

From: Doll, Laura  
Sent: 7/30/2012 4:05:24 PM  
To: richard.myers@cpuc.ca.gov (richard.myers@cpuc.ca.gov)  
Cc: Redacted  
Bcc:  
Subject: Requests for gas service in new areas -- RESPONSE

Richard

Your 7/17 question about gas service to an unserved area took a while to track down. As you might expect, this would be an unusual request!

Here is some information:

PG&E would treat such a request as an inquiry, and it would be handled through the PG&E Building and Renovation Service Center (BRSC) at 877.743.7782.

Alternatively, customers could email PG&E and submit a contact request from the BRSC:

<http://www.pge.com/mybusiness/customerservice/otherrequests/newconstruction/>

Here is what would happen next:

When a customer contacts the BRSC regarding Gas and or Electric service and PG&E does not currently provide service to the area:

- The BRSC will create an Electric Operations Customer Satisfaction inquiry with the customer information.
- The customer inquiry will be forwarded to the appropriate local Service Planning department.
- The local Service Planning Representative will contact the customer and respond to the request within 48 hours.
- The Customer Satisfaction department will track and report the required customer contact.

The team that knows about this issue says that the last major extension to a new community

they were aware of was extending gas to El Dorado Hills 10+ years ago. It was a major undertaking.

I am copying [Redacted] on this email as he is knowledgeable about this from a local service planning and design perspective. His phone number is [Redacted]

Hope this helps. You know you can contact either [Redacted] or me if you have any additional questions.

Sorry for the delayed reply.

Regards,

Laura

**From:** Myers, Richard A. [<mailto:richard.myers@cpuc.ca.gov>]  
**Sent:** Tuesday, July 17, 2012 11:27 AM  
**To:** Doll, Laura  
**Subject:** requests for gas service

Hi Laura: How are you doing?

Occasionally, I get calls or emails from citizens who live in communities that don't have natural gas service, mostly in rural or remote areas, who wonder how they could get natural gas service to their community. Could you briefly explain how such individuals or communities should go about requesting gas service?

Richard