



**Crestmoor Neighborhood  
(Glenview Fire)  
Pacific, Gas and Electric (PG&E)**

**PG&E Work Summary**

PG&E will be removing a soil pile located on Glenview Drive. Work will begin on Thursday, January 13th and continue through Friday, January 14th. The hours of operation will be from 7:00 AM to 3:00 PM. You can read the official PG&E notice [HERE](#).

[Download a Rebuild San Bruno Fund Claim Form.](#)

[Read the FAQ on claims for the Rebuild San Bruno Fund.](#)

**In a Report Dated December 14, 2010, PG&E Responds to NTSB on San Bruno Accident**

To view the full report click [HERE](#).

**Letter dated October 27, 2010 from PG&E President Christopher P. Johns**

To the City of San Bruno regarding Line 132 and PG&E's Pipeline 2020 program. [HERE](#).

**PG&E Work Summary**

PG&E is continuing work on the gas pipeline that ruptured in San Bruno including completing the separation of pipe sections and performing a visual inspection of the line in cooperation with the National Transportation Safety Board (NTSB). In order to inform residents in the local area, PG&E personnel will be walking door-to-door to answer any questions or concerns during the week of Sept. 27-Oct. 1, 2010.

To view the full PG&E work schedule and information regarding the work, [HERE](#).



January 12, 2011

Notice to our valued San Bruno customers:

As we noted in a recent phone call, a Pacific Gas and Electric Company (PG&E) team is preparing to remove the soil pile located on Glenview Drive, between Earl Avenue and Claremont Drive. We have worked closely with the City of San Bruno to obtain a permit to do this work on Thursday, January 13 and Friday, January 14. The work will be conducted between the hours of 7:00 A.M. and 3:00 P.M. on both days. It is important to emphasize that we may have to delay this work in the event of rainy or windy weather.

Your safety is our top priority. Please note that the soil has been tested and determined to be nonhazardous and does not pose any risk to public health. During the removal, a water truck will spray water on the soil as needed to control dust. In addition, the dump trucks will be covered during transportation.

We are ensuring that the highest environmental and health standards are applied during this work.

PG&E has contracted **PSC Industrial Outsourcing, LLP**, to assist with this removal. PSC dump trucks will travel north on Skyline Boulevard, turn right on Sneath Lane, turn right on Claremont Drive, then right on Glenview Drive. Once the truck is loaded, it will leave the job site by heading south on Glenview Drive, then turn right on San Bruno Avenue and return to Skyline Boulevard. A traffic coordinator will be posted near the site to assist motorists and reduce congestion.

When the last of the soil is removed, we've arranged for a street sweeper to restore the site and assist our team with the clean-up.

You may notice additional PG&E trucks and personnel near the work site, however, please be assured we are doing everything possible to limit any inconvenience to you and your community. We know there will be more work done in your area in the coming weeks and months, and your patience is appreciated.

If you have any questions about this work, please don't hesitate to call your Relationship Manager directly, or our 24-hour call center at 1-800-743-5000.

We value being a part of your community.

Thank you.



**Pacific Gas and  
Electric Company**<sup>®</sup>

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**NEWS**

FOR IMMEDIATE RELEASE

December 14, 2010

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## **PG&E RESPONDS TO NTSB REPORT ON SAN BRUNO ACCIDENT**

### *Second Interim Report Rules Out Some Causes*

**SAN FRANCISCO, Calif.** – Pacific Gas and Electric Company (PG&E) today responded to the release by the National Transportation Safety Board (NTSB) of its second interim report on the tragic San Bruno pipeline rupture on September 9, 2010. The report documents NTSB’s progress on its meticulous investigation but draws no definitive conclusions as to the cause of the accident.

The NTSB report finds no evidence of external corrosion on the ruptured pipe pieces, no evidence of excavation damage and no physical evidence suggesting a pre-existing leak.

Based on detailed metallurgical analysis, NTSB said it is still working to determine the nature of the “fracture origin and failure mechanisms.” The safety board said the investigation “is still in an early phase and there is much factual information to be developed” before reaching conclusions about the cause of the accident.

The report does note a discrepancy in PG&E’s records on the type of pipe installed at the San Bruno location. However, at no time did the pressure in the pipe exceed the Maximum Allowable Operating Pressure nor did the discrepancy impact the required maintenance and inspection protocols. Regardless, PG&E has begun an exhaustive, system-wide check of pipeline records to confirm their accuracy and correct any discrepancies found.

“Our thoughts and prayers continue to be with the families and community of San Bruno,” said Chris Johns, president of PG&E. “PG&E appreciates NTSB’s thorough and diligent investigation of the San Bruno accident. We will continue to cooperate fully with the investigation and are working expeditiously to provide information as requested. We will continue using all available means to evaluate and ensure the integrity of our natural gas system.”

MORE

Pacific Gas and Electric Company, a subsidiary of [PG&E Corporation](#) (NYSE:PCG), is one of the largest combined natural gas and electric utilities in the United States. Based in San Francisco, with 20,000 employees, the company delivers some of the nation's cleanest energy to 15 million people in Northern and Central California. For more information, visit <http://www.pge.com/about/newsroom/>.



*Pacific Gas and  
Electric Company*

Christopher P. Johns  
President

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October 27, 2010

The Honorable Jim Ruane  
Mayor of San Bruno  
567 El Camino Real  
San Bruno, CA 94066

Dear Mayor Ruane:

Thank you and City Manager Connie Jackson for meeting with me last week to continue the discussion around how PG&E can support the City of San Bruno and its residents in the ongoing efforts to rebuild following the tragic accident of September 9.

As we discussed during our meeting, PG&E understands that no one wants the damaged section of Line 132 rebuilt at its current location. We know residents in this neighborhood have suffered a terrible trauma and the pipe is a horrible reminder. On behalf of PG&E, I want to reiterate to you and the residents of your city that you have our commitment that PG&E will not rebuild the damaged section of Line 132 in its current location.

You and the City have demonstrated tremendous leadership in the aftermath of this tragedy. All of us at PG&E have particularly appreciated the assistance we have received on multiple fronts as we have worked to support your recovery efforts. We look forward to continuing to work closely together. Indeed, as we agreed last week, the City's input and assistance will be essential in helping us identify an alternative route for the damaged section of Line 132.

Ensuring that residents on the Peninsula have access to safe, reliable natural gas is a fundamental commitment for our company. Nearly one million people there – 20 percent of all our gas customers – depend on PG&E's system for this critical service. The three transmission lines on the Peninsula are the backbone of this network, ensuring the system is as robust as it must be to satisfy the needs of homes and businesses, particularly in times of heavy demand.

Your commitment to provide input and assistance is crucial as we develop a relocation strategy that takes into account the considerations of San Bruno and enables customers on the Peninsula to have confidence in both the safety and reliability of the system.

October 27, 2010

Page 2

As further evidence of our commitment to this goal, two weeks ago we announced our Pipeline 2020 program, which outlines a number of steps that we will be taking to modernize our natural gas transmission system. Two areas of this program involve installation of automatic or remotely controlled shutoff valves and a commitment to advance the state of the art in pipeline inspection techniques. We believe the installation of automatic or remotely controlled shutoff valves will enhance the safety of our pipelines, especially in high consequence areas, such as San Bruno, and we look forward to your support as we move the Pipeline 2020 program through the approval process.

We know such measures are a priority for your community and others on the Peninsula in particular. As we move forward with implementing future steps, please be assured that the high level of local interest in these measures will be a factor that weighs appropriately in our planning.

Thank you again for our meeting and for your assistance. I look forward to continuing our dialogue and working with you as we fulfill our commitment to help restore and rebuild San Bruno.

Sincerely,

A handwritten signature in cursive script that reads "Chris Johns".

Chris Johns, President  
Pacific Gas and Electric Company

PG&E will be working on the gas pipeline that ruptured in San Bruno over the next week. They will be completing the separation of pipe sections and performing a visual inspection of the line in cooperation with the National Transportation Safety Board (NTSB). In order to inform residents in the local area, PG&E personnel will be walking door-to-door to answer any questions or concerns

PG&E's crews will be in the area assessing the gas valves at their Healy Station (1495 Crestwood Drive) and San Andreas Station, west of Highway 35. This work requires an increase in PG&E trucks, equipment and crews throughout the area for approximately one week, while the assessment and repairs are completed. It is important to note that your gas and electric service will not be affected by this work. However on Monday and Tuesday of next week (Sept. 27-28), there is a slight chance that people in the neighborhood may notice the smell of gas. While gas odors are likely from the work being done, PG&E encourages any customer that smells gas to call **1-800-743-5000**. The odor should quickly dissipate into the atmosphere and will not be harmful.

Crews will be working safely and as quickly as possible to complete the work. Below is a tentative schedule of what PG&E activities that residents in the Glenview Neighborhood could expect to see over the coming week.

#### **THURSDAY-SUNDAY**

- The first few days of work involve mostly excavation and shoring work.
- Also, in the first few days, crews will be walking the route of the pipeline and putting painted markers on the ground. This is in order to track equipment that will be checking the pipeline.

#### **MONDAY-TUESDAY**

- Crews will be clearing the pipelines.
- Although these pipes have been previously evacuated and drained, there is still the slight possibility that some residual mercaptin – the safe odorant added to natural gas – could escape and be detected in the neighborhood.
- The situation is safe. However, if a resident is still unsure if they have a gas leak, they should use a phone away from the residence and call 911 and PG&E at 1-800-743-5000.
- GSRs are on-site to answer questions of people in the neighborhood. They will also be stationed at John Muir School if any residents need to contact PG&E staff to answer any questions.

#### **WEDNESDAY-THURSDAY**

- Crews will be installing and testing a detector tool in the pipeline.
- Crews will be walking the ground above the route and tracking the detector.

#### **FRIDAY**

- Begin backfilling excavation at the San Andreas and Healy Substations.