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Sent: 9/8/2014 3:13:49 PM  
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Subject: Information provided to Carmel Mayor

FYI

I wanted you both to have information that was provided to the Mayor of Carmel today by PG&E Government Relations staff in response to the Mayor's inquiry about the time it took a PG&E crew to respond to a gas line dig-in last Friday by a private contractor doing work in Carmel. As a reminder, the contractor was working for a private developer on a building project.

*"The dig-in was called in at 11:50; a crew and a Gas Service Representative were dispatched at 11:58, the GSR arrived on scene at 12:00 and the crew at 12:26 to start work. The crew truck was stocked with all necessary tools— including squeezers—to address this main dig-in. Both Fire and Police were on scene within five minutes. The squeeze was completed, stopping the flow of gas at 13:25. There was a one hour and 35 minute shut in time for this main dig-in requiring two additional holes to be dug.*

*Four residential customers were shut off at the service valve by the GSR per request of the Fire Department – these same four customers were evacuated for precautionary reasons by the Fire Department. The squeezers were lifted at approximately 15:15.*

*Our Customer Care canvased the neighborhood to address concerns and reinforce the importance of calling 811 before any digging projects."*

Laura Doll

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