

Leadership

At PG&E, we believe it is important to increase awareness of the significance of Environmental Justice. We take an active role in local, state and national EJ forums. We also engage in policy development in the State Legislature and work to find lasting, reasonable solutions to Environmental Justice issues.

CUSTOMER ASSISTANCE

Pacific Gas and Electric Company's Energy Partners Program provides qualified low-income customers free energy education, weatherization installation measures and energy efficient appliances that help to reduce their energy bills. In place since 1982, this program demonstrates PG&E's long-term leadership in helping low-income customers not only save money, but also help the environment by saving energy and reducing emissions. PG&E's CARE (California Alternate Rates for Energy) Program and The Salvation Army's PG&E-funded program REACH assists low-income households. PG&E shareholders, employees and customers have donated more than \$62 million to REACH since the program's inception in 1983 and assisted more than 40,000 low-income families experiencing difficulty paying their energy bills. The Company's low-income CARE customers have received more than \$800 million in reduced rates since the program began in 1989. Given the natural synergy between Environmental Justice and several Customer Energy Management programs, Environmental Affairs and Customer Energy Management are partnering in new ways.

● “It’s important at PG&E that we set and achieve high standards for environmental performance and environmental justice. Through a lot of collaboration and innovation, PG&E is distinguishing itself in the area of Environmental Justice. I am proud of what we have accomplished to date and anticipate much more progress in the months and years ahead.”

— Thomas King

Senior Vice President and Chief of Utility Operations



Partnerships

INTERNAL PARTNERS

Numerous PG&E departments work together and in partnership with local, state and national organizations and agencies to implement the Environmental Justice Policy, including:

PG&E DEPARTMENTS

- Clean Air Transportation
- Charitable Contributions
- Corporate Real Estate
- Customer Energy Management
- Environmental Affairs
- Fleet Services
- Government Relations
- Human Resources
- Law
- Operations, Maintenance and Construction
- Power Generation
- Public Affairs
- Purchasing
- Transmission and Distribution

EXTERNAL PARTNERS

AGENCIES

- Cal EPA Environmental Justice Advisory Committee
- National Environmental Justice Advisory Council
- National Environmental Policy Commission
- San Francisco Department of the Environment
- U.S. EPA Environmental Justice Training Collaborative

COMMUNITY-BASED ORGANIZATIONS

- Bayview Advocates
- Health and Environmental Resource Center
in Bayview Hunters Point
- San Francisco League of Urban Gardeners
- Trust for Public Land
- Young Community Developers

FOR MORE INFORMATION

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PG&E

Environmental Justice

FROM POLICY TO PRACTICE



Being a good neighbor makes good business sense.



Policy

PACIFIC GAS AND ELECTRIC COMPANY has made great strides since departments across the company began collaborating to implement the PG&E Corporation Environmental Justice Policy. Now we have the opportunity to share those lessons learned and stimulate new ideas.



California Law defines Environmental Justice as: “The fair treatment of people of all races, cultures and incomes with respect to the development, adoption, implementation and enforcement of environmental laws, regulations and policies.”

Environmental Justice (EJ) is an important issue for PG&E. Some of our facilities that were originally located in sparsely populated places are now surrounded by residences and businesses, sometimes belonging to people of color and/or of low income, such as Hunters Point Power Plant and our Martin Service Center. When this happens, conflicts can arise.

Because it's important to manage facilities so there is minimal impact on the environment and the adjacent community, PG&E Corporation developed an Environmental Justice Policy that integrates EJ considerations into our daily operations. In 2001, Pacific Gas and Electric Company developed its Environmental Justice Procedure to help guide the implementation of the EJ Policy.

ENVIRONMENTAL JUSTICE

We are one of the first U.S. corporations to formally adopt an Environmental Justice policy stating that we will conduct our operations in a manner consistent with Environmental Justice principles.

The policy affirms our commitment to incorporate Environmental Justice considerations into our daily operations and to comply with the letter and spirit of Environmental Justice laws and regulations. It also commits us to seek meaningful involvement from community members in decision-making that affects their health and well-being, and to work with communities to develop creative ways to minimize or avoid adverse effects.

Practices

EMPLOYEES FROM ACROSS PG&E review facilities with an eye toward Environmental Justice issues. Environmental Affairs worked with several departments to develop project checklists that are used to identify potential issues.

TARGETS AND GOALS

PG&E created and updates as needed a company-wide Environmental Justice target that includes goals for training, community outreach and program development. The Company continues adding Environmental Justice goals into departmental and individual performance plans, as well as into contractor specifications.

TRAINING

With assistance from the U.S. EPA's Environmental Justice Training Collaborative and PG&E's Learning Services, Environmental Affairs conducts employee training on EJ issues. Participants engage in productive dialogue on the subject of Environmental Justice and learn collaborative problem-solving techniques. The goal of the training program is to raise awareness of Environmental Justice and how it relates to our work. All new employees (more than 1,000 in 2003) learn about Environmental Justice in their New Employee Training.

FLEET

Fleet and Clean Air Transportation developed and deployed 28 new heavy-duty gas crew trucks into service that run on compressed natural gas (CNG) instead of diesel. Fleet and Operations, Maintenance and Construction (OM&C) have placed these trucks in areas with greater air pollution problems and are working to locate additional CNG vehicles in heavily-impacted areas. Fifteen of these new trucks, which significantly reduce air emissions when compared to diesel, were deployed in Bayview Hunters Point — an area where the community has expressed concern over air quality. The company is actively pursuing converting the entire San Francisco fleet to CNG.



PG&E trucks that run on compressed natural gas, not diesel, help reduce emissions in neighborhoods.



Removal of fuel tanks is part of PG&E's plan to close the Hunters Point Power Plant.

Operations

MARTIN SERVICE CENTER

Concerns from the community regarding noise, odors and aesthetics triggered the selection of Martin Service Center as the first service center screened for review under our Environmental Justice Policy. Several departments collaborated with Corporate Real Estate in this process. In response, Corporate Real Estate created a buffer between the service center and nearby Midway Village residents by moving dumpsters, light generators and frequently operated vehicles away from residences. In addition, a much more aesthetically pleasing fence was installed adjacent to Midway Village.



HUNTERS POINT POWER PLANT

More than 70 years ago, before the Bayview Hunters Point neighborhood became populated, PG&E began operating a power plant in the area. As the neighborhood developed, residents began to express concerns about a power plant operating near their homes. In 1998, we entered into an agreement with the City of San Francisco to close the plant once it is no longer needed to maintain the reliability of the City's electric system. We are currently awaiting State approval to move forward with the plant's closure. Meanwhile, the activities by 14 departments showcase our Environmental Justice Policy surrounding the plant's operation.

Until we have State approval to close the Hunters Point plant, Power Generation continues to make investments to reduce air emissions, operate more cleanly and remove unused fuel tanks. The upgrades that Power Generation installed at the plant have resulted in a 65% decrease in nitrogen oxide (NOx) emissions since 1994. In 2002 and 2003, Power Generation dismantled eight of the nine large fuel storage tanks at the plant, recycling much of the material.

Outreach

Open, frequent and candid communications are a vital part of our Environmental Justice Policy. Our outreach program in Bayview Hunters Point is a good example. Environmental Affairs, Government Relations and Power Generation meet with community leaders and the public to discuss our activities and get input. Our ongoing dialogue includes religious leaders, employment development representatives and various parties involved with environmental health and safety.

"Being a good neighbor is more than just the right thing to do. It also makes good business sense. It avoids costly conflicts. It avoids possible litigation. And it helps us to make friends and allies in the community. Everyone wins."

— Robert Harris,
Vice President for
Environmental Affairs



Vice President for Environmental Affairs Robert Harris pictured here pitches in at a PG&E volunteer cleanup in Bayview Hunters Point.

BUILDING RELATIONSHIPS

Building lasting relationships within the community is a vital component of our outreach program. In the Bayview Hunters Point community, we have forged constructive relationships with key leaders and organizations. For example, we partnered with a team of young people from the Health and Environmental Resource Center in Bayview Hunters Point to distribute a flier that updates the community on the Company's commitment to safe and environmentally responsible plant operation.

Community

COMMUNITY INVESTMENT

The company has a long history of making charitable grants tailored to the needs of the wide variety of communities it serves. PG&E's charitable contributions program is funded by its shareholders and provides cash grants, in-kind contributions and volunteers for community-based nonprofit organizations. Schools and other governmental programs throughout northern and central California also benefit from the Company's philanthropy. In 2002, PG&E employees contributed more than \$2 million for various charitable organizations. In Bayview Hunters Point, Human Resources and Supplier Diversity are working to increase hiring — both contract and full-time — from within the community because we learned that this was a top priority. Plant management secured contract positions for community members to assist with the tank demolition project. Further examples of our investment in the communities we serve include Power Generation's construction of a new pedestrian bridge to provide a safe means of access over the lagoon at India Basin, and Charitable Contributions' donation of a \$75,000 grant to the Trust for Public Land for the creation and redevelopment of several urban parks.

COMMUNITY INVOLVEMENT

Pacific Gas and Electric Company is committed to helping make our communities great places to live and work. Employees routinely volunteer for a wide range of community projects. A recent example is a cleanup campaign undertaken in Bayview Hunters Point in partnership with the San Francisco Department of Public Works. Armed with paint rollers, rakes and brooms, a "Clean Team" of 70 PG&E volunteers took on graffiti, weeds and trash. The company has hosted similar cleanups in other San Francisco neighborhoods as well.



Over 70 PG&E employees and their families — including the four pictured here — volunteered for a community cleanup in Bayview Hunters Point in the fall of 2002.