

# ONE PG&E

THE PG&E EMPLOYEE NEWSLETTER  
RETIREE EDITION | 1.2017

## Finding Solutions to Global Climate Change

PG&E Hydrographer Grant Higginbotham measures precious water supply in snowpack in the Sierra Nevadas to prepare for hot Summer months ahead. Our goal is to improve how we manage our hydro resources in a changing climate. Pages 1-2

### Partnering to Build Climate Resilience

BY TIM FITZPATRICK

AS WE HEAD into a new year, a look back at 2016 confirms familiar and troubling trends: a warming planet, more extreme weather events and rising sea levels.

Look no further than the Sierra Nevada mountains. The U.S. Forest Service recently estimated that more than 102 million trees have died in California since 2010, many of them in the Sierra, where persistent drought and bark beetles have combined to create hazardous fire conditions that threaten communities as well as infrastructure.

PG&E conducted regular aerial patrols this summer to spot fires before they could

spread—just one of the many ways we’re working together to build resilience to a changing climate.

Our broader actions and approach were detailed recently in PG&E’s Climate Change Vulnerability Assessment and Resilience Strategies report, developed as part of our participation in the U.S. Department of Energy’s Partnership for Energy Sector Climate Resilience.

The report chronicles the progress we’re making to understand climate risks across our Northern and Central California service

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FEATURED INSIDE

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Stay informed, join the conversation and share our progress.

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[On ePGE@pge.com](mailto:On_ePGE@pge.com)



The U.S. Forest Service estimates that more than 102 million trees have died in California since 2010.

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area. It also features actions we're taking today to embed climate resilience in our operations and energy infrastructure—and support the communities we serve.

For example: PG&E has teamed with U.C. Berkeley and the California Department of Water Resources to help address how drought conditions are impacting our hydroelectric operations. We're installing equipment to better understand soil moisture, precipitation patterns and other factors in the Bucks Lake area, northeast of Oroville. Our goal is to improve how we manage our hydro resources in a changing climate, enabling us to meet energy needs while benefiting downstream communities and wildlife that depend on the water.

We also understand the urgency of taking action locally, which is why we're offering the Better Together Resilient Communities grant program. Beginning in 2017, the five-year initiative aims to support local planning and preparedness by investing \$1 million of shareholder funds—or \$200,000 each year—to strengthen the resilience of our cities and counties.

PG&E has teamed with U.C. Berkeley and the California Department of Water Resources to help address how drought conditions are

impacting hydroelectric operations. As we do this work, we remain focused on understanding the longer-term impacts of climate change on our business. The report details the progress we're making on our multiyear initiative to assess risks to our infrastructure from various natural hazards, including flooding, sea level rise, land subsidence and heat storms.

It also explains how we're working to strengthen our governance, further linking our collective efforts to stay abreast of the science and climate risks, build emergency preparedness and response, and engage with experts and stakeholders in this evolving area.

That will include seeking the perspective of leaders such as Dr. Jonathan Foley, who recently joined our external

PG&E has teamed with U.C. Berkeley and the California Department of Water Resources to help address how drought conditions are impacting hydroelectric operations.

Sustainability Advisory Council and serves as executive director of the California Academy of Sciences.

The solutions to the resilience challenge will come from working together—with scientists and researchers, customers and communities, agencies and policymakers—to combat climate change and prepare to withstand and rapidly recover from its effects.

*Tim Fitzpatrick is PG&E's vice president of corporate relations and chief communications officer. Follow Tim on [Twitter @PGE\\_Tim](#).*



**ONE PG&E**

THE PG&E EMPLOYEE NEWSLETTER  
RETIREE EDITION

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Story ideas?  
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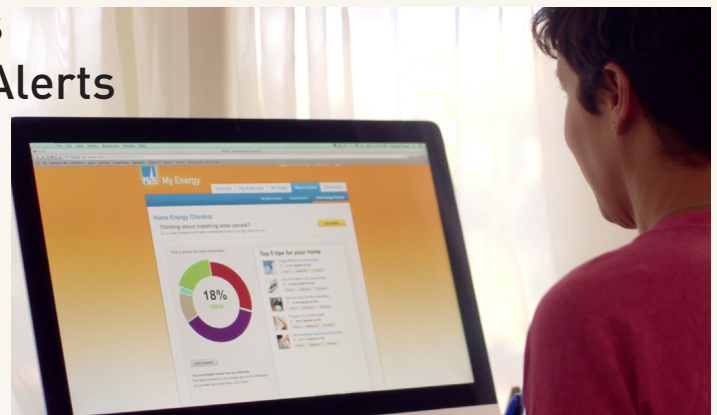
## Retirements

Satenik Ambarian 37 years of service	Richard Cortez 25 years of service	Antonio Gonzalez 13 years of service	Hermelinda Ocegueda Gonzalez 32 years of service	Sandra Robinson 31 years of service
Randy Auble 37 years of service	Richard Erickson 32 years of service	Daniel Hart 39 years of service	Joe Ontiveros 44 years of service	Karen Roth 35 years of service
Frank Avila 32 years of service	Stephen Ferguson 26 years of service	Scott Hodgson 33 years of service	Mark Perry 30 years of service	Anthony Stanton 46 years of service
Romuel Borja 40 years of service	Thomas Flowers 44 years of service	Mark Horn 32 years of service	Roger Petersen 35 years of service	Bruce Stienstra 43 years of service
Keith Boydston 28 years of service	Freeman Fuller 41 years of service	Eric Hsu 29 years of service	Betty Phillips 36 years of service	Dean Sutton 22 years of service
Jacqueline Burns 42 years of service	Theodore Gallegos 38 years of service	John Kain 5 years of service	Stephen Prato 35 years of service	Noel Tamayo 41 years of service
Richard Burrus 33 years of service	Susan Gaw 38 years of service	John Littlewood 36 years of service	Terry Rios 15 years of service	James White 28 years of service
Robert Carretta 6 years of service	Adriana Gomez 26 years of service	Mark Mancini 32 years of service		Jeffrey Wolford 32 years of service

## Take Control of Your Energy Bills this Winter with PG&E's Energy Alerts

Residential customers have a new way to take control of their energy bills. PG&E's Energy Alerts help customers better manage their energy usage and budgets.

"Our customers asked for a solution to help them budget for their energy needs and we listened. The Energy Alerts program is designed to be an easy-to-use tool that lets customers stay on top of their energy use in any given month," said Laurie Giammona, chief customer officer of PG&E Corporation.



### Sign up for PG&E's Energy Alerts in less than five minutes:

- Go to [pge.com/energyalerts](http://pge.com/energyalerts).
- Set your personal budget threshold to get an alert when your bill is forecast to exceed your threshold.
- Choose to receive your energy alerts via email, text or phone call.

### Try these ideas to help you stay warm and safe this winter:

- **Get started with an online account:** Sign up to access Your Account at [pge.com](http://pge.com) to stay on top of your energy usage and choose rate plan options that work best for you and your family. Contact our dedicated rates hotline at 1-800-743-0514 with questions.
- **Find ways to make your home more efficient:** Take a free online Home Energy Checkup. Answer some questions about your home and learn how much you spend on heating, cooling, hot water and more. Get customized tips to make your home more efficient and cut back on energy costs.
- **Shop for money saving products:** PG&E Marketplace is a one stop shop for energy saving appliances and consumer electronics, plus rebates. Customers can receive rebates up to \$500 on electric water heaters and \$200 on gas water heaters.
- **Save energy and money with solar water heating:** PG&E rebates and federal tax credits make solar water heating a good option to reduce your water heating bill by up to 80 percent and help the environment.

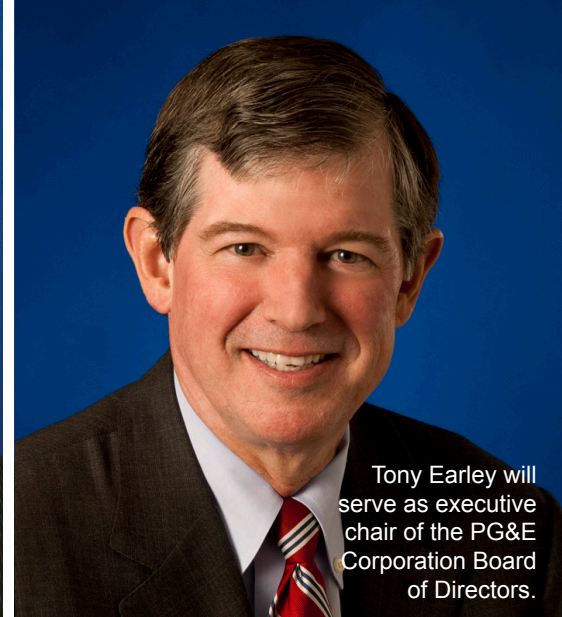
For more tips on saving energy this winter, visit [www.pge.com/winter](http://www.pge.com/winter).



Geisha Williams was elected chief executive officer of PG&E Corporation.



Nick Stavropoulos was elected to serve as president and chief operating officer of PG&E.



Tony Earley will serve as executive chair of the PG&E Corporation Board of Directors.

# Williams Elected CEO and President of PG&E Corporation, Part of Leadership Succession Plan

ON NOV. 14, as part of a leadership succession plan, the Board of Directors of PG&E Corporation elected Geisha Williams, 55, as Chief Executive Officer and President of PG&E Corporation. Williams is currently President, Electric of Pacific Gas and Electric Company, PG&E Corporation's utility subsidiary.

Tony Earley, Jr., 67, currently Chairman, CEO and President of PG&E Corporation, was elected to serve as Executive Chair of the PG&E Corporation Board of Directors.

In addition, Nickolas ("Nick") Stavropoulos, 58, currently President, Gas of Pacific Gas and Electric Company, was elected to serve as President and Chief Operating Officer of Pacific Gas and Electric Company.

The new roles are effective March 1, 2017. The currently separate roles of president for the gas and electric businesses are being consolidated into the single utility president role that will be held by Stavropoulos.

"Tony Earley has been a strong hand at the helm over the past five years and his deep industry experience has been invaluable to us as he guided PG&E to the goal of becoming a top industry performer. Under his leadership, PG&E implemented an integrated, risk-based planning process that provided a road map for making PG&E a safer, stronger energy company through a

robust capital investment program, widespread process improvements and by instilling a strong safety culture. Tony also invested in PG&E's human capital, attracting strong leaders to join and stay with PG&E and mentoring Geisha Williams and Nick Stavropoulos. Geisha and Nick are both exceptionally talented executives and we are pleased that they will carry on the work that Tony advanced so successfully," said Barry Lawson Williams, independent lead director of the PG&E Corporation Board.

Earley said, "I am very pleased with the decisions of the Boards of Directors to move forward with this planned succession. Geisha has demonstrated the performance and strategic vision to lead this organization into the future. She has a long track record of success with PG&E and in the industry. Under her leadership, PG&E has driven record-setting improvements in electric reliability year-over-year by transforming our electric grid with smart technology and by implementing an industry leading emergency response capability. As a result of these investments, Geisha's team restored power with record speed when an earthquake hit Napa in 2014. Geisha also understands the enormous changes that will be affecting our industry in the years ahead and has a vision for navigating these changes successfully. Nick, who will serve as President and COO of the utility, has successfully led a multi-billion-dollar

investment in the safety of our gas system and strengthened PG&E's safety culture, the success of which has earned the utility international recognition. Geisha and Nick both have the vision, operational focus and commitment to collaboration that will serve our customers, communities, employees and shareholders well. Above all, they have a shared and unequivocal commitment to the safety of the public and our employees and contractors."

Ms. Williams said, "I am honored to have the opportunity to lead the extraordinary 23,000 employees of PG&E and to support their efforts to safely serve 16 million Californians. We are in a period of tremendous and accelerating change in our industry, driven by technology, competitive forces and public policy objectives around clean energy. We are well positioned for these changes and well positioned for growth with substantial infrastructure investments focused on continuing to enhance the safety and reliability of our system while enabling California's clean energy economy."

Stavropoulos said, "We set out five years ago to become the safest and most reliable energy company in America and we have made incredible progress toward that goal. When it comes to safety, the job is never done. I am absolutely committed to continuing this journey and to supporting the efforts of PG&E's team members while

(Continued from page 4)

achieving new levels of operational excellence and efficiency across the organization in order to provide safe, reliable, affordable and clean energy to our customers.”

Earley joined PG&E Corporation in September 2011 after 17 years with DTE Energy. When he left DTE, he was serving as Executive Chairman. He had previously served as Chairman, CEO and President of DTE. Prior to joining DTE Energy, Earley served in various capacities at Long Island Lighting Company, including President and Chief Operating Officer. Previously, he was a partner at the Hunton & Williams law firm. In Earley’s new capacity as Executive Chair of the Board of PG&E Corporation, he will continue as an employee of the company, providing counsel to senior management and supporting the leadership transition in addition to continuing to serve on the Board.

Ms. Williams joined Pacific Gas and Electric Company in 2007 and was named Executive Vice President, Electric Operations in 2011. She was named President, Electric and a member of Pacific Gas and Electric Company’s Board in 2015. In addition to her previous responsibilities for all non-nuclear electric operations, Williams took on additional responsibility for the enterprise-wide Customer Care organization and the

Diablo Canyon nuclear power plant when she was named President, Electric.

Before joining Pacific Gas and Electric Company, she held officer-level positions leading electric distribution, as well as a variety of positions of increasing responsibility in customer service, marketing, external affairs and electric operations at Florida Power and Light Company, the third-largest electric utility in the United States, serving more than 4.8 million customer accounts or more than 10 million people across nearly half of the state of Florida.

Williams holds a bachelor’s degree in engineering from the University of Miami and a master’s degree in business administration from Nova Southeastern University. A trustee of the California Academy of Sciences, Williams also serves as the board chair for the Center for Energy and Workforce Development, and as a director at the Edison Electric Institute, the Institute of Nuclear Power Operations and the Association of Edison Illuminating Companies. In addition, she is active in Executive Women in Energy and the University of Miami President’s Council.

Stavropoulos joined Pacific Gas and Electric Company in 2011 as Executive Vice President, Gas Operations. He

was named President, Gas and a member of Pacific Gas and Electric Company’s Board in 2015, at which time, in addition to his previous responsibility for gas operations, he took on responsibility for enterprise-wide Information Technology, physical and cyber-security, safety, health and environmental, supply chain, and the transportation and real estate organizations. Before joining Pacific Gas and Electric Company, Stavropoulos was Executive Vice President and Chief Operating Officer of U.S. Gas Distribution for National Grid, an electricity and natural gas delivery company serving nearly 7 million customers in the northeast United States. Earlier, Stavropoulos was President of KeySpan Energy Delivery and held a number of other leadership roles with KeySpan’s predecessor companies, Colonial Gas and Boston Gas.

Stavropoulos holds a bachelor of science degree in accounting from Bentley College and an MBA from Babson College. He serves on the board of Bentley University and has served on numerous public and not-for-profit boards.

## Retiree Activities

### Fresno Chapter

Jan. 5 and Feb. 2  
11 a.m. social; noon lunch  
Pardini’s Restaurant  
2257 W. Shaw. Ave., Fresno  
Annavee Beshears  
559-435-8207  
cell, 559-476-0359  
[annavee1702@comcast.net](mailto:annavee1702@comcast.net)  
Linda Morita, 559-974-7303

## Retiree Contacts

PG&E Outage Hotline  
800-743-5002

PG&E Customer Service  
800-743-5000

PG&E Pension Payroll  
415-973-3767

Pacific Service Credit Union  
888-858-6878

Pacific Service Employees  
Association  
800-272-7732

PG&E Retirement Award  
Customer Service  
800-385-3139

San Joaquin Power Employees  
Credit Union  
800-637-5993

Web:  
<https://myportal.pge.com>

### HR and Benefits questions:

800-700-0057

[HRBenefitsQuestions@  
exchange.pge.com](mailto:HRBenefitsQuestions@exchange.pge.com)

Mail:  
1850 Gateway Blvd., 7th floor  
Concord, CA 94520



**Urgent call to pay  
your bill from PG&E?  
It could be a scam.**

 **UTILITIES UNITED  
AGAINST SCAMS**

PG&E is joining utilities throughout North America to make customers aware of telephone, mail, email and door-to-door or in-person scams that involve criminals posing as utility company representatives and demanding immediate payment or personal information.

The “Utilities United Against Scams” collaboration designated Nov. 16 as “Utilities United Against Scams Day.” This day was supported by a weeklong campaign with information focused on exposing the tricks scammers use to steal from customers, and how customers can protect themselves.

PG&E received more than 2,400 scam reports in 2016.

“The safety and security of our customers is the foundation of how we operate, so it’s heartbreaking when you hear about people being affected by these types of scams,” said Deb Affonsa, vice president, Customer Care. “Awareness is a key part of stopping this type of crime and we are working hard to continue getting the word out to our customers.”

The North America-wide collaborative encourages the public to share these messages to help guard against scam activity.

Scammers continue to employ increasingly more sophisticated tactics to exploit customers. PG&E continues to work with law enforcement agencies that are conducting investigations as well as supporting ongoing efforts to help educate customers about scams.

# PG&E Joins North American Utilities to Increase Awareness of Scams

BY RICK MEDEFESSER



## Scam red flags and how to protect yourself

**A scammer tells the customer his or her account is past due and service will be disconnected if payment isn’t made through a prepaid cash card—usually within an hour.**

- PG&E never requires a customer to purchase a prepaid debit card to avoid disconnection. Customers behind on their bill receive multiple advance disconnection notifications—never a single notification one hour before disconnection. Customers can make payments online, by phone, automatic bank draft, mail or in person.
- Hang up on suspicious calls. Contact local police on their non-emergency number and then call PG&E.
- Never dial phone numbers scammers provide or assume caller ID is accurate. Scammers use sophisticated systems where they can mimic caller ID that appears to be PG&E’s number.

**An in-person scammer wears a hard hat, an orange vest and holds a clipboard and asks to see your utility bill or to be let inside your home.**

- If someone is at your door claiming to represent PG&E and is unwilling to show their ID or is otherwise making you uncomfortable, don’t let them in and call local law enforcement immediately. PG&E employees carry identification and are always willing to show it to you.
- Expect to receive an automated call from PG&E 48 hours before a scheduled visit. You may also receive a personal call from a PG&E gas service representative before a scheduled visit. You can also call PG&E to verify an appointment.

**A scammer sends an email that demands immediate payment, asks for financial information or contains suspicious links.**

- Beware of emails requesting your personal information. Never click on suspicious links or open attachments that demand immediate payment or financial information.

**Customers who suspect or experience fraud, or feel threatened during contact with one of these scammers, should contact local authorities and then PG&E at 1-800-743-5000. For more information, visit [www.pge.com](http://www.pge.com).**



# Tips on Safely Heating Your Home as Temperatures Dip

BY MAYRA TOSTADO

With temperatures dropping in Northern and Central California, PG&E urges customers to be cautious when heating their homes.

Electric heating devices, such as space heaters, are a home fire hazard when not properly used or monitored. Fuel-burning appliances, such as gas furnaces, stoves and water heaters, can increase the risk of carbon monoxide, a toxic gas, when they are not working properly.

"We want our customers to be warm this winter, but most importantly we want them to be safe," said Jake Zigelman, director of local customer experience at PG&E. "Space heaters

should only be used as a supplemental source of heat. They are not intended to replace the home's central heating system and, when not used properly, can create serious safety hazards."

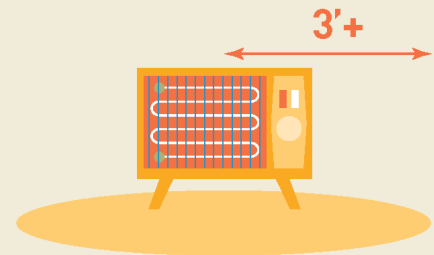
According to the National Fire Protection Association, heating equipment is the second leading cause of home fires in the United States and from 2009 to 2013, accounted for 56,000 structure fires per year. Nearly half of these fires occur from December through February. The leading contributing factor to space heater fires is heating equipment too close to objects that can burn, such as furniture, clothing, mattresses or bedding.

## PG&E urges customers to focus on safely heating their homes as temperatures dip and offers the following tips:

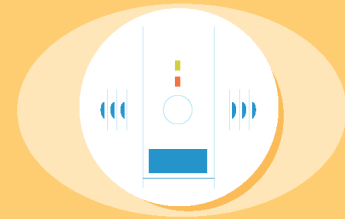
- Place space heaters on level, hard, nonflammable surfaces, not on rugs or carpets.
- Don't put objects on space heaters or use them to dry clothes or shoes.
- Turn off space heaters when leaving the room or going to sleep.
- Keep all flammable materials at least three feet away from heating sources and supervise children when a space heater or fireplace is being used.
- Never use cooking devices such as ovens or stoves for home heating purposes.
- Install carbon monoxide detectors to warn you if concentration levels are high. As of 2011, all California single-family homes are required to have carbon monoxide detectors. Make sure they are installed near sleeping areas and replace the batteries at least twice a year.
- When using the fireplace to stay warm, make sure the flue is open so that the byproducts of combustion can vent safely through the chimney.
- Never use products inside the home that generate dangerous levels of Carbon monoxide, such as generators, barbecues, propane heaters and charcoal.

If customers suspect there is a problem with a natural gas appliance inside their home, they should call PG&E at 1-800-743-5000. A gas service representative will be dispatched to do a thorough inspection. If you detect carbon monoxide in your home, you should get out immediately and call 911.

## Heat Safely in Cold Weather



**Keep all flammable materials at least three feet away** from heating sources and supervise children when a space heater or fireplace is being used.



**Install carbon monoxide detectors near sleeping areas** and replace the batteries at least twice a year.



When using the fireplace to stay warm, **make sure the flue is open** so that the byproducts of combustion can vent safely through the chimney.

## Tributes

Gary Aasland  
11/16/2016; Ret. 8/1/2008  
Maintenance & Construction  
Electric Construction, Area 1

Araceli Betines  
10/27/2016; Ret. 5/1/1988  
Law; General Office

Jack Biggs  
11/16/2016; Ret. 9/1/2008  
Colgage

Arthur Black  
11/6/2016; Ret. 8/1/2004  
Power Generation  
Southern Area Hydro

Graham Brotherson  
11/7/2016; Ret. 6/1/1984  
Civil Engineering  
General Office

Ronald Brown  
10/19/2016; Ret. 3/1/2002  
Customer Service

Jame Carolan  
10/26/2016; Ret. 1/1/1995  
Electric Construction  
San Francisco

William Chase  
8/4/16; Active  
Power Generation

Darlene Cinnamon  
11/13/2016; Ret. 7/1/1978

Karen Cochran  
11/7/16; Ret. 4/1/2008  
Electric Distribution

Daniel Corchero  
11/20/2016; Ret. 4/1/1987  
Service Planning  
Mission Trail  
DeAnza Division

Kenneth Dorking  
11/19/2016; Ret. 8/1/1984  
Fuels & Liquid Natural Gas  
General Office

Ronald Dunford  
6/29/16; Disability  
IT & OC  
Information Infrastructure

Donald G. Eppinette  
11/26/2016; Ret. 5/1/1994  
Transmission Systems  
Power System Construction

Leonard Forfang  
11/3/2016; Ret. 8/1/2001  
Electric System Operation  
General Office

Wayne Freitas  
11/7/2016; Ret. 11/1/1993  
G & E Operations  
San Jose Division

Jerry Gee  
11/27/2016; Ret. 11/1/1992  
East Bay

Richard P. Gonzalez  
11/13/2016; Ret. 8/1/1993  
Gas Transmission &  
Distribution; Encon

Delmar Goodman  
11/15/2016; Ret. 2/1/1983  
District Marketing  
Stockton

Jerald E. Graham  
11/6/2016; Ret. 4/1/1987  
Corporate Communications  
General Office

William Haile  
2/12/16; Ret. 2/1/87  
Marketing; Kern

Errol Hall  
10/24/2016; Ret. 12/1/2003  
Service  
North Valley

Hugh Peter Hansen  
10/26/2016; Ret. 11/1/1993  
Gas Operations  
Sacramento

George Harrington  
10/10/2016; Ret. 2/1/2014  
Maintenance & Construction  
Gas; San Francisco

Elinore G. Hinkson  
11/24/2016; Ret. 5/1/1977  
Solano District  
Sacramento

Thomas M. James  
10/12/2016; Ret. 2/1/2016  
Asset Performance

Eldridge Jones  
11/14/2016; Ret. 8/1/1995  
Customer Service  
East Bay/Central

Donald Kachuck  
11/9/2016; Ret. 10/1/1991  
Gas Transmission &  
Distribution; Encon

Joseph Knisley, Jr.  
11/29/2016; Ret. 3/1/2013  
Maintenance

Armena Koolcanian  
11/2/2016; Ret. 10/1/1993  
Customer Services  
Fresno Division

Bart Longoria  
11/9/2016; Ret. 7/1/2000  
General Construction  
Gas; East Bay

Paul Matney  
11/16/2016; Ret. 8/1/1989  
Gas Transmission &  
Distribution  
San Joaquin Valley Region

Judith McMorrow  
11/4/2016; 7/1/1998  
RW

Thomas Mercure  
11/16/2016; Ret. 3/1/1988  
Electric Construction  
East Bay - Diablo

Lisa Morrill  
11/3/2016; Ret. 8/1/1991  
Gas & Elec Operations  
Fresno Division

Creswell Morris  
10/18/2016; Ret. 1/1/1995  
Budget  
General Office

Roy Newlove  
11/1/2016; Ret. 10/1/2014  
PIO Fitter; Gas  
Maintenance & Construction

William Nichols  
11/2/2016; Ret. 10/1/1979  
Comptroller  
General Office

John C. Osmond  
11/17/2016; Ret. 7/1/1983  
Vice President  
Natural Gas Corp. of CA

Adrian R. Ownby  
11/22/2016; Ret. 1/1/1995  
Power Steam Generation

Robert M. Radle  
11/15/2016; Ret. 4/1/1988  
Transportation  
Sacramento Valley - Shasta

Jere Ribble  
11/2/2016; Ret. 5/1/2008  
San Francisco

Fred Rodriguez  
11/26/2016; Ret. 12/1/1988  
Division. Manager. Office  
Fresno

Dagoberto Romero  
10/11/2016; Ret. 3/1/2006  
Substation Engineering  
Distribution & Transmission  
Electric

Francis Saxxenmeier  
11/7/2016; Ret. 2/1/1993  
San Francisco

Richard Schwoerer  
10/28/2016; Ret. 4/1/1987  
Hydro Electric Production  
San Joaquin Valley Region

Diana Sheridan  
11/8/2016; Ret. 1/1/1998  
Nuclear Tech Services  
ES/NTS

William L. Shultz  
10/18/2016; Ret. 7/1/1986  
Line, Gas Construction  
Line

Margaret Sommer-Reid  
10/23/2016; Ret. 3/1/2013  
Gas & Electric Operations  
Central Division

Robert Steele  
11/19/2016; Active  
Maintenance & Construction

Egon Stein  
11/2/2016; Ret. 4/1/1998  
Shasta Division

Nikolai S. Vasileff  
10/7/2016; Ret. 8/1/1990  
Gas & Electric Operations  
North Bay

Katharine Whitney  
10/26/2016; Ret. 3/1/1982  
Customer Service  
North Bay

Roy Williams  
11/28/2016; Ret. 1/1/1995  
Fleet Service

Bobby Willis  
10/20/2016; Ret. 11/1/1993  
Electric T & D  
Mission