



6111 Bollinger Canyon Rd  
San Ramon, CA 94583  
Fax: (925) 328-5595

January 30, 2014

Mr. Paul Clanon Executor Director  
California Public Utilities Commission  
505 Van Ness Avenue, 5<sup>th</sup> 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' 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 "2013 Customer Safety & Public Awareness Communication Activity Report".

Sincerely,

Redacted

Director, Transmission Integrity Management

cc: Brigadier General Jack Hagan, Director of Safety and Enforcement Division  
Administrative Law Judge John Wong

Attachment



## 2013 CUSTOMER SAFETY & PUBLIC AWARENESS COMMUNICATION ACTIVITY REPORT

### I. INTRODUCTION

In compliance with Ordering Paragraph F of CPUC Decision 11-07-004, this report summarizes 2013 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 2013 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 2013 Activities*

PG&E communicates pipeline location and safety information through a variety of methods throughout the year including bill inserts, e-mails, postcards, brochures, 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 2013:

- ∞ E-mailed gas safety information to more than 1.8 million customers through two e-campaigns. Links in the e-campaigns resulted in more than 45,000 visits to PG&E's online pipeline map from customers seeking pipeline location information.
- ∞ Distributed gas safety-focused bill inserts in April and October to more than 4.7 million gas and electric customers in our service territory. October bills also included information about 811 on the envelope.
- ∞ Provided gas safety bill insert to all new gas customers within the first 90 days of service.
- ∞ Mailed gas safety information to 327,908 noncustomer homes and businesses located near PG&E transmission pipelines. Mailing promoted awareness regarding the location of nearby pipelines, damage prevention activities and leak recognition and response actions.

- ∞ Promoted use of the company's online pipeline map in gas safety information as a way to identify the location of PG&E transmission, gathering and higher-pressure distribution lines. Web site visitors accessed the online map more than 74,500 times in 2013. Visits to the online map were more than three times higher than 2012 visits largely due to click-through visits generated by the two gas safety e-campaigns sent to customers.
- ∞ 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 477,850 calls were made to customers to ensure timely updates regarding project progress.
- ∞ Notified 1,563 residents and businesses of their proximity to un-odorized segments of PG&E transmission or gathering pipelines. Mailing provided gas safety information and emphasized non-smell signs of a gas leak.
- ∞ Mailed 255,061 customer letters with enclosed pipeline safety brochure before, during and after gas transmission and distribution pipeline testing, maintenance and construction projects.
- ∞ 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.
- ∞ Notified 751 residents and businesses of their proximity to PG&E Storage Facilities or Compressor Stations. Mailing also included information regarding damage prevention, leak recognition and response.
- ∞ Sponsored "Call Before You Dig" and gas safety public service advertisements in English, Spanish, Chinese and Vietnamese on radio stations and in newspapers that reached millions of individuals living and working across PG&E's gas service territory.
- ∞ Executed a variety of activities in early August to promote 811 Day including paid and earned media campaigns, community events at local Home Depot locations, contractor and public official meetings.
- ∞ Notified 160 residents and businesses of their proximity to PG&E gathering pipelines. Mailing provided gas safety and 811-awareness information.
- ∞ Mailed gas safety and 811-awareness information to more than 58,000 master meter system operators within PG&E's service territory. Materials promoted gas safety handouts and videos to share with members.
- ∞ Distributed gas safety information by e-mail to more than 7,000 district and school safety contacts at public and private schools near gas distribution pipelines.
- ∞ Mailed customer letters with enclosed pipeline safety brochure before, during and after gas transmission and distribution pipeline testing, maintenance and construction projects.

## *Activities Planned for 2014*

In 2014, PG&E will continue ongoing safety communication through bill inserts, e-mails, customer letters, mass media advertising, the web and other customer communication vehicles. Mass media advertising and outreach to farmers will be expanded, 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. Gas safety information will be mailed to all residents and businesses located within approximately 2,000 feet of transmission pipelines.

### **III. COMMUNICATION IN PARTNERSHIP WITH COMMUNITY-BASED ORGANIZATIONS**

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#### *Summary of 2013 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 Response Teams (NERT) in our service territory 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 2013 both proactively and in response to requests from community-based organizations in our service territory:

- ∞ Participated in 538 emergency preparedness and safety events sponsored by the American Red Cross in 2013.
- ∞ Hosted and attended 54 open house and community meetings in 31 cities to discuss local issues and provide information about pipeline replacement, testing and maintenance activities. Approximately 459 individuals met with company representatives at open house meetings in 2013.
- ∞ Delivered emergency response training to 1,256 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 2013, PG&E hosted and co-hosted 702 First Responder Training Workshops. A total of 25,383 emergency responders attended workshops, including the 1,256 CERT and NERT members and volunteers mentioned above. In addition, we mailed emergency response materials to 1,919 individual emergency response agency contacts in our service territory.)*

- ∞ Mailed gas safety and 811-awareness information to more than 11,600 contacts at Homeowners Associations in PG&E's gas service territory. Materials promoted gas safety handouts and videos to share with members.
- ∞ Delivered interactive gas safety display presentations more than 296 times at community events in 2013.
- ∞ Distributed safety information at 33 agricultural industry events and workshops.
- ∞ Worked with the Danielle Dawn Smalley Foundation to communicate pipeline safety information to 70 schools near PG&E transmission pipelines in San Mateo County. Information promoted awareness of the location of PG&E's pipelines near their school and encouraged emergency response planning and preparedness activities.

#### *Activities Planned for 2014*

In 2014, 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 2014, 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 gas safety and pipeline location information to members and to promote use of 811 before digging. 썈□η 썈□η
- ∞ 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. 썈□η

#### **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 the API survey<sup>1</sup> conducted for PG&E in 2013 and key operational metrics used to evaluate the impact of safety communication activities.

*Pipeline Location Awareness*

**Nearly eight out of ten residents and businesses say they are aware of the location of pipelines in their community.**

As noted in the graph below, feedback from a 2013 survey conducted with residents and businesses located near PG&E transmission and gathering pipelines indicates that 78 percent of respondents say that they know the location of pipelines in their community.

To what extent do you know the location of pipelines in your community?



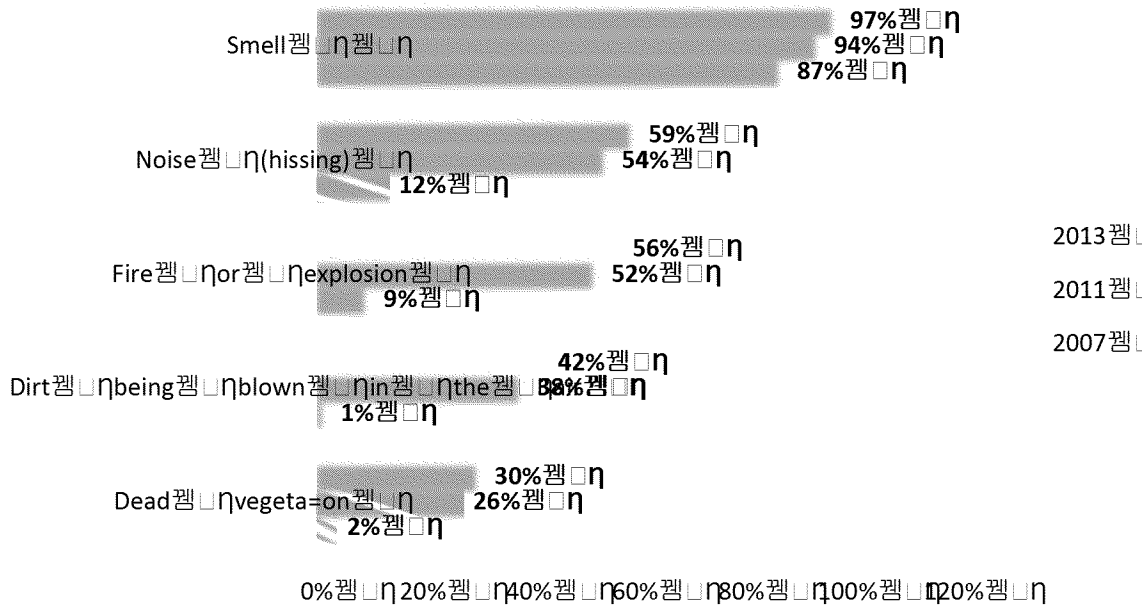
*Awareness of Signs of a Leak & Response Protocols*

**Feedback from a 2013 survey of residents and businesses indicates strong awareness of odor, hissing noises and fire/explosion as indicators of a possible gas pipeline leak.**

The graph below outlines awareness regarding various signs of a potential gas leak. Recognition of smell as a sign of a leak remains high at 97 percent; awareness of non-smell signs of a leak remain at or above levels reported in 2011.

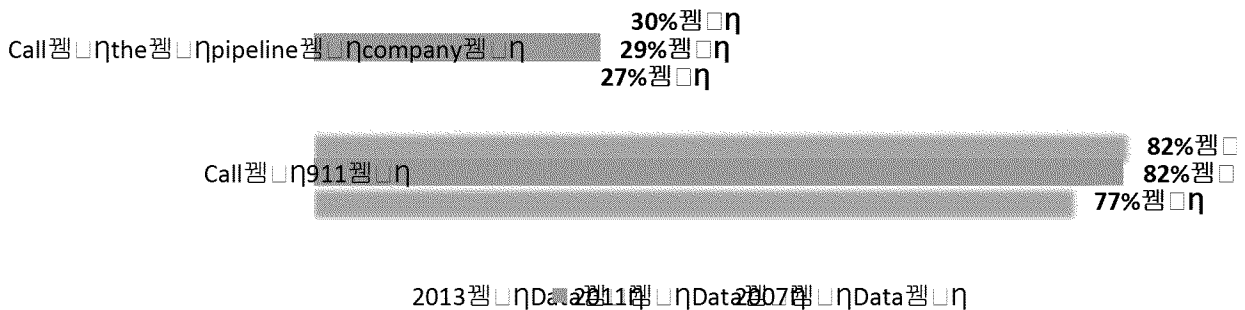
<sup>1</sup> Mail survey conducted by the American API in 2013 using random response base of individuals who live near where an PG&E operates gathering pipelines. Survey data has an overall margin of error of 5% confidence level.

How would you recognize a leak from a pipeline?



**More than 80 percent of respondents say they would call 911 if they suspected a pipeline leak.** A smaller percentage would also call the pipeline operator.

What would you likely do if you suspect

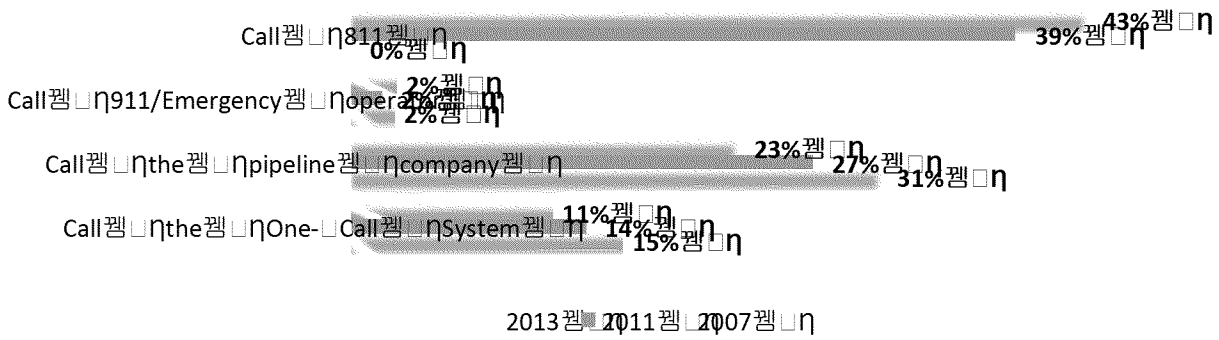


*Damage Prevention – Intent to Call 811 Before Digging*

**Feedback from a 2013 survey of residents and businesses near transmission and gathering lines indicates that slightly more than half of survey respondents say they would call 811 or the One-Call System before digging on their property.**

The graph below details the actions that respondents say they are likely to take when planning to dig on their property. Opportunity exists to continue to increase 811 awareness and intent to call.

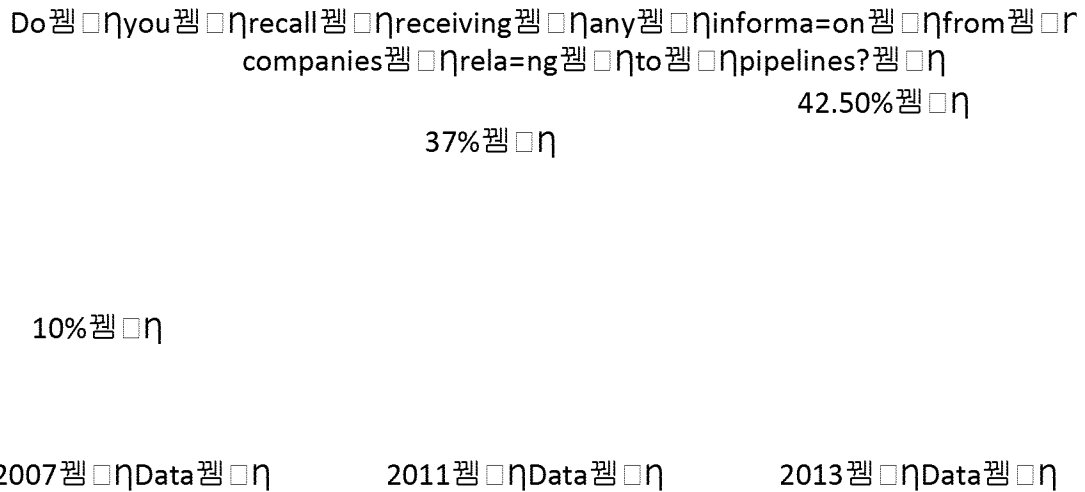
If you were planning on digging a hole or following a trench following an excavation, how likely would you be to take the following actions?



### Recall Receiving Information

**Four out of ten residents and businesses near transmission and gathering lines say they recall seeing, hearing or reading natural gas pipeline safety information.**

As noted in the graph below, feedback from a 2013 survey indicates that 42.5 percent of respondents recall receiving information related to pipelines. This represents a slight increase from 2011 recall levels.



### Excavation Damage to Underground Facilities

Operational data shows that PG&E's underground facilities were damaged 2,071<sup>2</sup> times last year due to excavation activity. This equates to more than five damage incidents per day and an average of 4.46 times per 1,000 One Call tickets<sup>3</sup> in 2013.

<sup>2</sup> Includes third party damage to PG&E's underground facilities, including but not limited to pipelines, gathering pipelines, electric lines and other underground facilities.  
<sup>3</sup> Digging per 1,000 One Call Tickets. Includes data received from cancelled tickets such as pole, st, treat and no remark.

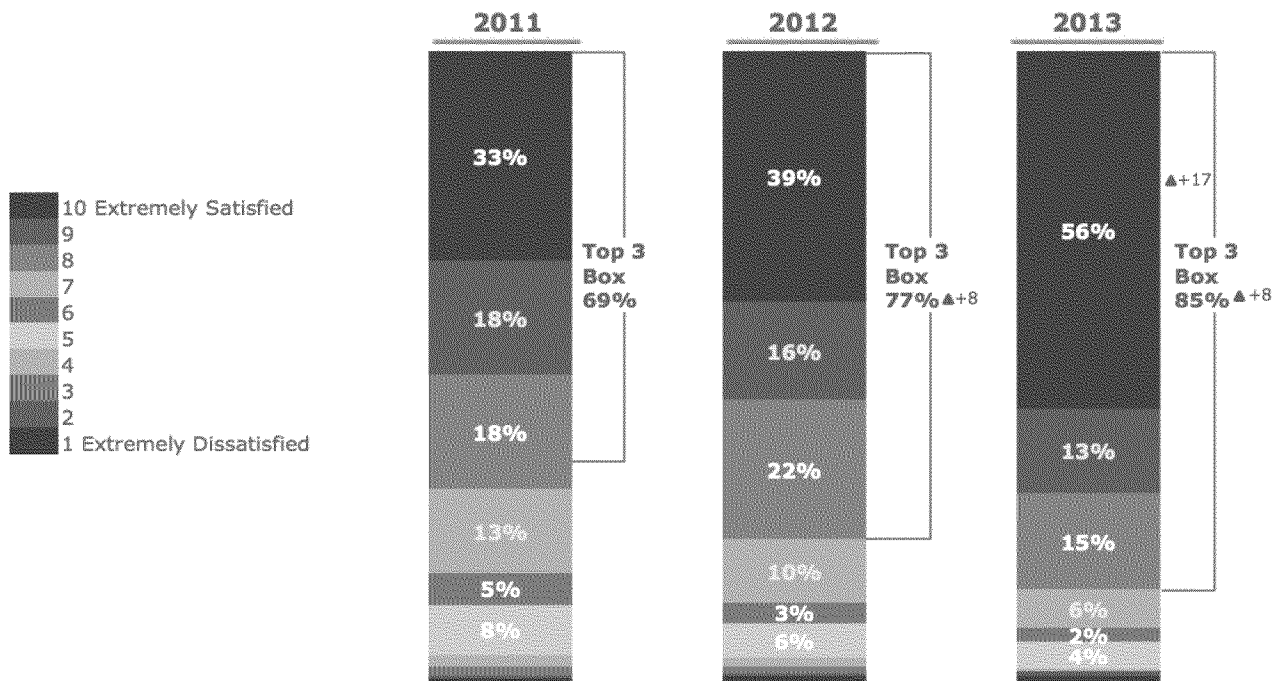


Satisfaction with Pipeline Testing Project Communication & Impact on Perception of Safety

**Results from PG&E’s pipeline testing communication effectiveness surveys<sup>4</sup> 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, 85 percent of survey respondents in 2013 said they were very or extremely satisfied with the communication they received from PG&E regarding pipeline testing in their neighborhood. The number of respondents who indicated that they were “very satisfied” increased by 17 percent compared to the previous year.

- Overall satisfaction with the communications has increased each year since 2011 (when combined) and was significantly higher in 2013 than in either of the two prior years.



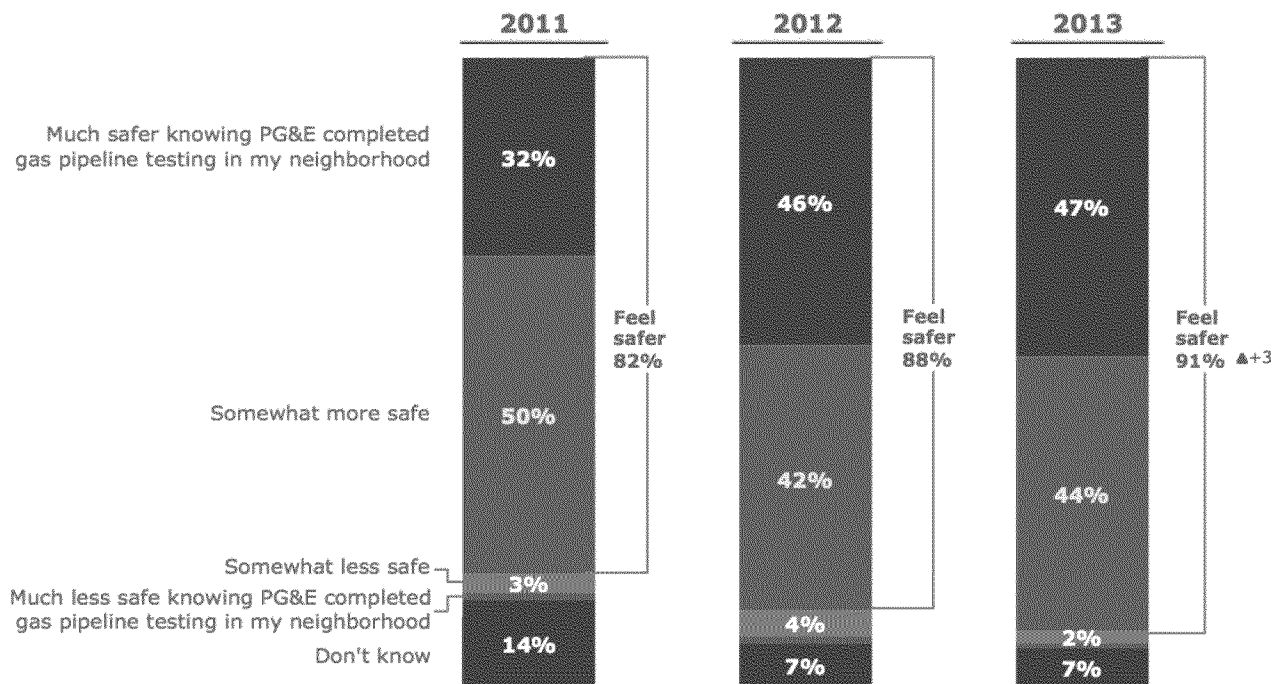
Base: Total Respondents = 600 / 1218 / 1208

Q.5 Overall, how would you rate your satisfaction with the communications you received from PG&E about gas pipeline testing in your neighborhood?

<sup>4</sup> This survey was conducted as part of PG&E’s Gas Pipeline Response Survey in 2013. It includes 203 individuals.

As noted in the graph below, 91 percent of survey respondents said that they feel safer knowing that PG&E has completed gas pipeline testing in their neighborhood.

- Customers were significantly more likely to feel safer as a result of PG&E gas pipeline testing in 2013 than in the prior two years.



Base: Total Respondents = 600 / 1218 / 1208  
 Q.19 Would you say you feel...?

## CONCLUSION

In 2013 our safety communication activities reached more than 4.7 million gas and electric customers an average of two times each, 325,000 non-customer homes and businesses located near our transmission lines, more than 450 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 residents and businesses near PG&E transmission and gathering pipelines suggests strong awareness regarding the location of pipelines and how to identify and respond to a possible gas leak. Opportunity exists to continue to promote awareness and use of 811.

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 2014 and beyond.

**APPENDIX – Samples of 2013 Safety Communication Materials**

PG&E 2013 Bill Inserts

*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 surveys on pipelines.

To find out more about our comprehensive safety and monitoring program, visit [www.pge.com/pipelinesafety](http://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  
**1-800-660-6789**

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  
**1-800-298-8438**

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NATURAL GAS SAFETY

# Important pipeline information

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

Visit [www.pge.com/pipelinesafety](http://www.pge.com/pipelinesafety), call us at **1-888-743-7431** or keep reading for more information.



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## Inside Panels:

### Gas pipeline locations

PG&E operates natural gas distribution and transmission pipelines across California. Our distribution pipelines are located throughout neighborhoods and connect to homes and businesses.

We offer a comprehensive online map showing our transmission pipelines at [www.pge.com/pipelinelocations](http://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 if transmission pipelines run nearby.

Also, the National Pipeline Mapping System, [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov), shows the location of all transmission pipelines in the United States, viewable by county, zip code or street address.

### 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 or from a gas appliance.

### In case of emergency

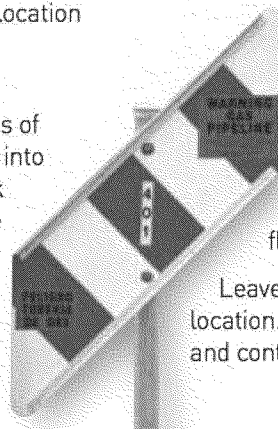
You can help prevent a natural gas pipeline fire. If you suspect a gas leak, leave the area immediately and move to a safe location. Then call 911 to notify local police and fire and contact PG&E at 1-800-743-5000. Warn others nearby to stay away from the area. Until you are a safe distance away, do 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 Underground Service Alert (USA) at 811 at least two working days before you dig—even in your own yard. 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. Markers include an emergency number and 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.

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.



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 surveys on pipelines.

To find out more about our comprehensive safety and monitoring program, visit [www.pge.com/pipelinesafety](http://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 1-800-660-6789

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 1-800-298-8438



Scan with your smartphone's QR reader to watch a video with tips for how to safely dig near underground pipelines.

PG&E is a registered trademark of PG&E. © 2017 PG&E. All rights reserved. PG&E is a registered trademark of PG&E. PG&E is a registered trademark of PG&E.

At home, or on the job.

Be safe.  
Dig safe.



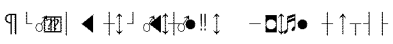
Natural gas safety:  
Call 811 before you dig

Always call 811 at least two working days before starting any project that involves digging to have underground utility lines located and marked for free.

Visit [www.pge.com/pipelinesafety](http://www.pge.com/pipelinesafety), call us at 1-888-743-7431 or keep reading for more gas safety information.



Know what's below.  
Call before you dig.



### Gas pipeline locations

**PG&E operates natural gas distribution and transmission pipelines across California. Our distribution pipelines are located throughout neighborhoods and connect to homes and businesses.**

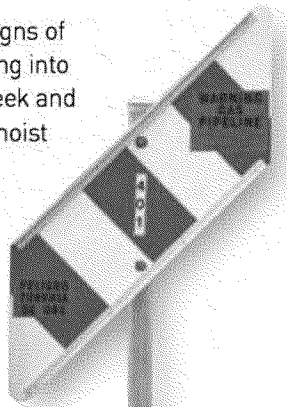
Our transmission pipelines carry gas from one part of the state to another and connect to our distribution system. We offer a comprehensive online map showing our transmission pipelines at [www.pge.com/pipeline/locations](http://www.pge.com/pipeline/locations). You can view any location in our service area—your home, place of work or any other areas of interest—to see if transmission pipelines run nearby.

Also, the National Pipeline Mapping System, [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov), shows the location of all transmission pipelines in the United States, viewable by county, zip code or street address.

### 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 or from a gas appliance.



### In case of emergency

**You can help prevent a natural gas pipeline fire. 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 Underground Service Alert (USA) at 811 at least two working days before you dig—even in your own yard. 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. Markers include an emergency number and 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.

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.

## SAMPLES OF COMMUNICATION MATERIALS

PG&E 2013 E-Campaign



### Natural gas safety: Three things you should know

#### There's safety in knowledge

You play a critical role in natural gas safety. Below are ways you can make gas safety a priority every day.

Your safety is our top priority. PG&E is committed to becoming the safest, most reliable gas system in the nation. We operate natural gas distribution and transmission pipelines across California. Our distribution pipelines are located throughout neighborhoods and connect to homes and businesses.

We monitor our gas pipeline operations 24 hours a day, 7 days a week, and we conduct regular inspections and surveys on pipelines. Learn about the projects PG&E is undertaking to improve the safety and reliability of our gas system [here](#).

#### 1. Know where PG&E natural gas pipeline near you

Always be aware of pipeline markers. Markers include an emergency number and 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.

Use our [interactive online map](#) to learn more about the transmission pipelines in your neighborhood. You can view any location in our service area—your home, place of work or any other areas of interest—to see if transmission pipelines run nearby.

The [National Pipeline Mapping System](#) also shows the location of all transmission pipelines in the United States, viewable by county, zip code or street address.



#### 2. Spot a natural gas leak

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. But don't rely on your nose alone.



**Smell:** 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.



**Sound:** Always pay attention to hissing, whistling or roaring sounds coming from underground or from a gas appliance.



**Sight:** 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.

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.

### 3. Before you dig, know what's below

Damage from excavation is a common cause of pipeline accidents. That's why you must always call Underground Service Alert (USA) at 811 at least two working days before you dig—even in your own yard. 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.

If you or your contractor accidentally digs into a gas pipeline, do not attempt to stop the flowing gas or extinguish any fire. 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.



Contact us for more information about gas pipeline safety at the numbers below:

- For assistance in English please call 1-888-743-7431 or visit online.
- Para ayuda en español por favor llame al 1-800-660-6789
- 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 1-800-298-8438

[pge.com](#) : [privacy](#) : [disclosure](#)

For inquiries, please do not reply to this e-mail. Submit feedback via [Contact Us](#). To unsubscribe from this e-mail list, please reply to this email with "unsubscribe" in the subject line or message body.

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**PG&E 2013 Non-Customer Right-of-Way Mailer**

*Mailer (Front/Back):*



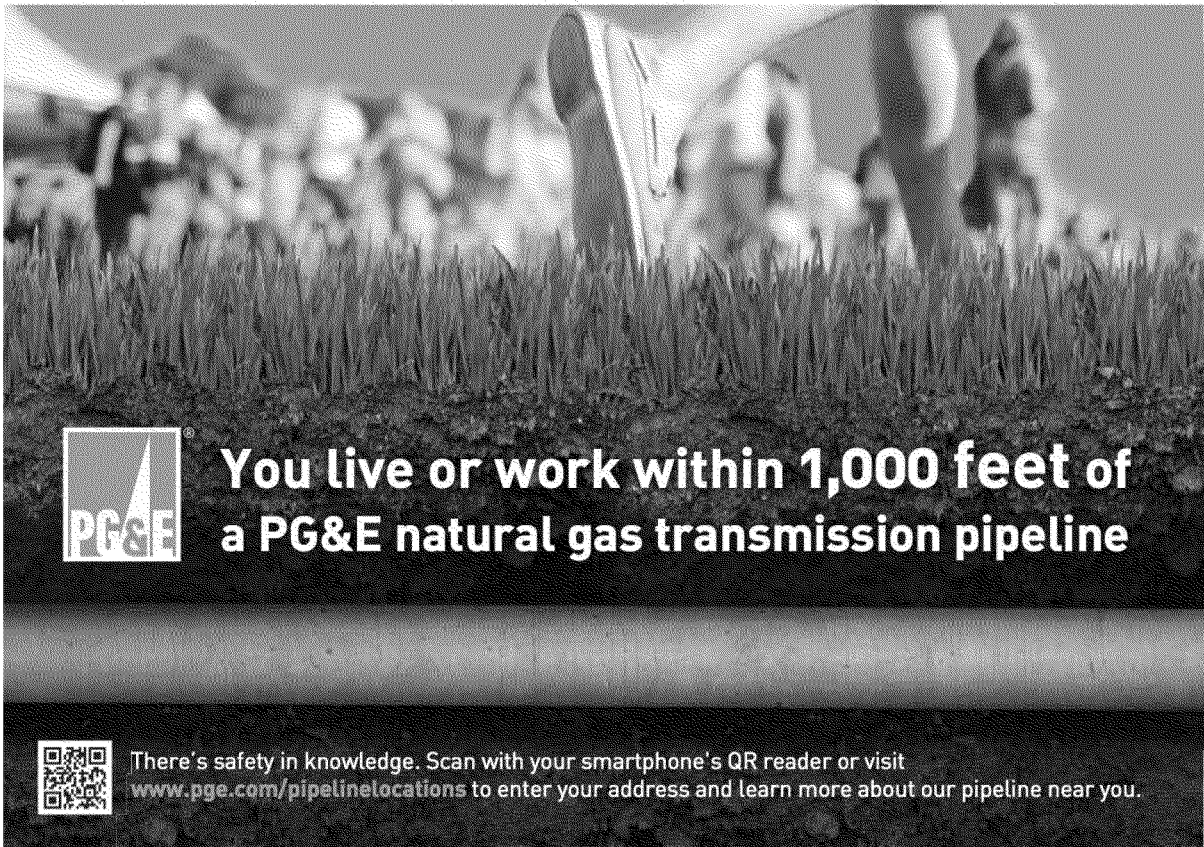
Pacific Gas and Electric Company  
551 East Street  
Hollister, CA 95203

**There's safety in knowledge. Learn more about PG&E gas transmission pipelines near you.**

**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:.....1-800-660-6789  
要用粵語/國語請求協助，請致電.....1-800-893-9555  
Kung kailangang makipag-usap sa.....1-888-743-7431  
nakakasalita ng Tagalog, tumawag sa.....1-888-743-7431  
Để được giúp đỡ bằng tiếng Việt, xin gọi.....1-800-298-8438

PG&E ensures public safety and safe operations through employee training, regular maintenance and testing, corrosion protection, right-of-way inspections, public awareness programs and implementation of our comprehensive Integrity Management plan and procedures. To find out more about our safety and monitoring programs, visit [www.pge.com/pipeintegrity](http://www.pge.com/pipeintegrity)



**You live or work within 1,000 feet of a PG&E natural gas transmission pipeline**



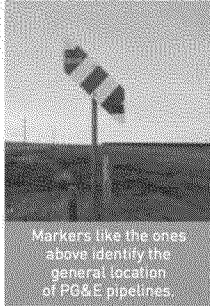
There's safety in knowledge. Scan with your smartphone's QR reader or visit [www.pge.com/pipelinelocations](http://www.pge.com/pipelinelocations) to enter your address and learn more about our pipeline near you.

## You live or work within 1,000 feet of a PG&E natural gas transmission pipeline

Underground pipelines are the safest way to transport natural gas. PG&E's transmission pipelines transport gas from one region of the state to another and connect to our distribution pipeline system to deliver gas to customers.

There's safety in knowledge. Please read the gas pipeline safety information below and share it with others. If you have questions, or would like more information, call our Gas Safety Help Line at 1-888-743-7431 or visit [www.pge.com/gas](http://www.pge.com/gas).

### Find PG&E Pipelines Near You



You can find PG&E pipelines near you by locating pipeline markers. Gas pipeline markers identify the general, but not exact, location of the line and include our emergency number. We also provide an online map that shows the location of our transmission and higher-pressure distribution pipelines. Smaller-diameter distribution service lines and mains are not included in the online map. Access our online map at [www.pge.com/pipeline/locations](http://www.pge.com/pipeline/locations).

You can view the location of all transmission pipelines in the United States using the National Pipeline Mapping System, [www.npms.phmsa.dot.gov/PublicViewer](http://www.npms.phmsa.dot.gov/PublicViewer). This free tool allows you to search by county, zip code or street address.

### Know the Signs of a Gas Pipeline Leak

PG&E inspects pipelines to check for leaks or other signs of damage. We monitor our gas pipeline operations 24 hours a day, 7 days a week from our control center, and we add a sulfur-like odorant to aid in leak detection.

You can help keep pipelines safe and prevent a pipeline fire by knowing how to recognize and report a gas pipeline leak. **If you smell, hear or see signs of a gas pipeline leak, leave the area in an upwind direction, warn others to stay away and from a safe place call 911 and PG&E at 1-800-743-5000.**



**Smell:** If you smell a "rotten egg" odor near a transmission pipeline, move to a safe location and immediately call 911 and PG&E. But don't rely on smell alone to identify a leak.



**Sound:** Always pay attention to hissing, whistling or roaring sounds coming from the ground near a pipeline.



**Sight:** Other signs of a possible gas pipeline leak include dirt spraying into the air, continual bubbling in a pond or creek and dead or dying vegetation in an otherwise green area.

**Do not light a match, operate a vehicle or use any electronic device near a gas pipeline leak.**

### Protect Pipeline Rights-of-Way

If you own property with a PG&E easement, you may already know that we conduct maintenance activities within the right-of-way. Right-of-way maintenance activities often include mowing, trimming or removing shrubs, trees or other items near the pipeline. Call PG&E's Land Management Department at **1-877-259-8314** if you have questions about the right-of-way near your home or workplace.



### Additional Resources



#### Gas Safety 101: Living Near a Pipeline

Watch this short video for additional safety tips: <http://y2u.be/11qWuMBZuY>



#### Online Pipeline Map

Use our online map to find PG&E pipelines near you: [www.pge.com/pipeline/locations](http://www.pge.com/pipeline/locations)

### Prevent Damage to Pipelines

Last year, PG&E pipelines were damaged an average of 4.3 times per day by individuals digging near our lines. If you plan to install a fence, plant a tree or dig for any reason, protect the pipelines in your neighborhood by following the safety tips below:



#### Step 1: Call 811 at Least Two Working Days Before Digging

Calling **811** connects you to Underground Service Alert (USA), a free service that will notify underground utility operators in your area of your planned work. When you call **811**, you will be asked to provide the address and general location of the project, project start date and type of excavation activity. You will receive a ticket number confirming your call.

Professional contractors are legally required to call **811** at least two working days before excavating and to have the ticket accessible while digging and backfilling. Ask your contractor for a copy of the ticket before they start your project.

#### Step 2: Pre-Mark Area & Wait for Operators to Mark Lines

Identify the location where you will be digging by drawing a box around the area using white paint. Wait for operators to locate their lines. Operators must be able to access the area where you plan to dig and cannot enter properties with dogs or locked gates. Contact **811** if you have questions regarding the marks.

#### Step 3: Dig with Hand-Digging Tools Near the Line

Dig with care using appropriate hand-digging or vacuum-digging tools near pipelines. Backhoes, augers and other mechanical equipment should not be used when digging near underground utility lines. Don't remove flags, stakes or paint marks until you've finished digging. Carefully backfill and compact the soil.

#### Step 4: Notify PG&E Regarding Damage or Leaks

Immediately notify PG&E if you dent, scrape or hit our pipeline while digging so that we can inspect and repair the line if needed to prevent future damage. If you suspect a pipeline leak, immediately leave the area in an upwind direction and warn others to stay away. **From a safe location, call 911 and PG&E at 1-800-743-5000.**

**Never operate mechanical equipment in an area where you suspect a leak.**



- Gas & Electric Safety
- Digging & Yard Safety
- Natural Disaster Safety
- How the System Works
  - Natural Gas System
    - Gas System Overview
    - Latest Updates
    - Gas Pipeline Safety
    - Pipeline Access
    - Gas Transmission Pipelines
- FAQ
  - Electric System
  - Hydroelectric System
  - Radio Frequency
  - Diablo Canyon Power Plant

## Gas Transmission Pipelines

PG&E has a comprehensive inspection and monitoring program to ensure the safety of its natural gas transmission pipeline system. PG&E monitors system status in real time on a 24-hour basis, and regularly conducts leak inspections, surveys, and patrols of all of our natural gas transmission pipelines. Any issues identified as a threat to public safety are immediately addressed.

Below is an interactive map that can help you to learn more about pipelines in your neighborhood.

### Gas Transmission Pipeline System Map

Enter Address

Go

Searched location

Natural Gas Transmission Pipelines

The blue pipeline sections represent PG&E's natural gas transmission pipeline system in California.

### Log in to My Energy

PG&E My Energy customers can obtain personalized gas transmission pipeline information through our secure log in.

Username

Password

Forgot your username or password?

**Log in**

Don't have an account? Sign up here.

### Gas Safety Plan

PG&E has a comprehensive inspection and monitoring program to ensure the safety of its natural gas transmission pipeline system.

2013 Gas Safety Plan

Learn about safety measures PG&E is taking to make you safer.

Learn about Hydrostatic Pressure Testing

### Gas System Resources

Download the American Gas Association's Pipeline Safety FAQ

PG&E Hotline for Gas Transmission Pipeline Location Information: 1-888-743-7431

# PG&E 2013 Un-Odorized Line Postcard

## Postcard (Front):

### Gas Pipeline Safety Information

You live or work within approximately 1,000 feet of a PG&E un-odorized natural gas transmission pipeline.

There's safety in knowledge. Learn the sounds and visual indicators of a possible leak and how to respond.

PG&E adds odorant at various points along the pipeline system, but not all segments of the pipeline include odorant. A leak involving an un-odorized gas transmission pipeline will not be detectable by smell.



11-11

## Postcard (Back):



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

### Know the Signs of an Un-Odorized Gas Pipeline Leak

If you hear or see signs of a gas pipeline leak, **leave the area** in an upwind direction, **warn others** to stay away and from a safe place, **call 911 and PG&E at 1-800-743-5000. Do not light a match, operate a vehicle or use any electronic device near a gas pipeline leak.**



**Sound:** Hissing, whistling or roaring sounds coming from the ground near a pipeline.



**Sight:** Dirt spraying into the air, continual bubbling in a pond or creek and dead or dying vegetation in an otherwise green area.

Underground pipelines are the safest way to transport natural gas. PG&E operates natural gas gathering, transmission and distribution lines across California. Our transmission pipelines transport natural gas from one region of the state to another and deliver to our smaller distribution pipelines that serve homes and businesses.

Pipeline markers identify the general, but not exact, location of our transmission lines and include our emergency number. Learn more about our [pipelines near you at pge.com/pipelinelocations](http://pge.com/pipelinelocations).

**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 要用粵語/國語請求協助，請致電 1-800-893-9555  
Para ayuda en español, por favor llame al 1-800-460-4789 Để được giúp đỡ bằng tiếng Việt, xin gọi 1-800-278-8438

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PG&E 2013 Farmer Excavation Safety Mailer

Mailer (Front/Back):



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

**Natural Gas Pipeline Safety Information  
for Farmers & Ranchers**

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

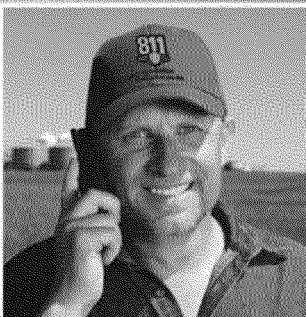
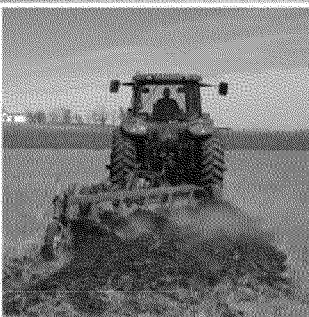
For assistance in English, please call.....	1-888-743-7431
Para ayuda en español, por favor llame al.....	1-800-660-6789
要用粵語/國語請求協助，請致電.....	1-800-893-9555
Để được giúp đỡ bằng tiếng Việt, xin gọi.....	1-800-298-8438



**Be Safe. Call Before You Dig. It's the Law.**

Keep farm and ranch staff safe by calling **811** at least two working days before deep plowing, drain tiling, installing a fence or digging. Failing to do so creates a safety risk and can cause financial penalties.

**You own property or operate a farm or ranch near  
a PG&E natural gas transmission pipeline.**



Ripping, plowing, drain tile installation and other agricultural excavation activities can damage pipelines and endanger farmers and farm staff. **Call 811, a free service, before you dig to have lines located and marked.**





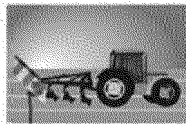
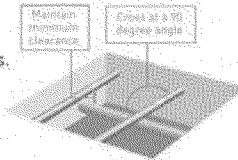
## Safe Digging Tips for Farmers & Ranchers

Farm equipment is getting more powerful and can dig deeper. At the same time, weather and erosion can reduce the land above underground pipelines that protect the line from damage.

**Always call 811 in compliance with California law before digging near pipelines.** If you are planning deep excavation activities, call 811 and notify PG&E's local engineers by calling 1-888-743-7431. PG&E may elect to be on-site or to conduct a field meeting before or during your project. **As required by law, PG&E will request a field meet with farmers or ranchers when proposed excavation activity is within ten feet of a high-pressure gas pipeline.**

### Agricultural Drain Tile Projects

A PG&E representative may be on-site during installation of pipeline crossings. Crossings should be as **near to 90 degrees** (perpendicular to the pipeline) as possible and should clear the pipeline by **at least 24 inches**. Use solid tile at the point where field tile crosses the pipeline and pea gravel to prevent settling. Plastic pipe is preferred when crossing the pipeline.



### Deep Plowing or Ripping

Proceed with caution when deep plowing and try to stay clear of PG&E pipeline rights-of-way. A PG&E representative may request to meet with you to discuss the risks of deep plowing or ripping and precautionary measures, particularly when the expected depth of plowing or ripping may pose a safety risk to the pipeline.

### Land Contour Modification Projects

Contact PG&E if you plan to alter the land near our pipeline by installing ponds, lakes or drainage ditches. To protect the pipeline and those working near it, we typically request that you maintain **at least 36 inches** of ground cover over the top of the pipeline, but **no more than 60 inches**. A PG&E representative may elect to be on-site during backfilling.



### Know the Signs of a Gas Pipeline Leak

Signs of a gas leak can include: a "rotten egg" odor; hissing, whistling or roaring sounds outside near the pipeline or inside near an appliance; dirt spraying into the air; continuous bubbling in a pond or creek; and dead or dying vegetation in an otherwise moist area near the line.

If you smell, hear or see signs of a gas pipeline leak, **leave the area** in an upwind direction, **warn others** to stay away and from a safe place **call 911 and PG&E at 1-800-743-5000**.

**Do not light a match, operate a vehicle or use any electronic device near a gas pipeline leak.**

### Safety Videos and Employee Training



#### Safe Farming Near Pipelines Video

Visit <http://bit.ly/15GGLfr> to watch a short safety video about lessons learned from a farmer who didn't call 811 before a drain tile installation project.



#### 811 Call Process Video

Watch this short video to learn more about 811 and One Call at <http://bit.ly/18BV5dA>.



#### Free Safety Training Materials for Employees

Visit [pgesafetyeducation.com/agriculture](http://pgesafetyeducation.com/agriculture) to order free safety training materials for agricultural workers. Materials are available in English and Spanish.

PG&E operates natural gas gathering, transmission and distribution lines across California. Visit [pge.com/pipeline/locations](http://pge.com/pipeline/locations) to enter your address and learn more about our pipelines near your farm or ranch. You can view the location of all transmission pipelines in the United States using the National Pipeline Mapping System: [www.npms.phmsa.dot.gov/PublicViewer/](http://www.npms.phmsa.dot.gov/PublicViewer/).

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### Protect Employees Working Near Pipelines

Follow these safety tips to protect those working near pipelines:

**811** Step 1: Call 811 before agricultural excavation projects. **It's the law.**

**Never rely on pipeline markers or previous temporary markings to identify the location of underground pipelines.** Markers indicate the general, but not exact, location of underground transmission lines.

Always call 811 at least **two working days** before you plow, tile, scrape or dig in compliance with California law. Calling 811 connects you to Underground Service Alert (USA), a **free service** that will notify PG&E and other underground utility operators of your planned work. For larger projects, call PG&E at 1-888-743-7431 during the planning phase to allow time for a local engineer to contact you.

**Step 2: Wait for Operators to Mark Lines**

Identify the location where you will be digging using white paint or coordinate a time to meet with PG&E to discuss your project. Wait for operators to locate their lines. PG&E typically marks the location of underground gas lines within **two working days** using yellow flags, stakes and paint. Contact 811 if you have questions regarding the marks.

**Step 3: Dig with Hand-Digging Tools Near the Line & Backfill Property**

Dig with care using appropriate hand-digging or vacuum-digging tools near the pipeline. For your safety, backhoes, augers and other mechanical equipment should not be used when digging **within 24 inches of the outside edge of our pipelines**. Don't remove flags, stakes or paint marks until you've finished digging. Carefully backfill and compact the soil.

**Step 4: Notify PG&E Regarding Damage or Leaks**

**Never operate mechanical equipment in an area where you suspect a leak.** Immediately notify PG&E if you dent, scrape or hit our pipeline while digging so that we can inspect and repair the line, if needed, to prevent future damage. If you suspect a pipeline leak, immediately leave the area in an upwind direction and warn others to stay away. **From a safe location, call 911 and PG&E at 1-800-743-5000.**

# PG&E 2013 Storage and Compressor Station Mailer

Mailer (Front/Back):



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

## Important safety information about PG&E compressor stations and storage facilities

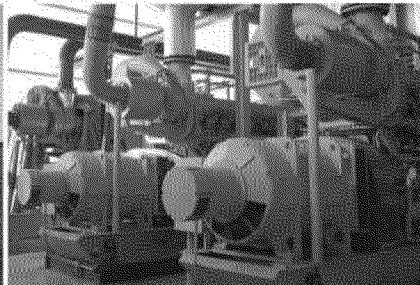
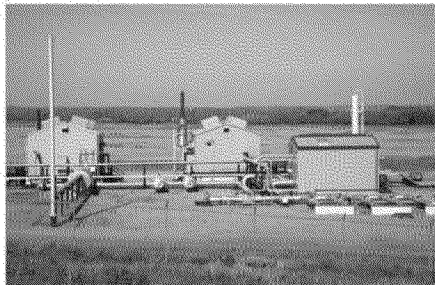
If you have additional questions or would like more information, visit [pge.com/pipelinesafety](http://pge.com/pipelinesafety) or contact us at the numbers below:

For assistance in English, please call.....1-888-743-7431  
Para ayuda en español, por favor llame al.....1-800-660-6789  
要用粵語/國語請求協助，請致電.....1-800-893-9555  
Để được giúp đỡ bằng tiếng Việt, xin gọi.....1-800-298-8438



It's Easy. It's Free. Call Before You Dig.

## You live or work near a PG&E Compressor Station or Storage Facility



We monitor our gas pipeline operations 24 hours a day, 7 days a week and conduct regular inspections and surveys on pipelines and facilities. Learn about the projects PG&E is undertaking to improve the safety and reliability of our gas system at [pge.com/pipelinesafety](http://pge.com/pipelinesafety).



Mailer (Inside):



## Important Safety Information

**There's safety in knowledge.** Your safety is our top priority. PG&E is committed to becoming the safest, most reliable gas system in the nation. We operate natural gas distribution and transmission pipeline systems across California. Compressor stations and storage facilities are an important part of these systems.

**You are receiving this safety information because our records indicate that you live or work within approximately 1,000 feet of a PG&E compressor station or underground storage facility. For more information, call us at 1-888-743-7431.**

### Compressor Stations

Above-ground compressor station facilities are located at regular intervals along the pipeline route. They assist with regulating the flow and pressure of natural gas in the pipeline system so that gas can be transported from one area to another. This helps us ensure that gas is delivered to even the most distant point along the gas system.

Gas enters the compressor station from connecting pipelines. The gas is then compressed and cooled. This provides the gas enough energy to move through the pipeline until it is delivered to our customers or reaches the next compressor station.

### Storage Facilities

Underground gas storage facilities are connected to pipeline systems and safely store natural gas until it is needed. The ability to store gas helps ensure we have an adequate supply of natural gas available to our customers during times of high demand, such as cold winter days.

### Emergency Response Procedures

We have gas detection, fire detection and emergency shutdown systems in place at PG&E compressor stations and storage facilities to protect neighbors, staff and our gas system. Our personnel are trained to respond to emergency situations and to work directly with local emergency response officials.

**In the event of an emergency, you will be notified by local emergency response officials with instructions for evacuation or shelter-in-place procedures. Call our Gas Help Line at 1-888-743-7431 if you have questions about our emergency response procedures.**

### Safety Is a Shared Responsibility

We monitor our gas pipeline operations 24 hours a day, 7 days a week and conduct regular inspections and surveys on pipelines and facilities. Learn about the projects PG&E is undertaking to improve the safety and reliability of our gas system at [pge.com/pipelinesafety](http://pge.com/pipelinesafety).

You play a critical role in natural gas safety. Your awareness and actions can increase the safety of your home and community. Together, we can make gas safety a priority every day.



### Know the Signs of a Gas Pipeline Leak

Both compressor stations and underground storage facilities connect to natural gas pipelines. Know the signs of a gas pipeline leak and how to respond.

Signs of a gas leak can include:

- A "rotten egg" odor
- Hissing, whistling or roaring sounds outside near the pipeline or inside near an appliance
- Dirt spraying into the air, continuous bubbling in a pond or creek
- Dead or dying vegetation in an otherwise moist area near the line

If you smell, hear or see signs of a gas pipeline leak, **leave the area** in an upwind direction, **warn others** to stay away and from a safe place **call 911 and PG&E at 1-800-743-5000**.

**Do not light a match, operate a vehicle or use any electronic device near a gas pipeline leak.**



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PG&E 2013 Gathering Line Mailer

*Mailer (Front/Back):*



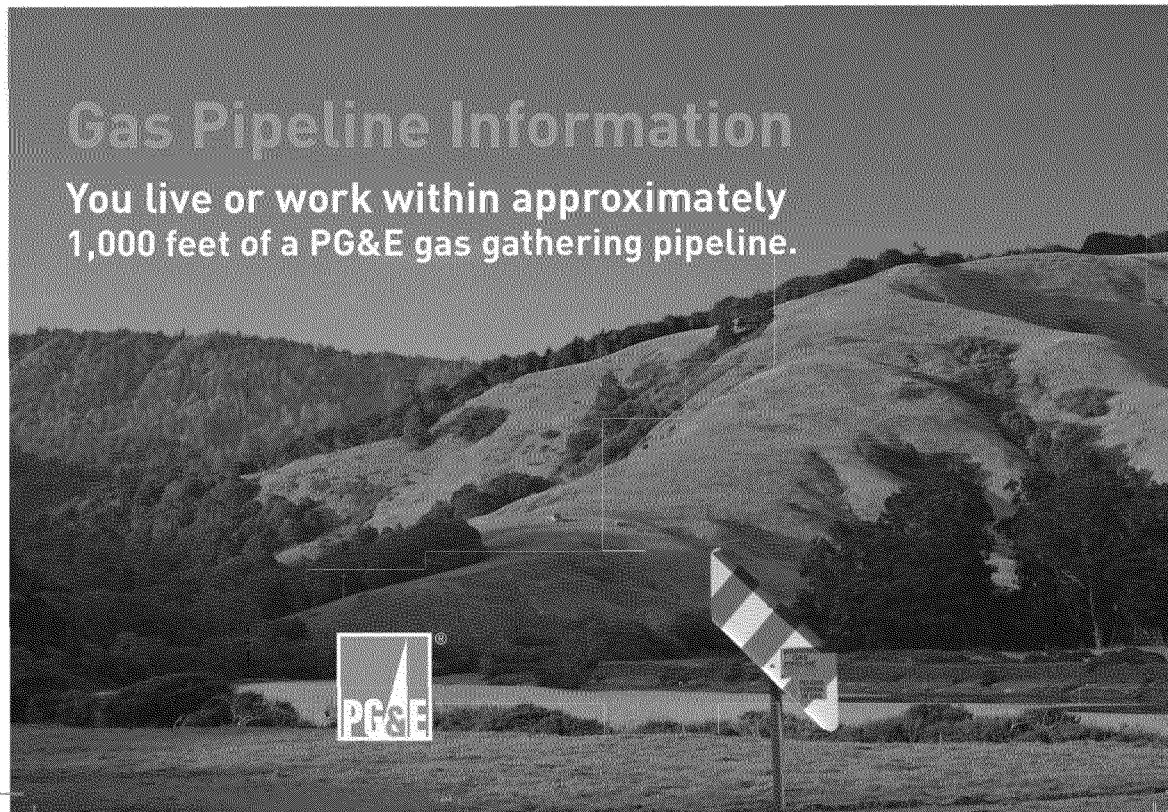
Pacific Gas and Electric Company  
551 East Street  
Hollister, CA 95023

**There's safety in knowledge. Learn more about PG&E gas gathering pipelines near you.**

**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..... 1-800-660-6789  
要用粵語/國語請求協助，請致電..... 1-800-893-9555  
Để được giúp đỡ bằng tiếng Việt, xin gọi..... 1-800-298-8438

PG&E ensures public safety and safe operations through employee training, regular maintenance and testing, corrosion protection, right-of-way inspections, public awareness programs and implementation of our comprehensive Integrity Management plan and procedures. To find out more about our safety and monitoring programs, visit [pgae.com/pipeline/safety](http://pgae.com/pipeline/safety).



# Gas Pipeline Information

**You live or work within approximately 1,000 feet of a PG&E gas gathering pipeline.**



## You live or work within 1,000 feet of a PG&E natural gas gathering pipeline.

PG&E's gathering lines transport natural gas from production sites to processing facilities and connect to transmission lines that transport gas from one region of the state to another. PG&E also operates distribution pipelines that deliver gas to residential and business customers.

There's safety in knowledge. Please read the gas pipeline safety information below and share it with others. If you have questions or would like more information, call our Gas Safety Help Line at 1-888-743-7431 or visit [pge.com/safety](http://pge.com/safety).

### Know the Signs of a Gas Pipeline Leak

PG&E inspects pipelines to check for leaks or other signs of damage. You can help keep pipelines safe and prevent a pipeline fire by knowing how to recognize and report a gas pipeline leak. Odorant is added at various points along the pipeline system. **Gathering lines are typically un-odorized, and a leak will not be detectable by smell.**

If you hear or see signs of a gas pipeline leak, leave the area in an upwind direction, warn others to stay away and from a safe place, call 911 and PG&E at 1-800-743-5000.

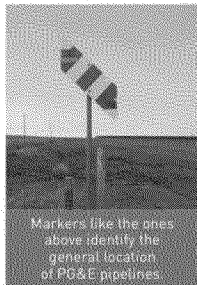


**Sound:** Always pay attention to hissing, whistling or roaring sounds coming from the ground near a pipeline.



**Sight:** Other signs of a possible gas pipeline leak include dirt spraying into the air, continual bubbling in a pond or creek and dead or dying vegetation in an otherwise green area.

**Do not light a match, operate a vehicle or use any electronic device near a gas pipeline leak.**



Markers like the ones above identify the general location of PG&E pipelines.

### Find PG&E Pipelines Near You

You can find PG&E pipelines near you by locating pipeline markers. Gas pipeline markers identify the general, but not exact, location of the line and include our emergency number. We also provide an online map that shows the location of our transmission, gathering and higher-pressure distribution pipelines. Smaller-diameter distribution service lines and mains are not included in the online map. Access our online map at: [pge.com/pipelinelocations](http://pge.com/pipelinelocations).

### Protect Pipeline Rights-of-Way

If you own property with a PG&E easement, you may already know that we conduct maintenance activities within the right-of-way. Right-of-way maintenance activities often include mowing, trimming or removing shrubs, trees or other items near the pipeline. Visit [pge.com/rightofway](http://pge.com/rightofway) if you have questions about the right-of-way near your home or workplace.



### Prevent Pipeline Damage

Last year, PG&E pipelines were damaged an average of 4.3 times per day by individuals digging near our lines. If you plan to install a fence, plant a tree or dig for any reason, protect the pipelines in your neighborhood by following the safety tips below.



#### Step 1: Call 811 at Least Two Working Days Before Digging

Calling 811 connects you to Underground Service Alert (USA), a free service that will notify underground utility operators in your area of your planned work. When you call 811, you will be asked to provide the address and general location of the project, project start date and type of digging activity. You will receive a ticket number confirming your call.

Professional contractors are legally required to call 811 at least two working days before excavating and to have the ticket accessible while digging and backfilling. Ask your contractor for a copy of the ticket before they start your project.

#### Step 2: Pre-Mark Area & Wait for Operators to Mark Lines

Identify the location where you will be digging by drawing a box around the area using white paint. Wait for operators to locate their lines. Operators must be able to access the area where you plan to dig and cannot enter properties with dogs or locked gates. Contact 811 if you have questions regarding the marks.

#### Step 3: Dig with Hand-Digging Tools Near the Line

Dig with care using appropriate hand-digging or vacuum-digging tools near pipelines. Backhoes, augers and other mechanical equipment should not be used when digging near underground utility lines. Don't remove flags, stakes or paint marks until you've finished digging. Carefully backfill and compact the soil.

#### Step 4: Notify PG&E Regarding Damage or Leaks

Immediately notify PG&E if you dent, scrape or hit our pipeline while digging so that we can inspect and repair the line, if needed, to prevent future damage. If you suspect a pipeline leak, immediately leave the area in an upwind direction and warn others to stay away. **From a safe location, call 911 and PG&E at 1-800-743-5000.**

**Never operate mechanical equipment in an area where you suspect a leak.**

### Additional Resources



#### Gas Safety 101: Living Near a Pipeline

Watch this short video for additional safety tips: [pge.com/safetyvideo](http://pge.com/safetyvideo)



#### Online Pipeline Map

Use our online map to find PG&E pipelines near you: [pge.com/pipelinelocations](http://pge.com/pipelinelocations)

PG&E 2013 Master Meter Mailer

Mailer (Front/Back):



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

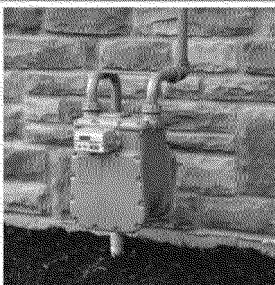
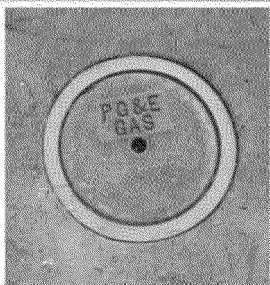
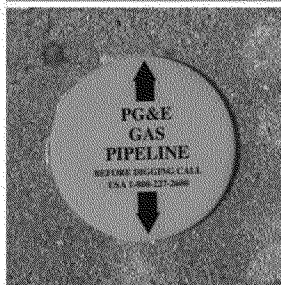
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Para ayuda en español, por favor llame al.....1-800-660-6789  
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Để được giúp đỡ bằng tiếng Việt, xin gọi.....1-800-298-8438



It's Easy. It's Free. Call Before You Dig.

## Your Gas Meter Connects to a PG&E Natural Gas Pipeline



Markers and meters like the ones above identify the general, but not exact, location of PG&E's natural gas pipelines.



## Natural Gas Safety Important Pipeline Information

**There's safety in knowledge.** Your safety is our top priority. PG&E is committed to becoming the safest, most reliable gas system in the nation. We operate natural gas distribution and transmission pipelines across California. Our distribution pipelines are located throughout neighborhoods and connect to homes and businesses.

You are receiving this safety information because our records indicate that you are a master meter system operator and that your gas meter provides gas service to other tenants or businesses. **Please share this safety information with others who receive gas from your gas meter.** You can download a copy of this handout at [pge.com/mastermeter](http://pge.com/mastermeter). For more information, visit [pge.com/pipelinesafety](http://pge.com/pipelinesafety) or call us at **1-888-743-7431**.

### Safety is a shared responsibility

We monitor our gas pipeline operations 24 hours a day, 7 days a week and conduct regular inspections and surveys on pipelines. Learn about the projects PG&E is undertaking to improve the safety and reliability of our gas system at [pge.com/pipelinesafety](http://pge.com/pipelinesafety).

You play a critical role in natural gas safety. Your awareness and actions can increase the safety of your home and community. Together, we can make gas safety a priority every day.

### Know where pipelines are located near you

Always be aware of pipeline markers. Markers include our emergency number and indicate the need for extra care around gas transmission pipelines that feed local distribution pipelines. These markers specify the approximate location, but not all pipelines follow a straight path between markers.

Use our interactive online map at [pge.com/pipelinelocations](http://pge.com/pipelinelocations) to learn more about the transmission pipelines in your neighborhood. You can view any location in our service area—your home, place of work or any other areas of interest—to see if transmission pipelines run nearby.

The National Pipeline Mapping System, [www.npms.phmsa.dot.gov/PublicViewer/](http://www.npms.phmsa.dot.gov/PublicViewer/), also shows the location of all transmission pipelines in the United States, viewable by county, zip code or street address.



### Before you dig, know what's below

Damage from excavation is a common cause of pipeline accidents. That's why you must always call Underground Service Alert (USA) at **811** at least two working days before you dig—even in your own yard. 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.

If you or your contractor accidentally digs into a gas pipeline, do not attempt to stop the flowing gas or extinguish any fire. **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**.

### Spot a natural gas leak

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. But don't rely on your nose alone.



**Smell:** 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**.



**Sound:** Always pay attention to hissing, whistling or roaring sounds coming from underground or from a gas appliance.



**Sight:** 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.

### In case of emergency

If you suspect a gas leak, immediately leave the area in an upwind direction 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 cell phones, electric switches, doorbells, radios, televisions and garage door openers.

PG&E 2013 HOA Mailer

*Mailer (Front/Back):*



Pacific Gas and Electric  
551 East Street  
Holister, CA 95203

Your neighborhood is located near an  
odorized PG&E natural gas pipeline.

**Three Ways Homeowners Associations Can Share  
Pipeline Safety Information With Members**



Post or distribute the information in this handout  
<http://www.pge.com>



Use the "Share" link to send safety videos and other content to members.  
<http://www.pge.com>



Include pipeline location and gas pipeline safety information in your  
newsletter, on your web site or as an agenda item at an upcoming meeting.  
Access the latest pipeline safety news:

For more information about pipeline safety visit  
[www.pge.com/pipelinesafety](http://www.pge.com/pipelinesafety) or call us at 1-800-743-5000.



Your neighborhood is located near a  
**PG&E natural gas pipeline.**

Pipeline Safety Information to Share with Members

Mailer (Inside):

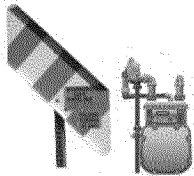


# Your neighborhood is located near a PG&E natural gas pipeline.

## Pipeline Safety Information to Share with Members

### Gas Pipeline Locations

You are receiving this information because of your leadership role in a homeowners or neighborhood association located near PG&E gas pipelines. PG&E operates natural gas distribution and transmission pipelines across California. Our distribution pipelines are located throughout neighborhoods and connect to homes and businesses. Our transmission lines carry gas from one region to another.



Find PG&E's pipelines near your neighborhood by locating pipeline markers and gas meters. Markers identify the general, but not exact, location of the pipeline. We also provide an online map that shows the location of our transmission and higher-pressure distribution pipelines. Distribution service lines and mains are not included in the online map. Access our online map: [www.pge.com/pipelineLocations](http://www.pge.com/pipelineLocations)

Also, the National Pipeline Mapping System, [www.npms.phmsa.dot.gov/PublicViewer/](http://www.npms.phmsa.dot.gov/PublicViewer/), shows the location of all transmission pipelines in the United States, viewable by county, zip code, or street address.

### If You Smell Natural Gas

PG&E regularly inspects pipelines to check for possible leaks or other signs of damage. We also monitor our gas pipeline operations 24 hours a day, 7 days a week. As an additional safety precaution, we add a sulfur-like odor to natural gas.

You can help prevent a natural gas pipeline fire. If you smell this "rotten egg" odor or notice other signs of a potential leak, open windows and doors, move to a safe location and immediately call 9-1-1 and PG&E at 1-800-743-5000.

But don't rely on smell alone to identify a leak. Always pay attention to hissing, whistling or roaring sounds coming from the ground or from a gas appliance. Other signs of a possible gas leak include dirt spraying into the air, continual bubbling in a pond or creek and dead or dying vegetation in an otherwise moist 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

Excavation is a leading cause of pipeline damage. Homeowners, maintenance personnel and contractors should always call 811 at least two working days before initiating projects that involve digging.

Calling 811 connects you with Underground Services Alert (USA), a free service that will notify underground utility operators in the area of your planned work. If you accidentally dig into a pipeline, leave the area immediately, call 9-1-1 and notify PG&E.

### Pipeline Safety Resources for Residents & Businesses

Use the resources below to share safety information and increase awareness regarding the location of gas pipeline in your community, signs of a potential gas leak and how to respond.

#### Download Safety Handout



Download a printable version of this pipeline safety brochure to hand out at an upcoming meeting. Go to <http://bit.ly/XDe04N>

#### Watch & Share Videos



Add the PG&E YouTube pipeline safety video link to your e-newsletter or email reminders. Simply click the "share" button. Our pipeline safety videos feature tips on how to dig carefully near a pipeline and signs of a pipeline leak. <http://youtu.be/1IqWuMBZ3UY>

#### Find Transmission Pipelines Nearby



Find the closest PG&E transmission line by using our online interactive map and share this information with your members.

[www.pge.com/pipelineLocations](http://www.pge.com/pipelineLocations)

#### Access More Safety Information



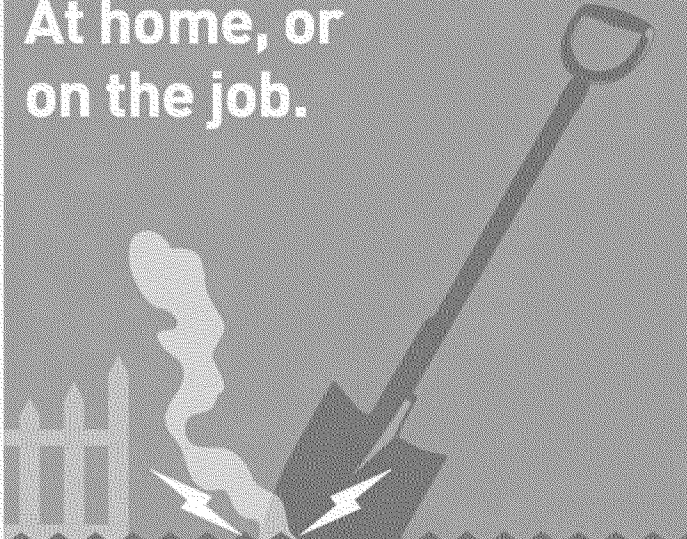
PG&E's website is full of safety information and tips. Select safety information to include in an upcoming newsletter or on your association's website by visiting: [www.pgecurrents.com/pipeline-safety](http://www.pgecurrents.com/pipeline-safety)

### Does your HOA have additional questions?

Ask a PG&E representative questions about pipeline safety. Call our Gas Safety Help Line at 1-888-743-7431 or email us at: [publicawareness@pge.com](mailto:publicawareness@pge.com)

PG&E monitors gas pipeline operations 24 hours a day, 7 days a week and conducts regular inspections and surveys on pipelines. To find out more about our comprehensive safety and monitoring program, visit: [www.pge.com/pipelinesafety](http://www.pge.com/pipelinesafety)

Safe Digging Month Print Ad:



**Be safe.  
Dig safe.**


At home, or  
on the job.

**April is National Safe Digging Month**

Whether planting a tree, installing a mailbox or pouring concrete, protect yourself and others from injury and prevent service outages. Call 811 at least 48 hours before you dig to have your underground utility lines marked for FREE.

**811**

**Know what's below.  
Call before you dig.**

 Learn more at [call811.com](http://call811.com)

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Call 811 Billboard:



At home, or on the job.  
**Be safe. Dig safe.**



Call  
**811**<sup>®</sup>

**Before You Dig.**



Learn more at [call811.com](http://call811.com)

© 2011 PG&E. All rights reserved.

World Journal Call 811 Print Ad:



挖地前請致電811

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觸及地下公用管道會造成嚴重傷害，影響鄰里，並有可能導致經濟損失。

在您挖掘前，須了解埋在地下公用設施的位置。

挖掘時，意外觸碰地下公用設備是常見的管道事故之一。因此您必須在挖土前至少兩個工作日，撥打地下設施服務警示 (USA) 電話811進行查詢。即使是在自己的院子裡植樹或安裝圍欄。USA地下設施服務警示費用全免，會將您的挖土計劃通知所在地的公用事業機構。PG&E收到有關資料後，會把該區內的地下天然氣和電力設施定位和標記出來，讓您安心進行挖掘工程。

您可以協助保障天然氣管道安全。如果您聞到類似“臭雞蛋”氣味或注意到任何其他天然氣洩漏跡象，例如空氣中的灰塵，聽到嘶嘶聲，或地底傳來的口哨或咆哮聲，請立刻離開所在區域，前往一個安全地點。並請立刻撥打911，也請致電1-800-743-5000聯絡PG&E。



Know what's below.  
Call before you dig.



想了解更多請瀏覽  
[www.pge.com/pipelinesafety](http://www.pge.com/pipelinesafety)



**世界新聞網**  
worldjournal.com  
SF.worldjournal.com



**WORLD'S LARGEST SELECTION  
OF NEW & PRE-OWNED CARS**



811  
Know what's below.  
Call before you dig.

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[世界新聞網](#) | [ePaper](#) | [分類](#) | [首頁](#) | [社群](#) | [購物](#) | [行動](#) | [活動](#) | [註冊/登入](#) | [廣告](#) | [服務](#) | [關於](#)

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**新聞**

- 探長執行任務 也拍黃牛舞
- 史大博聲稱生動網路
- 檢官首次回東會 譚城門抗議
- 華北平穩經濟學界對黃牛
- 防子機騙案 莫測深淵4大商謀財
- 研發可充電鋰電池 華泰成功

**生活**

- 「北大版」在香書節
- 高考升 競爭熱
- 廣州開展各州經濟
- 無個人之舉 使無國家之舉
- 平度最佳不尋常就業保障
- 安心吃餅乾 噴噴噴

**體育**

- 華東運休運賽 歷史美平均2倍
- AmazonFresh 今年抵美則增派
- 藍球 這晚合創雙高 專家越位
- 吃凍乾果助A肝? 黃金山醫生
- 加東狂學到! 羅曼羅蘭新航
- 聖荷西美京 787航線復飛

**影視**

- 從前深處一起看NBA
- 珍貴的六紅人
- 旅行200年
- 看而斯以後的發明家
- 太平小傳
- 江山代有才人出

**高級別墅 都是最低價**

811

Know what's below.  
Call before you dig.

www.811.com

僑
報
網
舊金山

uschinapress.com

**湾区要闻**



**檢察官葛斯肯等探訪老人中心 獲嚴防詐騙**  
【僑報記者李修遠5月15日舊金山報道】5月是預防虐待長者月

- 移民局美荷新辦公室自動開幕 為南灣及中谷地區移民
- 檢察官葛斯肯等探訪老人中心 獲嚴防詐騙
- 湾区房屋平均銷售價超過50萬元

**聚焦硅谷**



**硅谷十年变迁: “150強”不進則退則亡**  
【僑報記者陸杰夫5月14日硅谷报道】湾区新聞聯盟 (Bay Area)

- 硅谷十年变迁: “150強”不進則退則亡
- 浙江省在硅谷舉行人才項目对接會 共賞企業高校科研
- 《財富》最新500強公司名單重新洗牌 華美取代騰寶

**四方僑情**



**統促會暨金山促統論壇慶生 聘六顧問為統促事業添新血**  
【僑報記者吳卓剛5月13日舊金山報道】慶祝舊金山湾区中國統一

- 統促會暨金山促統論壇慶生 聘六顧問為統促事業添新血
- 湾区僑學界熱烈歡迎貴南生總領事 貴南生推廣湾区
- 金山僑界歡迎貴南生總領事 六僑領領銜踴躍出席宴會

**校園內外**



**斯坦福大學展出太陽能房屋 華人學生參與設計施工**  
【僑報訊】4月22日地球日，斯坦福大學首次向媒體展出正在施工

- 斯坦福大學展出太陽能房屋 華人學生參與設計施工
- 聖荷西州大聯合硅谷企業開“網上大學”
- 大學專業決定命運? 加州各行業薪資報告出爐

**挖地前請致電811!**



Know what's below.  
Call before you dig.

www.811.com

Cali Today Web Banner:



# RAO VẶT



**Rẻ nhất**  
**Hiệu quả ngay tức thì**

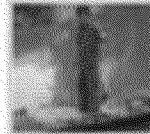
Việt Nam



Báo New York Times đưa tin về trấn áp biểu tình chống Trung Quốc ở VN

Tờ báo cho là "chính phủ VN đang gặp áp lực ngày một dâng cao trong nước

trước việc Bắc Kinh trắng trợn phô diễn sức mạnh cơ bắp quân sự khi tuyên bố về chủ quyền biển đảo ở khu vực"



"Sát thủ cá ngát" U.90

- Chân dung kẻ giết người yêu cũ rồi chôn xác
- Tràn lan thực phẩm bẩn: Người Việt hại nhau
- Bị một "bóng đá ôm" trả hình ở Sài thành

**HÃY GỌI SỐ 811 TRƯỚC**  
**KHI BẠN ĐÀO XỚI**



Tìm hiểu thêm tại  
[www.pge.com/pipelinesafety](http://www.pge.com/pipelinesafety)



**Know what's below.**  
**Call before you dig.**

Hoa Kỳ

**Viet Tribune**

Shutter Photography  
408-833-9765

Trang chủ Văn hóa Đời sống Giáo dục Thể thao Công đồng Kinh tế Tin tức Tài vụ

**Tranh luận về giới hạn của vợ**  
Thư ký 034682613 Múi sáng dân số y nghĩa ông hồ dự luật 18, một bên phải hợp pháp hóa sẽ ...

**Bé Không Cần Chích insulin nữa...**  
TIN Y HỌC/CELE PARK hàng triệu người hưởng phúc hạnh phúc đường thực nổi không thiếu vì sao này ...

**CỘNG ĐỒNG**

**LỊCH SINH HOẠT - TUẦN LỄ 05 THÁNG TƯ 2013 ĐẾN 11 THÁNG TƯ ...**  
BẠCH VIỆT NHÂN TRÍ THÍ NGƯỜI TRÍ THÍ NGUYỄN TIẾT DƯƠNG là chủ của PHẠM ĐUY LINH muốn ghi luật sự NGUYỄN NGUYỄN ...

**LỊCH SINH HOẠT - TUẦN LỄ 18 TH ...**  
Nếu quý vị muốn đăng tin xin trên báo sinh hoạt xin gửi bằng email về danh này uronote @ ...

**LỊCH SINH HOẠT - TUẦN LỄ 01 TH ...**  
Nếu quý vị muốn đăng tin xin trên báo sinh hoạt xin gửi bằng email về danh này uronote @ ...

**LỊCH SINH HOẠT - TUẦN LỄ 01 TH ...**  
Nếu quý vị muốn đăng tin xin trên báo sinh hoạt xin gửi bằng email về danh này uronote @ ...

**WEATHER**

28 Jun 2013 31 Jun 2013

**STOCK MARKET**

**APPENDIX – Samples of 2013 Safety Communication Materials**

PG&E 2013 Bill Inserts

*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 surveys on pipelines.

To find out more about our comprehensive safety and monitoring program, visit [www.pge.com/pipelinesafety](http://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  
**1-800-660-6789**

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  
**1-800-298-8438**

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413

NATURAL GAS SAFETY

# Important pipeline information

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

Visit [www.pge.com/pipelinesafety](http://www.pge.com/pipelinesafety), call us at **1-888-743-7431** or keep reading for more information.



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\* 𠵼𠵼𠵼 Bill 𠵼𠵼𠵼 Insert 𠵼𠵼𠵼 Appendix 𠵼𠵼𠵼

## Inside Panels:

### Gas pipeline locations

PG&E operates natural gas distribution and transmission pipelines across California. Our distribution pipelines are located throughout neighborhoods and connect to homes and businesses.

We offer a comprehensive online map showing our transmission pipelines at [www.pge.com/pipelinelocations](http://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 if transmission pipelines run nearby.

Also, the National Pipeline Mapping System, [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov), shows the location of all transmission pipelines in the United States, viewable by county, zip code or street address.

### 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 or from a gas appliance.

### In case of emergency

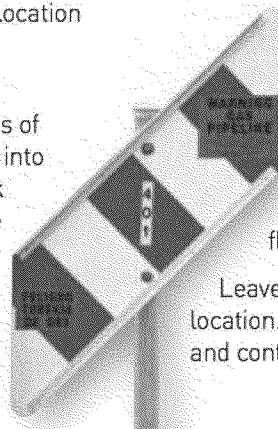
You can help prevent a natural gas pipeline fire. If you suspect a gas leak, leave the area immediately and move to a safe location. Then call 911 to notify local police and fire and contact PG&E at 1-800-743-5000. Warn others nearby to stay away from the area. Until you are a safe distance away, do 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 Underground Service Alert (USA) at 811 at least two working days before you dig—even in your own yard. 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. Markers include an emergency number and 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.

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.



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 surveys on pipelines.

To find out more about our comprehensive safety and monitoring program, visit [www.pge.com/pipelinesafety](http://www.pge.com/pipelinesafety).

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



Scan with your smartphone's QR reader to watch a video with tips for how to safely dig near underground pipelines.

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At home, or on the job.

Be safe.  
Dig safe.



Natural gas safety:  
Call 811 before you dig

Always call 811 at least two working days before starting any project that involves digging to have underground utility lines located and marked for free.

Visit [www.pge.com/pipelinesafety](http://www.pge.com/pipelinesafety), call us at 1-888-743-7431 or keep reading for more gas safety information.



Know what's below.  
Call before you dig.





### Gas pipeline locations

**PG&E operates natural gas distribution and transmission pipelines across California. Our distribution pipelines are located throughout neighborhoods and connect to homes and businesses.**

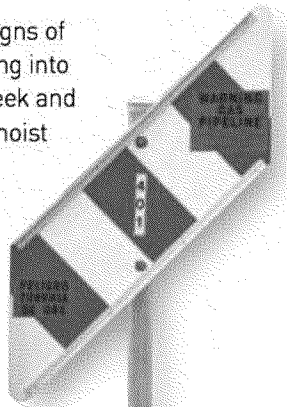
Our transmission pipelines carry gas from one part of the state to another and connect to our distribution system. We offer a comprehensive online map showing our transmission pipelines at [www.pge.com/pipeline/locations](http://www.pge.com/pipeline/locations). You can view any location in our service area—your home, place of work or any other areas of interest—to see if transmission pipelines run nearby.

Also, the National Pipeline Mapping System, [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov), shows the location of all transmission pipelines in the United States, viewable by county, zip code or street address.

### 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 or from a gas appliance.



### In case of emergency

**You can help prevent a natural gas pipeline fire. 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 Underground Service Alert (USA) at 811 at least two working days before you dig—even in your own yard. 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. Markers include an emergency number and 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.

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.

## SAMPLES OF COMMUNICATION MATERIALS

PG&E 2013 E-Campaign



### Natural gas safety: Three things you should know

#### There's safety in knowledge

You play a critical role in natural gas safety. Below are ways you can make gas safety a priority every day.

Your safety is our top priority. PG&E is committed to becoming the safest, most reliable gas system in the nation. We operate natural gas distribution and transmission pipelines across California. Our distribution pipelines are located throughout neighborhoods and connect to homes and businesses.

We monitor our gas pipeline operations 24 hours a day, 7 days a week, and we conduct regular inspections and surveys on pipelines. Learn about the projects PG&E is undertaking to improve the safety and reliability of our gas system [here](#).

#### 1. Know where PG&E natural gas pipeline near you

Always be aware of pipeline markers. Markers include an emergency number and 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.

Use our [interactive online map](#) to learn more about the transmission pipelines in your neighborhood. You can view any location in our service area—your home, place of work or any other areas of interest—to see if transmission pipelines run nearby.

The [National Pipeline Mapping System](#) also shows the location of all transmission pipelines in the United States, viewable by county, zip code or street address.



#### 2. Spot a natural gas leak

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. But don't rely on your nose alone.



**Smell:** 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.



**Sound:** Always pay attention to hissing, whistling or roaring sounds coming from underground or from a gas appliance.



**Sight:** 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.

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.

### 3. Before you dig, know what's below

Damage from excavation is a common cause of pipeline accidents. That's why you must always call Underground Service Alert (USA) at 811 at least two working days before you dig—even in your own yard. 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.

If you or your contractor accidentally digs into a gas pipeline, do not attempt to stop the flowing gas or extinguish any fire. 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.

Contact us for more information about gas pipeline safety at the numbers below:

- For assistance in English please call 1-888-743-7431 or visit online.
- Para ayuda en español por favor llame al 1-800-660-6789
- 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 1-800-298-8438

[pge.com](#) : [privacy](#) : [disclosure](#)

For inquiries, please do not reply to this e-mail. Submit feedback via [Contact Us](#). To unsubscribe from this e-mail list, please reply to this email with "unsubscribe" in the subject line or message body.

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**PG&E 2013 Non-Customer Right-of-Way Mailer**

*Mailer (Front/Back):*



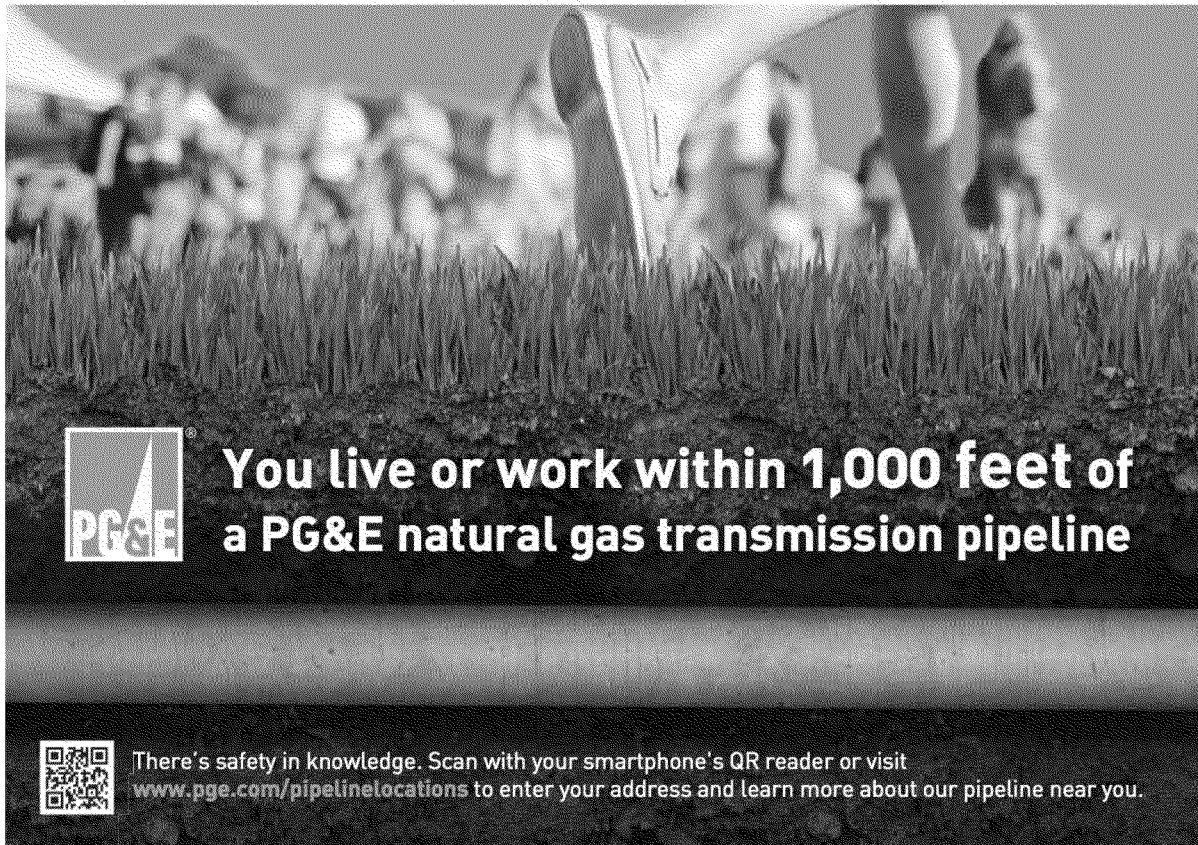
Pacific Gas and Electric Company  
551 East Street  
Hollister, CA 95203

**There's safety in knowledge. Learn more about PG&E gas transmission pipelines near you.**

**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:..... 1-800-660-6789  
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..... 1-800-298-8438

PG&E ensures public safety and safe operations through employee training, regular maintenance and testing, corrosion protection, right-of-way inspections, public awareness programs and implementation of our comprehensive Integrity Management plan and procedures. To find out more about our safety and monitoring programs, visit [www.pge.com/safety](http://www.pge.com/safety)



**You live or work within 1,000 feet of a PG&E natural gas transmission pipeline**



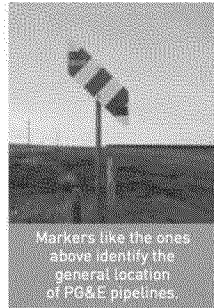
There's safety in knowledge. Scan with your smartphone's QR reader or visit [www.pge.com/pipelinelocations](http://www.pge.com/pipelinelocations) to enter your address and learn more about our pipeline near you.

## You live or work within 1,000 feet of a PG&E natural gas transmission pipeline

Underground pipelines are the safest way to transport natural gas. PG&E's transmission pipelines transport gas from one region of the state to another and connect to our distribution pipeline system to deliver gas to customers.

There's safety in knowledge. Please read the gas pipeline safety information below and share it with others. If you have questions, or would like more information, call our Gas Safety Help Line at 1-888-743-7431 or visit [www.pge.com/gas](http://www.pge.com/gas).

### Find PG&E Pipelines Near You



You can find PG&E pipelines near you by locating pipeline markers. Gas pipeline markers identify the general, but not exact, location of the line and include our emergency number. We also provide an online map that shows the location of our transmission and higher-pressure distribution pipelines. Smaller-diameter distribution service lines and mains are not included in the online map. Access our online map at [www.pge.com/pipeline/locations](http://www.pge.com/pipeline/locations).

You can view the location of all transmission pipelines in the United States using the National Pipeline Mapping System, [www.npms.phmsa.dot.gov/PublicViewer](http://www.npms.phmsa.dot.gov/PublicViewer). This free tool allows you to search by county, zip code or street address.

### Know the Signs of a Gas Pipeline Leak

PG&E inspects pipelines to check for leaks or other signs of damage. We monitor our gas pipeline operations 24 hours a day, 7 days a week from our control center, and we add a sulfur-like odorant to aid in leak detection.

You can help keep pipelines safe and prevent a pipeline fire by knowing how to recognize and report a gas pipeline leak. **If you smell, hear or see signs of a gas pipeline leak, leave the area in an upwind direction, warn others to stay away and from a safe place call 911 and PG&E at 1-800-743-5000.**



**Smell:** If you smell a "rotten egg" odor near a transmission pipeline, move to a safe location and immediately call 911 and PG&E. But don't rely on smell alone to identify a leak.



**Sound:** Always pay attention to hissing, whistling or roaring sounds coming from the ground near a pipeline.



**Sight:** Other signs of a possible gas pipeline leak include dirt spraying into the air, continual bubbling in a pond or creek and dead or dying vegetation in an otherwise green area.

**Do not light a match, operate a vehicle or use any electronic device near a gas pipeline leak.**

### Protect Pipeline Rights-of-Way

If you own property with a PG&E easement, you may already know that we conduct maintenance activities within the right-of-way. Right-of-way maintenance activities often include mowing, trimming or removing shrubs, trees or other items near the pipeline. Call PG&E's Land Management Department at **1-877-259-8314** if you have questions about the right-of-way near your home or workplace.



### Additional Resources



#### Gas Safety 101: Living Near a Pipeline

Watch this short video for additional safety tips:  
<http://y2u.be/11qWuMBZuY>



#### Online Pipeline Map

Use our online map to find PG&E pipelines near you:  
[www.pge.com/pipeline/locations](http://www.pge.com/pipeline/locations)

### Prevent Damage to Pipelines

Last year, PG&E pipelines were damaged an average of 4.3 times per day by individuals digging near our lines. If you plan to install a fence, plant a tree or dig for any reason, protect the pipelines in your neighborhood by following the safety tips below:



#### Step 1: Call 811 at Least Two Working Days Before Digging

Calling **811** connects you to Underground Service Alert (USA), a free service that will notify underground utility operators in your area of your planned work. When you call **811**, you will be asked to provide the address and general location of the project, project start date and type of excavation activity. You will receive a ticket number confirming your call.

Professional contractors are legally required to call **811** at least two working days before excavating and to have the ticket accessible while digging and backfilling. Ask your contractor for a copy of the ticket before they start your project.

#### Step 2: Pre-Mark Area & Wait for Operators to Mark Lines

Identify the location where you will be digging by drawing a box around the area using white paint. Wait for operators to locate their lines. Operators must be able to access the area where you plan to dig and cannot enter properties with dogs or locked gates. Contact **811** if you have questions regarding the marks.

#### Step 3: Dig with Hand-Digging Tools Near the Line

Dig with care using appropriate hand-digging or vacuum-digging tools near pipelines. Backhoes, augers and other mechanical equipment should not be used when digging near underground utility lines. Don't remove flags, stakes or paint marks until you've finished digging. Carefully backfill and compact the soil.

#### Step 4: Notify PG&E Regarding Damage or Leaks

Immediately notify PG&E if you dent, scrape or hit our pipeline while digging so that we can inspect and repair the line if needed to prevent future damage. If you suspect a pipeline leak, immediately leave the area in an upwind direction and warn others to stay away. **From a safe location, call 911 and PG&E at 1-800-743-5000.**

**Never operate mechanical equipment in an area where you suspect a leak.**

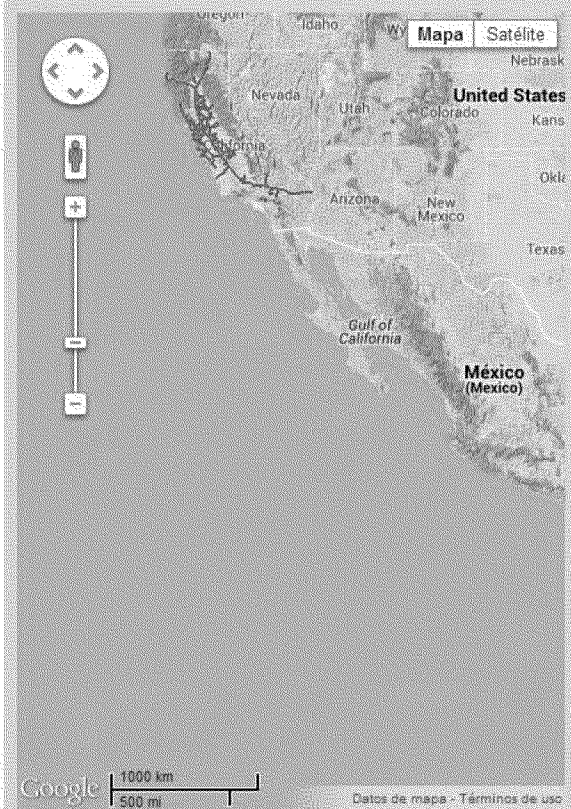
- Gas & Electric Safety
- Digging & Yard Safety
- Natural Disaster Safety
- How the System Works
  - Natural Gas System
    - Gas System Overview
    - Latest Updates
    - Gas Pipeline Safety
    - Pipeline Access
    - Gas Transmission Pipelines
- FAQ
  - Electric System
  - Hydroelectric System
  - Radio Frequency
  - Diablo Canyon Power Plant



## Gas Transmission Pipelines

PG&E has a comprehensive inspection and monitoring program to ensure the safety of its natural gas transmission pipeline system. PG&E monitors system status in real time on a 24-hour basis, and regularly conducts leak inspections, surveys, and patrols of all of our natural gas transmission pipelines. Any issues identified as a threat to public safety are immediately addressed.

Below is an interactive map that can help you to learn more about pipelines in your neighborhood.

### Gas Transmission Pipeline System Map



 Searched location
 
 Natural Gas Transmission Pipelines

The blue pipeline sections represent PG&E's natural gas transmission pipeline system in California.

### Log in to My Energy

PG&E My Energy customers can obtain personalized gas transmission pipeline information through our secure log in.



Username

Password

[Forgot your username or password?](#)

[Don't have an account? Sign up here.](#)

### Gas Safety Plan

PG&E has a comprehensive inspection and monitoring program to ensure the safety of its natural gas transmission pipeline system.

[2013 Gas Safety Plan](#)

[Learn about safety measures PG&E is taking to make you safer.](#)

[Learn about Hydrostatic Pressure Testing](#)

### Gas System Resources

[Download the American Gas Association's Pipeline Safety FAQ](#)

[PG&E Hotline for Gas Transmission Pipeline Location Information: 1-888-743-7431](#)

# PG&E 2013 Un-Odorized Line Postcard

## Postcard (Front):

### Gas Pipeline Safety Information

You live or work within approximately 1,000 feet of a PG&E un-odorized natural gas transmission pipeline.

There's safety in knowledge. Learn the sounds and visual indicators of a possible leak and how to respond.

PG&E adds odorant at various points along the pipeline system, but not all segments of the pipeline include odorant. A leak involving an un-odorized gas transmission pipeline will not be detectable by smell.



11-11

## Postcard (Back):



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

### Know the Signs of an Un-Odorized Gas Pipeline Leak

If you hear or see signs of a gas pipeline leak, **leave the area** in an upwind direction, **warn others** to stay away and from a safe place, **call 911 and PG&E at 1-800-743-5000. Do not light a match, operate a vehicle or use any electronic device near a gas pipeline leak.**



**Sound:** Hissing, whistling or roaring sounds coming from the ground near a pipeline.



**Sight:** Dirt spraying into the air, continual bubbling in a pond or creek and dead or dying vegetation in an otherwise green area.

Underground pipelines are the safest way to transport natural gas. PG&E operates natural gas gathering, transmission and distribution lines across California. Our transmission pipelines transport natural gas from one region of the state to another and deliver to our smaller distribution pipelines that serve homes and businesses.

Pipeline markers identify the general, but not exact, location of our transmission lines and include our emergency number. Learn more about our [pipelines near you at pge.com/pipelinelocations](http://pge.com/pipelinelocations).

**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 要用粵語/國語請求協助, 請致電 1-800-893-9555  
Para ayuda en español, por favor llame al 1-800-460-4789 Để được giúp đỡ bằng tiếng Việt, xin gọi 1-800-278-8438

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PG&E 2013 Farmer Excavation Safety Mailer

Mailer (Front/Back):



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

**Natural Gas Pipeline Safety Information  
for Farmers & Ranchers**

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

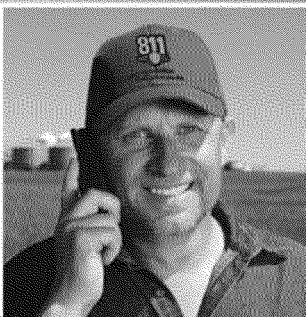
For assistance in English, please call.....	1-888-743-7431
Para ayuda en español, por favor llame al.....	1-800-660-6789
要用粵語/國語請求協助，請致電.....	1-800-893-9555
Để được giúp đỡ bằng tiếng Việt, xin gọi.....	1-800-298-8438



**Be Safe. Call Before You Dig. It's the Law.**

Keep farm and ranch staff safe by calling **811** at least two working days before deep plowing, drain tiling, installing a fence or digging. Failing to do so creates a safety risk and can cause financial penalties.

**You own property or operate a farm or ranch near  
a PG&E natural gas transmission pipeline.**



Ripping, plowing, drain tile installation and other agricultural excavation activities can damage pipelines and endanger farmers and farm staff. **Call 811, a free service, before you dig to have lines located and marked.**





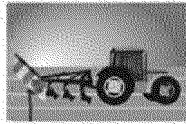
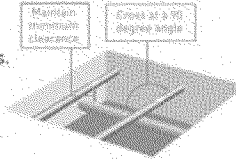
# Safe Digging Tips for Farmers & Ranchers

Farm equipment is getting more powerful and can dig deeper. At the same time, weather and erosion can reduce the land above underground pipelines that protect the line from damage.

**Always call 811 in compliance with California law before digging near pipelines.** If you are planning deep excavation activities, call 811 and notify PG&E's local engineers by calling 1-888-743-7431. PG&E may elect to be on-site or to conduct a field meeting before or during your project. **As required by law, PG&E will request a field meet with farmers or ranchers when proposed excavation activity is within ten feet of a high-pressure gas pipeline.**

## Agricultural Drain Tile Projects

A PG&E representative may be on-site during installation of pipeline crossings. Crossings should be as **near to 90 degrees** (perpendicular to the pipeline) as possible and should clear the pipeline by **at least 24 inches**. Use solid tile at the point where field tile crosses the pipeline and pea gravel to prevent settling. Plastic pipe is preferred when crossing the pipeline.



## Deep Plowing or Ripping

Proceed with caution when deep plowing and try to stay clear of PG&E pipeline rights-of-way. A PG&E representative may request to meet with you to discuss the risks of deep plowing or ripping and precautionary measures, particularly when the expected depth of plowing or ripping may pose a safety risk to the pipeline.

## Land Contour Modification Projects

Contact PG&E if you plan to alter the land near our pipeline by installing ponds, lakes or drainage ditches. To protect the pipeline and those working near it, we typically request that you maintain **at least 36 inches** of ground cover over the top of the pipeline, but **no more than 60 inches**. A PG&E representative may elect to be on-site during backfilling.



## Know the Signs of a Gas Pipeline Leak

Signs of a gas leak can include: a "rotten egg" odor; hissing, whistling or roaring sounds outside near the pipeline or inside near an appliance; dirt spraying into the air; continuous bubbling in a pond or creek; and dead or dying vegetation in an otherwise moist area near the line.

If you smell, hear or see signs of a gas pipeline leak, **leave the area** in an upwind direction, **warn others** to stay away and from a safe place **call 911 and PG&E at 1-800-743-5000**.

**Do not light a match, operate a vehicle or use any electronic device near a gas pipeline leak.**

## Safety Videos and Employee Training



### Safe Farming Near Pipelines Video

Visit <http://bit.ly/15GGLfr> to watch a short safety video about lessons learned from a farmer who didn't call 811 before a drain tile installation project.



### 811 Call Process Video

Watch this short video to learn more about 811 and One Call at <http://bit.ly/18BV5dA>.



### Free Safety Training Materials for Employees

Visit [pgesafetyeducation.com/agriculture](http://pgesafetyeducation.com/agriculture) to order free safety training materials for agricultural workers. Materials are available in English and Spanish.

PG&E operates natural gas gathering, transmission and distribution lines across California. Visit [pge.com/pipeline/locations](http://pge.com/pipeline/locations) to enter your address and learn more about our pipelines near your farm or ranch. You can view the location of all transmission pipelines in the United States using the National Pipeline Mapping System: [www.npms.phmsa.dot.gov/PublicViewer/](http://www.npms.phmsa.dot.gov/PublicViewer/).

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## Protect Employees Working Near Pipelines

Follow these safety tips to protect those working near pipelines:

**811 Step 1: Call 811 before agricultural excavation projects. It's the law.**

**Never rely on pipeline markers or previous temporary markings to identify the location of underground pipelines.** Markers indicate the general, but not exact, location of underground transmission lines.

Always call 811 at least **two working days** before you plow, tile, scrape or dig in compliance with California law. Calling 811 connects you to Underground Service Alert (USA), a **free service** that will notify PG&E and other underground utility operators of your planned work. For larger projects, call PG&E at 1-888-743-7431 during the planning phase to allow time for a local engineer to contact you.

**Step 2: Wait for Operators to Mark Lines**

Identify the location where you will be digging using white paint or coordinate a time to meet with PG&E to discuss your project. Wait for operators to locate their lines. PG&E typically marks the location of underground gas lines within **two working days** using yellow flags, stakes and paint. Contact 811 if you have questions regarding the marks.

**Step 3: Dig with Hand-Digging Tools Near the Line & Backfill Property**

Dig with care using appropriate hand-digging or vacuum-digging tools near the pipeline. For your safety, backhoes, augers and other mechanical equipment should not be used when digging **within 24 inches of the outside edge of our pipelines**. Don't remove flags, stakes or paint marks until you've finished digging. Carefully backfill and compact the soil.

**Step 4: Notify PG&E Regarding Damage or Leaks**

**Never operate mechanical equipment in an area where you suspect a leak.** Immediately notify PG&E if you dent, scrape or hit our pipeline while digging so that we can inspect and repair the line, if needed, to prevent future damage. If you suspect a pipeline leak, immediately leave the area in an upwind direction and warn others to stay away. **From a safe location, call 911 and PG&E at 1-800-743-5000.**

PG&E 2013 Storage and Compressor Station Mailer

Mailer (Front/Back):



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

**Important safety information about PG&E  
compressor stations and storage facilities**

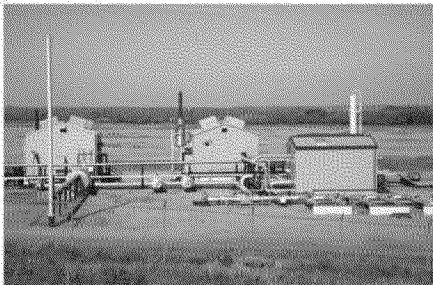
If you have additional questions or would like more information, visit [pge.com/pipelinesafety](http://pge.com/pipelinesafety) or contact us at the numbers below:

For assistance in English, please call.....1-888-743-7431  
Para ayuda en español, por favor llame al.....1-800-660-6789  
要用粵語/國語請求協助，請致電.....1-800-893-9555  
Để được giúp đỡ bằng tiếng Việt, xin gọi.....1-800-298-8438



**It's Easy. It's Free. Call Before You Dig.**

**You live or work near a PG&E  
Compressor Station or Storage Facility**



We monitor our gas pipeline operations 24 hours a day, 7 days a week and conduct regular inspections and surveys on pipelines and facilities. Learn about the projects PG&E is undertaking to improve the safety and reliability of our gas system at [pge.com/pipelinesafety](http://pge.com/pipelinesafety).



## Important Safety Information

**There's safety in knowledge.** Your safety is our top priority. PG&E is committed to becoming the safest, most reliable gas system in the nation. We operate natural gas distribution and transmission pipeline systems across California. Compressor stations and storage facilities are an important part of these systems.

**You are receiving this safety information because our records indicate that you live or work within approximately 1,000 feet of a PG&E compressor station or underground storage facility. For more information, call us at 1-888-743-7431.**

### Compressor Stations

Above-ground compressor station facilities are located at regular intervals along the pipeline route. They assist with regulating the flow and pressure of natural gas in the pipeline system so that gas can be transported from one area to another. This helps us ensure that gas is delivered to even the most distant point along the gas system.

Gas enters the compressor station from connecting pipelines. The gas is then compressed and cooled. This provides the gas enough energy to move through the pipeline until it is delivered to our customers or reaches the next compressor station.

### Storage Facilities

Underground gas storage facilities are connected to pipeline systems and safely store natural gas until it is needed. The ability to store gas helps ensure we have an adequate supply of natural gas available to our customers during times of high demand, such as cold winter days.

### Emergency Response Procedures

We have gas detection, fire detection and emergency shutdown systems in place at PG&E compressor stations and storage facilities to protect neighbors, staff and our gas system. Our personnel are trained to respond to emergency situations and to work directly with local emergency response officials.

**In the event of an emergency, you will be notified by local emergency response officials with instructions for evacuation or shelter-in-place procedures. Call our Gas Help Line at 1-888-743-7431 if you have questions about our emergency response procedures.**

### Safety Is a Shared Responsibility

We monitor our gas pipeline operations 24 hours a day, 7 days a week and conduct regular inspections and surveys on pipelines and facilities. Learn about the projects PG&E is undertaking to improve the safety and reliability of our gas system at [pge.com/pipelinesafety](http://pge.com/pipelinesafety).

You play a critical role in natural gas safety. Your awareness and actions can increase the safety of your home and community. Together, we can make gas safety a priority every day.



### Know the Signs of a Gas Pipeline Leak

Both compressor stations and underground storage facilities connect to natural gas pipelines. Know the signs of a gas pipeline leak and how to respond.

Signs of a gas leak can include:

- A "rotten egg" odor
- Hissing, whistling or roaring sounds outside near the pipeline or inside near an appliance
- Dirt spraying into the air, continuous bubbling in a pond or creek
- Dead or dying vegetation in an otherwise moist area near the line

If you smell, hear or see signs of a gas pipeline leak, **leave the area** in an upwind direction, **warn others** to stay away and from a safe place **call 911 and PG&E at 1-800-743-5000**.

**Do not light a match, operate a vehicle or use any electronic device near a gas pipeline leak.**



# PG&E 2013 Gathering Line Mailer

*Mailer (Front/Back):*



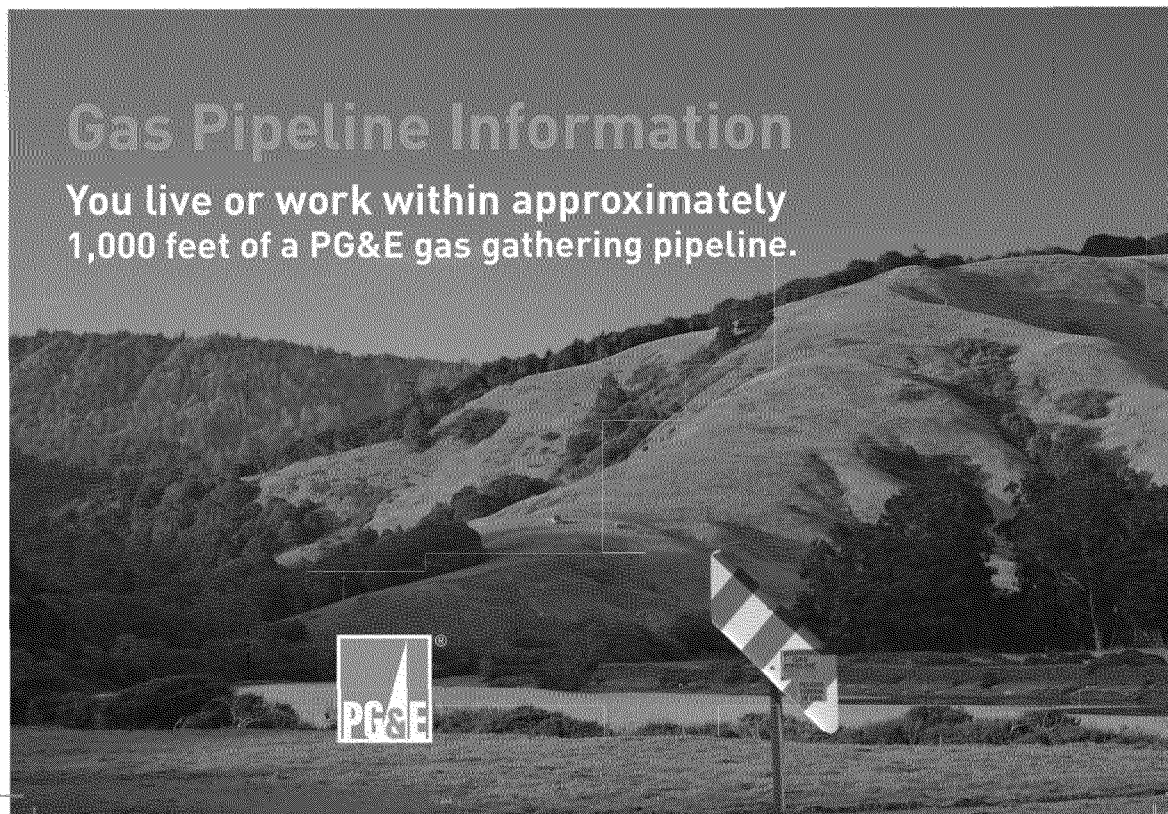
Pacific Gas and Electric Company  
551 East Street  
Hollister, CA 95023

**There's safety in knowledge. Learn more about PG&E gas gathering pipelines near you.**

**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..... 1-800-660-6789  
要用粵語/國語請求協助，請致電..... 1-800-893-9555  
Để được giúp đỡ bằng tiếng Việt, xin gọi..... 1-800-298-8438

PG&E ensures public safety and safe operations through employee training, regular maintenance and testing, corrosion protection, right-of-way inspections, public awareness programs and implementation of our comprehensive Integrity Management plan and procedures. To find out more about our safety and monitoring programs, visit [pgae.com/pipeline/safety](http://pgae.com/pipeline/safety).



## Gas Pipeline Information

**You live or work within approximately 1,000 feet of a PG&E gas gathering pipeline.**



## You live or work within 1,000 feet of a PG&E natural gas gathering pipeline.

PG&E's gathering lines transport natural gas from production sites to processing facilities and connect to transmission lines that transport gas from one region of the state to another. PG&E also operates distribution pipelines that deliver gas to residential and business customers.

There's safety in knowledge. Please read the gas pipeline safety information below and share it with others. If you have questions or would like more information, call our Gas Safety Help Line at 1-888-743-7431 or visit [pge.com/safety](http://pge.com/safety).

### Know the Signs of a Gas Pipeline Leak

PG&E inspects pipelines to check for leaks or other signs of damage. You can help keep pipelines safe and prevent a pipeline fire by knowing how to recognize and report a gas pipeline leak. Odorant is added at various points along the pipeline system. **Gathering lines are typically un-odorized, and a leak will not be detectable by smell.**

If you hear or see signs of a gas pipeline leak, leave the area in an upwind direction, warn others to stay away and from a safe place, call 911 and PG&E at 1-800-743-5000.

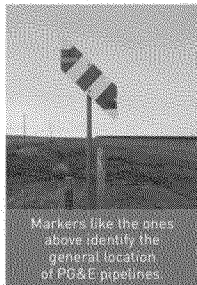


**Sound:** Always pay attention to hissing, whistling or roaring sounds coming from the ground near a pipeline.



**Sight:** Other signs of a possible gas pipeline leak include dirt spraying into the air, continual bubbling in a pond or creek and dead or dying vegetation in an otherwise green area.

**Do not light a match, operate a vehicle or use any electronic device near a gas pipeline leak.**



Markers like the ones above identify the general location of PG&E pipelines.

### Find PG&E Pipelines Near You

You can find PG&E pipelines near you by locating pipeline markers. Gas pipeline markers identify the general, but not exact, location of the line and include our emergency number. We also provide an online map that shows the location of our transmission, gathering and higher-pressure distribution pipelines. Smaller-diameter distribution service lines and mains are not included in the online map. Access our online map at: [pge.com/pipelinelocations](http://pge.com/pipelinelocations).

### Protect Pipeline Rights-of-Way

If you own property with a PG&E easement, you may already know that we conduct maintenance activities within the right-of-way. Right-of-way maintenance activities often include mowing, trimming or removing shrubs, trees or other items near the pipeline. Visit [pge.com/rightofway](http://pge.com/rightofway) if you have questions about the right-of-way near your home or workplace.



### Additional Resources



#### Gas Safety 101: Living Near a Pipeline

Watch this short video for additional safety tips: [pge.com/safetyvideo](http://pge.com/safetyvideo)



#### Online Pipeline Map

Use our online map to find PG&E pipelines near you: [pge.com/pipelinelocations](http://pge.com/pipelinelocations)

### Prevent Pipeline Damage

Last year, PG&E pipelines were damaged an average of 4.3 times per day by individuals digging near our lines. If you plan to install a fence, plant a tree or dig for any reason, protect the pipelines in your neighborhood by following the safety tips below.



#### Step 1: Call 811 at Least Two Working Days Before Digging

Calling **811** connects you to Underground Service Alert (USA), a free service that will notify underground utility operators in your area of your planned work. When you call **811**, you will be asked to provide the address and general location of the project, project start date and type of digging activity. You will receive a ticket number confirming your call.

Professional contractors are legally required to call **811** at least two working days before excavating and to have the ticket accessible while digging and backfilling. Ask your contractor for a copy of the ticket before they start your project.

#### Step 2: Pre-Mark Area & Wait for Operators to Mark Lines

Identify the location where you will be digging by drawing a box around the area using white paint. Wait for operators to locate their lines. Operators must be able to access the area where you plan to dig and cannot enter properties with dogs or locked gates. Contact **811** if you have questions regarding the marks.

#### Step 3: Dig with Hand-Digging Tools Near the Line

Dig with care using appropriate hand-digging or vacuum-digging tools near pipelines. Backhoes, augers and other mechanical equipment should not be used when digging near underground utility lines. Don't remove flags, stakes or paint marks until you've finished digging. Carefully backfill and compact the soil.

#### Step 4: Notify PG&E Regarding Damage or Leaks

Immediately notify PG&E if you dent, scrape or hit our pipeline while digging so that we can inspect and repair the line, if needed, to prevent future damage. If you suspect a pipeline leak, immediately leave the area in an upwind direction and warn others to stay away. **From a safe location, call 911 and PG&E at 1-800-743-5000.**

**Never operate mechanical equipment in an area where you suspect a leak.**

PG&E 2013 Master Meter Mailer

Mailer (Front/Back):



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

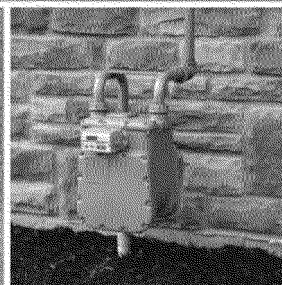
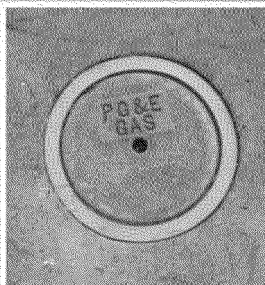
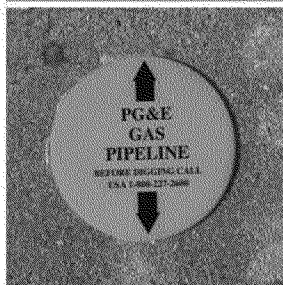
If you have additional questions or would like more information, visit [pge.com/pipelinesafety](http://pge.com/pipelinesafety) or contact us at the numbers below:

For assistance in English, please call.....1-888-743-7431  
Para ayuda en español, por favor llame al.....1-800-660-6789  
要用粵語/國語請求協助·請致電.....1-800-893-9555  
Để được giúp đỡ bằng tiếng Việt, xin gọi.....1-800-298-8438



It's Easy. It's Free. Call Before You Dig.

# Your Gas Meter Connects to a PG&E Natural Gas Pipeline



Markers and meters like the ones above identify the general, but not exact, location of PG&E's natural gas pipelines.



## Natural Gas Safety Important Pipeline Information

**There's safety in knowledge.** Your safety is our top priority. PG&E is committed to becoming the safest, most reliable gas system in the nation. We operate natural gas distribution and transmission pipelines across California. Our distribution pipelines are located throughout neighborhoods and connect to homes and businesses.

You are receiving this safety information because our records indicate that you are a master meter system operator and that your gas meter provides gas service to other tenants or businesses. **Please share this safety information with others who receive gas from your gas meter.** You can download a copy of this handout at [pge.com/mastermeter](http://pge.com/mastermeter). For more information, visit [pge.com/pipelinesafety](http://pge.com/pipelinesafety) or call us at 1-888-743-7431.

### Safety is a shared responsibility

We monitor our gas pipeline operations 24 hours a day, 7 days a week and conduct regular inspections and surveys on pipelines. Learn about the projects PG&E is undertaking to improve the safety and reliability of our gas system at [pge.com/pipelinesafety](http://pge.com/pipelinesafety).

You play a critical role in natural gas safety. Your awareness and actions can increase the safety of your home and community. Together, we can make gas safety a priority every day.

### Know where pipelines are located near you

Always be aware of pipeline markers. Markers include our emergency number and indicate the need for extra care around gas transmission pipelines that feed local distribution pipelines. These markers specify the approximate location, but not all pipelines follow a straight path between markers.

Use our interactive online map at [pge.com/pipelinelocations](http://pge.com/pipelinelocations) to learn more about the transmission pipelines in your neighborhood. You can view any location in our service area—your home, place of work or any other areas of interest—to see if transmission pipelines run nearby.

The National Pipeline Mapping System, [www.npms.phmsa.dot.gov/PublicViewer/](http://www.npms.phmsa.dot.gov/PublicViewer/), also shows the location of all transmission pipelines in the United States, viewable by county, zip code or street address.



### Before you dig, know what's below

Damage from excavation is a common cause of pipeline accidents. That's why you must always call Underground Service Alert (USA) at **811** at least two working days before you dig—even in your own yard. 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.

If you or your contractor accidentally digs into a gas pipeline, do not attempt to stop the flowing gas or extinguish any fire. **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**.

### Spot a natural gas leak

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. But don't rely on your nose alone.



**Smell:** 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**.



**Sound:** Always pay attention to hissing, whistling or roaring sounds coming from underground or from a gas appliance.



**Sight:** 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.

### In case of emergency

If you suspect a gas leak, immediately leave the area in an upwind direction 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 cell phones, electric switches, doorbells, radios, televisions and garage door openers.



PG&E 2013 HOA Mailer

*Mailer (Front/Back):*



Pacific Gas and Electric  
551 East Street  
Holister, CA 95203

Your neighborhood is located near an  
odorized PG&E natural gas pipeline.

**Three Ways Homeowners Associations Can Share  
Pipeline Safety Information With Members**



Post or distribute the information in this handout  
<http://www.pge.com>



Use the "Share" link to send safety videos and other content to members.  
<http://www.pge.com>



Include pipeline location and gas pipeline safety information in your  
newsletter, on your web site or as an agenda item at an upcoming meeting.  
Access the latest pipeline safety news:

For more information about pipeline safety visit  
[www.pge.com/pipelinesafety](http://www.pge.com/pipelinesafety) or call us at 1-800-743-5000.



Your neighborhood is located near a  
**PG&E natural gas pipeline.**

Pipeline Safety Information to Share with Members

Mailer (Inside):

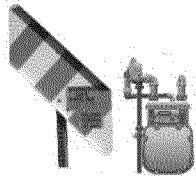


# Your neighborhood is located near a PG&E natural gas pipeline.

## Pipeline Safety Information to Share with Members

### Gas Pipeline Locations

You are receiving this information because of your leadership role in a homeowners or neighborhood association located near PG&E gas pipelines. PG&E operates natural gas distribution and transmission pipelines across California. Our distribution pipelines are located throughout neighborhoods and connect to homes and businesses. Our transmission lines carry gas from one region to another.



Find PG&E's pipelines near your neighborhood by locating pipeline markers and gas meters. Markers identify the general, but not exact, location of the pipeline. We also provide an online map that shows the location of our transmission and higher-pressure distribution pipelines. Distribution service lines and mains are not included in the online map. Access our online map: [www.pge.com/pipelineLocations](http://www.pge.com/pipelineLocations)

Also, the National Pipeline Mapping System, [www.npms.phmsa.dot.gov/PublicViewer/](http://www.npms.phmsa.dot.gov/PublicViewer/), shows the location of all transmission pipelines in the United States, viewable by county, zip code, or street address.

### If You Smell Natural Gas

PG&E regularly inspects pipelines to check for possible leaks or other signs of damage. We also monitor our gas pipeline operations 24 hours a day, 7 days a week. As an additional safety precaution, we add a sulfur-like odor to natural gas.

You can help prevent a natural gas pipeline fire. If you smell this "rotten egg" odor or notice other signs of a potential leak, open windows and doors, move to a safe location and immediately call 9-1-1 and PG&E at 1-800-743-5000.

But don't rely on smell alone to identify a leak. Always pay attention to hissing, whistling or roaring sounds coming from the ground or from a gas appliance. Other signs of a possible gas leak include dirt spraying into the air, continual bubbling in a pond or creek and dead or dying vegetation in an otherwise moist 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

Excavation is a leading cause of pipeline damage. Homeowners, maintenance personnel and contractors should always call 811 at least two working days before initiating projects that involve digging.

Calling 811 connects you with Underground Services Alert (USA), a free service that will notify underground utility operators in the area of your planned work. If you accidentally dig into a pipeline, leave the area immediately, call 9-1-1 and notify PG&E.

### Pipeline Safety Resources for Residents & Businesses

Use the resources below to share safety information and increase awareness regarding the location of gas pipeline in your community, signs of a potential gas leak and how to respond.

#### Download Safety Handout



Download a printable version of this pipeline safety brochure to hand out at an upcoming meeting. Go to <http://bit.ly/XDe04N>

#### Watch & Share Videos



Add the PG&E YouTube pipeline safety video link to your e-newsletter or email reminders. Simply click the "share" button. Our pipeline safety videos feature tips on how to dig carefully near a pipeline and signs of a pipeline leak. <http://youtu.be/1IqWuMBZ3UY>

#### Find Transmission Pipelines Nearby



Find the closest PG&E transmission line by using our online interactive map and share this information with your members. [www.pge.com/pipelineLocations](http://www.pge.com/pipelineLocations)

#### Access More Safety Information



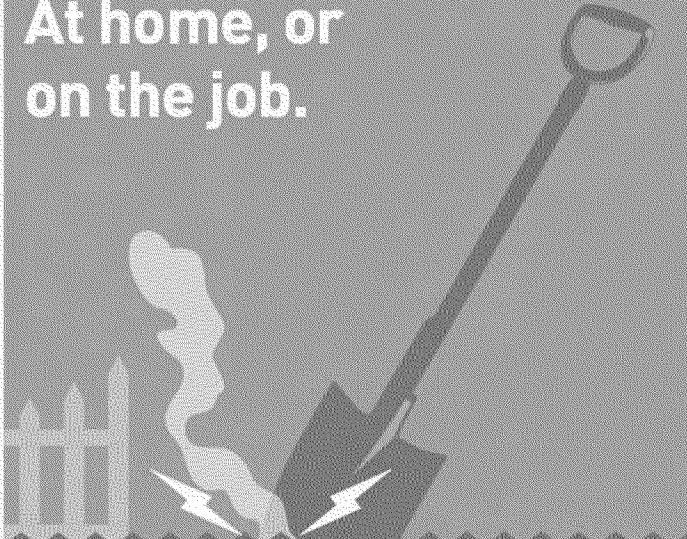
PG&E's website is full of safety information and tips. Select safety information to include in an upcoming newsletter or on your association's website by visiting: [www.pgecurrents.com/pipeline-safety](http://www.pgecurrents.com/pipeline-safety)

### Does your HOA have additional questions?

Ask a PG&E representative questions about pipeline safety. Call our Gas Safety Help Line at 1-888-743-7431 or email us at: [publicawareness@pge.com](mailto:publicawareness@pge.com)

PG&E monitors gas pipeline operations 24 hours a day, 7 days a week and conducts regular inspections and surveys on pipelines. To find out more about our comprehensive safety and monitoring program, visit: [www.pge.com/pipelinesafety](http://www.pge.com/pipelinesafety)

Safe Digging Month Print Ad:



**Be safe.  
Dig safe.**


At home, or  
on the job.

**April is National Safe Digging Month**

Whether planting a tree, installing a mailbox or pouring concrete, protect yourself and others from injury and prevent service outages. Call 811 at least 48 hours before you dig to have your underground utility lines marked for FREE.

**811**

**Know what's below.  
Call before you dig.**

 Learn more at [call811.com](http://call811.com)

PG&E® refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2013 Pacific Gas and Electric Company. All rights reserved.

Call 811 Billboard:



At home, or on the job.  
**Be safe. Dig safe.**



Call  
**811**<sup>®</sup>

**Before You Dig.**



Learn more at [call811.com](http://call811.com)

© 2011 PG&E. All rights reserved.

World Journal Call 811 Print Ad:



挖地前請致電811

PG&E refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation © 2013 Pacific Gas and Electric Company. All rights reserved.

觸及地下公用管道會造成嚴重傷害，影響鄰里，並有可能導致經濟損失。

在您挖掘前，須了解埋在地下公用設施的位置。

挖掘時，意外觸碰地下公用設備是常見的管道事故之一。因此您必須在挖土前至少兩個工作日，撥打地下設施服務警示 (USA) 電話811進行查詢。即使是在自己的院子裡植樹或安裝圍欄。USA地下設施服務警示費用全免，會將您的挖土計劃通知所在地的公用事業機構。PG&E收到有關資料後，會把該區內的地下天然氣和電力設施定位和標記出來，讓您安心進行挖掘工程。

您可以協助保障天然氣管道安全。如果您聞到類似“臭雞蛋”氣味或注意到任何其他天然氣洩漏跡象，例如空氣中的灰塵，聽到嘶嘶聲，或地底傳來的口哨或咆哮聲，請立刻離開所在區域，前往一個安全地點。並請立刻撥打911，也請致電1-800-743-5000聯絡PG&E。



Know what's below.  
Call before you dig.



想了解更多請瀏覽  
[www.pge.com/pipelinesafety](http://www.pge.com/pipelinesafety)



**世界新聞網**  
worldjournal.com  
SF.worldjournal.com



**WORLD'S LARGEST SELECTION  
OF NEW & PRE-OWNED CARS**



**CRESTOR  
AUTO  
SQUARE**  
History & Quality

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舊金山 灣區新聞 ePaper 分類 首頁 社群 購物 行動 活動
註冊/登入 服務
新聞 灣區新聞 國際新聞 大陸新聞 台灣新聞 香港新聞 中國新聞 大陸新聞 台灣新聞 香港新聞 中國新聞 大陸新聞 台灣新聞 香港新聞 中國新聞

**新聞**

- 探長執行任務時 也拍黃牛舞
- 史大衛聲稱坐監網誌遭
- 檢署首次向東會 遞城門抗議
- 華北平穩建國會舉辦教育
- 防子機騙案 莫測深淵4大商謀財
- 研發可充電鋰電池 華廠成功

**生活**

- 「北大版」在香書節
- 高考升 競爭熱
- 廣州開展各行經濟
- 無個人之舉 使無國家之舉
- 平度最佳不尋常就業保障
- 安心吃藥驗 喉噴瀉

**體育**

- 華東運休運賽 歷史美平均2倍
- AmazonFresh 今年抵美則增派
- 雷諾 延後合創雙高 多家越位
- 吃家看男劫A群? 黃金山醫生
- 加港狂學到! 羅美機機新航
- 聖荷西美京 787航線復飛

**影視**

- 從前深居一處看NBA
- 珍貴的六紅人
- 旅行200年
- 看而斯以後的發明家
- 太平小傳
- 江山代有才人出

**高級別墅 都是最低價**



**Know what's below.  
Call before you dig.**

www.811.com

China Press Web Banner:

僑報網 舊金山

uschinapress.com

**湾区要闻**



**檢察官葛斯肯等探訪老人中心 獲嚴防詐騙**

【僑報記者李修遠5月15日舊金山报道】5月是預防虐待長者月

- 移民局長高首新辦公室自動閉幕 為南灣及中谷地區移民
- 檢察官葛斯肯等探訪老人中心 獲嚴防詐騙
- 湾区房屋平均銷售價超過50萬元

**聚焦硅谷**



**硅谷十年变迁: “150強”不進則退則亡**

【僑報記者陸杰夫5月14日硅谷报道】湾区新聞聯盟 (Bay Area)

- 硅谷十年变迁: “150強”不進則退則亡
- 浙江省在硅谷舉行人才項目对接會 共賞企業高校科研
- 《財富》最新500強公司名單重新洗牌 華美取代騰訊

**四方僑情**



**統促會暨金山促統論壇慶生 聘六顧問為統促事業新高**

【僑報記者吳卓剛5月13日舊金山报道】慶祝舊金山湾区中國統一

- 統促會暨金山促統論壇慶生 聘六顧問為統促事業新高
- 湾区僑學界熱烈歡迎貴南生總領事 貴南生推廣湾区
- 金山僑界歡迎貴南生總領事 六百僑領踴躍出席宴會

**校園內外**



**斯坦福大學展出太陽能房屋 華人學生參與設計施工**

【僑報訊】4月22日地球日，斯坦福大學首次向媒體展出正在施工

- 斯坦福大學展出太陽能房屋 華人學生參與設計施工
- 聖荷西州大聯合硅谷企業開“網上大學”
- 大學專業決定命運? 加州各行業薪資報告出爐

**挖地前請致電811**



**Know what's below.  
Call before you dig.**

www.811.com

SB\_GT&S\_0295638

Cali Today Web Banner:



# RAO VẶT



**Rẻ nhất**  
**Hiệu quả ngay tức thì**

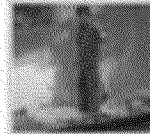
Việt Nam



Báo New York Times đưa tin về trấn áp biểu tình chống Trung Quốc ở VN

Tờ báo cho là "chính phủ VN đang gặp áp lực ngày một dâng cao trong nước

trước việc Bắc Kinh trắng trợn phô diễn sức mạnh cơ bắp quân sự khi tuyên bố về chủ quyền biển đảo ở khu vực"



"Sát thủ cá ngừ" U-90

- Chân dung kẻ giết người yêu cũ rồi chôn xác
- Tràn lan thực phẩm bẩn: Người Việt hại nhau
- Bị một "bóng đá ôm" trả hình ở Sài thành

**HÃY GỌI SỐ 811 TRƯỚC**  
**KHI BẠN ĐÀO XỚI**



Tìm hiểu thêm tại  
[www.pge.com/pipelinesafety](http://www.pge.com/pipelinesafety)



**Know what's below.**  
**Call before you dig.**

Hoa Kỳ

The screenshot displays the Viet Tribune website interface. At the top left is the 'VET tribune' logo. A banner for 'Shifting Photography' features the text 'Bạn có muốn biến ảnh chụp thành...?' and the phone number '408-833-9765'. Below the banner is a navigation menu with links for 'Trang chủ', 'Văn hóa', 'Đời sống', 'Đặc thù nó', 'Thời cuộc', 'Cộng đồng', 'Hình ảnh', 'Tin tức', and 'Giải trí'. A search bar is located on the right side of the menu.

The main content area is divided into several sections:

- Left Column:** Contains several advertisements, including one for 'KHUÊ & NGUYỄN' with the phone number 'www.201.0908' and another for 'Độc ER ĐUÔI VẠN BẬU' with the phone number 'Tel: (408) 298-8708'.
- Center Column:** Features a photo of a group of people and the text 'ĐI TRƯỚC ĐÓNG LÊ MINH HẢI' and 'LỊCH CẤP CHIẾU KHẨN ĐI ĐÀM THÁNG 7 2013 - 980 NĂM T... 8849 80000'. Below this is a 'CỘNG ĐỒNG' section with three sub-sections: 'LỊCH SINH HOẠT - TUẦN LỄ 05 THÁNG TƯ 2013 ĐẾN 11 THÁNG TƯ...', 'LỊCH SINH HOẠT - TUẦN LỄ 18 TH...', and 'LỊCH SINH HOẠT - TUẦN LỄ 01 TH...'. Each sub-section includes a brief description of the event and a link to register.
- Right Column:** Contains a 'CASINO 580' advertisement, a 'WEATHER' section showing forecasts for '28 Jun 2013' and '29 Jun 2013', and a 'STOCK MARKET' section with a line graph showing market trends.