

From: Enis, Phillip
Sent: 7/18/2013 2:30:31 PM
To: Doll, Laura (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=LRDD);
Miller, Karen (karen.miller@cpuc.ca.gov)
Cc: Robertson, Michael (michael.robertson@cpuc.ca.gov)
Bcc:
Subject: RE: Heads up about Isolated Steel Services Program -- PG&E customer notification
underway now

Thanks for the head's up Laura-

Can you briefly contrast the ISSP with the gas pipeline replacement program that you briefed us on a few months ago?

Also, getting a list of approved ISSP contractors might be helpful. I think it is most likely if CAB or PAO get calls, it would be about whether the contractor identification and authorization.

Phil-

From: Doll, Laura [mailto:LRDD@pge.com]
Sent: Thursday, July 18, 2013 10:25 AM
To: Miller, Karen; Enis, Phillip
Cc: Robertson, Michael
Subject: Heads up about Isolated Steel Services Program -- PG&E customer notification underway now

Karen and Phil –

Good morning!

I wanted to give you a heads up about another customer impact issue we are in the process of addressing and about which you may receive customer calls.

We have approximately 12,000 “can’t get ins” (CGIs) to inspect isolated steel services that supply gas to customers. We need to inspect these connections to check for possible corrosion and other potential needed preventive maintenance. (High level points provided in the attachment above.)

These gas service pipelines were installed during the 1960s and 1970s and we need to be able to inspect them and perform preventive maintenance. We have been performing this work across the service area in previous years and now are down to the locations we have been unable to access for a variety of reasons. We are trying to set appointments with customers to perform the inspections.

The work will be done by PG&E authorized contractors, and they will carry PG&E contractor badges and they will wear a non-PG&E hard hat and vest with the contractor company logo.

If we are unable to reach the customer after 3 letters and three attempted phone calls, we will be forced to cut off gas service and leave a CGI card and letter directing the customer to get in touch with PG&E asap. A copy of the disconnect notification letter is attached.

I am also copying Mike Robertson so he too has this info.

As always, we’re happy to come over for a more detailed discussion if that would be helpful.

Thanks

Laura

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To learn more, please visit <http://www.pge.com/about/company/privacy/customer/>