

From: Prosper, Terrie D.
Sent: 5/19/2014 4:52:33 PM
To: Doll, Laura (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=LRDD)
Cc:
Bcc:
Subject: Re: Update on Customer [Redacted]

Thank you.

----- Original message -----

From: "Doll, Laura"
Date: 05/19/2014 4:46 PM (GMT-08:00)
To: "Bruno, Kenneth" "Prosper, Terrie D."
Cc: [Redacted]
Subject: Update on Customer [Redacted]

Ken and Terrie

We wanted to let you know about the latest developments with Customer [Redacted] in Antioch.

On May 7 we responded to an inquiry from another resident in the neighborhood that was tied to issues she had heard from Ms. [Redacted]

That day a PG&E gas service representative conducted additional leak surveys at the residence which led us to detect a small pinhole leak inside the gas regulator serving Ms. [Redacted] home. The regulator leak was clearly a recent condition as it had been thoroughly checked on all prior surveys at the property, including those done with our advanced Picarro technology.

The gas service representative replaced the regulator and then shut off service to the home, locking the meter as a safety feature. As you know, we need to be able to safely relight the pilot lights in the residence before gas can be safely restored. No one was home, so a service report was left at the door, and we followed up by phone and left a message. We also returned to the home the next day, on May 8, and conducted an additional leak survey which further confirmed no gas leaks. We have not yet heard back from Ms. [Redacted] since the regulator was replaced.

Meanwhile, we still have two ongoing media inquiries regarding this issue, one from ABC News and the other from the Contra Costa Times. [Redacted] copied on this email, is

our contact.)

At this point we are stymied about what to do next to address this customer's concerns. It is very difficult to connect with Ms. [Redacted] by phone or on-site visits. It is not clear whether she is currently living at the residence. Since she has previously reached out to officials at the City of Antioch, we have asked the City if they would help facilitate a meeting between us and Ms. [Redacted] so that we can better understand what we might do to help her feel safe in her home. We are willing to consider all reasonable options, and have brainstormed internally about offering payment for electric appliances to replace the gas ones or offering to replace the gas service lines to the home. All of these come at non-trivial cost, but we very much want to resolve this issue to Ms. [Redacted] satisfaction. Without the ability to talk with Ms. [Redacted], we are at a dead end as to how to resolve her concerns.

We will keep you informed about future developments.

Thanks

Laura

Laura Doll

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