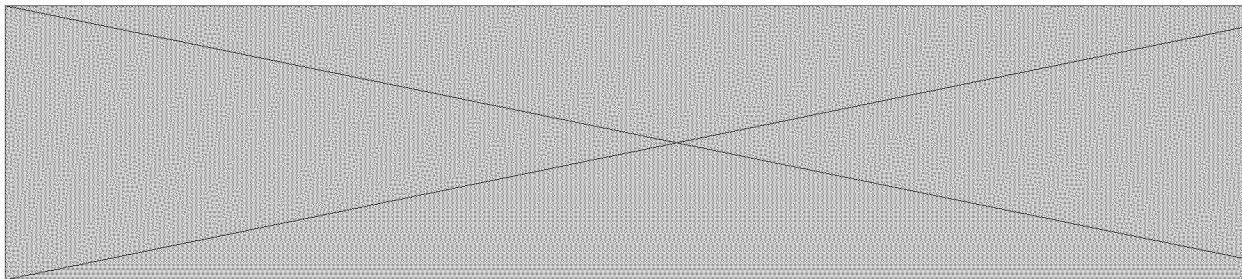


From: Cherry, Brian K
Sent: 5/7/2014 3:51:43 PM
To: Florio, Michel Peter (MichelPeter.Florio@cpuc.ca.gov)
(MichelPeter.Florio@cpuc.ca.gov)
Cc:
Bcc:
Subject: FW: Introducing the country's first Super Crew

FYI

From: A Message from Jesus Soto
Sent: Tuesday, May 06, 2014 03:18 PM Pacific Standard Time
To: Gas Operations All Employees
Subject: Introducing the country's first Super Crew



Team:

In January, Kevin Knapp announced the start of a pilot project that's taking a hard look at how we conduct gas leak surveys and repairs. I am happy to share we have learned a great deal about our processes during the pilot, proving we can find and fix leaks faster than ever before. I believe the current leak management optimization pilot is the perfect example of how we're innovating beyond traditional standards to lead the industry.

The leak optimization pilot team created a new process model to help work flow more efficiently across teams and developed the Super Crew model. For example, the Super Crew team was able to leak survey 35,000 premises in only 17 business days. Using our traditional model it takes four or more months to perform the same number of surveys. During those 17 days, the team also

repaired over 2,200 leaks, including fixing meter set leaks and replacing 77 percent of all leaking services.

The Super Crew is made up of representatives from all job roles within the leak management process—from leak surveyors to mapping specialists, to estimators to construction crews. And because PG&E is using state-of-the-art technology, the Super Crew has been detecting a higher number of gas leaks compared to years past, but is able to respond faster with materials and resources standing by. Making leaps in performance like this only happens when we look at our work differently and work as a team.

These are just a few of the exciting results and I encourage you to take a closer look. A [new Currents video posted last week](#) gives a behind-the-scenes view of the pilot that you can share with friends and family. The pilot is not only gaining attention from within Gas Ops but from across the company and externally. [Chris Johns talked about his visit to Sacramento on his blog](#) and [Congressman Ami Bera had good things to say](#) about our innovative approach after his visit in Sacramento. In fact, there has been a steady stream of visitors to observe this work like California State Senator Leno, several members of the CPUC as well as the California Energy Commission Chairman. Results from our pilot may shape new California legislation and could define how best-in-class gas utilities will work in the future.

The Super Crew is just one example of how we are making our system safer. Our response to customer calls about gas odors has moved from the bottom of benchmarked utilities to top decile performance in the last year. In March, we responded to 99.6 percent of all emergency response calls within 60 minutes and on average responded in 20 minutes. Last year we started with 4,500 open and workable grade 2+ and 2 leaks and ended with an all-time low of only 151 in our backlog. This type of progress helps us rebuild public trust.

As Kevin stated in his earlier email, the results will help us implement a best-in-class leak management process and he was right. We have completed work at two pilot sites—in Oakland and in Sacramento—and proven we can find and fix leaks faster than ever. To gather more data and apply lessons learned from the two sites, the existing pilot in Sacramento will continue.

I want to thank each of you who have been a part of this effort. This pilot is one of the many ways we are delivering safe, reliable and affordable service to the customers and communities we serve while driving change within our industry.

Be safe,

Jesus