

From: [Redacted]  
Sent: 8/24/2014 1:27:25 PM  
To: Allen, Meredith (/O=PG&E/OU=Corporate/cn=Recipients/cn=MEAe); 'Prosper, Terrie D.' (terrie.prosper@cpuc.ca.gov); Doll, Laura (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=LRDD)  
Cc:  
Bcc:  
Subject: RE: Approved Statement: Earthquake response - 8 a.m.

We're about to issue a statement over the wire, pushing through social, reactive statements to media, updates to locals/electeds, 5p.m. presser in Napa...

**From:** Prosper, Terrie D. [mailto:terrie.prosper@cpuc.ca.gov]  
**Sent:** Sunday, August 24, 2014 1:26 PM  
**To:** [Redacted] Allen, Meredith; Doll, Laura  
**Subject:** Re: Approved Statement: Earthquake response - 8 a.m.

[Redact] can you or someone on your team tell me how PG&E is reaching folks/communicating?  
By Internet? Texts? Just earned media?

I'm including Laura and Meredith on this in case the question is more appropriate for them.

Thanks!

Terrie

On Aug 24, 2014, at 9:33 AM, [Redacted] wrote:

**FYI..**

## Approved Statement by Incident Commander:

PG&E is working to restore power to approximately 30,000 customers following a 6.0 magnitude earthquake centered in American Canyon, Calif. There are no significant reports of damage to PG&E electric and gas facilities and crews continue to assess for potential damage. Here's what to do to stay safe and who to contact while PG&E works safely to restore power to impacted customers.

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](tel:1-800-743-5002) immediately. If you shut off your gas service, **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.

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-5002](tel:1-800-PGE-5002), or access a live outage map at <http://www.pge.com/outagemap>. PG&E will also relay information through its own news website, at <http://www.pgecurrents.com>; via Twitter, at <http://www.twitter.com/pge4me>; and on the company's Facebook page, at <http://www.facebook.com/pacificgasandelectric>.

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 ([1-800-743-5000](tel:1-800-743-5000)) 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 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.
  - a. If the earthquake has caused downed power lines or an outage, PG&E offers the following safety tips:
    6. 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-PGE-5000**.
    7. Do not use candles because of the risk of fire. If you must use candles, use extreme caution. Do not use candles near drapes, under lampshades or near holiday trees. Keep candles away from small children and do not leave candles unattended.
    8. 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.
    9. Have battery-operated radios with fresh batteries ready for updates on earthquake response and power outages.
    10. Have battery-operated flashlights with fresh batteries on hand.
    11. Have a cell phone or hard-wire, single-line telephone on hand. Cordless phones will not work without electricity.
    12. 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.
    13. 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 <http://www.pge.com/generator>.

PG&E is committed to protecting our customers' privacy.  
<http://www.pge.com/about/privacy/customer/>