



January 6, 2015

**An update on PG&E's  
ongoing gas safety work  
and upcoming pipeline  
inspection in San Carlos**

Dear Valued Customer:

As part of the ongoing safety work on gas transmission pipeline 147 and in partnership with the City of San Carlos, Pacific Gas and Electric Company (PG&E) will be in the area in 2015 performing an internal inspection of the pipeline. This inspection will run the entire length of Line 147, from its starting point on Commercial Street, to its end point off Edgewood Road, and will be conducted at the pipeline's current operating pressure. The inspection is one more step in a series of actions we've taken over the years to ensure the continued safe operation of the pipeline.

**What to Expect**

Work is scheduled to begin January 12 and finish by March 1 with possible follow-up inspections to be scheduled for later this year. Once we've determined those dates, we'll be in touch with more details. Weather and other factors that might alter safe-working conditions could change our above schedule. Should there be any adjustments, we'll be in touch.

This inspection involves sending an advanced inspection device, called a "smart pig," through the pipeline. "Smart pigs" are equipped with sensors allowing engineers to analyze the interior of the pipeline and its associated components. If a section of pipe has any identified imperfections, it will be repaired or replaced with new pipe. During this project, you will see PG&E and various contractor trucks and other heavy equipment on Commercial Street, where the "smart pig" device will be inserted into the line. Along Brittan Avenue, you will see PG&E trucks and crews parked at various points along the line monitoring progress. We do not expect any interruptions to your gas service. However, if there is an interruption a PG&E representative will contact you right away.

Over the course of our work you may smell gas and hear a loud, steady noise as we safely vent natural gas from the pipeline. This is a common practice used by gas companies across the country, but can raise questions from customers. We encourage anyone who has questions about the smell of gas to call our 24-hour helpline at **1-800-743-5000**.

If you have any questions or concerns about the details of this project, **please call your local customer service representative Austin Sharp at 650-730-4168** or send an email to [gasprojectinfo@pge.com](mailto:gasprojectinfo@pge.com).

Our top priorities are the safety of the community, the integrity of Line 147--which plays an important role in San Mateo County's gas transmission pipeline system--and communicating our progress to you. We appreciate your patience as we complete this important work.

Sincerely,

Frank Salguero  
Customer Care  
Senior Manager Peninsula Division

Custom-L147-San Carlos

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**Contact us**

- For more information on pipeline safety programs, call our Gas System Help Line at **1-888-743-7431**
- To learn about PG&E's natural gas system, visit [www.pge.com/gas](http://www.pge.com/gas)

Para ayuda en español por favor llame al **1-800-660-6789**.

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要用粵語/國語請求協助，請致電 **1-800-893-9555**.

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Kung kailangang makipag-usap sa nakakasalita ng Tagalog, tumawag sa **1-888-743-7431**.

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Để được giúp đỡ bằng tiếng Việt, xin gọi **1-800-298-8438**.