

November 2, 2011

Dear Customer:

Pacific Gas and Electric Company (PG&E) is committed to ensuring the safety of our customers and the public. For the next several days, our crews will be working to secure and protect a natural gas transmission pipeline located underneath a sinkhole on Delaware Street between 25th Avenue and Saratoga Boulevard. To assist with the City of San Mateo, PG&E will be assessing the pipeline, making repairs to its protective wrapping and replacing the soil that supports it. Our crews will work as quickly and safely as possible to minimize any inconvenience to you.

Why this work is needed

A third-party contractor installing fiber optic cable damaged a 15-inch sewer line owned by the City of San Mateo. This week as repairs were being made by the contractor, a trench was excavated on both sides of the line to give crews access. During the excavation, the trenching caved in and caused a sinkhole.

Starting November 2, from 8 a.m. until 6 p.m., you will see PG&E trucks and crews in your neighborhood working along Delaware St. between 25th Ave. and Saratoga Blvd. to:

- Inspect PG&E's gas transmission line for exterior damage and displacement
- Disinfect the pipeline and excavation site to remove any debris from the sewer line
- Make repairs to the pipeline's protective wrapping if needed
- Replace soil so that the pipeline is adequately supported on all sides
- Coordinate with City to safely accommodate roadway reconstruction

What to expect

Although we expect to complete the initial work this weekend, additional work will be required and may last several weeks. This work will cause minor disruptions, such as construction noise, traffic control, and planned roadway closures on Delaware Street.

If you have any questions, please contact me at Redacted Thank you for your patience as we continue this important work.

Sincerely,

Redacted