

cc:
Jim B.
Jim Mc.
Chris
Donna
David
Maria
Richard Burtt

October 4, 2011

RECEIVED

OCT 12 2011

Mr. J. Matthew Mullan
City Manager
City of Windsor
PO Box 100
9291 Old Redwood Hwy
Windsor CA 95492-0100

TOWN OF WINDSOR.

Dear Mr. J. Matthew Mullan:

Pacific Gas and Electric Company's (PG&E) highest responsibility is the safety of our operations. As part of this responsibility, PG&E has taken steps to enhance public safety and responding to emergency events reported by first responders.

PG&E has dispatch personnel available 24 hours a day, 7 days a week to answer emergency calls. PG&E has an established number for the exclusive use of first responders. Please always ensure your Dispatch calls PG&E from a landline at 1-888-PGE-4911.

Upon receiving an emergency call, the PG&E Dispatch Center will ask detailed questions to ensure all information about the incident is received. The PG&E dispatcher will request the following information:

- Type of emergency incident (examples: fire, natural gas leak or odor)
- The location or vicinity of the incident
- Name and contact number of the person calling
- If any safety, imminent hazards or access issues at the location of the incident exist
- If the emergency crew is enroute, onsite or standing by in the event more information is needed

Once the information is received, the PG&E dispatcher will immediately dispatch qualified PG&E emergency response personnel who will respond immediately to the emergency incident. The PG&E dispatcher will notify the responding fire department or agency of the estimated time of arrival of the dispatched PG&E personnel. If a traffic-related or other problem delays the dispatched PG&E personnel from arriving to the incident within the time estimated, the PG&E dispatcher will update the responding fire department or agency with the new estimated time of arrival.

On occasion and at the request of the California Public Utilities Commission (CPUC), PG&E would like your assistance in obtaining an emergency vehicle to escort the PG&E vehicle and personnel in specific circumstances related to gas explosions or gas transmission pipeline ruptures. This escort request will only occur when dispatched field employees cannot make the estimated time of arrival they initially provide to dispatch personnel. In the event an emergency vehicle escort is necessary, the PG&E dispatcher will call the appropriate emergency response department or agency. PG&E will be holding

local workshops to develop the specific procedures; however, we will be implementing this practice within the fourth quarter of 2011 on a voluntary basis.

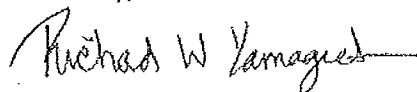
To ensure PG&E has the most up-to-date list of the telephone contacts of all emergency response departments and agencies, please contact PG&E dispatch at 1-888-PGE-4911 if your telephone number changes.

PG&E has created a First Responder Portal (www.pge.com/firstresponder) that provides resources as part of our effort to enhance public safety partnerships. Through this secure portal, first responder agencies may obtain maps in printable Adobe Reader (PDF) format and/or digital mapping files suitable for downloading into industry standard Geographic Information System (GIS) application software.

PG&E is also providing free training on preparations for and response to a natural gas leak or fire. This training will be available to emergency responders and agency personnel. For more information on the dates and locations of training classes, please visit www.pge.com/firstresponder.

PG&E representatives are available to discuss these programs or respond to any questions you may have. Please feel free to email us at AgencyFirstResponder@pge.com or call us at (INSERT PHONE #) to set up a meeting or to receive more information. Thank you.

Sincerely,

A handwritten signature in black ink that reads "Richard W. Yamaguchi". The signature is written in a cursive style with a horizontal line extending from the end of the name.

Richard W. Yamaguchi
Director, PG&E Dispatch