

From: Allen, Meredith
Sent: 3/11/2014 3:43:20 PM
To: Raymond G. Fugere (raymond.fugere@cpuc.ca.gov)
Cc:
Bcc:
Subject: Fwd: Emergency Roles and Responsibilities

Ray,

All employee communication on the employee aspect of the EMAP initiative that we've been discussing.

Thanks,
Meredith

Begin forwarded message:

From: A Message from Tony Earley and Chris Johns
<AMessagefromTEandCJ@pge.com>
Date: March 11, 2014 at 1:20:03 PM PDT
To: All PG&E Mail Recipients <ALLPG&E@exchange.pge.com>, All PGE Corp Employees <AllPGE CorpEmployees@exchange.pge.com>
Subject: Emergency Roles and Responsibilities

PG&E Team:

Strengthening our emergency preparedness is a key companywide initiative for 2014. We know this is a pressing matter, if for no other reason than the risk of an earthquake like Loma Prieta in 1989—the last major quake impacting our service area. In fact, seismic experts say California has a 99 percent chance of a 6.7 quake or higher in the next 30 years.

An effective response to a catastrophe will require everyone at PG&E to be engaged. To that end, during 2014 we will be defining and assigning formal emergency response roles for all of us.

For many of you, the emergency role will be within the scope of your regular job duties. For others, it might be a special role outside your day-to-day responsibilities, such as walking neighborhoods to share information with customers or supporting logistics at a staging site. In any case, we will ensure that you are fully trained.

This approach is a best practice among utilities nationwide. We all learned an important lesson after Hurricane Sandy in 2012, when it took a workforce of over 65,000 responders to restore electric and gas service.

Increasing our available personnel will complement the incredibly knowledgeable and experienced people we have on our existing emergency response teams. Specifically, the greater staffing depth will allow us to:

- More safely and quickly respond to public safety hazards;
- Decrease our restoration time, thereby increasing customer satisfaction; and
- Build bench strength so we can respond appropriately to any event.

Over the next few months, you'll hear much more about this important initiative as roles are defined and coordinated. In the meantime, there are two actions we can all take immediately to help ensure we are well prepared for a major emergency:

1. First is making sure our families and homes are disaster ready, which means stocking and storing first aid, water and food, and discussing communication and evacuation plans. Knowing that our families have the resources they need at home will help each of us to focus on our customers in the aftermath.
2. Second is to make sure we can all be reached immediately after an emergency. Please be sure your contact data is current in our personnel system.

We are confident that this effort to deepen our emergency staffing pool will dramatically improve our responsiveness. And it's another way we'll become a company that our customers trust, like and want to do business with.

Thank you in advance for your support.

Tony and Chris