



December 20, 2019

**PG&E will be in your
neighborhood updating
your natural gas
distribution lines. Please
read for information on how
this may impact you.**

Dear Valued Customer:

At Pacific Gas and Electric Company (PG&E) our first priority is to keep you and your neighbors safe, and we are dedicated to enhancing the integrity and health of the natural gas pipelines in your neighborhood. As part of PG&E's commitment to ensure your safety, we will be upgrading a portion of the natural gas distribution system that serves homes and businesses in your neighborhood. We will be working on Pacific Avenue between Humboldt Street and Montecito Avenue in Santa Rosa. We expect work to start on January 6 and continue through May 2020. Weather and other factors affecting safe working conditions may change our schedule. If work will be taking place on your property, a local PG&E representative will contact you prior to the start.

What you can expect

We will assess and replace a portion of your natural gas distribution lines, most of which are located under the street or on private property. This work may also involve upgrading your gas meter. During construction, you may see PG&E, contractor trucks and other equipment. All personnel are required to carry valid photo identification and are happy to provide identification upon request.

While we empty the lines for replacement in a controlled and safe manner, you may hear a loud, steady noise and smell a small amount of natural gas. This is normal while crews are working, but we encourage anyone with concerns to call **1-800-743-5000**. In order to ensure your safety while we connect the new line, a temporary service interruption may be necessary. We will notify you should there be any interruption in your gas service and will schedule a gas relight with you at your convenience. You can also schedule a gas relight by calling **1-800-743-5000**.

Potential Traffic impacts

This work may affect traffic (lane closures, traffic control, etc.) at times. Driveway access may be affected, but crews can provide access within a few minutes of your request. Please plan for minor delays if crews are working outside your property.

Your local contact if you have questions

Please contact your local PG&E representative, **Scott Hart at 707-577-1062** or send an email to gasprojectinfo@pge.com. Thank you for your patience as we enhance the safety and reliability of your natural gas system. This letter does not require any action on your part.

Sincerely,

Joseph Horak
North Bay & Sonoma Division Senior Manager
Pacific Gas and Electric Company

CCC-0416-6013
PRE_DIST_Pacific Ave 35115688

For more information on pipeline safety programs,
call our **Gas System Help Line at 1-888-743-7431**

Visit pge.com/gas to learn about PG&E's natural gas system

⋮ **Dig safely. Call 811 first.**
⋮
⋮ Visit pge.com/811
⋮ for more information.



Infórmese acerca del trabajo de seguridad en las tuberías de gas de su vecindario Pacific Gas and Electric Company (PG&E, por sus siglas en inglés) estará en su vecindario actualizando parte de nuestro sistema de gas natural. Este proyecto mejorará la seguridad e integridad de las tuberías que transportan gas natural directamente a viviendas y negocios.

Que puede esperar

La mayoría de las tuberías que serán reemplazadas están localizadas bajo la vía pública, aunque alguna parte del trabajo de reemplazo se llevará a cabo en propiedad privada. Si su propiedad se viera afectada, un representante de PG&E lo contactará antes que el trabajo comience. Le avisaremos además si su servicio de gas fuera a interrumpirse. Durante la construcción, usted podría ver en su vecindario camiones y otros tipos de equipos pesados; el tráfico será desviado si fuera necesario. Cuando el proyecto haya finalizado, PG&E coordinará con las agencias locales y propietarios para restaurar el área. Algunos clientes podrían sentir olor a gas u oír algún ruido mientras el gas natural se extrae de la tubería utilizando un método seguro y estándar. Esto es normal mientras el personal esté trabajando, pero puede llamarnos al **1-800-660-6789** las 24 horas del día, si tiene alguna pregunta relacionada con el tema.

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

天然氣管線工程即將在您的鄰里展開

Pacific Gas and Electric Company (PG&E) 將在您的鄰里進行天然氣輸送系統部份管線的更新工程。這項工程將改善直接輸送天然氣到住家與企業之管線的安全與完整。

您可以預期的是

必須汰換的管線大部份位於地下，但是部份汰換工程將在私有物業上進行。如果您的物業會受到影響，**PG&E**代表會在開工前和您聯絡。如果您的煤氣服務會受到影響，我們也會與您聯絡。您也許會在施工期間看到卡車和其他重型設備，車流也會繞道避開施工地區。工程完畢後，**PG&E**會與重新鋪設路面並與業主配合恢復景觀。您可能有時會在本公司以常見的安全技術將天然氣從管線中釋出時聞到煤氣的臭味或聽到一種高亢的嘶嘶聲。雖然這是工作人員施工期間的正常現象，但是如果任何人對煤氣的氣味有疑慮，請打24小時全天候電話**1-800-743-5000**與我們聯絡。

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**.