

From: Doll, Laura  
Sent: 10/14/2013 11:49:03 AM  
To: elizaveta.malashenko@cpuc.ca.gov (elizaveta.malashenko@cpuc.ca.gov); emory.hagan@cpuc.ca.gov (emory.hagan@cpuc.ca.gov); Terrie D.' Prosper (terrie.prosper@cpuc.ca.gov) (terrie.prosper@cpuc.ca.gov)  
Cc: Clanon, Paul (paul.clanon@cpuc.ca.gov); Turner, Brian (Brian.Turner@cpuc.ca.gov)  
Bcc:  
Subject: Video about 811 dig-in contractor

Here's a new PG&E 811 video that may be of interest given how much you have all been working on this issue too.

It continues to be a vexing problem.

John Higgins (below) is the PG&E Sr. Director over Field Operations who has been leading this campaign.

Laura

**From:** Higgins, John  
**Sent:** Monday, October 14, 2013 9:58 AM  
**Subject:** FW: 811 Testimonial

Team,

I think you'll enjoy the attached video. It features the contractor against which we filed our first CSLB complaint on August 1. You could say that this is *literally* the start of change in the contractor community regarding 811. We've now filed about fifteen complaints through CSLB and Cal-OSHA, and we're still assessing the value of each approach. Thank you for your continued support on this front!

John

Thanks to the Currents team, [Redacted] and Gas Operations, [Redacted] for the following video: A contractor shares why he didn't used to call 811 and why he does now. This is part of our ongoing, sustained outreach on 811.

<http://www.pgecurrents.com/2013/10/11/video-a-contractor-talks-about-why-he-didn%e2%80%99t-used-to-call-811-and-why-he-does-now/>