the 2" distribution main outside of the townhouse.
- The cracked distribution tee at issue is known as "Aldyl-A" plastic.
- Aldyl-A pipe and fittings (including the tee in question) manufactured from the late 1960s to 1973 were made of a resin that is susceptible to slow crack growth.
- We believe it is likely that gas leaking from the distribution tee migrated into the garage and ignited the fire.

Immediate Steps to Ensure Public Safety

- Our first priority was to make the area safe.
- After stopping the flow of gas from the distribution main, we leak surveyed the entire 422-unit townhouse complex and discovered six additional leaks, which were immediately repaired.
- We also pressure-tested the distribution main in the area and confirmed it was sound.
- We've sent gas service representatives door-to-door throughout the complex, offering to conduct additional tests within customers' homes.
- On Friday, crews conducted one additional leak survey in the neighborhood as an added precaution.
- We reviewed our contact center records on the day of the fire and have not found any gas odor calls prior to the fire. Additionally, we are reviewing all calls received in August. Currently, we have found no records of any repairs at the townhouse in the last nine years.

Going Forward

- We're developing a comprehensive integrity management plan to address our Aldyl-A plastic systems and bringing in nationally recognized plastics experts to assist us.
- We're reassessing our practices for installing valves in our distribution system to improve

response time.

- We're providing the NTSB and CPUC with information about our findings.
- Many of you have experience working with Aldyl-A plastic pipes and fittings. If you have any information that can help us improve the safety of our distribution system, please reach out to your supervisor or contact Bill Hayes at WDH2@pge.com.

In Closing

I am so thankful that no one was hurt by this accident. Providing gas service to our customers is an incredible responsibility, and it is up to us to ensure that we are doing so as safely as possible.

As we learn more about this accident, we will provide you with additional updates.

In the meantime, we are working closely with the owner of the townhouse to make sure we are doing everything we can to assist her. This includes providing initial funds to cover any immediate needs she may have, as well as offering to provide housing and other support.

Thank you,

Nick