



Bill Gibson  
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August 22, 2012

Mr. Michael Robertson  
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: CPUC General Order 112-E Audit of Pacific Gas & Electric Company's Public Awareness Program

Dear Mr. Robertson:

We received your letter (dated July 18, 2012), on July 23, 2012, for the CPUC General Order 112-E audit of PG&E's Public Awareness Program (PAP). We appreciate the perspective, insights, and recommendations provided by the CPUC Gas Safety and Reliability Branch (GSRB) and Pipeline and Hazardous Materials Safety Administration (PHMSA) auditors and share their safety-first focus. We are committed to taking actions to continuously improve our Public Awareness Program and overall safety performance.

The audit report makes reference to a number of "recommendations" and "violations" identified by the audit team. PG&E generally accepts each finding, as reflective of the status of our Public Awareness Program at the time of the audit (November 2011). These findings will help improve our program and is an important part of our continuous assessment of its effectiveness.

Since the audit, PG&E has made a number of improvements to the program and will continue to evaluate its effectiveness, making enhancements when warranted. By the end of 2012, our program will be significantly better than the 2011 audited program, and we are committed to sharing the updated PAP with you. Some of the key changes are as follows:

- *A detailed description of assets covered under PG&E's PAP*
- *A more robust statement of Management Support for the program, including detailed corporate goals for the program*
- *Improved process for outreach to schools*
- *Establishment of a cross-functional team for annual program audit*
- *Improved documentation of processes, procedures, and metrics associated with many portions of PG&E's PAP*

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We appreciate the findings and recommendations in your report and remain committed to working collaboratively with the audit team throughout the remainder of the audit process. Since suggestions and feedback to the PAP can be time sensitive and impact public safety, we suggest utilizing audit exit meetings as a vehicle to expedite the exchange of this crucial information. These face-to-face discussions are extremely important, and I will personally make myself and others from PG&E available to participate in these discussions.

Please contact me or [Redacted] or [Redacted] for any additional questions you may have regarding this response.

Sincerely,



Bill Gibson  
Director, Regulatory Compliance and Support

cc: Julie Halligan, CPUC  
Matthewson Epuna, CPUC  
Terence Eng, CPUC

Jane Yura, PG&E  
Roland Trevino, PG&E  
Christine Cowsert Chapman, PG&E  
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