

From: Cherry, Brian K  
Sent: 8/24/2014 2:10:58 PM  
To: Catherine J. K. Sandoval (CatherineJ.K.Sandoval@cpuc.ca.gov)  
Cc:  
Bcc:  
Subject: Fwd: PG&E Restoring Services Impacted by Major Earthquake  
FYI

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Begin forwarded message:

**From:** Corporate Relations Mailbox <[CorporateRelations@pge.com](mailto:CorporateRelations@pge.com)>  
**Date:** August 24, 2014 at 2:00:32 PM PDT  
**To:** All PGE Corp Employees <[AllPGECorpEmployees@exchange.pge.com](mailto:AllPGECorpEmployees@exchange.pge.com)>, All PG&E Mail Recipients <[ALLPG&E@exchange.pge.com](mailto:ALLPG&E@exchange.pge.com)>  
**Subject: PG&E Restoring Services Impacted by Major Earthquake**

PG&E Employees:

PG&E has issued the following press release regarding our response to today's earthquake in the Napa County area. We will continue to update you on our emergency response and provide our customers and the public with the information they need to stay safe around our gas and electric infrastructure. For the most recent PG&E updates, [visit our Facebook page](#) or go to [www.pgecurrents.com](http://www.pgecurrents.com):

**PG&E Restoring Services Impacted by Major Earthquake  
in South Napa Region of California**

***Restoration Efforts Combined With System Inspections to Ensure  
Safety; Customers Urged to Follow Safety Tips***

**San Francisco, Calif.**— Pacific Gas and Electric Company (PG&E) emergency crews are responding to power outages and service disruptions caused by today's 6.0 magnitude earthquake. The earthquake struck at 3:20 a.m. and was centered near American Canyon in Napa County.

Customers should report emergencies, such as damaged power equipment or a gas leak, to PG&E's toll-free customer service line at **1-800-743-5002**.

### **Electric Service**

PG&E experienced a peak electrical outage count of approximately 70,000 customers. The company has already restored service to approximately 53,000 customers. Service has been essentially restored for customers in Sonoma County. In the more heavily impacted Napa County, PG&E expects to restore service today to the majority of the remaining 17,000 customers whose home or business isn't damaged and can accept restoration. The company expects that some outages may require additional time to restore and will be communicating directly with customers whose repairs may take longer. Outage updates are available at [www.pge.com/outagemap](http://www.pge.com/outagemap).

### **Gas Service**

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There are currently 20 earthquake-related gas-distribution outages. The company has received several hundred gas odor calls from customers and is in the process of visiting each of these premises throughout the day to investigate each odor call. The company will make any individual leaks safe and will perform repairs throughout the day and beyond until all are completed. The company has completed an initial patrol of its gas transmission pipeline and has not identified any damage. It is currently conducting a second patrol. In addition, the company is proactively doing

leak surveys throughout the affected areas in order to identify and address any leaks.

PG&E will provide customers with as much information as possible about earthquake recovery efforts through our call center and website, as well as news and social media channels. For updates on outages, customers can call PG&E's automated information line at 1-800-PGE-5000, or access a live outage map at [www.pge.com/outagemap](http://www.pge.com/outagemap). PG&E will also relay information through its own news website, at [www.pgecurrents.com](http://www.pgecurrents.com); via Twitter, at [www.twitter.com/pge4me](http://www.twitter.com/pge4me); and on the company's Facebook page, at [www.facebook.com/pacificgasandelectric](http://www.facebook.com/pacificgasandelectric).

### **Customer Safety Tips**

If you smell gas or are experiencing another electric or gas service emergency as a result of this earthquake, please call **1-800-743-5002** immediately.

PG&E offers the following natural gas safety tips:

1. Check for building damage. If you smell or hear escaping gas, get everyone outside. Find a phone away from the building to call **911**, PG&E (**1-800-743-5002**) and the fire department immediately.
2. If you smell or hear gas escaping, and are able to do so safely, shut off the gas at the main service valve using a 12- to 15-inch adjustable pipe or crescent-type wrench or other suitable tool. The valve is normally located near your gas meter.
3. Once you shut off the gas, **do not** turn it back on. Contact PG&E or another qualified professional to perform a safety inspection before gas service is restored and appliance pilots are lit.
4. If you suspect a gas leak, do not use electrical switches, appliances, telephones or anything with an open flame, because sparks can ignite gas from broken lines.
5. Customers without gas service are asked to stay as close to home as possible so that service can be restored when a PG&E

representative arrives. If no one is at home, the representative will leave a notice with a number that customers can call to schedule a return visit.

If the earthquake has caused downed power lines or an outage, PG&E offers the following safety tips:

1. If you see a downed power line, assume it is “live” or carrying electric current. Do not touch or try to move it—and keep children and animals away. Report downed power lines immediately by calling **911** and by calling PG&E at **1-800-743-5002**.
2. Do not use candles because of the risk of fire. If you must use candles, use extreme caution. Do not use candles near drapes or under lampshades. Keep candles away from small children and do not leave candles unattended.
3. If your power goes out, turn off or unplug all electric appliances; otherwise, several appliances may come back on at once and overload your circuits when power is restored. Hot appliances also pose a fire hazard if they come back on while you’re away or asleep. Leave a single lamp on to alert you when power returns. Turn your appliances back on one at a time when conditions return to normal.
4. Have battery-operated radios with fresh batteries ready for updates on earthquake response and power outages.
5. Have battery-operated flashlights with fresh batteries on hand.
6. Have a cell phone or hard-wire, single-line telephone on hand. Cordless phones will not work without electricity.
7. Fill used liter-size plastic soda bottles with water and place them in the freezer. During an extended outage, transfer them to your refrigerator to prevent food from spoiling. Open the refrigerator only when necessary to keep warm air out and cooler air in.
8. If you have a generator, inform PG&E and do not use it unless it is installed safely and properly. If it is not, you risk damaging your property and endangering yourself and PG&E line workers who may be working on nearby power lines. Information on the safe installation of generators can be found on our website at [www.pge.com/generator](http://www.pge.com/generator).

## About PG&E

Pacific Gas and Electric Company, a subsidiary of PG&E Corporation (NYSE:PCG), is one of the largest combined natural gas and electric utilities in the United States. Based in San Francisco, with more than 20,000 employees, the company delivers some of the nation's cleanest energy to nearly 16 million people in Northern and Central California. For more information, visit [www.pge.com/](http://www.pge.com/) and <http://www.pge.com/about/newsroom/>.