

From: Cherry, Brian K
Sent: 9/8/2014 7:12:44 PM
To: Mike Florio (mike.florio@cpuc.ca.gov)
Cc:
Bcc:
Subject: Fwd: Showing Our Customers the Best of Who We Are
FYI

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Begin forwarded message:

From: A Message from Tony Earley and Chris Johns
<AMessagefromTEandCJ@pge.com>
Date: September 8, 2014 at 5:09:52 PM PDT
To: All PG&E Mail Recipients <ALLPG&E@exchange.pge.com>, All PGE
Corp Employees <AllPGE CorpEmployees@exchange.pge.com>
Subject: Showing Our Customers the Best of Who We Are

PG&E Team:

We want to pass along some wonderful words of encouragement that appeared in Sunday's issue of the local newspaper in Santa Rosa. The newspaper's parent company devoted a full page to say thanks to PG&E for our response efforts in the wake of the August 24 earthquake near Napa.

This kind of recognition is rare, and it's a tribute to those of you who worked around the clock to get our customers in the affected areas back on their feet safely and quickly. We wholeheartedly echo this message of gratitude.

At a public hearing on our Gas Transmission and Storage rate case that was held after the earthquake, even our critics agreed that our restoration work reflected the best of PG&E.

Of course, we can't wait for major disasters to do our best work for our customers, and that's something we want to reinforce. Last Friday during our business update conference call, several team members asked what more PG&Eers can do to help the company as we face challenges on the legal and regulatory fronts related to the pipeline accident in San Bruno.

As we mark four years since the San Bruno explosion tomorrow, we want to be very clear in our response to this question: The action we can all take every day, in every community, is to show our customers the best of who we are. This means always:

- Putting safety first
- Speaking up and taking action when we see anything potentially unsafe
- Going the extra mile to respond to customer issues
- Using proper methods and procedures
- Working within the letter and spirit of all laws and regulations
- Doing the right thing

While we want to put the legal and regulatory issues associated with San Bruno behind us, we will not and must not ever forget this tragic event. It drives us toward our goal of being the safest and most reliable utility in America. And with a commitment by each and every one of us to put safety first and to show our customers the best of PG&E, we are confident we will achieve this goal.

Tony and Chris

