

Docket No. SA-534

Exhibit No. 4-K

NATIONAL TRANSPORTATION SAFETY BOARD

Washington, D.C.

Survival Factors Group Chairman
Factual Report – Appendix J
Example of a Brochure for the Affected Public (Transmission)

(2 Pages)

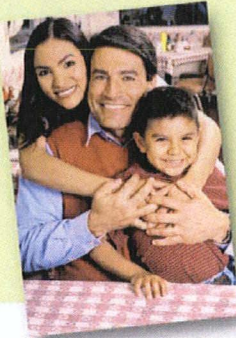
Natural gas is a naturally abundant gas found deep beneath the earth's surface. It is odorless and colorless and produces very few emissions. It is also considered the cleanest fuel because of its clean-burning qualities.

Natural gas is the most popular energy used for home heating. Its uses are expanding to electrical power generation, cooling and fuel transportation, due to its ease of use and its positive environmental qualities.

The natural gas delivery system has the best safety record of all energy delivery systems. These safety guidelines will provide you with important information to help you avoid dangerous activities that could lead to a gas leak, and what steps to take if a natural gas leak were to occur.

The Popular Choice...

According to statistics from the National Transportation Safety Board, natural gas pipelines and mains are the safest method of transportation. Natural gas provides about 24 percent of all the energy used in the United States. PG&E provides natural gas to approximately 4.2 million customers in California through our underground pipeline system.



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The Safest Choice...

Using the latest technology, security and industry best practices, natural gas pipelines and mains are monitored to maintain service and safety. PG&E has implemented many programs to ensure your safety and the integrity of our pipeline system, including:

- 24 hours a day, 7 days a week monitoring
- Integrity management program
- Routine inspection and ground/aerial patrols
- Operator Qualification Programs for our employees
- Public Awareness/Damage Prevention Programs
- Coordination and communication with police and fire officials

Pacific Gas and Electric Company
PG&E
375 N Wiget Lane • Walnut Creek, CA 94597

The Safety Commitment...

PG&E is committed to protecting you, your property and the environment. It is extremely unlikely that a natural gas leak will occur, but you should always be prepared. Natural gas is extremely flammable and if released and contacted by any source of ignition will ignite, and possibly explode if in a confined space. PG&E is capable of reducing the possibility of a natural gas leak by identifying corrosion, dents, scrapes, gouges or any other deformation of our pipeline facilities and implementing corrective measures. These programs are crucial to ensuring your safety and the continued reliable delivery of natural gas to your community. You may obtain more information regarding PG&E's integrity management program at www.pge.com.

**CALL BEFORE YOU DIG!
IT'S THE LAW!**

Your local One-Call Center will contact your natural gas provider and other utilities to locate and mark all underground facilities free of charge prior to your project.

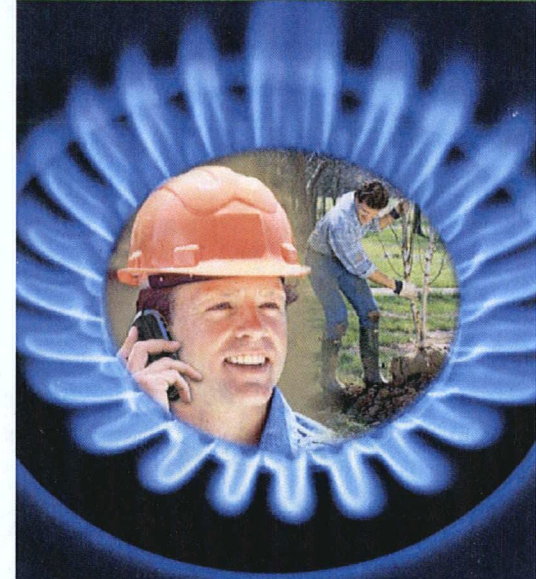


Know what's below.
Call before you dig.

Para consejos importantes de seguridad sobre tuberías de gas y para mantener segura a su familia: 1-800-660-6789
有關煤氣管及家庭安全須知: 1-800-893-9555

Hướng dẫn quan trọng về an toàn trong hệ thống ống dẫn ga và giúp gia đình tránh các hiểm nguy: 1-800-298-6438
For TDD/TTY (speech-hearing impaired), call 1-800-652-4712

Natural Gas



Safe, Efficient, Reliable
and Underground

PG&E Pacific Gas and Electric Company®

www.pge.com

We value your feedback.
Please fill out the response card inside.

1. Do you or someone you know live or work near a pipeline? **yes no**
 2. Have you seen any information about pipeline safety within the last two years? **yes no**
 If so what was the source of the material?
 (Circle one or more.)
 a) Letter, brochure, flyer, handout
 b) Radio / Television
 c) Newspaper article or ad
 d) Posted information (on or near a pipeline)
 e) Other:

3. If you noticed what appears to be a pipeline leak, would you call 911? **yes no**
 4. Have you or anyone you know ever discovered a buried pipeline while digging? **yes no**
 5. Before beginning a digging or excavating project, have you or anyone you know ever tried to call about locating underground utilities? **yes no**
 6. Have you ever heard of the "One-Call" system before reading this brochure? **yes no**

Name _____
 Address _____
 City _____ State _____ County _____ Zip Code _____

Ensure Your Safety...



The leading cause of damage is the failure to call and obtain the pipelines' exact location. Damage to pipelines such as a scratch, gouge, crease or dent may cause a leak.

California state law requires Underground Service Alert to be notified two (2) working days prior to any excavation being started. You can contact the One-Call Center by simply calling 811 before beginning any digging project on your property. Trained PG&E representatives will mark all of our utilities on your property FREE of charge upon notice from the One-Call Center.

Whether you are landscaping, building a fence, posting your mail box, or installing a pool there is a chance you will damage underground utilities on your property. Be safe, and remember to call before you dig!



Know what's below.
Call before you dig.

Five Steps to a Safe Excavation:

- 1. Survey and Mark:** On paved surfaces, mark the proposed excavation area with white chalk-based paint. Homeowners can also use other white substances such as sugar or flour.
- 2. Call Before You Dig:** Call Underground Service Alert (USA) by calling 811 at least 2 working days prior and up to 14 days in advance before the start of any excavation.
- 3. Wait the Required Time:** Allow the utilities at least 2 working days to locate and mark their lines. If you believe a utility may not have marked their lines, call 811 again to notify USA.
- 4. Respect the Marks:** Be careful not to erase facility marks while working. If you cannot see the markings, call 811 and request a remarking.
- 5. Dig With Care:** Hand excavate within 24" of the outside diameter of the underground line.

Recognizing a Suspected Leak...

Using your sense of sight, smell and sound will help you recognize a suspected leak. Here's what you should look for:



Sight

A dense fog, mist, or white cloud. Discolored vegetation, bubbling in water, or blowing dust.

Smell

A distinctive gaseous odor (*similar to rotten eggs*) is added to natural gas, to aid in detecting leaks. However, due to odor fade, don't rely solely on smell.

Sound

Hissing, whistling or roaring noise.

What You Should **NOT** Do If A Leak Occurs:

- DO NOT** touch, breathe or make contact with anything released from the pipeline.
- DO NOT** light a match, turn light switches on or off, use a cell or home phone, or do anything to create a spark.
- DO NOT** attempt to extinguish any fire.
- DO NOT** attempt to operate any valves.

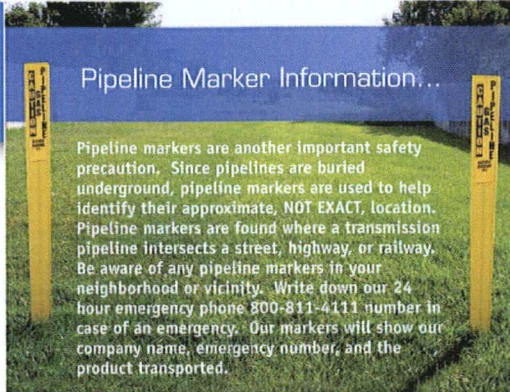
What You Should **DO** If A Leak Occurs:

- DO** leave the home, building and area of the suspected leak, and get to a safe area.
- DO** call 911 and our emergency number 800-743-5000 to notify police and fire officials.
- DO** warn others to stay out of the area.

What **PG&E** Will Do If A Leak Occurs:

- PG&E** will dispatch trained personnel to handle our pipeline facility.
- PG&E** will coordinate an appropriate response with police and fire officials.
- PG&E** will minimize the risk to life, property and our operations.
- PG&E** will shut down the flow of natural gas through the pipeline system.

Pipeline Marker Information...



Pipeline markers are another important safety precaution. Since pipelines are buried underground, pipeline markers are used to help identify their approximate, **NOT EXACT**, location. Pipeline markers are found where a transmission pipeline intersects a street, highway, or railway. Be aware of any pipeline markers in your neighborhood or vicinity. Write down our 24-hour emergency phone 800-811-4111 number in case of an emergency. Our markers will show our company name, emergency number, and the product transported.

Markers **DO NOT** show:

- The depth of the pipelines
- The number of pipelines
- The exact location of the pipelines

Markers **DO** show:

- The approximate location of the pipelines
- The product transported
- The pipeline operator
- The pipeline operator's emergency phone number



National Pipeline Mapping System

The U.S. Department of Transportation's Office of Pipeline Safety has developed the National Pipeline Mapping System (NPMS) to provide information about pipeline operators and their pipelines. The NPMS Web site is searchable by zip code or by county and state, and can display a county map that is printable. For a list of pipeline operators with pipelines in your area and their contact information, go to the National Pipeline Mapping System website:

www.npms.phmsa.dot.gov

How To Get Additional Information:

You can obtain additional information about PG&E's operations by going to our website at www.pge.com. You may also obtain more information about pipelines at the following:

U.S. Department of Transportation Pipeline and Hazardous Materials Safety Administration
www.phmsa.dot.gov

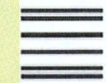
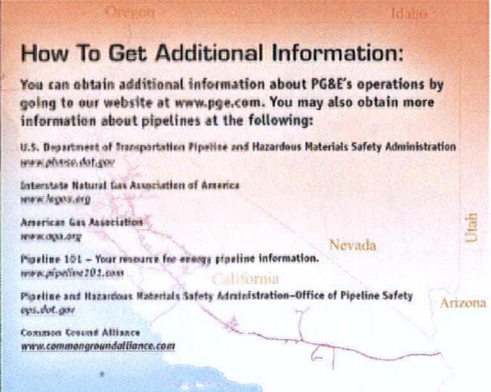
Interstate Natural Gas Association of America
www.ingaa.org

American Gas Association
www.aga.org

Pipeline 101 - Your resource for energy pipeline information.
www.pipeline201.com

Pipeline and Hazardous Materials Safety Administration-Office of Pipeline Safety
ops.dot.gov

Common Ground Alliance
www.commongroundalliance.com



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