

From: Clanon, Paul  
Sent: 5/18/2012 2:54:35 PM  
To: Bottorff, Thomas E (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=TEB3)  
Cc: Cherry, Brian K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7)  
Bcc:  
Subject: RE: Wires Down  
And near my hometown!

On May 18, 2012, at 2:47 PM, "Bottorff, Thomas E" <[TEB3@pge.com](mailto:TEB3@pge.com)> wrote:

Paul

Fyi; an example of how we're doing things differently (and better).

Tom

**From:** Williams, Geisha  
**Sent:** Friday, May 18, 2012 1:45 PM  
**To:** Johns, Christopher; Bottorff, Thomas E; Bell, Des; Burt, Helen; Austin, Karen; Stavropoulos, Nickolas; Conway, John  
**Subject:** Wires Down

An example of how we're thinking differently about wires down.....

In the past we'd have a wire down, our crews would make repairs and we'd close the matter.

Now after we make repairs, we send an engineer to the site to determine if further action is needed. In the example below the engineer found 70 year old #6 Copper wire (very small wire) with over 70 splices in 14 spans; one span had 12 splices! As a result of the investigation a job has been prepared and is being routed to estimating to add a re-closer and re-conductor 14 spans.

This is a good example of how we're changing as a business. A good example of not just talking about public safety, but taking action.

Geisha

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