



**Pacific Gas and
Electric Company**

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Walnut Creek, CA 94598
Fax: (925) 974-4232

January 31, 2013

Mr. Paul Clanon Executor Director
California Public Utilities Commission
505 Van Ness Avenue, 5th Floor
San Francisco, CA 94102

Dear Mr. Clanon:

This letter is provided in compliance with Ordering Paragraph I.f Decision 11-07-004, which requires PG&E to send a report to the CPUC Executive Director, Director of the consumer Protection and Safety Division, and Administrative Law Judge assigned to PG&E's 2011 Gas Transmission and Storage Rate Case (Application 09-09-013) regarding PG&E's customer outreach activities to promote public awareness and general location and confidence in PG&E's gas transmission facilities located in high consequence areas. The report is also to provide PG&E's use of community-based organizations to disseminate this kind of information.

In compliance with Ordering Paragraph I.f of Decision 11-07-004, attached please find PG&E's "2012 Customer Safety & Public Awareness Communication Activity Report".

Sincerely,

Christine Cowser Chapman
Director, Distribution Integrity Management

cc: Michelle Cooke, Director of Consumer Protection and Safety Division
Administrative Law Judge John Wong

Attachment



2012 CUSTOMER SAFETY & PUBLIC AWARENESS COMMUNICATION ACTIVITY REPORT

I. INTRODUCTION

In accordance with Ordering Paragraph 1(f) of CPUC Decision 11-07-004, PG&E submits this report summarizing 2012 activities conducted by PG&E to promote public awareness regarding the location of PG&E's pipelines and confidence in the safety of gas transmission facilities that are located in urban and high consequence areas. This report also describes PG&E's partnership with community-based organizations for this effort.

In addition to summarizing 2012 activities, this report also cites key metrics the company monitors to measure the impact of customer safety outreach efforts.

II. CUSTOMER SAFETY COMMUNICATION

Summary of 2012 Activities

PG&E communicates pipeline location and safety information through a variety of methods throughout the year including bill inserts, e-mails, postcards, brochures, customer letters, facility signage, mass media advertising, phone calls to customers, press releases, participation in community meetings and events, graphics on our service vehicles and content on our web site.

Our safety communication activities include a mix of planned activities and those that were conducted in response to customer questions or community concerns.

The following is a summary of significant outreach and public awareness safety activities conducted in 2012:

- Distributed safety-focused bill inserts in two separate monthly bills and e-bill statements (April and October) each reaching more 4.1 million gas and electric customers in our service territory.
- Mailed a gas safety brochure to approximately 4,500 Core Gas customers and more than 900 residents and businesses located near compressor stations, storage facilities or gas gathering pipelines operated by PG&E.
- Mailed 335,695 postcards to non-customer homes and businesses located near PG&E transmission pipelines to promote awareness of the pipeline location and reinforce key safety messages including leak recognition, emergency response and damage prevention.
- Gas safety information distributed throughout the year encouraged recipients to use the company's online map to identify the location of PG&E transmission pipelines near their home or business or to call the Gas Helpline for more information about gas pipelines and gas safety. In 2012, PG&E recorded more than 24,000 visits to the

pipeline location page of our web site and more than 10,000 calls to our Gas Helpline.

- Utilized auto-calling technology to notify customers by phone regarding upcoming pipeline testing or maintenance activities near their home or business. Calls were conducted in English and Spanish. More than 645,000 calls were made to customers to ensure timely updates regarding project progress. Seventy-three percent of these calls were successful in reaching a customer or their voicemail.
- Mailed 270,473 customer letters with enclosed pipeline safety brochure before, during and after gas transmission and distribution pipeline testing, maintenance and construction projects.
- Provided gas safety bill insert to all new gas customers within the first 90 days of service.
- Provided information through our call center and translation service partner to more than 744,000 non-English speaking callers last year, including answers to safety questions. PG&E's translations services are offered in 192 different languages.
- Worked with schools in PG&E's service area and near transmission lines to educate children about gas and electric safety and increase school administrator awareness regarding the location of PG&E pipelines. In 2012, PG&E initiated a combination of e-mail communications, phone calls and face-to-face meetings with more than 7,000 district and school safety contacts at public and private schools near gas distribution and transmission pipelines. PG&E's safety education materials reached students in 8,243 classrooms at 5,372 different schools and resulted in more than 29,500 visits to the web site.
- Sponsored "Call Before You Dig" public service advertisements on Spanish and English radio stations from June through September reaching into communities across PG&E's service territory including: San Francisco, San Mateo, East Bay, North Bay, Monterey, Salinas, Santa Cruz, Fresno, Visalia, Tulare, Hanford, Stockton, Modesto, Merced and Sacramento.
- Outfitted PG&E service vehicles with "Call Before You Dig" bumper stickers to reinforce damage prevention messages.
- Distributed targeted agricultural excavation safety messaging and pipeline location awareness information to more than 3,800 individuals and businesses that own or operate farms or ranches adjacent to PG&E's transmission pipelines.
- Posted signage with gas safety messages in all 75 service center locations and provided gas safety brochures to individuals who visited these centers.
- Created and updated safety communication materials including the development of safety videos for the general public and training materials for excavators working near underground pipelines. Launched new gas safety information and resources on the PG&E website.

Activities Planned for 2013

In 2013, PG&E will continue ongoing safety communication through bill inserts, e-mails, customer letters, mass media advertising, the web and other customer communication vehicles. E-mail communication with customers will be expanded in 2013 and community meetings and open houses will continue to provide an ongoing forum for face-to-face communication of issues affecting local communities.

PG&E plans to continue direct communication with residents, businesses and schools within the distribution service territory and near transmission lines, compressor stations, storage facilities and gathering lines to promote awareness of the location of pipelines and provide information about pipeline replacement, testing and maintenance activities.

III. COMMUNICATION IN PARTNERSHIP WITH COMMUNITY-BASED ORGANIZATIONS

Summary of 2012 Activities

Partnerships with community-based organizations expand the reach of PG&E's efforts to communicate safety information to residents in our service territory.

For purposes of safety communication partnerships, PG&E defines a community-based organization as: 1) volunteer-driven Community Emergency Response Teams (CERT) and Neighborhood Emergency Response Teams (NERT) 2) any 501(c)(3) organization that promotes safety and/or regularly provides safety information and resources for segments of the population living in our service area 3) any neighborhood association or homeowners association that provides safety information to members and 4) organizations identified for inclusion in CARE program outreach activities. During the public awareness program annual review process, other organizations will be evaluated on a case-by-case basis for inclusion in the program.

PG&E conducted the following partnership outreach, research and strategic planning in 2012 both proactively and in response to requests from community-based organizations:

- Participated in emergency preparedness and safety events sponsored by the American Red Cross in San Francisco, Fresno, Salinas, Bakersfield and Paso Robles.
- Hosted and attended 72 open house and community meetings in 44 cities to discuss local issues and provide information about pipeline replacement, testing and maintenance activities. Approximately 600 individuals met with company representatives at open house meetings in 2012.
- Delivered emergency response training to 666 CERT and NERT members and volunteers using new training and reference materials specifically developed for this audience. CERT and NERT participation in our training workshops expanded distribution of key information to community-based organizations with emergency response capabilities in addition to professional and volunteer emergency responders agency contacts.

(Note: In 2012, PG&E hosted and co-hosted 411 First Responder Training Workshops. A total of 8,320 emergency responders attended workshops, including

the 666 CERT and NERT members and volunteers mentioned above. In addition, we mailed emergency response materials to 1,825 individual emergency response agency contacts in our service territory.)

- Identified contacts for more than 5,900 homeowner's associations and neighborhood associations in our service territory to distribute and promote gas safety information and resources.
- Delivered interactive gas safety display presentations more than 150 times at community events in 2012.

Activities Planned for 2013

In 2013, PG&E will continue to sponsor emergency response training workshops for CERT and NERT members and volunteers. In addition, PG&E will continue to utilize open house and community meetings as a way to meet face-to-face with community leaders and residents and will seek opportunities to provide gas safety information at strategic community events.

To increase the distribution of safety information through community-based partnerships in 2013, PG&E plans to:

- Expand gas pipeline safety communication with homeowner's association and neighborhood association contacts in our service territory and encourage them to share and distribute gas safety and pipeline location information to members.
- Work with local government contacts to expand distribution and availability of gas pipeline safety information on municipal websites within our service territory and near our transmission pipelines.

IV. EFFORTS TO MEASURE THE IMPACT OF SAFETY COMMUNICATION

In addition to tracking safety communication activities and their effectiveness, PG&E periodically conducts surveys and monitors operational data, including damage trends, to evaluate the impact of safety communication activities.

The graphs below summarize survey results from PG&E's gas safety customer survey¹ conducted in early May 2012, PG&E's gas pipeline testing communication surveys² conducted in the second and fourth quarters of 2012 and key operational metrics used to evaluate the impact of safety communication activities.

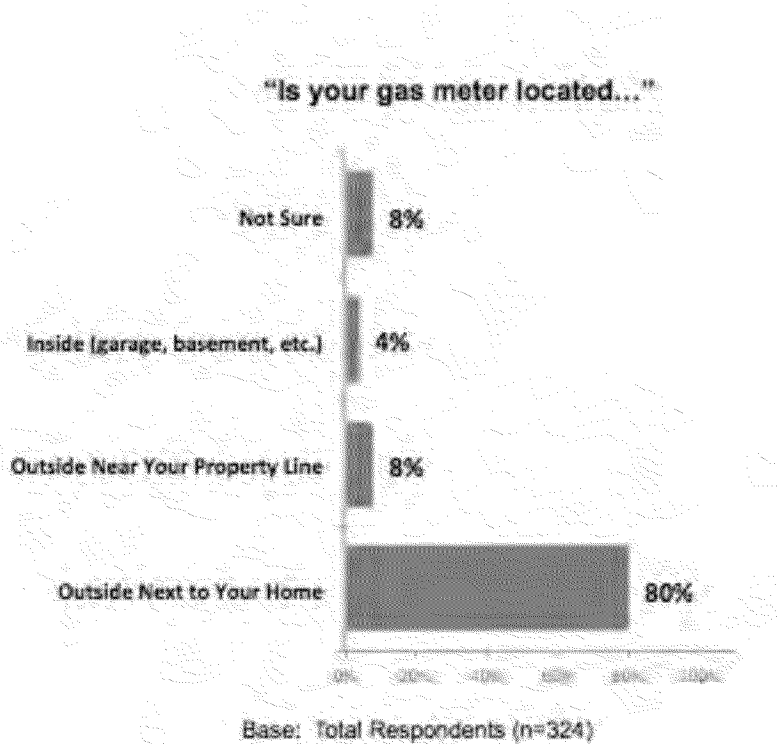
¹ Telephone sample survey conducted by PG&E in May 2012 with 402 individuals who live in geographic areas where PG&E operates gas pipelines. The 2012 gas safety customer survey has a margin of error of +/- 5% at the 95% confidence level.

² Telephone surveys conducted by PG&E in June/July 2011 with 600 individuals who received pipeline testing communication materials; in June/July 2012 with 608 individuals and in November/December 2012 with 610 individuals.

Pipeline & Meter Location Awareness

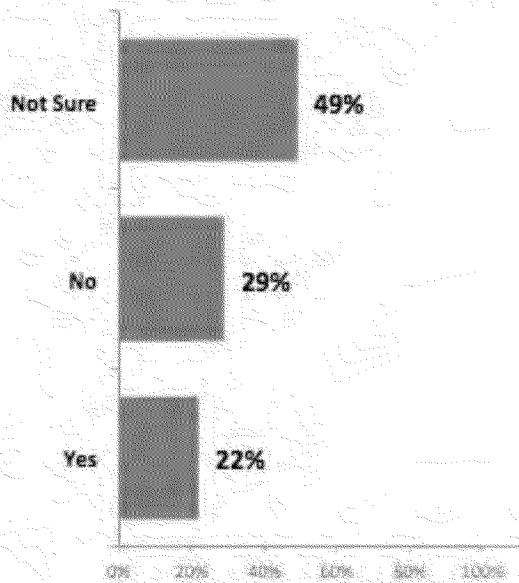
Most gas customers are aware of the location of their gas meter; however, less than a fourth of PG&E's combined gas and electric customers living within the company's gas distribution service territory are aware that they live near underground natural gas pipelines.

As noted in the graph below, feedback from a 2012 gas safety customer survey indicates that 92 percent of gas customers who participated in the survey know the location of their gas meter.



However, survey feedback also indicates that PG&E’s combined gas and electric customers living within the gas distribution service territory are relatively unaware that underground gas pipelines are located near their home.

"To the best of your knowledge, is your home located near an underground natural gas pipeline?"



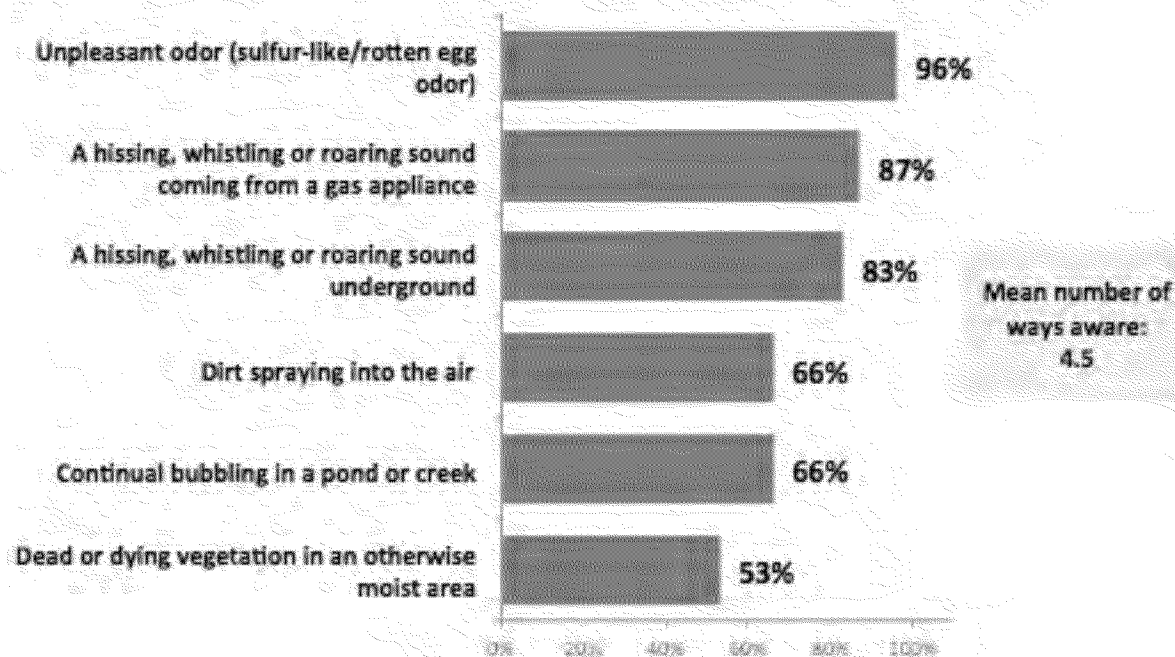
Base: Total Respondents (n=402)

Awareness of Signs of a Leak & Response Protocols

Feedback from the 2012 gas safety customer survey indicates strong awareness of odor and hissing/whistling noises as indicators of a possible gas pipeline leak. On average, respondents identified 4.5 ways to identify a possible leak. Nearly all respondents (93 percent) would notify PG&E and/or 911 if they suspect a leak.

The graph below outlines awareness regarding various signs of a potential gas pipeline leak.

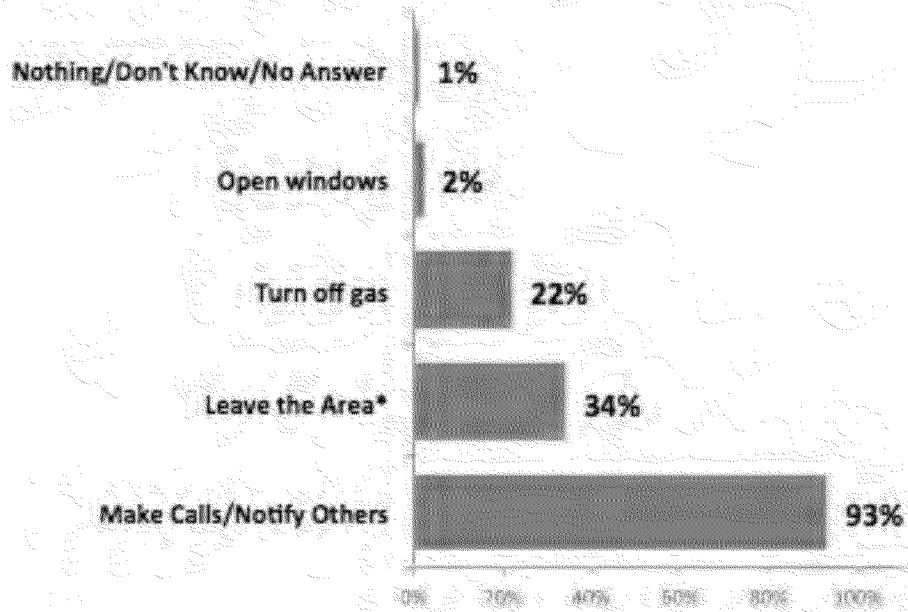
"Which of the following would you consider possible signs of a gas leak?"



Base: Total Respondents (n=402)

The graph below details the actions that respondents say they are likely to take if they detected a gas leak or damaged pipeline in or around their home.

"What actions, if any, would you take if you detected a gas leak or damaged pipeline in or around your home?"



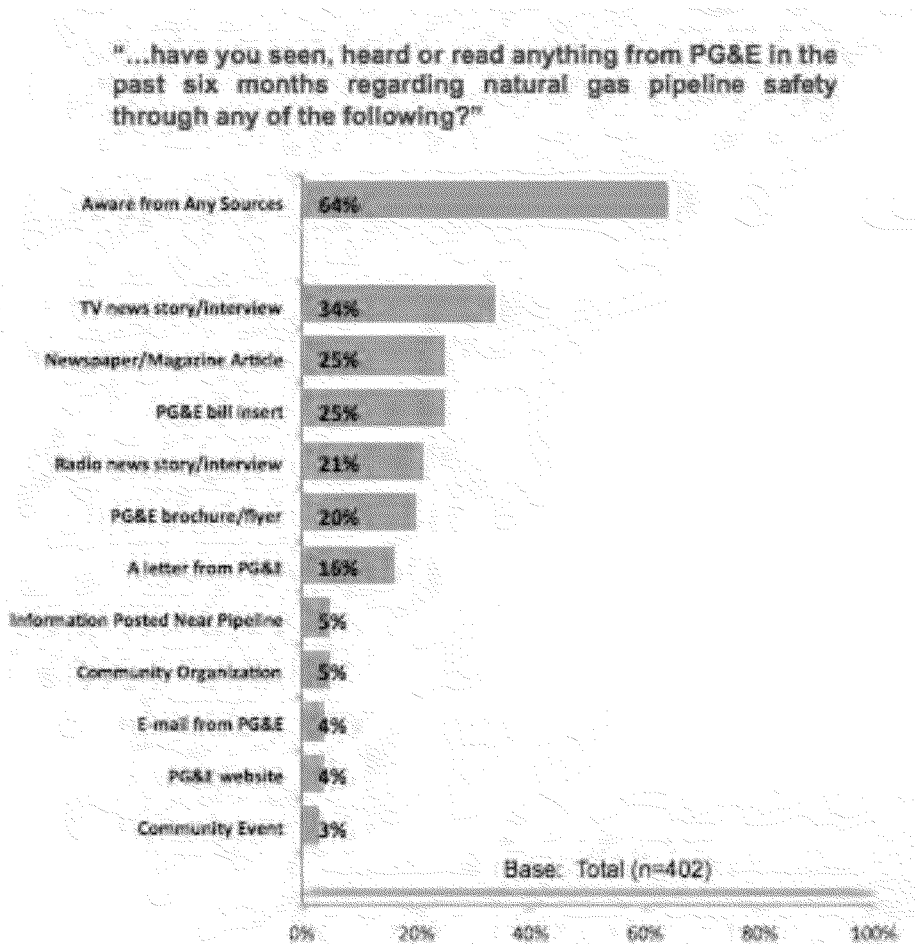
Base: Total Respondents (n=402)

*Nearly all of those who would leave the area said they would also call PG&E and/or 9-1-1 (31% of total respondents).

Recall Receiving Information

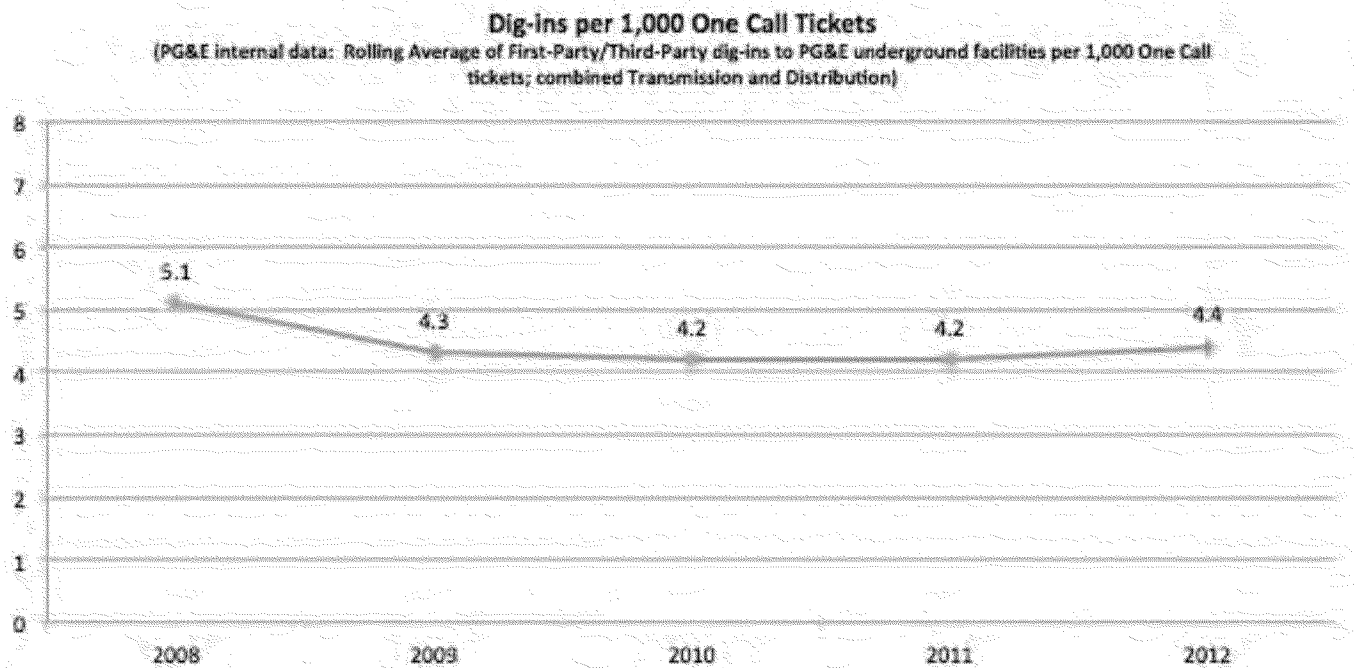
Almost two-thirds of customers say they recall seeing, hearing or reading natural gas pipeline safety information from PG&E within the previous six months.

As noted in the graph below, feedback from a May 2012 customer safety survey indicates that 64 percent of customers recall hearing, reading or seeing safety information from a variety of sources.



Excavation Damage to Underground Facilities

Operational data show that PG&E's underground facilities were damaged 1,749 times last year due to excavation activity. This equates to almost five damage incidents per day and an average of 4.5 times per 1,000 One Call tickets³ in 2012.



³ Ticket count methodology changed in 2011.

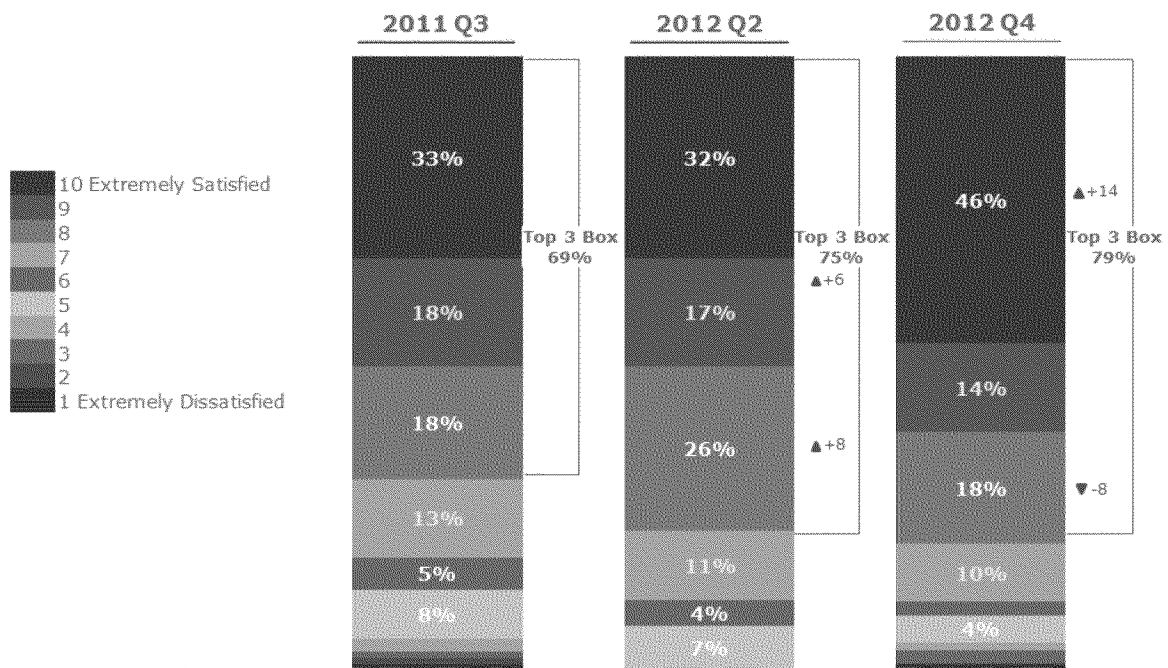
Satisfaction with Pipeline Testing Project Communication & Impact on Perception of Safety

Results from PG&E’s pipeline testing communication effectiveness surveys indicate that PG&E’s communication program for gas transmission and distribution project work is valued by those who receive it and is helping improve the perception of safety among PG&E customers.

As noted in the graph below, 79 percent of survey respondents in the fourth quarter survey said they were very or extremely satisfied with the communication they received from PG&E regarding pipeline testing in their neighborhood.

Overall Satisfaction with PG&E Communication

- Satisfaction with the communication is consistently high. In fact, satisfaction was significantly higher in 2012 Q4 than it was for either of the two previous waves.

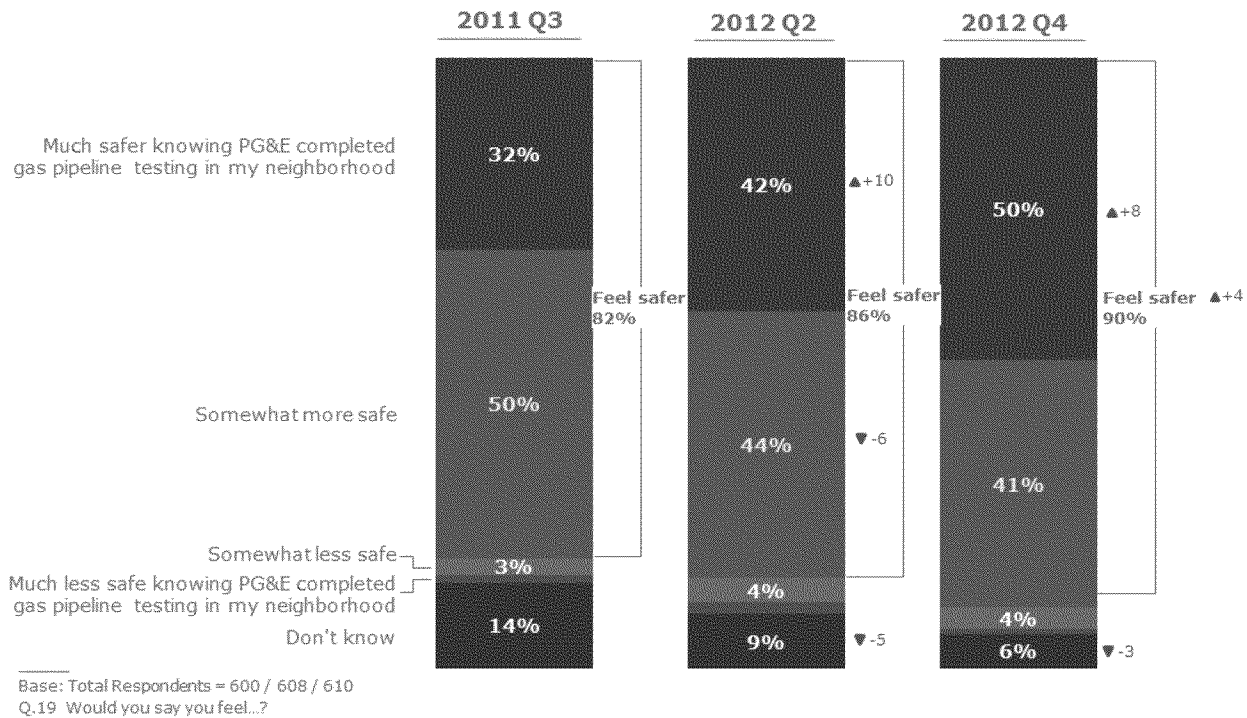


Base: Total Respondents = 600 / 608 / 610
 Q.5 Overall, how would you rate your satisfaction with the communications you received from PG&E about gas pipeline testing in your neighborhood?

As noted in the graph below, 90 percent of survey respondents said that they feel safer knowing that PG&E has completed gas pipeline testing in their neighborhood.

Impact on Safety and Assurance

- The percentage of customers who said they feel safer as a result of PG&E gas pipeline testing is at an all-time high, with nine in ten saying they feel safer as a result, compared to four in five in 2011.



CONCLUSION

In 2012 our safety communication activities reached more than 335,000 non-customer homes and businesses located near our transmission lines, 4.1 million gas and electric customers an average of two times each, more than 600 attendees at open house and neighborhood association meetings and many more through our participation in community events and work with community-based organizations.

Feedback from our customers suggests strong awareness regarding how to identify and respond to a possible gas leak or damaged pipeline and indicates that our communication efforts are positively impacting customer perception of safety through increased awareness of PG&E's efforts to keep pipelines safe.

We are working to rebuild confidence in the communities we serve through our actions and through our safety communication outreach and community partnerships. This will continue to be an area of focus in 2013 and beyond.

APPENDIX – Samples of 2012 Safety Communication Materials

PG&E 2012 Bill Insert

Front/Back Panels:

Safety is PG&E's highest responsibility
We monitor our gas pipeline operations 24 hours a day, 7 days a week, and we conduct regular inspections and leak surveys.

To find out more about our comprehensive safety and monitoring program, visit www.pge.com/pipelinesafety.

If you have additional questions, or would like more information, please contact us at the numbers below:

For assistance in English please call 1-888-743-7431

Para ayuda en español por favor llame al 1-800-640-6787

要用粵語/國語請求協助，請致電 1-800-893-9555

Kung kailangang makipag-usap sa nakakasalita ng Tagalog, tumawag sa 1-888-743-7431

Để được giúp đỡ bằng tiếng Việt, xin gọi 1-800-270-6438

**Natural gas safety:
Important things to know**

There's safety in knowledge. Natural gas is one of the most efficient, reliable and affordable sources of energy. Delivering it safely is PG&E's highest responsibility.

Visit www.pge.com/pipelinesafety, call us at 1-888-743-7431 or keep reading for more information.

PG&E

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⁴ Bill Insert-Distributed April 2012 and October 2012

Gas pipeline locations

PG&E offers a comprehensive online map at www.pge.com/pipelinelocations. You can view any location in our service area—your home, place of work or any other areas of interest—to see which transmission pipelines run nearby. Also, the National Pipeline Mapping System, www.npms.phmsa.dot.gov/PublicViewer/, shows the location of liquid fuel and natural gas pipelines across the country, viewable by county.

Spot the signs of trouble

PG&E regularly inspects all of our pipelines to check for possible leaks or other signs of damage. As an additional safety precaution, we also add a sulfur-like odor to natural gas. If you smell this distinctive “rotten egg” odor, move to a safe location and immediately call 911 and PG&E at 1-800-743-5000.

But don't rely on your nose alone. Other signs of a possible gas leak can include dirt spraying into the air, continual bubbling in a pond or creek and dead or dying vegetation in an otherwise moist area. And always pay attention to hissing, whistling or roaring sounds coming from underground.

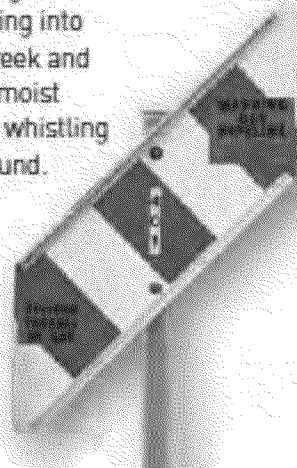
In case of emergency

If you suspect a gas leak, leave the area immediately and move to a safe location. Then call 911 to notify local police and fire and contact PG&E at 1-800-743-5000. Warn others nearby to stay away from the area. Until you are a safe distance away, do not light a match or operate any device that might create a spark, including electric switches, doorbells, radios, televisions and garage door openers.

Before you dig, know what's below

Damage from excavation is a common cause of pipeline accidents. That's why you must always call 811 at least two working days before you dig—even in your own yard. Underground Service Alert (USA) is a free service that will notify underground utility operators in the area of your planned work. PG&E will then locate and mark our underground gas and electric facilities.

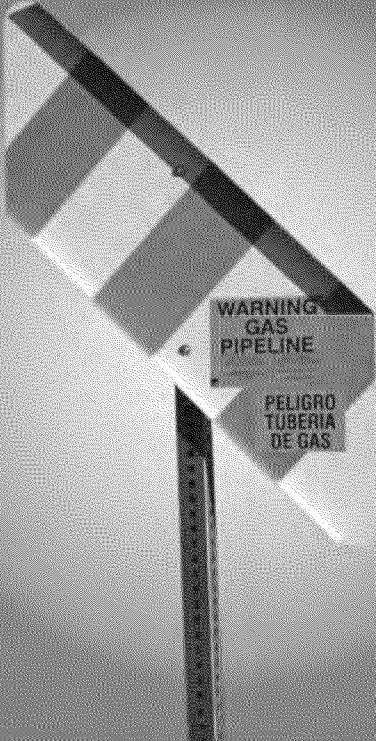
Always be aware of pipeline markers that indicate the need for extra care around a high-volume transmission line. These markers specify the approximate location, but not all pipelines follow a straight path between markers. If you or your contractor accidentally digs into a gas pipeline, do not attempt to stop the flowing gas or extinguish any fire.




SAMPLES OF COMMUNICATION MATERIALS

PG&E 2012 Transmission Right-of-Way Mailing

Postcard (Front):




You live or work near a PG&E natural gas transmission pipeline



There's safety in knowledge. Scan with your smartphone's QR reader or visit www.pge/pipelinelocations to enter your address and learn more about the location of our pipeline near you.

PG&E operates natural gas distribution and transmission pipelines across California. Transmission pipelines are typically larger diameter pipelines that transport natural gas from one region to another and connect with distribution lines that bring gas to individual homes and businesses. PG&E markers are located along transmission pipeline routes. They identify the general location of the pipeline and include the product transported, PG&E's name and an emergency phone number. Notify us immediately if you suspect unauthorized digging near our pipeline by calling 1-800-743-5000.



Postcard (Back):



Pacific Gas & Electric Company
551 East Street
Hollister, CA 95023

There's safety in knowledge. Know where pipelines are located near your home or business and how to recognize and respond to a leak. If you smell a "rotten egg" odor, move to a safe location and immediately call 911 and PG&E at 1-800-743-5000. Other signs of a leak include: hissing, whistling or roaring sounds near the pipeline; dirt spraying into the air; continual bubbling in a pond or creek; and dead or dying vegetation in an otherwise moist area.

You can help prevent a natural gas fire. If you suspect a pipeline leak, warn others to stay away from the area. Do not light a match or operate any mechanical or electronic device that might create a spark.

Damage from excavation activities is a common cause of pipeline accidents. Always call 811 at least two working days before starting any project that involves digging – even in your own yard. Calling 811 connects you to Underground Service Alert (USA), a free service that coordinates with local utilities to mark the location of underground lines including pipelines.

Delivering natural gas safely to customers and across the state is PG&E's highest responsibility. We monitor our gas pipeline operations 24 hours a day, every day. We conduct regular inspections and surveys. To find out more about our safety and monitoring program, visit www.pge.com/piplinesafety.

If you have additional questions, or would like more information, please contact us at the numbers below.

For assistance in English please call:
1-800-743-5000

Para ayuda en español por favor llame al:
1-800-743-5000

要用粵語/國語請求協助，請致電
1-800-743-5000


Kung kailangang makipag-usap sa
nakakasalita ng Tagalog, tumawag sa
1-800-743-5000

Để được giúp đỡ bằng tiếng Việt, xin gọi
1-800-743-5000


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Farmer Excavation Safety Postcard

Postcard (Font):



**Farm and ranch equipment
can damage
underground pipelines.**



Call 811 before plowing, tilling or installing a fence.
California law requires farmers and ranchers to call 811 at least two working days before initiating agricultural excavation activities. Scan with your smartphone's QR reader to watch a short video about the 811 process or call 811 to initiate a free locate request.



Postcard (Back):



Pacific Gas & Electric Company
551 East Street
Hollister, CA 95023

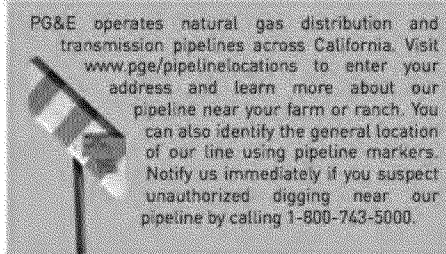


Know what's below.
Call before you dig.

Know What's Below Before You Dig

Your address indicates that you own property or operate a farm or ranch near a PG&E natural gas transmission pipeline. Always call 811 to have lines marked at least two working days before conducting the following activities:

- Plowing
- Tilling
- Terracing
- Scraping
- Chisel plowing
- Subsoiling
- Drain tile installation or repair
- Fence installation or repair
- Shaping of waterways
- Use of backhoes or bulldozers



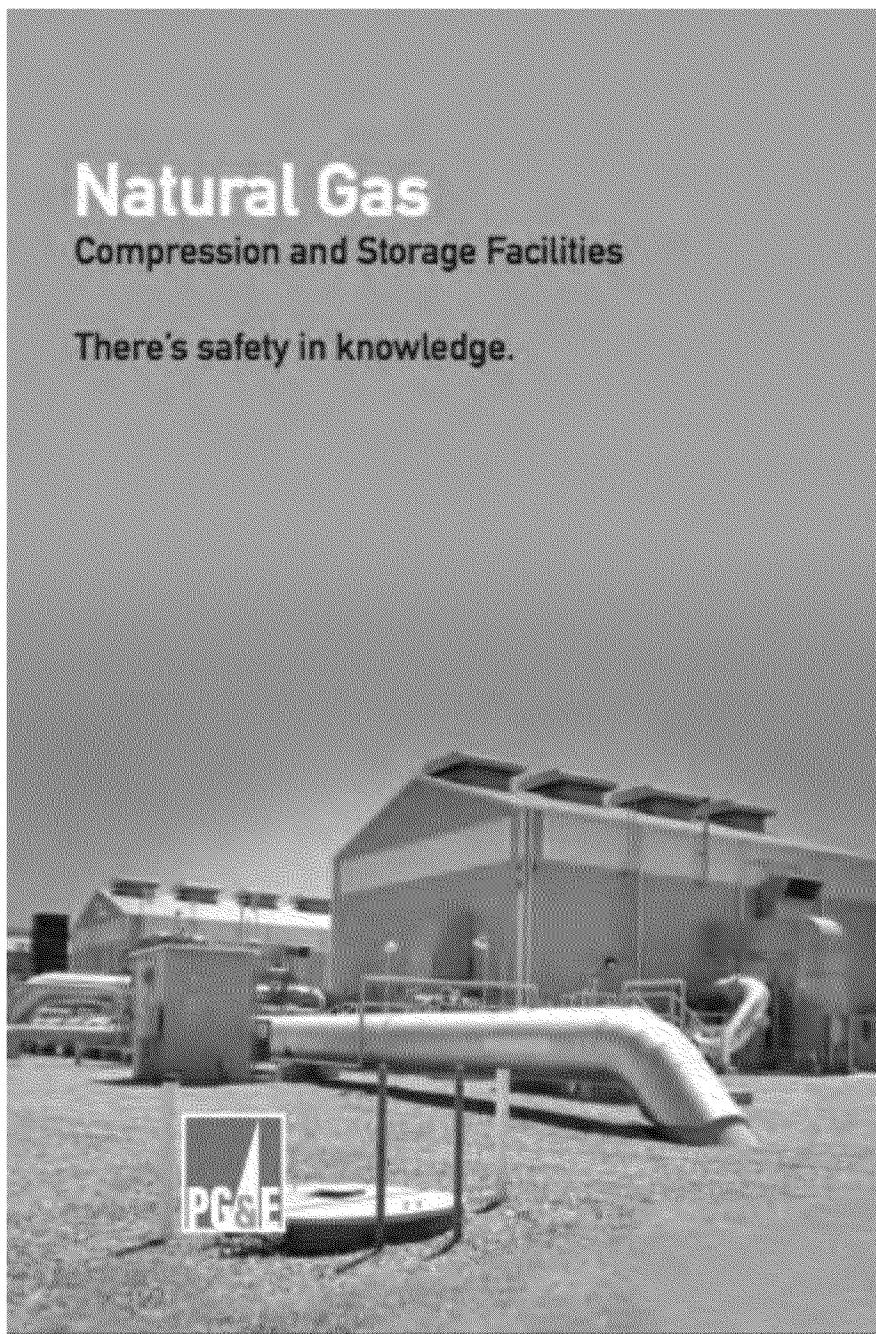
PG&E will mark the location of our pipeline using temporary flag markers and paint. Dig with care using appropriate tools and techniques. A PG&E representative may request to monitor excavation activity close to the pipeline and can help you determine the most appropriate excavation method.

If you dent, scrape or hit a PG&E pipeline while digging, immediately notify us at 1-800-743-5000 from a safe place and call 911 if you suspect a pipeline leak.

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Gas Safety Brochure for Residents Near Compressor Stations & Storage Facilities

Brochure (Front):



Natural gas is one of the most efficient, reliable, and affordable sources of energy, and pipelines are the safest way of transporting it to our communities. Delivering safe and reliable service is PG&E's highest priority.

You are receiving this material because you live or work near one of the many PG&E facilities that help ensure reliable gas service across California. PG&E has a rigorous maintenance and monitoring schedule to ensure that these facilities keep our system operating smoothly and provide the safest possible service to your community.

In addition to underground pipelines, PG&E relies on several types of gas facilities to deliver reliable gas service. As natural gas flows through the pipelines, it slowly loses pressure and slows down. To assist in moving the gas through the system, compressor stations are placed along PG&E's transmission pipelines. The gas is compressed, which increases the pressure and the speed of the flow of gas, ultimately pushing the gas further down the pipeline. Compressor stations assist with regulating the flow and pressure of a pipeline system, ensuring that gas can be delivered to even the most distant points on the system.

PG&E also relies on storage facilities such as above ground holding tanks and underground gas reservoirs. These storage facilities permit natural gas to be safely stored until it is needed. This helps ensure an adequate supply of natural gas is available to our community during times of high demand, such as cold winter days.

Know the location of PG&E facilities

You can learn where the nearest PG&E gas transmission pipelines are by using our interactive online map at www.pge.com/pipeinatolocations.

Natural gas safety tips

Natural gas leaks and accidents are rare, but there's safety in knowing how to respond. Using your senses will help you recognize a leak and respond safely.

To recognize a natural gas leak or emergency:

Sight	Discolored vegetation in an otherwise green or moist area, dust or dirt blowing from an unexpected area, or flames.
Sound	A whistle, roaring or hissing sound.
Smell	A sulfur-like odor similar to rotten eggs.

- To respond safely, DO:**
- 1 Immediately leave the area.
 - 2 Call 911 - Then call PG&E at 1-800-743-5000
 - 3 Keep others away from the area.

- To respond safely, DO NOT:**
- Do anything that could cause a fire or create a spark including:
 - Starting an engine.
 - Turning switches on or off, or
 - Using a phone or cell phone, unless in a safe area.
 - Attempt to stop the gas from leaking, turn off a valve, or put out a fire.
 - Remain near the suspected gas leak.

How PG&E keeps you safe

PG&E takes significant steps to keep our natural gas facilities safe by using the latest technology and maintenance programs. We prepare and practice emergency response protocols and work closely with emergency responders to be prepared to coordinate in the event an emergency occurs. We also take additional steps to ensure the integrity of pipelines that are located in sensitive or highly populated areas. We actively patrol our pipelines, perform leak surveys and conduct pipeline inspections. For more information on how PG&E maintains the safety of our natural gas system, please visit www.pge.com/gas.

Know what's below. Call 811 before you dig

Planting a tree, installing sprinklers, building a fence, or planning other digging? In most situations, California law requires you or others doing excavation work to call 811 at least two working days before digging. Homeowners, workers, contractors and professional excavators need to know where gas and electric lines lie underground to prevent injuries, property damage and outages. After you call 811, utility operators like PG&E will send a representative to mark the location of their underground facilities, free of charge.



Three steps to a safe digging project

- 1 Survey proposed excavation areas, and mark the dig site with white chalk, paint or flour.
- 2 Call 811 before you dig, and allow utilities such as PG&E the required two working days to mark any nearby underground lines.
- 3 Dig with care. Determine the exact location of the underground line by using hand tools to excavate within 24 inches of the underground line.

To report an emergency or unsafe digging around a pipeline, call 1-800-743-5000 24 hours a day.

Pipeline markers

Pipeline markers designate the general route of a pipeline and include emergency contact information. However, pipelines may not follow a straight path between pipeline markers, so please call 811 before digging near a pipeline marker.

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And most importantly, know where to find more information.

To assist you in your search, call 1-800-743-5000.

For your convenience, call 1-800-444-4799.

For more information, visit www.pge.com.

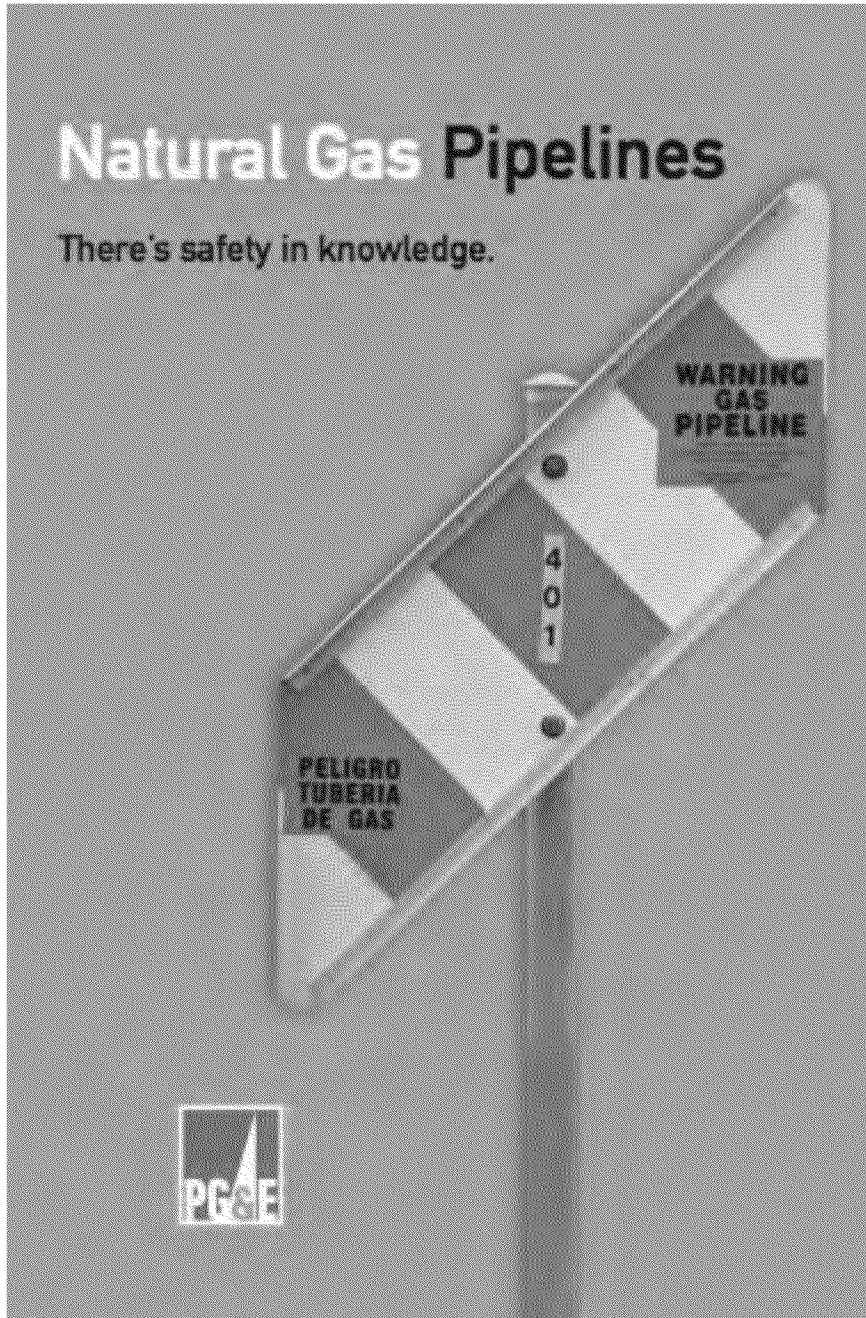
For more information on how to report a gas leak, call 1-800-743-5000.

For more information on how to report a gas leak, call 1-800-295-8438.



Gas Gathering Safety Brochure

Brochure (Front):



Brochure (Inside):

Natural Gas Pipelines

Natural gas is one of the most efficient, reliable, and affordable sources of energy, and pipelines are the safest way of transporting it to our communities. Delivering safe and reliable service is PG&E's highest priority.

We are receiving the information because an underground natural gas gathering pipeline is located near your home, work or community meeting place.

Delivering pipelines are used to collect gas from production wells and transport it to the transmission pipelines that carry gas throughout our state. In addition to our regular maintenance and monitoring programs we want to keep you informed about some steps you can take to ensure safety near underground pipelines.

Recognize and respond to a gas leak

Natural gas leaks and pipeline accidents are rare, but they do happen. Using your senses will help you recognize a leak and respond safely.

To recognize a natural gas leak or emergency:

- Sight: Discolored vegetation in an otherwise green or moist area, dirt or dirt blowing from unexpected areas, or flames.
- Smell: A whistling, roaring or hissing sound.
- Sound: A sulfur-like odor similar to rotten eggs.

To respond to a natural gas leak, **DO**:

1. Immediately leave the area.
2. Call 911. Then call PG&E at 1-800-743-5000.
3. Keep others away from the area.

To respond safely, **DO NOT**:

- Do anything that could cause a fire or create a spark, including:
 - Starting an engine.
 - Flipping switches on or off, or
 - Using a phone or cell phone, unless in a safe area.
- Attempt to stop the gas from leaking, turn off a valve or put out a fire.
- Remain near the suspected gas leak.

Pipeline awareness and damage prevention

Although unlikely, underground pipelines can be damaged by natural disasters or any man-made actions such as construction or digging. If a pipeline is damaged or disrupted, natural gas may be released, which could create an emergency situation such as a fire. PG&E takes steps to keep our pipelines safe using the latest technology and maintenance programs, and we take additional steps to ensure the integrity of pipelines that are located in sensitive or highly populated areas. We often work to prevent pipeline damage by encouraging anyone excavating a digging project to call 811 so that we can mark the location of any underground facilities before any digging begins.

Know what's below. Call 811 before you dig

Planning a fire, installing sprinklers, building a fence, or repairing other digging? In most situations, California law requires you or others doing excavation work to call 811 at least two working days before digging. Homeowners, contractors, contractors and professional excavators must

be knowledgeable about electric lines in the vicinity where gas and electric lines lie underground to prevent injuries, property damage and outages. After you call 811, utility operators like PG&E will send a representative to mark the location of their underground facilities, free of charge.

Three steps to a safe digging project

1. Survey proposed excavation sites and mark the dig with white chalk, paint or flags.
2. Call 811 before you dig, and allow utilities such as PG&E the required two working days to mark any nearby underground lines.
3. Dig with care. Determine the exact location of the underground line by using hand tools to excavate within 24 inches of the underground line.

To report an emergency or unsafe digging around a pipeline, call 1-800-743-5000 24 hours a day.



Pipeline markers

Pipeline markers designate the general route of a pipeline and include emergency contact information. However, pipelines may not follow a straight path between pipeline markers, so please call 811 before digging near a pipeline marker.

And most importantly, know where to find more information.

For assistance in English please call:

1-800-743-5011

For assistance in Spanish call:

1-800-656-6759

For assistance in Chinese please call:

1-800-975-9555

For assistance in Japanese please call:

1-888-743-7311

For assistance in Korean please call:

1-800-743-5011

Identify the pipeline nearest you

We can help when it comes to PG&E gas transportation facilities. If you're unsure, call 811. They'll help you identify the pipeline nearest you.

You'll also find information on PG&E's website at www.pge.com.

Learn More

PG&E

1-800-743-5000

www.pge.com


1-800-743-5011



PG&E is a registered provider of the California State Board of Accountancy. PG&E is a registered provider of the California State Board of Accountancy. PG&E is a registered provider of the California State Board of Accountancy.

Gas transmission and distribution project communication samples:

Letter (front)



Pacific Gas and Electric Company

January 25, 2013

Natural gas pipeline work is starting soon in your neighborhood

OR CURRENT OCCUPANT
1000 S 10TH ST
SAN JOSE, CA 95112-2437

Dear Valued Customer:

Pacific Gas and Electric Company (PG&E) will be in your neighborhood performing a hydrostatic pressure test on our natural gas pipeline. This is part of our system-wide program to ensure the safety of the transmission pipelines that deliver gas across the region. We will be testing along Story Road between Remillard Court and S King Road in San Jose. Work will begin in mid-February and last until mid-April, although weather and other factors affecting safe working conditions could change the schedule.

Attend an open house
To learn more about this project and PG&E's safety programs, stop by anytime during our open house:

Wednesday, February 6th, 4:30 p.m. to 8:30 p.m.
Bridges Academy Cafeteria, 1702 McLaughlin Avenue, San Jose

What to expect
This test involves excavating around parts of the underground pipeline, filling the pipeline with water, and increasing the pressure to a level that is much higher than the pipeline's normal operating pressure with natural gas. The test will confirm the pipeline's safe operating pressure and reveal potential weaknesses. If the pipe does not meet acceptable standards, it will be repaired or replaced with new pipe. During this test, you will see PG&E and contractor trucks, water tanks, and heavy equipment. Your gas service will continue without interruption in most cases. If that changes, a PG&E representative will contact you.


At times, you may smell gas and hear a loud, steady noise as we vent natural gas from the pipeline using safe and common techniques. Although this is normal when crews are working, we encourage anyone who has concerns about the smell of gas to call us 24 hours a day at 1-800-743-5000.

Traffic impacts
This work will have lane and sidewalk closures along sections of Story Road, west of Highway 101 during construction. PG&E will clearly mark all work areas, and traffic flaggers will help to direct traffic. Please plan for minor delays when driving through this area.

To minimize traffic impacts during peak commute hours, crews will work in the evening and early morning hours. Work will begin at 8:00 p.m. and end at 5:00 a.m. the following day.

We appreciate your patience and cooperation. This letter does not require any action on your part.

Sincerely,



Don Hall
Executive Manager
Energy Solutions and Service

HYDPRE-T-226-13

Contact us

- For questions about this project, contact your local PG&E representative Denise York at (408) 282-7284
- For more information on pipeline safety programs, call our Gas System Help Line at 1-888-743-7431
- To learn about PG&E's natural gas system, visit www.pge.com/gas

Letter (back)

Infórmese acerca del trabajo de seguridad en las tuberías de gas de su vecindario

Pacific Gas and Electric Company (PG&E) se esfuerza por garantizar la seguridad de sus clientes y la integridad de su sistema de transmisión de gas natural. La evaluación de presión hidrostática es una técnica comprobada que evalúa la Resistencia de las tuberías, verifica seguridad a presiones operativas e identifica cualquier punto débil que pueda existir en las mismas.

Que es lo que estamos haciendo

Durante el proceso de evaluación de presión hidrostática, PG&E rellena la tubería con agua y aumenta la presión a un nivel mucho más elevado del que la tubería de gas natural opera normalmente. La presión de agua se mantiene y monitorea por varias horas. Luego de verificar la resistencia de la tubería, se vacía el agua, se seca y se pone en servicio nuevamente. Si la tubería es incapaz de mantener la presión a la que fue sometida, se investiga la causa. Cualquier punto débil que se encuentre será reparado inmediatamente y la tubería será evaluada nuevamente.

Que puede ocurrir

Ocasionalmente los clientes podrían sentir olor a gas u oír un ruido fuerte y constante mientras el gas se descarga durante la construcción. Esto es normal en este tipo de proyectos, pero puede llamarnos al 1-800-743-5000 si tiene alguna pregunta relacionada con el tema. En la mayoría de los casos, su servicio de gas natural continuará sin interrupción. Durante la construcción, usted podría ver en su vecindario vehículos de PG&E y otros tipos de equipos pesados. El tráfico será desviado si fuera necesario. Cuando el proyecto haya finalizado, coordinaremos con las agencias locales y propietarios para restaurar el área.

Para ayuda en español por favor llame al 1-800-660-6789.

天然氣管線工程即將在您的鄰里展開

Pacific Gas and Electric Company (PG&E) 致力確保用戶安全與本公司天然氣輸送系統的完整。靜態液壓測試 (Hydrostatic Pressure Testing) 是一種證明有效的測試方法，用來檢查管線的強度，確認運作時的安全壓力，並且辨識可能存在的任何管線缺失。

我們目前的工作

在進行靜態液壓測試時，PG&E 將管線注滿水，然後將管線壓力提高到比平常輸送天然氣的壓力要高得多的程度。管線必需保持這種高水壓好幾個小時，同時受到監督。管線的強度一旦獲得確認，我們就會抽乾其中的水分，並將乾燥後的管線送回原來的輸送行列。如果管線無法在測試過程中保持壓力，我們會調查原因。如果發現任何缺失會立即進行修補並且重新對管線進行測試。

您可以預期

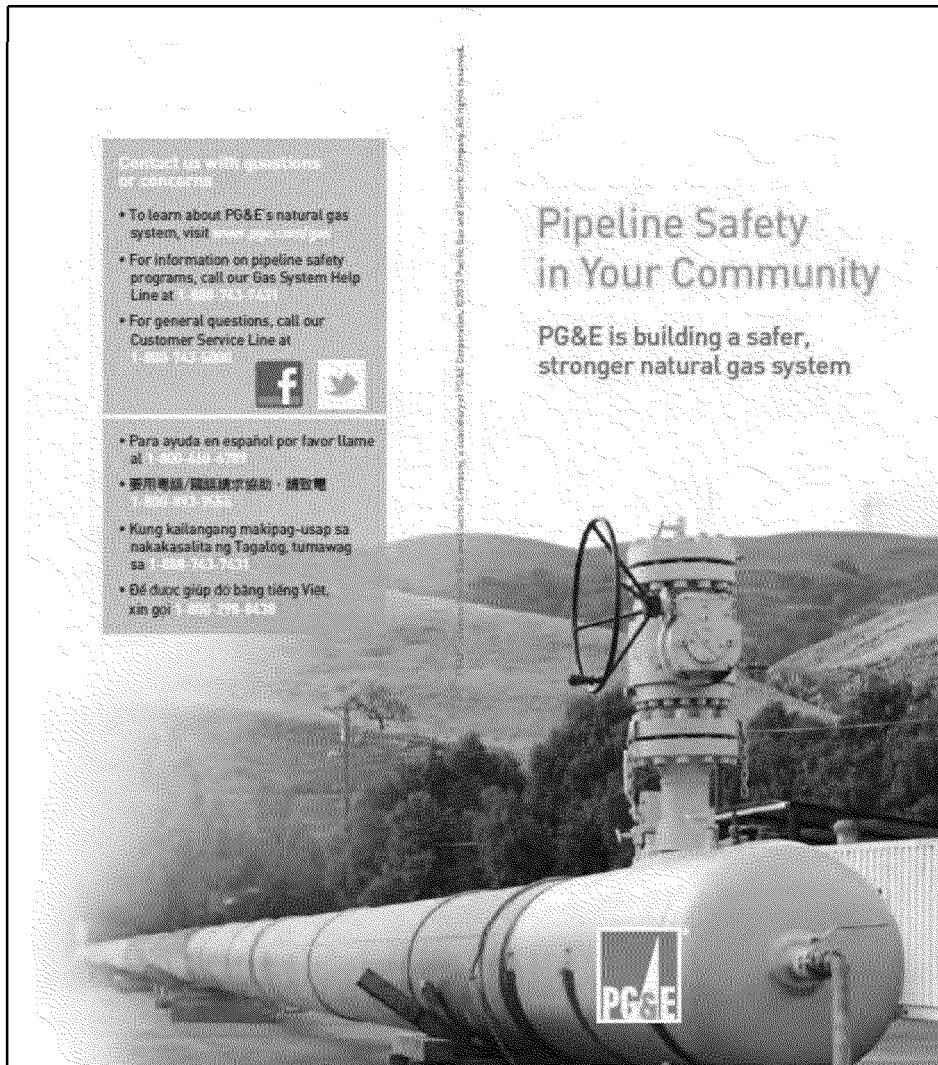
用戶可能偶爾聞到瓦斯的臭味或聽到一種穩定高亢的聲音。這是進行類似工程時的正常現象。但是如果用戶有任何安全上的疑慮，請打電話 1-800-743-5000 與我們聯絡。在大多數情形下您的瓦斯服務不會受到影響。您也許會在工程期間看到 PG&E 卡車和其他重型設備在您的鄰里間進出，車流也會依照需要改道。工程完畢後我們會與當地機構和業主配合將工程進行地區恢復原狀。要用粵語/國語請求協助，請致電 1-800-693-9555。

Kung kailangang makipag-usap sa nakakasaita ng Tagalog, tumawag sa 1-888-743-7431.

Để được giúp đỡ bằng tiếng Việt, xin gọi 1-800-298-8438.

Enclosure with letters:

Brochure (cover)



Brochure (inside pages):

Pacific Gas and Electric Company (PG&E) has a robust program to improve the safety of our natural gas system, which serves more than four million customers in Northern and Central California. These efforts focus on high-pressure, large-diameter transmission pipelines delivering gas across our service area. Here's what we're doing:

Inspecting and modernizing pipelines

We're testing, studying and upgrading our gas system to ensure that pipelines near you are operating safely.

Hydrostatic pressure testing

We fill the pipeline with water and increase the pressure to a level that is much higher than the pipeline's normal operating pressure with natural gas. These tests verify the pipeline's strength and safe operating pressure.

Pipeline replacements

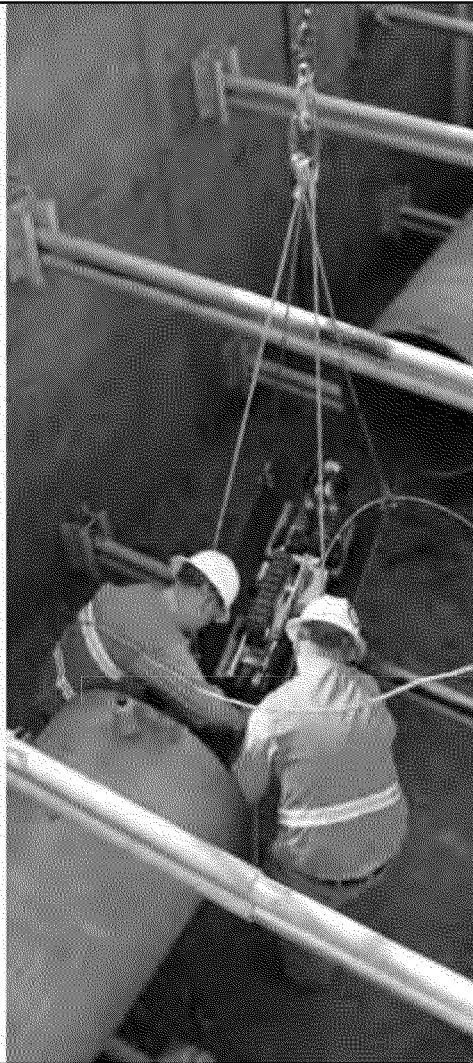
We install pipelines made with new materials and take the older pipelines out of service.

Internal pipeline inspections

We use tools with advanced cameras and sensors inside our pipelines to inspect the welding and pipeline thickness, and identify signs of corrosion or other weaknesses.

Pipeline retrofits

When internal inspection tools can't get through a pipeline for some reason, we retrofit the lines to accommodate these devices.

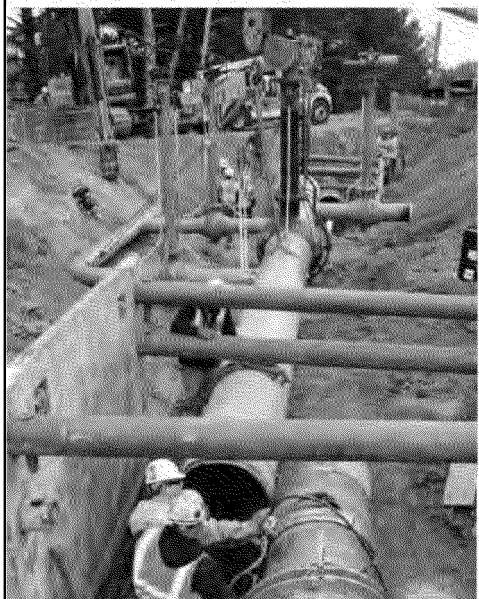


Modernizing pipeline valves

We're upgrading and installing valves to allow faster response during gas emergencies.

Valve automation

In selected locations, we are automating pipeline valves so they can be operated remotely from our 24-hour gas control center. Some of these valves will also close automatically if a significant change in pipeline pressure is detected.



Improving record keeping

We're overhauling our pipeline records system, making sure that all records are traceable, verifiable and complete.

Going electronic

We are collecting, scanning, and indexing documents from dozens of PG&E field offices, and transitioning away from paper-based record keeping toward a modern electronic data management system.

Taking immediate safety steps

We've already taken action to improve the safety of our system while our long-term projects are being planned or under construction.

Leak surveys

We routinely survey our entire network of gas pipelines for leaks. We will soon increase the frequency of those surveys, and we have added new technology to improve their effectiveness.

Reducing pressure

In selected areas, we have temporarily reduced the pressure of gas flowing through our pipelines as an added safety measure.



What to expect

Smells and sounds

Occasionally during our work, customers may smell gas or hear a loud, steady noise as natural gas is safely released from the pipeline. This is a normal occurrence when we are working on our pipelines. However, we encourage you to call us at 1-800-743-5000 if you have concerns about a potential gas leak.

Sights

You will see PG&E trucks and heavy equipment in your neighborhood, and many of these projects involve large-scale digging. Traffic will be routed around work areas. After the work is complete, we coordinate with local agencies to restore any paving or landscaping disturbed during construction.

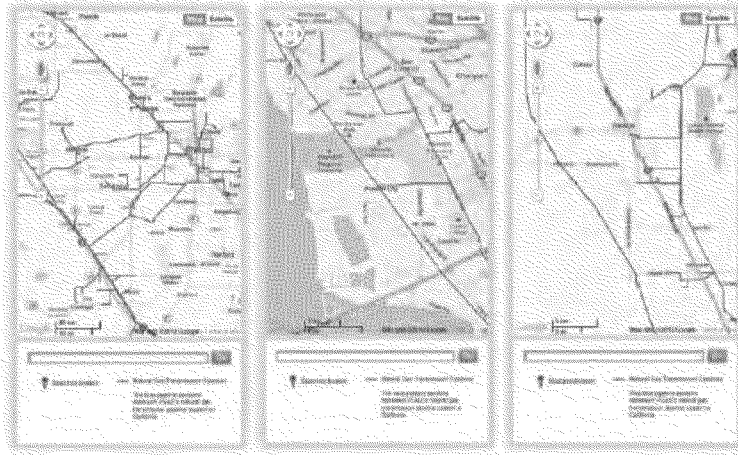
Continuous gas service to customers

In most cases, your gas service will continue without interruption. If that changes, a PG&E representative will contact you.

Pipelines in your community

Pipeline maps

Visit us online at www.pgo.com/pipelinelocations to see an interactive map that shows you where pipelines are located in your community. Or, call our Gas System Help Line at 1-888-743-7431 to request a map.



Gas safety

Gas odors

While PG&E is working in your area, you may smell or hear gas being cleared from the pipeline. This is safe and normal, however, we encourage you to call us at 1-800-743-5000 if you have concerns about a gas odor.

Separate from our construction projects, the following signs may indicate a gas leak:

- Smell:** Distinctive "rotten-egg" odor
- Sound:** Hissing, whistling or roaring from appliances or underground
- Sight:** Dirt spraying into the air, continual bubbling in a pond or creek, dead or dying vegetation in an otherwise moist area

Plan ahead, stay safe

Call 811 before you dig:

Even small digging projects can damage underground utility lines. Call 811 before digging to have a representative visit for free to mark underground utilities nearby. Every job requires a call—from planting a tree to installing a deck. For more information about 811 and safe digging practices, visit www.call811.com or call 811.

Safety starts at home:

To schedule a free PG&E safety inspection of your gas furnace and appliances, call 1-800-743-5000.



Additional fact sheets available for customers at open houses:

In-Line-Inspection:

Pipeline Safety in Your Community
Inspecting Inside Pipelines

Public Gas and Electric Company (PG&E) is in the midst of a robust program to improve the safety of our natural gas system. One important aspect of the program is inspecting inside our pipelines. These advanced inspection methods are safe and reliable, and they have been successfully used by PG&E and the natural gas industry for 25 years.

What we're doing:
PG&E is expanding our in-line pipeline inspection program to cover more miles of pipelines than ever before. Our inspections include the following steps:

- 1. **Review the corridor.** PG&E coordinates with local government agencies and other nearby customers about construction.
- 2. **Inspect the pipeline.** The type of data we collect for the inspection depends on the pipeline's size, age, and components such as valves and side roads.
- 3. **High-tech "smart pig."** In older pipelines, we insert a high-tech tool called a "smart pig," which uses a combination of GPS location data, magnetic field and other technology to confirm the thickness of the pipeline and integrity of its walls. These tools also identify any flaws, corrosion or other damage that may occur.

PG&E then analyzes the inspection results and may identify an area for further inspection or repair.

What to expect:
During construction, you will see PG&E trucks and other heavy equipment in your neighborhood, and traffic will be restricted as needed. When the project is complete, we will coordinate with local agencies and property owners to restore any parking, loading or landscaping disturbed during the work.

In most cases, your gas service will continue without interruption. If that changes, a PG&E representative will contact you.

As part of the inspection process, customers may smell gas or hear a loud, steady hiss as natural gas is safely released. This is normal. Notifications are issued to call us at 1-800-755-7888 with any safety concerns.

To learn about PG&E's natural gas system, visit:
[For information on pipeline safety programs, call our Gas Safety Helpline at 1-800-755-7888.](#)
[For general questions, visit our Customer Service Line at 1-800-755-7888.](#)

Pipeline Replacement:

Pipeline Safety in Your Community
Replacing Pipelines

As part of our pipeline replacement program to improve the safety of our natural gas system, Public Gas and Electric Company (PG&E) is replacing portions of our large-diameter pipelines. In their place, we're installing new pipelines using industry recognized and proven installation techniques.

What we're doing:
PG&E is identifying the replacement pipelines in our gas network that need to be replaced. Some of these lines are installed decades ago. Before the start of our replacement program, we'll conduct a thorough inspection of the pipeline to determine the best replacement technique. Pipeline replacement involves the following steps:

- 1. **Review the corridor.** PG&E coordinates with local government agencies and other nearby customers.
- 2. **Install trench pipe.** Our crews usually make space for the new pipeline by excavating to, or near, the surface. The new pipeline is then placed in the ground.
- 3. **Inspect and test.** Throughout the installation, crews inspect the new pipe to make sure it meets all the safety standards. We also test the pipeline to make sure it meets all the safety standards.
- 4. **Excavate the old pipe.** When the new pipeline is set in place, we take the old pipe out of service and transport the new gas to the system.

What to expect:
PG&E will use PG&E trucks and other heavy equipment in your neighborhood, and traffic will be restricted as needed. When the project is complete, we'll coordinate with local agencies and affected property owners to restore any parking, loading or landscaping disturbed during the work.

In most cases, your gas service will continue without interruption. If that changes, a PG&E representative will contact you.

On the day the old pipeline is taken out of service, customers may smell gas or hear a loud, steady hiss as natural gas is safely released from the pipe. This is normal. But customers are notified to call us at 1-800-755-7888 with any safety concerns.

To learn about PG&E's natural gas system, visit:
[For information on pipeline safety programs, call our Gas Safety Helpline at 1-800-755-7888.](#)
[For general questions, visit our Customer Service Line at 1-800-755-7888.](#)

Pipeline retrofitting:

Pipeline Safety in Your Community
Retrofitting for Pipeline Inspections

As part of our initiative to enhance the safety of our natural gas system, Pacific Gas and Electric Company (PG&E) is assessing the condition of our large transmission pipelines with a variety of advanced tools. To learn about inspection options for more of our pipelines, PG&E is adding above-ground access points. We're also retrofitting sections of pipelines to allow inspection devices to travel through them.

What we're doing:

- Many of our pipelines were designed and constructed before modern inspection tools called "smart pigs" were developed. These important devices travel through large pipelines to inspect welds and pipeline thickness, and identify any weaknesses such as dents or corrosion. Installing access points and modifying a pipeline to accommodate "smart pigs" involves the following steps:
 1. **Inspect the location:** PG&E coordinates with local agencies to identify work sites and inform nearby customers about construction.
 2. **Install the access point:** Create access to make space for the new above-ground access point and to prepare for pipeline modifications.
 3. **Clear the pipeline:** Draw down the flow of gas to the sections to be modified and release gas using safe and controlled methods.
 4. **Modify the pipeline:** To make sure "smart pigs" can safely navigate through the pipeline, our crews remove tight bends and diameter changes, and replace flange valves.
 5. **Test the new features:** The new pipeline and equipment are pressure tested, and valves and controls are checked to ensure they're operating properly.

What to expect:

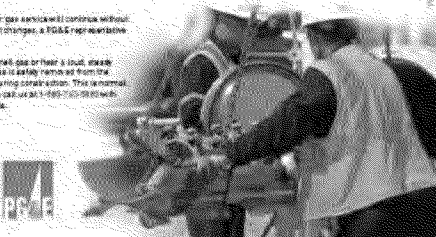
Access points are normally installed PG&E property or right-of-way. However, we will access private areas when retrofitting pipelines to accommodate the "smart pigs."

In most cases, your gas service will continue without interruption. If that changes, a PG&E representative will contact you.

Customers may occasionally smell gas or hear a loud, steady noise as natural gas is safely removed from the pipe periodically during construction. This is normal, but customers can call us at 1-800-735-7829 with any safety concerns.

For more information:

- To learn about PG&E's natural gas system, visit www.pge.com.
- For information on pipeline safety programs, visit our Gas System Help Line at 1-800-735-7829.
- For general questions, call our Customer Service Line at 1-800-735-7829.



Valve automation:

Pipeline Safety in Your Community
Automating Pipeline Valves

Pacific Gas and Electric Company (PG&E) is increasing the use of automated pipeline valves as part of our robust program to increase the safety of our natural gas system. With automated valves, PG&E can quickly stop the flow of gas and improve response times during an emergency.

What we're doing:

- In selected locations, we are automating pipeline valves so they can be operated remotely from our 24-hour control center. Some of these valves will also close automatically if a slight flow change in pipeline pressure is detected. We have several goals for automation projects: replacing existing valves, adding or changing actuators for existing valves, or installing valves in new locations. This work involves the following steps:
 1. **Inspect the location:** PG&E coordinates with local agencies and informs nearby customers about construction.
 2. **Prepare the pipeline:** When we're placing a new valve on the pipeline, our crews shut off the flow of gas to the section where the valve is located and release gas using safe and controlled methods.
 3. **Install valve automation:** We put new equipment and controls in place to automate the valve's operation.
 4. **Test and connect the valve:** Before we make the new controls operational, we test them to ensure they'll work properly.

What to expect:


During construction, you may see PG&E trucks and other heavy equipment in your neighborhood, and traffic will be redirected as needed. When the project is complete, we'll coordinate with local agencies to restore any zoning, fencing or landscaping disturbed during the work.

In most cases, your gas service will continue without interruption. If that changes, a PG&E representative will contact you.

Customers may occasionally smell gas or hear a loud, steady noise as natural gas is safely released during construction. This is normal, but customers are invited to call us at 1-800-735-7829 with any safety concerns.

For more information:

- To learn about PG&E's natural gas system, visit www.pge.com.
- For information on pipeline safety programs, visit our Gas System Help Line at 1-800-735-7829.
- For general questions, call our Customer Service Line at 1-800-735-7829.



Hydrostatic pressure testing:

Pipeline Safety in Your Community

Hydrostatic Pressure Testing

PG&E and Electric Company (PG&E) runs a comprehensive program to ensure the safety of our natural gas transmission system. One important aspect of our program is pipeline strength testing, called "hydrostatic pressure testing." This process involves a visit throughout the utility to confirm pipelines' safe operating pressures and identify any weaknesses.

What we're doing

PG&E is pressure testing gas transmission pipelines in some parts of our service area this year before. That's because the following steps:

1. Identify the location. PG&E sends research local agencies and informs nearby customers about construction.
2. Isolate the pipeline. Crews turn off the flow of gas to the section to be tested.
3. Clear the pipeline. Natural gas is released using safe and controlled methods. The pipe is then mechanically cleaned.
4. Test the pipeline strength. The pipeline is filled completely with water. The water is then pressurized to a level much higher than normal operating pressure, and the test pressure is held and monitored for a minimum of eight hours.
5. Reconnect the gas system. When testing verifies the pipeline's strength and no leaks are detected, the pipeline is emptied of water, dried and placed back into service.

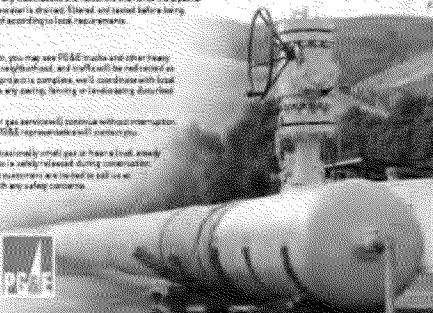
If the pipe is unable to withstand the test pressure, we investigate the cause, immediately repair any weaknesses and retest the line. Once the pipeline passes the test, the area is checked, cleaned and sealed before being properly disposed of according to local requirements.

What to expect

During construction, you may see PG&E trucks and other heavy equipment in your neighborhood, and traffic will be rerouted as needed. When the project is complete, we'll coordinate with local agencies to restore any existing, pending or pending work during the work.

In most cases, your gas service will continue without interruption. If that changes, a PG&E representative will contact you.

Customers may occasionally smell gas or hear a loud, steady noise as natural gas is being released during construction. This is normal. Our customers are trained to call us at 1-800-733-2333 with any safety concerns.



For more information on pipeline safety or systems, call our Gas Safety Line at 1-800-733-2333.

For general questions, call our Gas Safety Service Line at 1-800-733-2333.

Sample of construction signs posted during project:

Pipeline Safety in Your Community

Natural Gas Pipeline Replacement

Building a safer, stronger natural gas system



www.pge.com/gas

Pipeline Safety in Your Community

Automating gas shut-off valves: Improving PG&E response time to stop the flow of gas

Thank you for your patience while we work as quickly
and safely as possible.

**Contact us with
questions or concerns**

- To learn about PG&E's natural gas system, visit www.pge.com/gas
- For information on pipeline safety programs, call our Gas System Help Line at 1-888-743-7431
- For general questions, call our Customer Service Line at 1-800-743-5000



Pipeline Safety in Your Community

PG&E Gas Safety Project

Hydrostatic Pressure Testing Verifying the safe pipeline operating pressure and identifying any areas for repair

Thank you for your patience while we
work as quickly and safely as possible.

Contact us with questions or concerns

- To learn about our natural gas system, visit www.pge.com/gas
- For information on fieldwork and pipeline safety programs, call our Gas System Help Line at 1-888-743-7431
- For general questions, call our Customer Service Line at 1-800-743-5000 at any time.

