



Bill Gibson  
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July 31, 2012

Mr. Michael Robertson, Program Manager  
Gas Safety and Reliability Branch  
Consumer Protection and Safety Division  
California Public Utilities Commission  
320 West 4th Street, Suite 500  
Los Angeles, CA 90013

Re: General Order 112-E Audit of the Pacific Gas & Electric Company's Public Awareness Program of November 1-3, 2011

Dear Mr. Robertson:

I am in receipt of your July 18, 2012 letter to Jane Yura regarding the results of the November 1-3, 2011, audit of PG&E's Public Awareness Program (PAP). We are currently working on our response to those findings within the 30 day window you require. We appreciate the time that both CPSD and PHMSA staff spent reviewing our program and the insights they provided.

However, I was surprised at the characterization of the findings in your report and the nine violations you cited. As you know, during the last day of the audit PG&E employees and auditors discussed the results, clarifications and next steps. During the exit interview with PG&E staff, CPSD and PHMSA auditors provided positive overall comments and voiced that there were no violations. Perhaps during the following nine months, new revelations or information came to the forefront which was incorporated into your findings. Our expectation is that if there are concerns or violations noted in these audits, we are informed immediately in the interest of safety. Preferably, we can remedy them starting at the time of the exit interview.

We are 100% committed to becoming the safest utility and are taking every form of input to heart as we continue to improve our performance. We have made significant improvements to the PAP since the audit and would like to continue to receive CPSDs input and recommendations. If you agree, I would like to propose a meeting where we can meet to update you on our progress solicit your input as well as provide CPSD with insights to other key initiatives that will improve safety to the public, our customers and employees.

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If you have any questions or would like to discuss a time or place to meet, I can be reached at (925) 974-4210 or at [WLG3@PGE.COM](mailto:WLG3@PGE.COM). I look forward to meeting with you.

Sincerely,



Bill Gibson  
Director, Regulatory Compliance and Support

cc: Julie Halligan, CPUC  
Sunil Shori, CPUC

Jane Yura, PG&E  
Shilpa Ramaiya, PG&E  
Frances Yee, PG&E