

From: Doll, Laura  
Sent: 6/16/2014 3:48:02 PM  
To: kenneth.bruno@cpuc.ca.gov (kenneth.bruno@cpuc.ca.gov); Terrie D.' Prosper (terrie.prosper@cpuc.ca.gov) (terrie.prosper@cpuc.ca.gov)  
Cc:  
Bcc:  
Subject: FW: Customer [Redacted]

Terrie and Ken –

You will recall customer [Redacted] in [Redacted] and her concerns about alleged gas leaks at her home and the resulting health impacts.

One of our experienced customer impact managers, [Redacted], had a call with [Redacted] this morning.

Some of the key points in that discussion are outlined below.

I don't believe there is anything else for you to do on this right now, but I had promised to keep you in the loop as our discussions continue. I don't expect a resolution anytime soon.

Thanks

Laura

**From:** [Redacted]  
**Sent:** Monday, June 16, 2014 3:40 PM

[Redacted] is still convinced that we have found leaks at her residence and in the street that we are not addressing. She also continues to claim that her neighbors have had leaks repaired, appliance damage, health issues, and continue to smell odors.

After listening for 10 minutes or so, I was able to let [Redacted] know what PG&E is proposing to do to address her concerns:

- [REDACTED] PG&E to hire a 3<sup>rd</sup> party environmental company to assess the internal conditions of the home in question.
- [Redacted] is fine with this as long as we provide the name ahead of time for her to vet and decide if they will be objective by her standards.
- The house has not been occupied for a month or more and the gas service has been turned off – the gas service will need to be turned on to determine if there are any gas leaks inside the house.
- [REDACTED] PG&E or a 3<sup>rd</sup> party to inspect ALL appliances for operational issues
- We may want to consider a 3<sup>rd</sup> party for this as well.
- This will need to be coordinated with the interior environmental assessment to eliminate any correlation between malfunctioning appliances and gas-related health impacts.
- [REDACTED] PG&E to hire a 3<sup>rd</sup> party company to conduct a thorough leak survey of the gas service to this home from the street to the meter and, if possible any house lines.
- Same as above, wants name of company ahead of time.
- Wants pipe exposed where she believes there is a leak under her bushes. If the pipe is not exposed it will not be conclusive in her mind.

Given her adamancy about her neighborhood experiencing gas leaks and other issues, I have offered to go out and meet her at her home this week, on Wednesday or Thursday. At this meeting we will go over our plan, likely with her “contractor” present and, she has offered to take me around the neighborhood to point out all the PG&E excavations in the street, supposedly fixing leaks in service tees and the distribution main. She also plans to take me to meet some of her neighbors who are also supposedly experiencing impacts from gas leaks in this area.