

Support for San Bruno January 20, 2012 – DRAFT

SUMMARY

Since the day of the accident PG&E and its employees have not wavered in our support of the City of San Bruno and its residents. We stand by their side every single day. We've established a \$70 million trust for the City of San Bruno, a \$100 million Rebuild San Bruno Fund and our employees have dedicated more than 1,200 hours providing support to the community.

- Established a **trust for the City of San Bruno to be funded up to \$70M** to cover any costs that are directly related to the fire and the cost of recovery
- Days after the accident, PG&E created the **\$100 million Rebuild San Bruno Fund**, funded by our shareholders, to help the community recover. To date, \$45 million has been spent:
 - Immediate Relief Checks and Gift Cards - \$8.5 million
 - Emergency Assistance - \$850,000
 - Property Damage or Covering Gaps in Insurance - \$7.9 million
 - Reimbursement to Government Agencies - \$9.3 million
 - Initial Payment to City Trust - \$12 million
 - Neighborhood Restoration Program - \$2.2 million
 - Value Assurance Program - \$470,000
 - Rebuild or Purchase Program - \$3.9 million
- **Committed up to \$1 million to the American Red Cross** to assist in their efforts to support the community
- Distributed goods and services to residents, including **more than \$500,000** in pre-paid Visa cards to cover immediate expenses including lodging and meals
- Employee volunteers have supported the community in many ways, including:
 - More than 1,200 hours staffing PG&E's customer outreach center to help meet residents' immediate needs for food, water, clothing and shelter
 - Helping local residents and PG&E crews restore vital services to the community
 - Making personal donations to support the American Red Cross in their relief efforts

PG&E's Support for San Bruno

CITY OF SAN BRUNO:

We have committed millions of dollars and dedicated scores of PG&E employees to support the City of San Bruno as it recovers.

- PG&E immediately provided the City of San Bruno with \$3M to provide “liquidity” to get through the costs of initial response efforts.
- PG&E established a trust for the City of San Bruno to be funded up to \$70M to cover any costs that are directly related to the fire and the cost of recovery.
 - For example, the trust provides funds for infrastructure repair and replacement, additional staffing costs, consultant costs, costs of participation in various regulatory hearings and meetings, and expenses to cover legal and other experts needed.
 - The trust was initially funded with \$12M and future deposits will be made [without question as soon as the funds are needed by the city].
 - The city has currently made claims of approximately \$1.7M, [which leaves \$68.3M available for additional needs].
- PG&E provided assistance for the clean up of the rupture site and recovery efforts for the immediately impacted area of Glenview neighborhood.
- PG&E has established a comprehensive customer outreach strategy to inform residents of construction in their area, providing information before the work begins and a local, single point of contact for residents to call with concerns or questions.

COMMUNITY:

PG&E's commitment since the tragedy has been to do the right thing for our customers and the affected community. We were on the scene immediately after the tragedy to provide hands-on assistance, as well as financial support. And our work is not done – we will continue to provide the resources needed to rebuild and restore the community.

- Following the accident, PG&E set up a customer outreach center in the San Bruno community where we focused on meeting immediate needs for food, water, clothing and shelter.
 - In the days after the tragedy, more than 100 employee volunteers also came from across our service area to work in the customer outreach center, logging 1,200 total hours to help out in any way they could.
 - As our volunteers assisted local residents, PG&E gas and electric crews worked to restore vital services to the community.
- We worked closely with the American Red Cross, the United Way 2-1-1 program and the Blood Centers of the Pacific to provide short and long term relief.
 - Specifically, the company committed up to \$1M in a charitable donation to the American Red Cross to support the relief efforts of any organizations providing aid to families impacted by the tragedy.
 - PG&E employees made personal donations to support the American Red Cross Bay Area Chapter's relief and long-term recovery efforts in San Bruno.
- PG&E distributed goods and services to residents, including over \$500,000 in pre-paid Visa cards to cover immediate expenses, hotel and rental car vouchers and over 500 meals.
 - On average, each household that came to the Assistance Center for help received at least one \$1,000 pre-paid Visa card that first weekend.
- PG&E arranged for temporary housing and coordinated transportation for residents who requested it.
- We immediately suspended the gas and electric bills of all customers in the Glenview subdivision of San Bruno.

AFFECTED RESIDENTS:

PG&E met the immediate needs of those directly affected by the accident – and we are continuing to provide long term economic relief to help rebuild lives and homes.

- Days after the accident, PG&E created the Rebuild San Bruno Fund, an account of up to \$100M, funded by our shareholders and dedicated to providing that assistance and helping the community recover.
- PG&E has three main goals for the Rebuild San Bruno Fund:
 - Reimbursing residents for costs or losses that may not be covered by their insurance.
 - Providing additional direct immediate financial assistance to residents in the affected area.
 - Reimbursing the city of San Bruno for costs of responding to the tragedy and rebuilding or repairing public infrastructure and facilities.
- For residents in the impacted community, the Rebuild San Bruno Fund provided disbursements of up to \$50,000 per household depending on the extent of damage incurred.
 - Importantly, assistance from the fund has been given without any conditions that would restrict recipients from making legal claims against the company for liability and damages.
- The company also offered to purchase the homes of residents who didn't want to return to the neighborhood, at fair market value, or pay the difference between the sales price and the fair market value.
- PG&E made available up to \$10,000 for exterior improvements to homes not destroyed or substantially damaged.
- To date, PG&E has spent approximately \$45M of the fund in the following ways (not including money spent for personal injuries or litigation), [which leaves \$55M available for additional needs]:
 - Immediate Relief Checks and Gift Cards: \$8.5M (paid in the first weeks following September 9, 2010)
 - Emergency Assistance: \$850,000 (65 claims)
 - Property Damage or Covering Gaps in Insurance: \$7.9M (413 claims)
 - Reimbursement to Government Agencies: \$9.3M (91 claims)
 - Initial Payment to City Trust: \$12M
 - Neighborhood Restoration Program: \$2.2M (246 claims)
 - Value Assurance Program: \$470,000 (6 claims)
 - Rebuild or Purchase Program: \$3.9M (30 claims)