



Gas Turnaround Plan

Top 10 Priorities

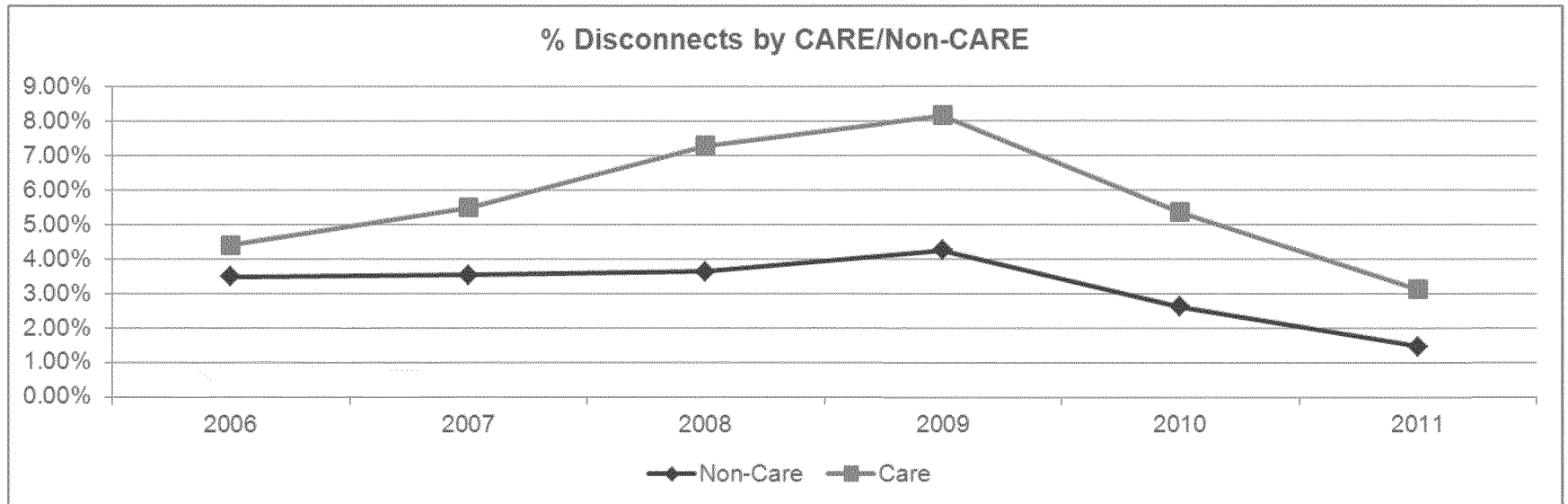
- Build a culture that puts **public and personal safety first**
- Establish a **clear organizational structure**
- **Engage workforce and recruit talent**
- Rebuild **integrity management** process
- Develop accurate **asset knowledge**
- Achieve full **regulatory compliance** (rebuild trust)
- Create and implement **consistent standards, work methods and procedures**
- Establish an **investment planning** function
- Improve gas **transmission system control** and **build distribution control system**
- 1. Revamp **Quality Assurance/Quality Control** capability



CARE Credit and Collections Activity

PG&E recognizes that its customers have been impacted by the economic downturn. As such, it has implemented several customer-centric policies and procedures to increase enrollment in the CARE Program by 36% over the past 2 years.

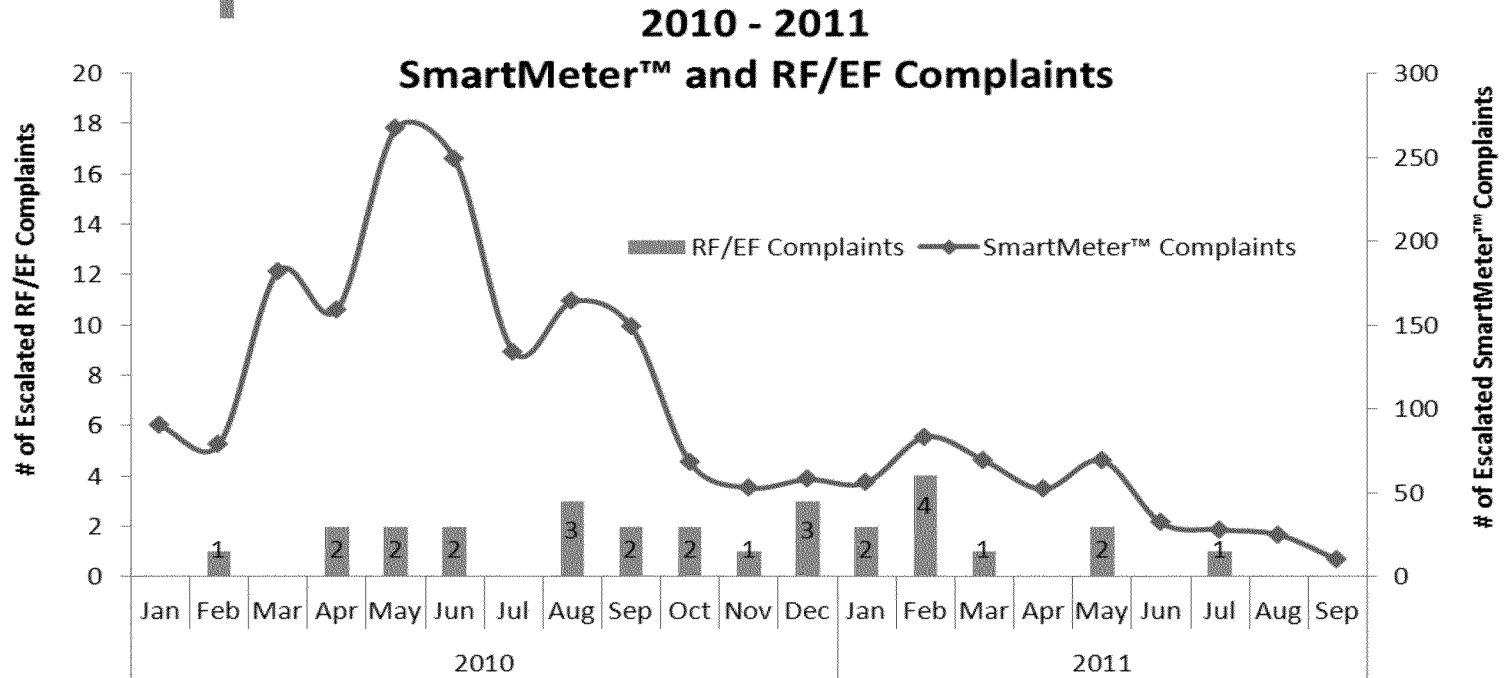
- Average number of residential customers with active payment arrangements from the end of 2009 to current has increased by 63%; 163,000 active pay plans July 2011
- 89% of payment arrangements have been approved YTD 2011



*2011 Year to date through July



2010 - 2011 SmartMeter™ and Radio Frequency/Electromagnetic Complaints



- 2,076 SmartMeter™ complaints were received
- 28 were radio frequency or electromagnetic related