

From: Cherry, Brian K  
Sent: 8/29/2014 10:18:51 AM  
To: carla.peterman@cpuc.ca.gov (carla.peterman@cpuc.ca.gov)  
Cc:  
Bcc:  
Subject: Fwd: American Canyon/Napa Earthquake Update: Customer Recovery Plans  
FYI.

Brian K. Cherry  
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Begin forwarded message:

**From:** "Giammona, Laurie" <LMGn@pge.com>  
**Date:** August 29, 2014 at 9:46:03 AM PDT  
**To:** Officers and Directors - All  
<AllPGEOfficersDirectors@exchange.pge.com>  
**Subject: American Canyon/Napa Earthquake Update: Customer Recovery Plans**

Officer and Director Team,

Our team on the ground in Napa continues to provide great outreach and support to our customers affected by Sunday's earthquake. Helen and I wanted to give you a brief update of our progress, and plans as we move forward.

### **Customer Outreach**

Since Sunday, our 84 volunteer canvassers have touched over 7,400 customers in the Napa, American Canyon and Vallejo areas. On Wednesday, the team

spoke in-person with nearly half of the customers in the canvassing areas that day, with door hangers left for those we could not reach. The call centers have taken more than 2,500 requests for gas appliance safety checks, most of which our GSRs responded to within one day. We also embedded GSRs in our canvassing team, and they were able to address 26 concerns immediately at the customer's site. Finally, we have assigned customer relationship managers to 80 premises that were red-tagged, so that customers have a single point of contact to handle any service related issues as they rebuild.

We reached out to customers in 50 mobile home parks across the North Bay Division and took several requests for leak surveys from those customers. We also quickly translated and printed our leave-behind letter into Spanish helping the canvassing teams reach an even broader audience.

Customers were especially appreciative of the leave-behind, which included gas and electric safety tips. Overall the response from customers has been tremendous – in addition to their gratitude, we received a few pies and many hugs for our teams. We've included a picture of our canvassing team below.

### **Looking Ahead**

The work for our affected customers is by no means done, and we will continue to assist in the repair efforts. The Picarro Surveyor has identified a number of leaks to address, and our Customer Impact team will support the Super Crew effort that will begin soon.

ES&S and Government Relations will partner to reach out through local chambers and other community organizations to provide ongoing support for customers, and our mobile command sprinter will remain on-site until the Red Cross shelter closes.

### **A Great Team Effort**

We want to thank you again for your support in responding to this emergency with such passion for our customers. This was an incredible team effort, and we are so grateful for your care and concern for our customers. We've taken several best practices from this response and will share with our teams to help prepare for the future.

Thank you so much for all you do for our customers,

Laurie and Helen

*PG&E's North Bay Canvassing Team – 8/27*



