

Community Pipeline Safety Initiative 2016 Outreach Plan



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PROGRAM OVERVIEW

BACKGROUND

Pacific Gas and Electric Company's (PG&E) top priority is the safety of our customers and the communities we live in and serve. As part of this commitment to safety, we are checking the area above and around our natural gas transmission pipelines to help ensure safety crews are able to get to the pipe in case of an emergency or for important pipeline safety work.

WHAT WE'RE DOING



Checking the area above the gas transmission pipeline for trees and structures that pose an emergency access or safety concern.



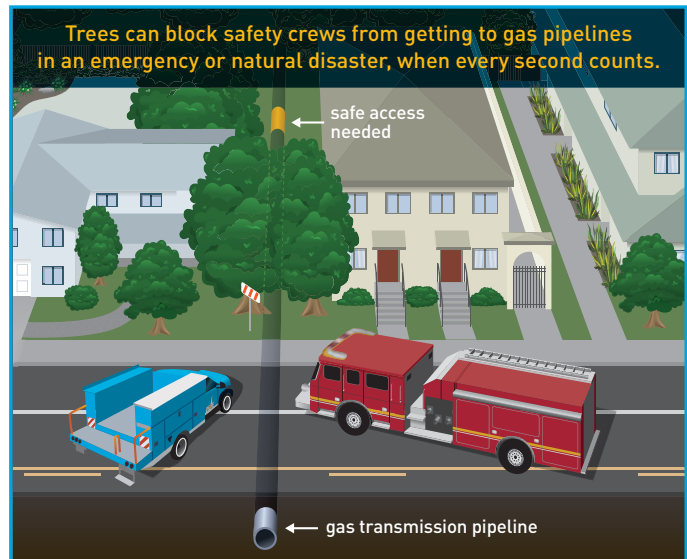
Helping to ensure immediate access for safety crews, and preventing potential damage to the pipe.



Working with our customers and communities where a safety risk has been identified to develop shared solutions.



Planting new trees at a safe distance from the pipeline and restoring the area to preserve the natural beauty of our communities.



In an emergency, every second counts and items like trees and structures located too close to gas pipelines can threaten safety because they can block safety crews from getting to the pipeline in an emergency and making it safe. They can also prevent our crews from performing important safety and maintenance work, and can potentially cause damage to the pipeline.

PG&E is working with customers and community leaders to share what we know about the safety risks and, together, develop plans that ensure public safety while preserving the unique characters of our communities. We know how important trees are to our customers, the community and the environment. Trees are important to us, too. When a tree needs to be replaced for safety reasons, we work together with the property owner to ensure the item is replaced at a safe distance from the pipeline and the area is restored – all at PG&E's expense.

COMMUNITY PARTNERSHIP AND OUTREACH

It is important to us that our customers fully understand and support this safety work. As part of PG&E's commitment to working collaboratively with customers and communities, we have an extensive outreach plan for each community in order to ensure customers are aware of the upcoming gas safety work. Our outreach process includes:

Outreach	Description	Timing
Gas safety newsletters	Mail regional gas safety newsletter to residents near the gas transmission pipeline	Ongoing
General gas safety letter	Mail letter about PG&E's gas safety programs to residents within close proximity to a gas transmission pipeline	Approx. 4-6 weeks before gas safety work begins
Letter regarding upcoming vegetation work	Mail letter to residents adjacent to planned safety work	Approx. 2-4 weeks before gas safety work begins
Door-to-door outreach	Canvass neighboring residential and commercial locations adjacent to upcoming safety work	Ongoing, starting approx. 4 weeks before gas safety work begins
Answer centers and presentations	Host informational sessions in neighborhoods near work locations and share information on community gas safety efforts with local organizations	Ongoing, starting approx. 3-4 weeks before gas safety work begins
Outbound phone calls	Conduct automated calls to notify surrounding residents of upcoming safety work	Approx. 1-2 weeks before gas safety work begins

Please note the above timing is approximate and subject to change

The following includes sample communication materials that will be used during outreach activities in each community. These materials are also available in a variety of languages and can be provided upon request.

TOGETHER NEWSLETTER

EDITION #1

(COVER)

Together

SAN MATEO COUNTY, CALIFORNIA
JULY 2015 EDITION

BUILDING A BETTER CALIFORNIA

IN THIS ISSUE

- Removing obstacles and threats to pipelines



- Meet the San Mateo County team



- Local leaders speak out on safety



PG&E Working with Communities in San Mateo County to Enhance Gas Safety and Ensure Pipeline Access

PG&E IS INVESTING MORE THAN \$5 BILLION THIS YEAR TO ENHANCE PIPELINE

safety and strengthen gas and electrical infrastructure across northern and central California. In San Mateo County, PG&E is undertaking a series of gas pipeline safety initiatives and working with local communities to ensure they are aware of the ongoing work and its importance to public safety.

PG&E has recently completed upgrades to natural gas pipelines across San Mateo County. The upgrades to the transmission lines will increase service reliability and enhance public safety for the growing San Mateo County area.

CONTINUED ON PAGE 2 →

New Safety Initiative to Provide Faster Emergency Response Access

SAN MATEO COUNTY RESIDENTS

may see more blue PG&E trucks on the road in coming months as the company undertakes a new community gas safety initiative designed to ensure first responders and PG&E emergency response crews can more quickly get to natural

CONTINUED ON PAGE 3 →



Planning to dig? Call 811 before you dig, and PG&E will come out to mark the approximate location of underground lines, pipes and cables, so you'll be able to dig safely. PG&E's 811 program is just another step we're taking to ensure the safety of our gas system in your community.



SAFE



RELIABLE



AFFORDABLE



CLEAN



LETTER REGARDING PG&E'S GAS SAFETY PROGRAMS



«Date»

«CUSTOMER_NAME»
Or Current Occupant
«MAILING_ADDRESS2»
«MAILING_ADDRESS»
«MAILING_CITY», «MAILING_STATE» «MAILING_ZIP»

**PG&E is conducting
gas safety work in
your neighborhood.
Please read the letter
for more information.**

Dear «Customer_Name»,

As part of Pacific Gas and Electric Company's (PG&E) commitment to providing customers with the safest and most reliable gas system in the nation, you may have seen us working in your neighborhood. In addition to our regular pipeline safety work, in every community we are looking at the area above and around the natural gas transmission lines to be certain that firefighters and our own emergency response crews are able to quickly reach the pipeline in the event of an emergency or natural disaster.

When trees, bushes and structures are located too close to the gas pipeline, they can threaten safety because they can block emergency access for firefighters and can prevent our crews from performing important safety work. We are working together with property owners and civic leaders in your community to ensure any items located too close to the pipeline are replaced a safe distance away from the line and the area is restored.

This work is just one of many pipeline safety programs currently underway, these include:

- **Hydrostatic pressure testing** which verifies the pipeline's strength and safe operating pressure.
- **Internal pipe inspections** using advanced cameras and high-tech devices called "smart pigs" to inspect the pipeline's welding and thickness, and identify signs of corrosion or other weaknesses.
- **Valve automation** to allow faster response times during gas emergencies.
- **Pipeline retrofits** to ensure we can properly perform internal inspections.
- **Checking our gas transmission pipelines for leaks**, first by aircraft equipped with advanced laser detection technology, then by on-the-ground teams of gas field technicians using handheld detectors.

A brochure with more information about PG&E's pipeline safety initiatives is enclosed.

Learn More

For more information about our pipeline safety efforts, please visit pge.com/GasSafety. Local representatives are also available to speak with you and answer any questions you may have. Please see below for the contact information for your local representative.

As a reminder, always contact Underground Services Alert (USA) by dialing 811 before digging, excavating or conducting any operations close to the gas pipeline right-of-way. With one free call to 811 at least 48 hours in advance, PG&E will send a crew that can mark our underground gas and electric facilities before you begin work, so you can dig safely.

We appreciate your patience and cooperation as we continue to work together to provide you with safe, reliable and affordable energy. Thank you.

Sincerely,

John Ghigliazza
Sonoma Division Senior Manager
Pacific Gas and Electric Company

Contact Us

For questions about gas safety work in your neighborhood, please contact your local PG&E representative, Greg Gillis at 1-415-973-2137 or by email at greg.gillis@pge.com.

PIPELINE SAFETY IN YOUR COMMUNITY BROCHURE

Pipeline Safety in Your Community

PG&E is building a safer,
stronger natural gas system



Pacific Gas and Electric Company (PG&E) has a robust program to improve the safety of our natural gas system, which serves more than four million customers in Northern and Central California. These efforts focus on high-pressure, large-diameter transmission pipelines delivering gas across our service area. Here's what we're doing:

Inspecting and modernizing pipelines

We're testing, studying and upgrading our gas system to ensure that pipelines near you are operating safely.

Hydrostatic pressure testing

We fill the pipeline with water and increase the pressure to a level that is much higher than the pipeline's normal operating pressure with natural gas. These tests verify the pipeline's strength and safe operating pressure.

Pipeline replacements

We install pipelines made with new materials and take the older pipelines out of service.

Internal pipeline inspections

We use tools with advanced cameras and sensors inside our pipelines to inspect the welding and pipeline thickness, and identify signs of corrosion or other weaknesses.

Pipeline retrofits

When internal inspection tools can't get through a pipeline for some reason, we retrofit the lines to accommodate these devices.



Modernizing pipeline valves

We're upgrading and installing valves to allow faster response during gas emergencies.

Valve automation

In selected locations, we are automating pipeline valves so they can be operated remotely from our 24-hour gas control center. Some of these valves will also close automatically if a significant change in pipeline pressure is detected.



Improving record keeping

We're overhauling our pipeline records system, making sure that all records are traceable, verifiable and complete.

Going electronic

We are collecting, scanning, and indexing documents from dozens of PG&E field offices, and transitioning away from paper-based record keeping toward a modern electronic data management system.

Taking immediate safety steps

We've already taken action to improve the safety of our system while our long-term projects are being planned or under construction.

Leak surveys

We routinely survey our entire network of gas pipelines for leaks. We will soon increase the frequency of those surveys, and we have added new technology to improve their effectiveness.

Reducing pressure

In selected areas, we have temporarily reduced the pressure of gas flowing through our pipelines as an added safety measure.



What to expect

Smells and sounds

Occasionally during our work, customers may smell gas or hear a loud, steady noise as natural gas is safely released from the pipeline. This is a normal occurrence when we are working on our pipelines. However, we encourage you to call us at [1-800-743-5000](tel:1-800-743-5000) if you have concerns about a potential gas leak.

Sights

You will see PG&E trucks and heavy equipment in your neighborhood, and many of these projects involve large-scale digging. Traffic will be routed around work areas. After the work is complete, we coordinate with local agencies to restore any paving or landscaping disturbed during construction.

Continuous gas service to customers

In most cases, your gas service will continue without interruption. If that changes, a PG&E representative will contact you.



Improving access to our pipelines

We're checking the areas above the **pipeline** to ensure first responders and our safety crews are able to access the pipe in case of an emergency or for routine maintenance work. If a tree or other structure is impacting pipeline safety, we will work together with the customer to find a shared solution that works for everyone, preserving the community's unique character while increasing safety.

Pipelines in your community

Pipeline maps

Visit us online at www.pge.com/pipelinelocations to see an interactive map that shows you where pipelines are located in your community. Or, call our Gas System Help Line at **1-888-743-7431** to request a map.



Gas safety

Gas odors

While PG&E is working in your area, you may smell or hear gas being cleared from the pipeline. This is safe and normal; however, we encourage you to call us at **1-800-743-5000** if you have concerns about a gas odor.

Separate from our construction projects, the following signs may indicate a gas leak:

Smell: Distinctive “rotten-egg” odor

Sound: Hissing, whistling or roaring from appliances or underground

Sight: Dirt spraying into the air, continual bubbling in a pond or creek, dead or dying vegetation in an otherwise moist area

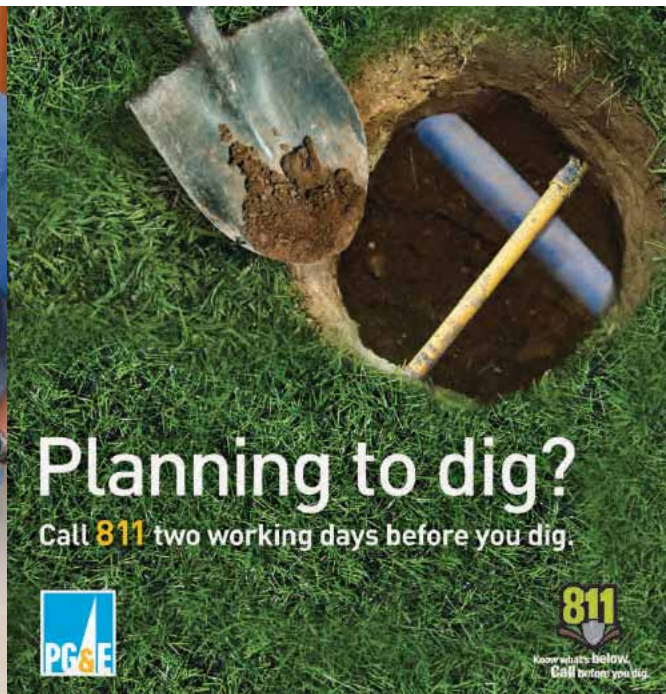
Plan ahead, stay safe

Call 811 before you dig:

Even small digging projects can damage underground utility lines. Call **811** before digging to have a representative visit for free to mark underground utilities nearby. Every job requires a call—from planting a tree to installing a deck. For more information about **811** and safe digging practices, visit www.call811.com or call **811**.

Safety starts at home:

To schedule a free PG&E safety inspection of your gas furnace and appliances, call **1-800-743-5000**.



Contact us with questions or concerns

- To learn about PG&E's natural gas system, visit www.pge.com/gas
- For information on pipeline safety programs, call our Gas System Help Line at 1-888-743-7431
- For general questions, call our Customer Service Line at 1-800-743-5000



- Para ayuda en español por favor llame al 1-800-660-6789
- 要用粵語/國語請求協助，請致電 1-800-893-9555
- Kung kailangang makipag-usap sa nakakasalita ng Tagalog, tumawag sa 1-888-743-7431
- Để được giúp đỡ bằng tiếng Việt, xin gọi 1-800-298-8438

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LETTER REGARDING UPCOMING VEGETATION WORK



PG&E will soon perform gas safety work near your property. Please read the letter for more information.

«Date»

«CUSTOMER_NAME»
Or Current Occupant
«MAILING_ADDRESS2»
«MAILING_ADDRESS»
«MAILING_CITY», «MAILING_STATE» «MAILING_ZIP»

Dear «Customer_Name»,

Pacific Gas and Electric Company (PG&E) is working every day to ensure that the millions of customers we serve have the safest and most reliable gas system in the nation. In addition to making sure that the pipeline is operating safely, in every community we are also looking at the area above and around the natural gas transmission pipelines to be certain that firefighters and our own emergency response crews have immediate access to the pipeline in the event of an emergency or natural disaster.

When trees, tree roots, and bushes are located too close to a gas transmission pipeline, they can threaten safety because they can block emergency access for firefighters and can prevent our crews from performing important safety work. Tree roots also pose a safety risk because they can damage the protective coating of underground pipelines — leading to corrosion and leaks.

In the next few weeks, PG&E's vegetation crew is scheduled to begin gas safety work in your area. Our crews will be replacing trees or bushes that are located too close to the pipeline and restoring the area. If you have any questions about this project, please contact:

Greg Gillis at 1-415-973-2137 or by email at greg.gillis@pge.com

Please be aware that we may use targeted applications of herbicides to prevent any regrowth of the incompatible vegetation after it has been removed. The use of herbicides will be carefully managed by a Pest Control Advisor licensed by the Department of Pesticide Regulations, a division of the California Environmental Protection Agency.

For more information about our ongoing gas safety work, please visit our website at **pge.com/GasSafety** or call the PG&E Land Management Department at **1-877-259-8314**.

As a reminder, always contact Underground Services Alert (USA) by dialing 811 before digging, excavating, or conducting any operations close to the gas pipeline. With one free call to 811 at least two working days in advance, PG&E will send a crew that can mark our underground gas and electric facilities before you begin work, so you can dig safely.

Thank you for your patience and cooperation as we work together to make our communities safer.

Sincerely,

John Ghigliazza
Sonoma Division Senior Manager
Pacific Gas and Electric Company

CUSTOMER BROCHURE



Working Together To Keep Our Communities Safe



ENHANCING SAFETY AND RELIABILITY



IMPROVING EMERGENCY ACCESS



PLANTING TREES IN THE RIGHT PLACE



PARTNERING WITH OUR CUSTOMERS

Gas safety guide for customers and communities

Every day, we are working across Northern and Central California to build the safest and most reliable gas system in the nation. In addition to ensuring that the natural gas transmission pipelines are operating safely, in every community we look at the area above and around the pipelines to be certain that first responders and emergency response crews have critical access in the event of an emergency or natural disaster.

Emergency Access for Safety Crews

Keeping our customers, their families and our employees safe will always be our number one priority.

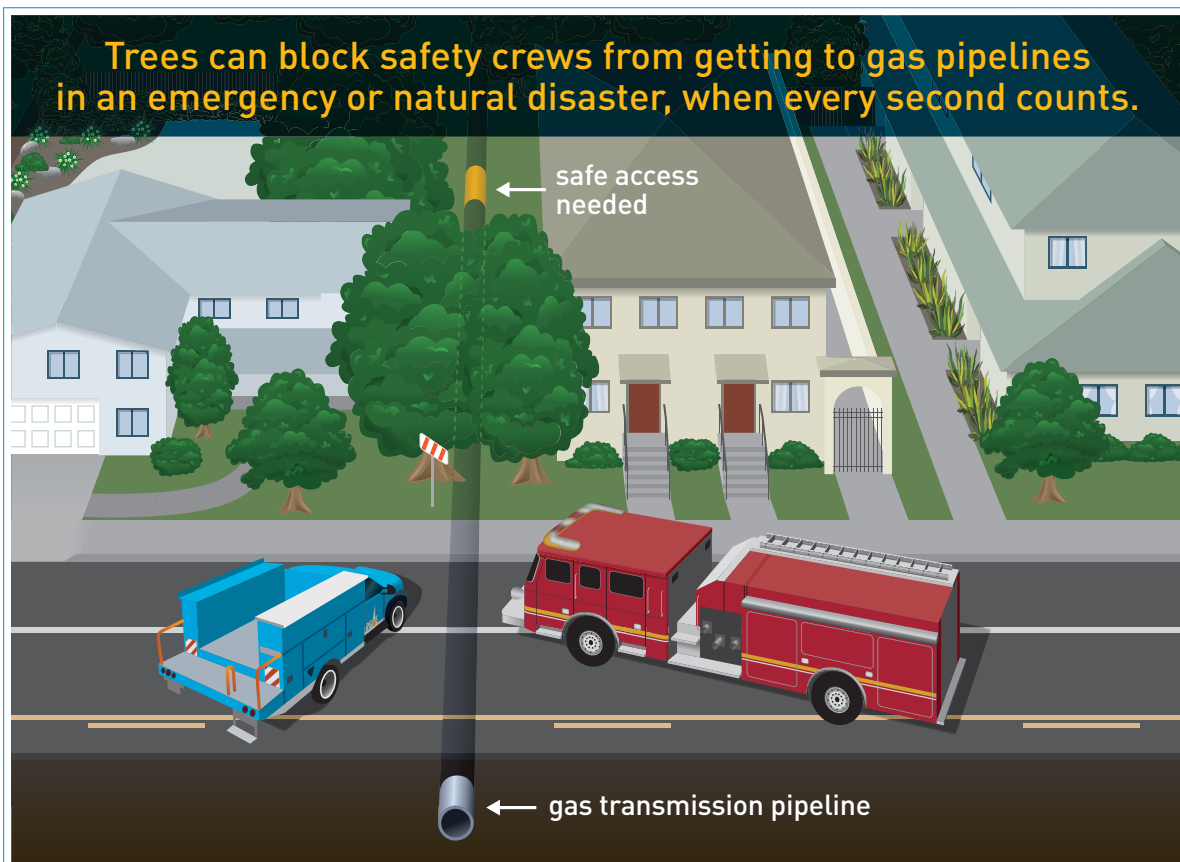
Trees and structures located too close to gas pipelines can threaten safety because they can block emergency response crews from getting to the pipeline in an emergency and making it safe. They can also prevent our crews from performing important safety and maintenance work, and can potentially cause damage to the pipeline.

PG&E is currently working with customers and community leaders to share what we know about the safety risks and, together, develop plans that help ensure public safety while preserving the natural beauty and unique character of our communities.

Together, Building a Safer California

At PG&E, we understand how important trees are to our environment, our employees, and the customers we proudly serve. Trees are important to us, too. That's why we are carefully reviewing every tree near a gas transmission pipeline to ensure we are only replacing those trees that pose an emergency access or safety concern.

When a tree needs to be replaced for safety reasons, we work together with the property owner or civic leader to ensure trees are planted a safe distance from the pipeline and the area is restored. This safety effort is about building a safe, modern, smart energy system for every customer and community.



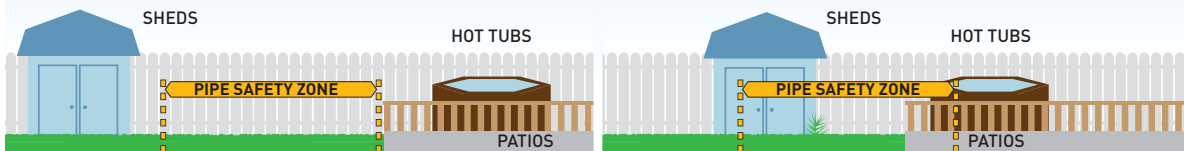
You can get more information at pge.com/GasSafety.

Important Tips for Keeping the Area Above the Pipeline Safe and Beautiful

Natural gas is one of the most efficient, reliable and affordable sources of energy for homes and businesses, and customers can play an important role in helping keep the gas system safe. The following are basic guidelines for making sure structures and trees are located in the right place on your property. We encourage you to contact us with any questions at [1-877-259-8314](tel:1-877-259-8314).

STRUCTURES LOCATED NEAR PIPELINES

Buildings and structures such as storage sheds, room additions, pools, and decks should be located a safe distance from the pipeline so that first responders and safety crews can perform critical emergency and maintenance work. When structures are located too close to gas pipelines, we work closely with the property owner to address the issue and offer a variety of options and solutions.



Compatible Uses

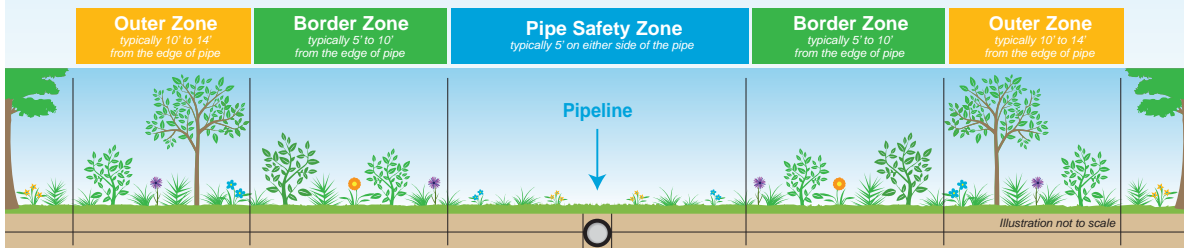
Vinyl, wood and/or chain link fences may cross the pipeline if there are no fence posts installed within five feet of either side of the pipeline.

Incompatible Uses

- Buildings or storage sheds
- Brick, concrete or block walls and fences
- Pools, hot tubs or wells
- Patios, decks or gazebos
- Sport courts
- Other impermeable hard surfaces
- Storage of heavy equipment

SAFE LANDSCAPING NEAR PIPELINES

Making sure the right plants and trees are located in the right place adds to the safety and natural beauty of the community. When a tree or shrub needs to be replaced for safety reasons, we work with the property owner to offer a variety of landscaping options, including planting a new tree in a safe location. The following are some helpful guidelines for landscaping above and around the pipeline.



Please note easement widths can vary and the above represents best practices and guidance for safe landscaping near gas pipelines.

Pipe Safety Zone	Lawns, flowers, low-profile grasses and low-growing herbaceous plants work well within the Pipe Safety Zone.
Border Zone	Small to medium shrubs with a trunk or main branch less than 8" in diameter at full maturity work well within the Border Zone. Diameter is measured four and a half feet from the ground.
Outer Zone	Large shrubs and small trees with a trunk less than 36" at full maturity work well within the Outer Zone. Diameter is measured four and a half feet from the ground.

Questions? Please contact PG&E at [1-877-259-8314](tel:1-877-259-8314).

Frequently Asked Questions

Why is PG&E doing this work?

This work is part of ongoing efforts to improve the safety and reliability of our natural gas system. We are working with our customers and communities to check the area above the pipeline for any items that could delay safety crews from getting to the pipe in an emergency and making it safe. Items like trees and structures can slow response times and potentially cause damage to the pipe. That's why we need to work together to replace these items at a safe distance from the pipe.

How can I find out if a PG&E natural gas transmission pipeline runs under my property?

Most private properties do not have an underground transmission pipeline on them. You can find out if there is a natural gas transmission pipeline in your area by calling PG&E at 1-877-259-8314, or searching our online Gas Transmission Pipeline Map at pge.com/pipelinelocations.

Why are structures or trees located over the transmission pipeline a safety concern?

Certain trees, brush and structures can threaten safety because they block firefighters' access during emergencies and can prevent our crews from performing important safety and maintenance work. When located too close to the gas pipeline, these items can also damage the pipe. If you are concerned that a structure or tree is located over the pipeline in your community, please call PG&E at 1-877-259-8314.

What happens if there is a tree or a structure located over the pipeline on my property?

If a tree or structure is located too close to the gas pipeline, we will sit down with you to review the safety risks, answer questions and develop a plan to ensure the area is restored and the work is done right. We're absolutely committed to working together to create a common understanding about each other's needs so that we can reach a shared solution that protects public safety while preserving the beauty of our communities.

Will PG&E provide replacement for trees removed?

Yes, trees matter to us and we know they matter to the customers and communities we proudly serve. That is why we are offering replacement trees as part of this program. We will also work cooperatively with you to identify the best options for restoring the area, including a variety of landscaping options that are safe for the area above the pipeline.

Who will pay for the cost of replacing structures or trees when they are located in the area above the pipeline?

As part of this program, when a structure or tree poses a safety concern, PG&E will pay to replace or relocate the item. The cost will be paid for by our shareholders, not our customers. Going forward, PG&E is committed to providing ongoing education to build further awareness around safe uses near critical infrastructure and the shared responsibility to keep the area above the pipeline safe and clear.

What is a pipeline right-of-way?

A right-of-way is an area of land above the pipeline that PG&E uses to safely operate the pipeline. Keeping the area above the pipeline free of structures and certain trees improves community safety by helping ensure critical access for first responders and safety crews in the event of an emergency.

What is an easement?

Easement agreements are recorded documents that remain in effect when a property is transferred to new owners. An easement agreement includes language that restricts certain uses within the right-of-way and ensures PG&E's ability to access the area above the pipeline. The easement language can usually be found during a title search of documents related to the property, which can be obtained through the County Recorder's Office. PG&E can also help you locate a copy of your agreement by contacting us at 1-877-259-8314.

Learn More

To view an online map of our natural gas transmission pipelines, please go to pge.com/pipelinelocations. To learn more about PG&E's community gas safety work, please visit pge.com/GasSafety or call us at 1-877-259-8314.



Pacific Gas and Electric Company®

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**Know what's below.
Call before you dig.**

Damage from excavation is the most common cause of pipeline accidents. If you plan on doing any digging, such as planting a tree or installing a fence, please call 811 before you dig. With one free call to 811 at least two working days in advance, PG&E will send a crew to mark our underground gas and electric facilities before you begin work, helping you plan a safe project.

SAMPLE PRESENTATION TO COMMUNITY GROUPS

Community Pipeline Safety Initiative

March 2016



1



Community Pipeline Safety Initiative

Improving Pipeline Safety and Reliability

- PG&E's top priority is the safety of our customers and communities – we are testing, studying and upgrading our gas system, including:
 - **Hydrostatic pressure testing** which verifies the pipeline's strength and safe operating pressure
 - **Internal pipe inspection robots** to check for signs of corrosion
 - **Valve automation** to allow faster response during gas emergencies
 - **Leak survey** of our entire gas pipeline system more frequently
 - **Aerial and ground patrols** to identify any excavations, signs of construction and other potential safety concerns





2



Program at a Glance

WHAT WE'RE DOING

	Checking the area above the gas transmission pipeline for trees and structures that pose an emergency access or safety concern
	Helping to ensure immediate access for safety crews, and preventing potential damage to the pipe
	Working with our customers and communities where a safety risk has been identified to develop shared solutions
	Planting new trees at a safe distance from the pipeline and restoring the area to preserve the natural beauty of our communities



3



Working with First Responders

"PG&E's gas pipeline safety work is vitally important to the first responders and the neighborhoods we work to protect across the Peninsula. Ensuring first responders can easily access gas pipelines in the event of an emergency is necessary to public safety and the upgrade work being performed."

John Healy, Fire Chief for Belmont, Foster City and City of San Mateo



First responders depend on immediate access in an emergency

4



Tree-by-Tree Review

- We understand how important trees are to your community and the environment
- To ensure we are only replacing trees that pose an emergency access or safety concern, we conduct a review of all trees near the gas pipelines
- The review is completed by gas safety experts and involves analyzing such factors as tree height, species and distance from the pipe
- We share the results with the city or property owner and, together, work to develop a path forward
- If a tree poses a safety concern and needs to be replaced, PG&E works together with the property owner to offer replacement trees and restore the natural beauty of the area



5



Community Partnership and Outreach

- It is important to us that our customers fully understand and support this safety work
- Our outreach includes:
 - Meeting with city officials and staff to discuss the safety risks and work together to plan for gas safety work in public areas
 - Communicating about gas pipeline safety to all residents within 500-feet of the safety work
 - Notifying nearby residents before any safety work takes place
 - Hosting answer centers near work areas
 - Contacting private property owners regarding any safety work proposed for their property
- We will not move forward with any planned work until we have a signed agreement in place with the customer



6



Contact Information

- For questions regarding the upcoming pipeline safety work, please contact Greg Gillis, your Customer Outreach Specialist, at **1-415-973-2137** or greg.gillis@pge.com
- For more information about this and other gas programs, visit us at pge.com/GasSafety
- To view an online map of our natural gas transmission pipelines, please go to pge.com/pipelinelocations



7

Thank You



8

SAMPLE FACT SHEET



Pacific Gas and Electric Company Community Pipeline Safety Initiative

February 2016

Quick Facts

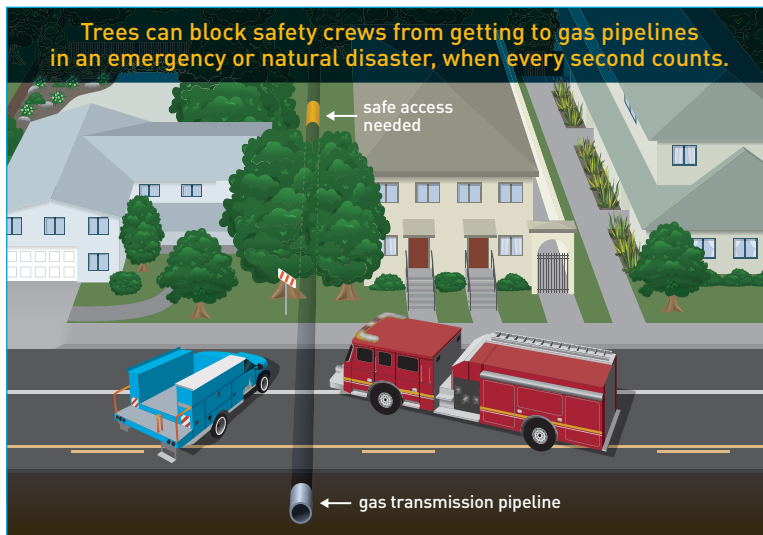
- PG&E's top priority is the safety of our customers and their families.
- Items like trees and bushes located too close to the pipeline can delay safety crews from getting to the pipeline in an emergency and making it safe.
- PG&E has been working closely with the City of Turlock to assess the area above the pipeline.
- Certain trees and bushes in the CVS parking lot on Geer Road will need to be replaced for safety reasons.
- This gas safety work is scheduled to begin February 1st and is expected to take approximately one day to complete.

Learn More

- If you have questions about this upcoming gas safety work, please contact Saundra Griffin at **1-916-386-5259** or by email at saundra.griffin@pge.com.
- For more information about PG&E's pipeline safety programs, please visit our website at pge.com/GasSafety.

Turlock, California

Pacific Gas and Electric Company's (PG&E) top priority is the safety of our customers and the communities we live in and serve. As part of this commitment to safety, we are checking the area above and around our natural gas transmission pipelines to help ensure access for emergency response crews and prevent damage to the pipe.



Items like trees and bushes can delay safety crews from quickly accessing the pipeline. Working closely with the City of Turlock, PG&E's gas safety experts conducted an in-depth review of the area above the gas transmission pipeline in the community. The results of the review were shared with the City and it was determined that some trees and bushes are located too close to the gas pipeline and need to be replaced for safety reasons.

Work Hours and Schedule

This gas safety work is scheduled to begin February 1st within the CVS parking lot at the corner of 3100 Geer Road and East Monte Vista Avenue in Turlock. Work will be conducted between the hours of 9 a.m. and 3 p.m. and is expected to take approximately one day to complete.

What to Expect

During this gas safety work, residents can expect the following:

- PG&E and contractor trucks parked in the area
- Traffic and pedestrian safety cones and signs marking the work area
- Use of mechanical and hand equipment/noise from the equipment
- Wood being run through a chipper and reused, or debris hauled off-site

Thank you for your cooperation and patience during this gas safety work.

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Community Pipeline Safety Initiative

WHAT WE'RE DOING



Checking the area above the gas transmission pipeline for trees and structures that pose an emergency access or safety concern.



Helping to ensure immediate access for safety crews, and preventing potential damage to the pipe.



Working with our customers and communities where a safety risk has been identified to develop shared solutions.



Planting new trees at a safe distance from the pipeline and restoring the area to preserve the natural beauty of our communities.

LEARN MORE

- If you have questions about this upcoming gas safety work, please contact PG&E at **1-877-259-8314**.
- For more information about PG&E's pipeline safety programs, please visit our website at pge.com/GasSafety.

Pacific Gas and Electric Company's (PG&E) top priority is the safety of our customers and communities. As part of this commitment to safety, we are checking the area above and around our natural gas transmission pipelines to help ensure immediate access for safety crews and prevent damage to the pipe.



Improving Emergency Access

In an emergency or natural disaster, every second counts. Items like structures, trees and bushes located too close to gas pipelines can threaten safety because they can block emergency access to the pipeline. They can also prevent our crews from performing important safety and maintenance work.

Working Together

PG&E is working with customers and community leaders to share what we know about pipeline safety risks and, together, develop plans that preserve the unique characters of our communities while protecting public safety. When a tree or structure needs to be replaced for safety reasons, we work together to replace the item at a safe distance from the pipeline and restore the area – all at PG&E's expense. Please note that we will not move forward with any planned work on private property without a mutual agreement in place.



Be Safe. Dig Safe. Damage from excavation is the most common cause of pipeline accidents. Before you begin any landscaping work, always call 811 at least two business days in advance. With one free call to 811, PG&E will send a crew to mark our underground gas and electric facilities before you begin work, helping you plan a safe project.

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OUTBOUND CUSTOMER CALL TO SURROUNDING RESIDENTS

OUTBOUND CUSTOMER CALL TO SURROUNDING RESIDENTS

Outbound Call to Customers within 500 feet of Safety Work

Hello, this is Pacific Gas and Electric calling to let you know that beginning the week of [Date], we will be conducting important gas safety work in your area along [Road Name]. This work involves replacing trees and brush that are located too close to the pipeline and could delay safety crews from accessing natural gas pipelines in the event of an emergency.

Our highest priority is the safety of our customers, our employees, and the public. We will clearly mark our work areas, and your PG&E electric and gas service should not be affected. Please note our schedule is subject to change.

If you have any questions or would like to learn more about Pacific Gas & Electric's gas safety work in your neighborhood, please call your local Customer Outreach Specialist, Greg Gillis at 1-415-973-2137. Again that number is 1-415-973-2137.

We appreciate your patience during this important pipeline safety work in your community.

Outbound Call to Customers within 50 feet of Safety Work

Hello, this is Pacific Gas and Electric calling to let you know that beginning the week of [Date], we will be conducting important gas safety work near your property along [Road Name]. This work involves replacing trees and brush that are located too close to the pipeline and could delay safety crews from accessing natural gas pipelines in the event of an emergency.

Our highest priority is the safety of our customers, our employees, and the public. We will clearly mark our work areas, and your PG&E electric and gas service should not be affected. Please note our schedule is subject to change.

If you have any questions or would like to learn more about Pacific Gas & Electric's gas safety work in your neighborhood, please call your local Customer Outreach Specialist, Greg Gillis at 1-415-973-2137. Again that number is 1-415-973-2137.

We appreciate your patience during this important pipeline safety work in your community.

CUSTOMER DOORHANGER



Gas safety work in your neighborhood

Dear Valued Neighbor,

As part of PG&E's community pipeline safety efforts, you may see us working in your neighborhood. We are checking the area above our natural gas pipelines to help ensure PG&E crews have immediate and safe access in case of an emergency.

Putting Safety First

In an emergency, every second counts. Certain trees, brush and structures can threaten safety because they block access during emergencies and can prevent our crews from performing important safety and maintenance work. When located too close to the gas pipeline, these items can also damage the pipe. Please know that PG&E is only removing trees that pose a safety concern.

What to Expect

This gas safety work is anticipated to begin _____. During this time, you may see or hear:

- Trucks parked in your neighborhood during work hours (typically weekdays from 8 a.m. to 6 p.m.)
- Work areas marked off with proper traffic and pedestrian safety cones and warning signs
- Use of mechanical and hand equipment
- Wood and debris being hauled offsite or run through a chipper and reused

If you have any questions or would like to learn more about gas safety work in your neighborhood, please call:

Name: _____

Phone: _____

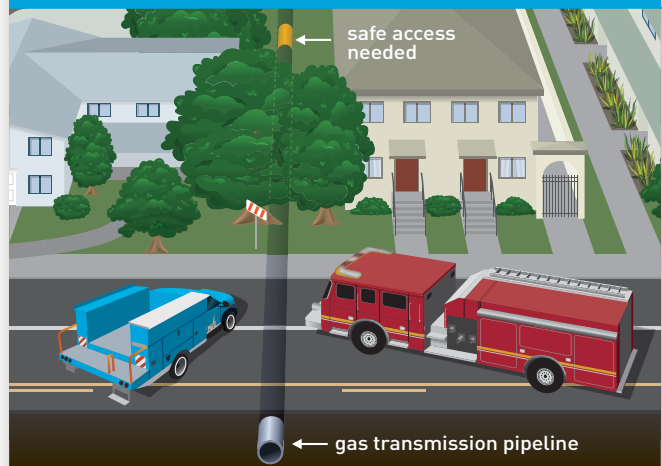
We appreciate your patience during this important pipeline safety work in your community.

- Para ayuda en español por favor llame al: **1-800-660-6789**
- 要用粵語/國語請求協助, 請致電: **1-800-893-9555**
- Kung kailangang makipag-usap sa nakakasalita ng Tagalog, tumawag sa: **1-800-743-5000**
- Để được giúp đỡ bằng tiếng Việt, xin gọi: **1-800-298-8438**

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Gas safety work in your neighborhood



Trees can block safety crews from getting to the pipeline in an emergency or natural disaster



PG&E is working with customers to plant trees at a safe distance from the pipeline

GAS SAFETY WORK BANNER SIGN

Important Gas Safety Work Underway

Pacific Gas and Electric Company (PG&E) is working together with customers and communities to ensure safety crews can quickly reach the pipeline in an emergency. As part of this commitment to safety, we are removing and trimming trees that are located too close to the pipeline in this area.



We appreciate your patience during this work.

For information on this project, please call **1-877-259-8314** or visit pge.com/GasSafety

Trabajo importante en curso relativo a la seguridad del gas

Pacific Gas and Electric Company (PG&E, por sus siglas en inglés) está trabajando junto a clientes y comunidades para garantizar que el personal de seguridad pueda acceder rápidamente a las tuberías en caso de una emergencia. Como parte de este compromiso a la seguridad, estamos removiendo y podando los árboles que se encuentran demasiado cerca de la tubería en ésta área.



Le agradecemos su paciencia mientras realizamos este trabajo.

Para información acerca de este proyecto, por favor llame a **1-877-259-8314** o visite el sitio pge.com/GasSafety

THANK YOU LETTER

«Date»

«CUSTOMER_NAME»
Or Current Occupant
«MAILING_ADDRESS2»
«MAILING_ADDRESS»
«MAILING_CITY», «MAILING_STATE» «MAILING_ZIP»

Thank you for your patience and cooperation during PG&E's recent gas safety work in your neighborhood. Please read this letter for more information.

Dear «Customer_Name»,

On behalf of Pacific Gas and Electric Company (PG&E), I would like to thank you for your patience and understanding during our recent gas safety work in your neighborhood. Every day, we are working to build the safest and most reliable gas system for you, your family and the communities we serve. It is thanks to your cooperation that first responders and emergency response crews will now be able to quickly access the pipeline in the event of an emergency or natural disaster.

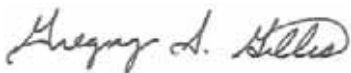
Keeping the area above the gas pipeline clear of items that could delay emergency access means a safer community for you and your neighbors as well as our employees. In the future, you will continue to see PG&E crews working in your neighborhood to ensure the ongoing delivery of safe and reliable electric and gas service.

For more information about how you can help keep your community safe and beautiful, please see the enclosed guidance on landscaping near underground gas pipelines. More information can also be found by visiting pge.com/GasSafety or calling us at **1-877-259-8314**.

If you have any questions or feedback on the experience you had with our work, please do not hesitate to contact me at the phone or email below. You may also receive a survey from us over the next couple of weeks, and we hope you will take the time to share your thoughts with us.

Thank you again for your support of this important gas safety work.

Sincerely,



Greg Gillis
Customer Outreach Specialist
Pacific Gas and Electric Company
Phone: 1-415-973-2137
Email: greg.gillis@pge.com

- Para ayuda en español por favor llame al: **1-800-660-6789**
- 要用粵語/國語請求協助, 請致電: **1-800-893-9555**
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Be Safe. Dig Safe.

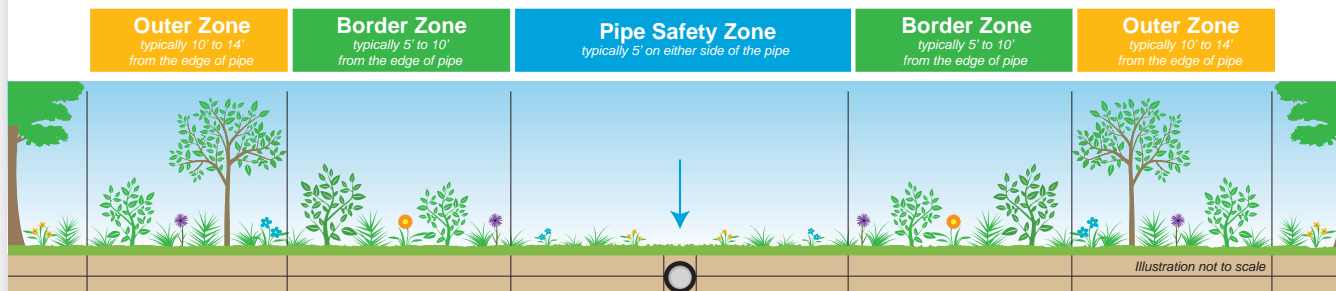
Before you begin any landscaping work, always call **811** at least two business days in advance. With one free call to **811**, PG&E will send a crew that can mark our underground gas and electric facilities before you begin work, helping you plan a safe project.



Community Pipeline Safety Initiative

Guide to Safe Landscaping Near Gas Pipelines

When planning new landscaping near underground utilities, it's important to remember that the right plant in the right location can both enhance the natural beauty of your home and help protect the safety of your community. Trees and plants located too close to gas transmission pipelines can delay emergency access for safety crews and damage pipes. Below is a list of ultra-drought tolerant plant types that are safe in certain locations around the pipeline. Please note the suggested list is not all-inclusive.



Please note easement widths can vary and the above represents best practices and guidance for safe landscaping near gas pipelines.

Pipe Safety Zone		Lawns, flowers, low-profile grasses and low-growing herbaceous plants are permitted within the Pipe Safety Zone. See the list below for plant suggestions.		
azure penstemon (<i>Penstemon azureus</i>)	California poppy (<i>Eschscholzia californica</i>)	grama grass (<i>Bouteloua</i> spp.)	purple needle grass (<i>Stipa pulchra</i>)	stonecrop (<i>Sedum</i> spp.)
belladonna lily (<i>Amaryllis belladonna</i>)	chalk lettuce (<i>Dudleya</i> spp.)	June grass (<i>Koeleria macrantha</i>)	sea lavender (<i>Limonium</i> spp.)	thyme (<i>Thymus</i> spp.)
blue eyed grass (<i>Sisyrinchium bellum</i>)	daffodil (<i>Narcissus</i> spp.)	kangaroo paw (<i>Anigozanthos</i> spp.)	showy milkweed (<i>Asclepias speciosa</i>)	UC Verde buffalograss (<i>Buchloe dactyloides</i> 'UC Verde')
Bulbine (<i>Calylophus</i> spp.)	dymondia (<i>Dymondia margaretae</i>)	Monardella (<i>Monardella</i> spp.)	silverbush (<i>Convolvulus cneorum</i>)	yarrow (<i>Achillea</i> spp.)
				yellow sundrops (<i>Calylophus</i> spp.)
Border Zone		Small to medium shrubs with a trunk or main branch less than 8" in diameter at full maturity are permitted within the Border Zone. Diameter is measured at chest height. See the list below for plant suggestions.		
Adam's needle (<i>Yucca filamentosa</i>)	California fuchsia (<i>Epilobium canum</i>)	coyote brush (<i>Baccharis pilularis</i>)	pipstem clematis (<i>Clematis lasiantha</i>)	silver bush lupine (<i>Lupinus albus</i>)
agave (<i>Agave</i> spp.)	California lilac (<i>Ceanothus</i> spp.)	island tree poppy (<i>Dendromecon</i> spp.)	rockrose (<i>Cistus</i> spp.)	sticky monkey flower (<i>Mimulus aurantiacus</i>)
bear grass (<i>Nolina microcarpa</i>)	California native sage (<i>Salvia</i> spp.)	manzanita (<i>Arctostaphylos</i> spp.)	sacaton (<i>Sporobolus</i> spp.)	westringia (<i>Westringia</i> spp.)
buckwheat (<i>Eriogonum</i> spp.)	California sagebrush (<i>Artemisia</i> spp.)	matilija poppy (<i>Romneya coulteri</i>)	smoke tree (<i>Cotinus coggygia</i>)	wild rye grass (<i>Leymus</i> spp.)
bush anemone (<i>Carpenteria californica</i>)	coffeeberry (<i>Rhamnus californica</i>)	mountain mahogany (<i>Cercocarpus betuloides</i>)	snowberry (<i>Symphoricarpos</i> spp.)	wooly blue curls (<i>Trichostema lanatum</i>)
Outer Zone		Large shrubs and small trees with a trunk less than 36" in diameter at full maturity are permitted within the Outer Zone; however, if space allows, we recommend planting trees at an even greater distance from the pipeline. Diameter is measured at chest height. See the list below for small tree suggestions.		
bottlebrush (<i>Callistemon viminalis</i>)	chitalpa (<i>X Chitalpa tashkentensis</i>)	honey mesquite (<i>Prosopis glandulosa</i>)	madrone/strawberry tree (<i>Arbutus</i> spp.)	toyon (<i>Heteromeles arbutifolia</i>)
Catalina cherry (<i>Prunus ilicifolia</i> spp. <i>lyonii</i>)	desert willow (<i>Chilopsis linearis</i>)	lemonade berry (<i>Rhus integrifolia</i>)	Olive (Fruitless) (<i>Olea europaea</i> 'Swan Hill')	tree yuccas (<i>Yucca</i> spp.)
Catalina ironwood (<i>Lyonothamnus floribundus</i> ssp. <i>aspleniifolius</i>)	flannel bush (<i>Fremontodendron</i> spp.)	lilac chastetree (<i>Vitex agnus-castus</i>)	paloverde (<i>Parkinsonia</i> spp.)	western redbud (<i>Cercis occidentalis</i>)



Be Safe. Dig Safe.

Before you begin any landscaping work, always call **811** at least two business days in advance. With one free call to **811**, PG&E will send a crew that can mark our underground gas and electric facilities before you begin work, helping you plan a safe project.

The above list includes water-wise plants suited for most California climate zones, however each location is different. PG&E makes no representation or guarantee that these plants are suitable for every location. Please consult your local nursery for more information. If there is an electric powerline on or near your property, there may be additional land use restrictions. Please take care to consult any easement agreement you may have for your property or call PG&E at 1-877-259-8314.

1/8/16



PG&E GAS SAFETY WEBSITE



KEY CONTACT INFORMATION

For any questions regarding the upcoming gas safety work, please contact the following:

- Greg Gillis, Customer Outreach Specialist, at 1-415-973-2137 or greg.gillis@pge.com
- Brian Bottari, Government Relations Representative, at 1-707-577-7122 or brian.bottari@pge.com

To view an online map of our natural gas transmission pipelines, please go to pge.com/pipelinelocations. To learn more about PG&E's community gas safety work, please visit pge.com/GasSafety or call us at **1-877-259-8314**.