



**This letter provides information for homes and businesses located within about 2,000 feet of a natural gas transmission pipeline.**

[FULL\_NAME] [NAME2]  
[MAILING\_ADDRESS\_1]  
[MAILING\_ADDRESS\_2]  
[MAILING\_CITY], [MAILING\_STATE] [MAILING\_ZIP]

Dear Neighbor,

In the months since the San Bruno natural gas pipeline accident, Pacific Gas and Electric Company has taken many steps to avoid a recurrence of that tragedy. As part of our commitment to public safety—PG&E's highest responsibility—we are working to ensure that customers, neighbors, public officials, and first responders have information we can all use to help prevent accidents or respond to emergencies.

Because our records show your home or business is located within about 2,000 feet of a gas transmission pipeline, I am writing to make you aware of some relevant safety information. **While this doesn't require any special action on your part, we hope you'll find the information helpful.**

Enclosed is a brochure with important information about natural gas safety. Above all, if you smell natural gas or suspect an emergency situation, leave the area immediately and then call **911**, and PG&E at **1-800-743-5000**.

To learn more about the location of our gas transmission pipelines, view our comprehensive online map at [www.pge.com/pipelineLocations](http://www.pge.com/pipelineLocations). There, you can check any location in or near our service area—including your home, place of work, or other areas of interest—to see which pipelines run nearby. Or, if you prefer, please call PG&E's Information Hotline for Gas Transmission Pipeline Locations at **1-888-743-7431**.

Another useful tool is the National Pipeline Mapping System, available online at [www.npms.phmsa.dot.gov/PublicViewer/](http://www.npms.phmsa.dot.gov/PublicViewer/). This resource shows the location of natural gas transmission lines across the entire country, county by county.

I also want to let you know that PG&E is taking comprehensive steps to make our gas transmission pipelines safer, in consultation with other industry experts. We have a multiyear program to upgrade and modernize our pipelines, invest in more automated or remote-controlled shutoff valves, develop next-generation inspection technologies, and enhance our public safety partnerships. You can read more about this program at [www.pge.com/pipeline2020](http://www.pge.com/pipeline2020).

