



**Pacific Gas and
Electric Company®**

Travis Kiyota
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November 30, 2011

Honorable Bob Grassilli
Chairman
City/County Association of Governments of San Mateo County (C/CAG)
555 County Center, Fifth Floor
Redwood City, CA 94063

Dear Mr. Grassilli:

I am in receipt of your letter dated November 14, 2011, and I would like to thank you for taking the time to communicate with me regarding Pacific Gas and Electric Company's (PG&E) work with C/CAG.

PG&E recognizes the critical functions and programs provided to San Mateo County governments, residents, and businesses by C/CAG. We further value our longstanding partnerships with the C/CAG Board of Directors, staff, and your member agencies.

On behalf of PG&E we appreciate the opportunity to work closely with you, the Board of Directors, and staff to improve the way in which we interact with C/CAG and our local government partners on the range of issues you have outlined in your letter. We can and will continue to do better moving forward.

Further, I would like to commit the following resources to C/CAG in response to your request for improved collaboration:

1. Papia Gambelin, PG&E Local Government Relations Manager, and Jim Cogan, PG&E Local Government Relations Representative, will continue to meet regularly with Rich Napier and other appropriate C/CAG staff to provide informational updates, address issues, and answer questions.
2. Jim Cogan or a PG&E representative will continue to attend all monthly C/CAG Board of Directors meetings and other C/CAG Committee meetings as necessary, to provide informational updates on important topics and answer questions. Additionally, Jim will coordinate other PG&E speakers to attend when presentations are required about specific projects or technical issues.
3. PG&E will continue to distribute the electronic newsletters and updates recently implemented to elected officials, senior management, and other key stakeholders. To date we have sent three electronic newsletters and updates (10/4, 11/7, and 11/18).
4. PG&E will continue to update and share an ongoing schedule of when information discussed and requested at the regular meetings with C/CAG staff will be provided back to C/CAG.

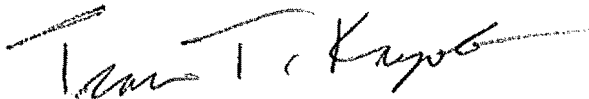
5. PG&E will work to improve our storm outage coordination in advance of the coming storm season in San Mateo County and will provide regular updates to C/CAG.

In response to your request for improved collaboration between C/CAG, PG&E, and CPUC, PG&E welcomes the opportunity to work with C/CAG and the CPUC to improve and sustain proactive communication in the following ways:

1. Continue to provide regular informational updates regarding underground utilities, including but not limited to, the location and integrity of pipelines and shutoff valves.
2. Continue to provide regular informational updates regarding pipeline testing, repair, replacement, and emergency response planning.
3. Continue to provide communication channels and protocols between PG&E and local first responders and OES organizations to ensure information is exchanged quickly and effectively in the event of an accident or other emergency situation. These efforts are refreshed each year with PG&E's annual First Responder Training in March.
4. Participate with C/CAG, the CPUC, and two or three C/CAG member agencies in a pilot program to develop a communications model for communicating with local governmental agencies.

Once again, on behalf of PG&E, thank you for working with us to better serve C/CAG and our local government partners in San Mateo County. We look forward to working closely with you.

Sincerely,



Travis Kiyota
Senior Director
PG&E Local Government Relations

Cc: Richard Napier, Executive Director C/CAG
Jess Brown, PG&E

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