

From: Clanon, Paul  
Sent: 9/13/2012 11:05:37 AM  
To: Doll, Laura (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=LRDD)  
Cc: Prosper, Terrie D. (terrie.prosper@cpuc.ca.gov)  
Bcc:  
Subject: Re: My One-Year Anniversary with PG&E  
What's the 28th anniversary?

On Sep 13, 2012, at 10:59 AM, "Doll, Laura" <LRDD@pge.com> wrote:

No gifts or cards, please.  
One year is paper, right?

**From:** A Message from Tony Earley  
**Sent:** Thursday, September 13, 2012 10:30 AM  
**To:** All PG&E Mail Recipients; All PGE Corp Employees  
**Subject:** My One-Year Anniversary with PG&E

PG&E Team:

Today is my first anniversary with PG&E. For me personally, this past year has been incredibly challenging but also incredibly rewarding.

Looking back at what PG&E has accomplished this past year, I want to take this opportunity to thank all of you for your extraordinary efforts on behalf of our company and our customers.

As I said at the time, I came to PG&E because I believe in the company and in the people here. PG&E was—and still is—in the midst of resolving major challenges. But it is clear that we are focused on the right goals and that we are committed to doing the right thing.

This commitment has become even more evident the more I've gotten to know you and the company this past year.

Thanks to your efforts, we've steadily made progress in assuring the safety of our system. Reliability continues to improve. We've taken important steps to help keep our service affordable and our customer satisfaction scores are getting stronger.

We've also made progress in positioning PG&E for future success, from adopting better processes and technologies to developing comprehensive long-term plans to improve our system.

We all recognize that there's still a lot of work ahead, and we can't be satisfied with where we are today. We can, however, point to accomplishments that show PG&E is moving in the right direction.

What's most exciting is what we can accomplish in the year ahead. We can continue to build a better PG&E. That's why, more than anything else on my first anniversary, I'm looking ahead. I hope you are, too.

Tony

PG&E is committed to protecting our customers' privacy.  
To learn more, please visit  
<http://www.pge.com/about/company/privacy/customer/>