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Sent: 4/13/2014 4:03:33 PM  
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Subject: Follow Up re Customers Experiencing Multiple Outages

Commissioner Sandoval,

In follow up to your meeting with Chris and Tom, attached is an electronic version of a map that indicates by division the percentage of customers experiencing 5 or more outages in 2013. Also, below is a list of the measures that PG&E is taking to continue to reduce these percentages.

Please let me know if you have questions or would like additional information on the map or the measures below.

Best regards,

Meredith

- Perform comprehensive circuit upgrades on circuits with the worst reliability performance; we completed 75 such targeted circuit upgrades in 2013
- Perform infrared inspections of transmission & distribution equipment to identify system issues (hot spots) before they fail and cause an outage
- Replace older and small diameter conductor that is most likely to fail; we plan to replace over 90 miles of conductor in 2014
- Deploy system automation tools help prevent sustained outages including FLISR,

SCADA and reclosers (much of this work has been concentrated in the Central Valley given current CEMI5 results)

- Install fuses to reduce the scope of outages (number of customers impacted) when they do occur
- Perform analysis of equipment failures to identify trends and inform on-going condition based asset replacement programs
- Utilize a Electric System Outage Review Process which reviews outages on a daily basis, initiates remediation measures to resolve identified reliability deficiencies and holds meetings on a monthly basis to monitor progress