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MAY 27 2014

CHRISTOPHER P. JOHNS

May 22, 2014

Christopher P. Johns
President
Pacific Gas and Electric Company
77 Beale Street, Suite 100
San Francisco, CA 94105

Re: [Redacted] and [Redacted] [Redacted]
Carmel, California

Dear Mr. Johns:

I am writing to you to express my gratitude and admiration for the way in which PG&E officials have responded to damage done to our house in Carmel before and after the catastrophic gas explosion that destroyed a home approximately a block and one-half from our house. Prior to the explosion, we had a never ending series of problems with your contractor, Underground Construction, who broke our sewer line in two places and performed excavation adjacent to our 80-year-old, unsupported chimney without any permission. We were on vacation when the explosion took place and were enormously concerned over the safety of our home and also the conduct of the necessary repairs.

While we were on vacation, [Redacted] and [Redacted] contacted us and assured us that the necessary repairs to our property would be made at PG&E's cost and expense. These two employees along with [Redacted] have been extremely attentive and have visited the property and mapped out an expeditious and effective method of repairing all the damage that was done to our sewer line, chimney and waterline. They have been unfailingly responsive and cooperative and have reimbursed us for the cost of the various repairs.

A disastrous explosion is something which I am sure you are extremely concerned with. The City of Carmel investigation continues and will, hopefully, result in greater safety standards. However, your employees' extraordinary efforts in responding to our concerns are most appreciated and are something of which PG&E can be extremely proud. Many thanks to Robert, Kim and Denise for their efforts.

[Redacted]

cc: [Redacted]

[Redacted]

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