

From: Doll, Laura
Sent: 8/14/2012 7:11:09 PM
To: Terrie D.' Prosper (terrie.prosper@cpuc.ca.gov) (terrie.prosper@cpuc.ca.gov)
Cc:
Bcc:
Subject: I had an actual question to ask you today and I missed it!

We are doing a lot of work on customers' properties to address "encroachments" that may have occurred over many years over PG&E gas transmission pipelines and in rights of way. Things like sheds they have installed, giant trees they have planted – and in some cases, home additions that they may have made. You, I am sure, get the idea quickly. It's messy.

We are working right now in two 10-mile segments, one on line 132 (San Bruno) and one on line 153 (east bay), and ~ 85 customers have been contacted individually and are in various stages of discussion about what has to happen next to clear the affected areas. PG&E is paying for everything so far and I expect that to continue for quite a while. Still, customers are concerned and it is highly likely that they will call the CPUC to complain/inquire. We have had two meetings with CPSD about this issue, so they are in the loop. But we also need to do some briefing/training for the Consumer Services group so they have at least heard the term "encroachment" and are aware of the current outreach.

I don't know Loreen McMahon, Director – right? I do know Karen Miller and Judy Cooper. Can you recommend the person I should call to set something up?

I wish I could see you for at least 6 minutes every day . . . I would feel so much better!!