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Subject: FYI: Upcoming PG&E Leak Detection and Repair Pilot Program

We want to let you all know about a new gas leak detection and repair model that we are developing and expect to pilot during the first quarter of 2014..

You likely recall that we have been working with Picarro over the last two years to improve the gas leak survey process using mobile (car-mounted) technology. Our previous tests using PG&E vehicles with Picarro-mounted detection tools have proved that we can survey a greater area per day and find more leaks than with a traditional survey. Now our intention is to combine the Picarro technology with a new leak repair model that will compress the time between discovery of leaks and their repair, thus minimizing backlogs.

The model is still being defined, but our intention is to start three pilot programs from January through March that will deploy cross-functional field crew teams to fix leaks as they are detected by the Picarro technology. This approach has the potential to reshape the way we deploy labor and greatly optimize resources to make repairs much more efficiently than the current process.

The first planned pilot area is Oakland/Alameda/Piedmont. There will be an increased PG&E presence in the targeted neighborhoods, with multiple repair and paving crews. As the program gets underway we will keep you informed and will provide opportunities for you to visit various locations if you desire.

Just wanted to end the year on a positive note about use of new technology.

All the best,

Laura

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