



March 6, 2015

**Update: Natural gas
pipeline work in
your neighborhood**

Dear Valued Customer:

In December, Pacific Gas and Electric Company (PG&E) wrote to you about upgrading a portion of our natural gas distribution system serving Ridge Road and Parkside Court in San Anselmo. This project will improve the safety and integrity of the pipelines that deliver natural gas directly to homes. Work began in mid-January and will last through June, although weather and other factors affecting safe working conditions could change the schedule.

We are now writing with a traffic update. Ridge Road will be closed Monday through Friday between the hours of 8:30 a.m. and 11:45 a.m. and again from 12:30 p.m. to 5:00 p.m. These closures will be what's referred to as a "soft closure". During soft road closures, the road will be closed to traffic but crews can provide access within fifteen minutes of your request. It is possible we will require a hard road closure to complete our work safely. During hard road closures, the road will be closed to all traffic with the exception of emergency response vehicles. You will receive a call the night prior to hard road closures. We recognize that our work impacts you and can be inconvenient. We appreciate your patience and cooperation while we enhance natural gas safety and reliability in your neighborhood.

At times, you may smell gas and hear a loud hissing noise as we vent natural gas from the pipeline using safe and common techniques. Although this is normal when crews are working, we encourage anyone who has concerns about the smell of gas to call us 24 hours a day at **1-800-743-5000**.

If you have any questions or concerns about this project, **please call your Customer Care Representative Sean Valdez at 707-577-7097** or send an email to gasprojectinfo@pge.com.

We appreciate your patience and cooperation. This letter requires no action on your part.

Sincerely,

Dave Canny
North Bay Division Senior Manager

DIST_PRDR-Ridge Rd Traffic Update

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**



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

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**.