



**Pacific Gas and
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NEWS

January 7, 2008

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**PACIFIC GAS AND ELECTRIC COMPANY RESTORES POWER TO 97 PERCENT OF
CUSTOMERS FOLLOWING SEVERE WINTER STORMS**

Utility Braces for Another Strong Storm as Crews Continue to Work Around the Clock to Restore Service

SAN FRANCISCO – As California braces for another strong winter storm, more than 600 Pacific Gas and Electric Company crews continue to work around the clock to restore service to customers and repair damage to electrical equipment throughout the utility’s northern and central California service territory. Since the first storm slammed into the state with gale-force winds on Friday morning, PG&E crews have restored service to more than 2.2 million, or 97 percent, of the 2.3 million electric customers who lost power.

As of 5:00 p.m. Monday evening, about 81,000 PG&E customers were without power, mostly in the North Coast and Sierra Nevada regions. About 12,000 of the utility’s customers without power are in the greater Bay Area, largely in Marin County.

Exceptional storm damage in several areas – including parts of the northern and central Sierra foothills, the North Coast, Monterey and the Santa Cruz mountains – has delayed access by crews attempting to assess and repair damage. PG&E has mobilized more than 100 additional contract and mutual-aid crews from as far as Kansas to help restore service as fast and safely as possible in the hardest-hit areas.

“Our crews have rebuilt enough power lines to stretch from San Francisco to San Diego,” said Mark Johnson, vice president of electric operations and engineering at Pacific Gas and Electric Company. “We are giving priority to customers who have been without power the longest and to critical facilities such as hospitals, schools, water systems, and telecommunications facilities. As we finish our assessments of the damage, we have begun telephoning customers who remain without power to give them our best estimate of when their service will be restored.”

Outages in the hardest hit areas may last late into the week. New storms expected to hit Tuesday may cause additional outages. Residential customers without power for 48 hours or longer may be entitled to an automatic payment of \$25 to \$100 for their inconvenience under PG&E’s SafetyNet Program. No action is required by the customer. Please visit www.pge.com/safetynet for more information.

Below are tips for customers weathering the current winter storm:

- Treat any downed power line as if it is “live” or carrying electric current. Do not touch or try to move it – and keep children and animals away. Report downed power lines and other electric emergencies immediately by calling 911 and PG&E’s customer service line at 1-800-PGE-5002.
- If you have a standby generator, make sure that it's installed safely and inform PG&E to avoid risking damage to your property and endangering PG&E line workers who may be working on nearby power lines.
- Never use barbeques or charcoal indoors to heat your home in order to avoid the risk of fire and carbon monoxide poisoning.
- If your power goes out, turn off or even unplug all electric appliances. Otherwise, when power is restored, several appliances may come back on at once and overload your circuits or hot appliances may come on while you’re away or asleep and pose a fire hazard. Leave on a single lamp to alert you when power returns. Turn your appliances back on one at a time when conditions return to normal.
- Customers should report power outages to PG&E by calling our outage information line at 1-800-PGE-5002. Customers can also call this number to receive updated information about an existing power outage in their area.
- Customers in the most severely affected or remote areas should make arrangements to find a safe, warm place to stay. The Red Cross has opened shelters and warming centers in Butte, Nevada, and Yolo Counties. Customers should call 1-800-RED-CROSS for more information.

For more information about PG&E, including storm-related information, please visit our web site at www.pge.com