Together, Building a Better California

Corporate Responsibility and Sustainability Report

2018

Executive Summary

Explore the report at: www.pgecorp.com/sustainability
Message from the CEO and President

To Our Stakeholders:

PG&E has a long history of engagement with the values of sustainability. We issued our first version of this report in 1990, reflecting our long-standing commitment to the environment. In the decades that followed, it has expanded to encompass the full impact of our business, documenting our progress in areas from public safety to diversity and inclusion.

Along the way, we have committed ourselves to profound changes. We supported California policymakers in setting bold goals for transforming the energy sector to cut greenhouse gas emissions. And in 2017, we reached the state’s target of providing one-third of the electricity we deliver to customers from renewable sources—three years ahead of schedule.

Today, we see ourselves as a climate-solutions company. In particular, we see our electric grid as a climate-solutions platform that will be indispensable in helping California to achieve its clean-energy goals, while also ensuring that the transition remains affordable for all.

Yet as we’ve made progress on low-carbon solutions, the evidence of California’s changing climate continues to grow: Years of extreme drought conditions, followed by unprecedented rainfall, and then record-breaking heat. Nearly 130 million dead or dying trees. More frequent and destructive wildfires than our state has ever experienced—including the devastating Northern California fires of October 2017 and July and August 2018.

Such events underline that while our actions on behalf of the climate have never been more important, the nature of sustainability is changing, too. It is expanding to include helping our communities build resilience against climate threats, cope with their disruptions, and restore normalcy as quickly as possible.

Indeed, resilience and sustainability are two sides of the same coin. What’s different are the paths for getting there.

PG&E’s corporate sustainability goals are something we can largely pursue individually, as a company. But meeting the resilience challenge requires a much broader focus on the entire economy—particularly the essential systems of energy, water, and transportation that underlie our prosperity and our quality of life.

That’s not something that any one organization can do on its own. It will require engagement at every level of government, industry, and society. It will take a lot of bright minds working together to come up with the answers, and smart investment for implementing them.

At PG&E, we’ve already started.

We’re funding projects around the state to help communities develop strategies for climate resilience through public-private partnerships, and share that knowledge broadly, while encouraging others to do the same.

At the same time, we’re hardening our own infrastructure, developing robust emergency response plans and procedures, and evaluating the risks from intense storms and sea level rise, as well as extreme heat and land subsidence.

While the obstacles may be daunting, tackling these types of challenges is familiar territory for our company and our state. From the beginning, California has always been at the front line on climate issues.

I firmly believe this is where the solutions are going to be found.

Sincerely,

Geisha Williams
CEO and President
PG&E Corporation
Northern California Wildfires

Our heartfelt sympathies go out to the thousands of families affected by last year’s wildfires, particularly those who lost loved ones and homes. We remain focused on doing everything we can to help them recover and rebuild, while also committing ourselves to meet the challenge of climate change.

Extreme weather events driven by climate change are causing unprecedented and unanticipated wildfires. Years of drought, extreme heat and nearly 130 million dead trees have created a “new normal” for our state, and we must continue to find new solutions to adapt.

In the interest of public safety, we are continuously evolving our plans and programs in response to new standards and regulations – but this new normal means we must partner to do even more to strengthen the resiliency and safety of our energy infrastructure and the customers we serve.

To that end, PG&E announced its new Community Wildfire Safety Program which includes additional precautionary measures that will help further reduce wildfire threats and strengthen our communities for the future.

We are bolstering wildfire prevention and emergency response efforts, putting in place new and enhanced safety measures, and doing more over the long term to harden our electric system to help reduce wildfire risks and to keep our customers safe.

We want to work together to share information, provide resources and help our customers and communities prepare for and stay safe during extreme weather events.

More Information
To learn more about PG&E’s commitment to our customers and communities impacted by the wildfires, visit www.pgecommitment.com.
PG&E Overview

Pacific Gas and Electric Company, a subsidiary of PG&E Corporation, is one of the largest combined natural gas and electric energy companies in the United States. Based in San Francisco, Pacific Gas and Electric Company delivers some of the nation's cleanest energy to nearly 16 million people in Northern and Central California. PG&E Corporation had more than $68 billion in assets as of December 31, 2017, and generated revenues of $17.1 billion in 2017.

<table>
<thead>
<tr>
<th>Headquarters Location</th>
<th>Service Area</th>
<th>Service Area Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>San Francisco, California</td>
<td>70,000 square miles in Northern and Central California</td>
<td>Nearly 16 million people</td>
</tr>
</tbody>
</table>

Customer Accounts (as of December 31, 2017)

5.4 million electric distribution accounts
- 4.8 million residential
- 0.6 million commercial, industrial and other

4.5 million natural gas distribution accounts
- 4.3 million residential
- 0.2 million commercial and industrial

Employees (as of December 31, 2017)

Approximately 23,000 regular employees
Approximately 15,000 employees are covered by collective bargaining agreements with three labor unions:
- International Brotherhood of Electrical Workers (IBEW), Local 1245, AFL-CIO
- Engineers and Scientists of California/International Federation of Professional and Technical Engineers (ESC/IFPTE), Local 20, AFL-CIO and CLC
- Service Employees International Union (SEIU), Local 24/7

System

- 7,687 MW of PG&E-owned hydroelectric, nuclear, natural gas, solar and fuel cell generation
- Approximately 107,200 circuit miles of electric distribution lines (about 20 percent underground and 80 percent overhead) and approximately 19,200 circuit miles of electric transmission lines
- Approximately 42,800 miles of gas distribution pipelines, 6,400 miles of backbone and local gas transmission pipelines and three gas storage facilities

PG&E’s 2017 Electric Power Mix Delivered to Retail Customers

- Eligible Renewable: 33%
- Natural Gas: 20%
- Nuclear: 27%
- Large Hydroelectric: 18%
- Coal¹: 0%
- Other²: 0%
- Unspecified Power³: 2%

Composition of PG&E’s 2017 Total Eligible Renewable Resources⁴

Solar: 13%
Wind: 8%
Geothermal: 5%
Biomass and Waste: 4%
Eligible Hydroelectric: 3%

1. Refers to PG&E electricity generated under contracts with third parties.
2. Includes diesel oil and petroleum coke (a waste byproduct of oil refining).
3. Refers to electricity from transactions that are not traceable to specific generation sources.
4. As defined in Senate Bill 1078, which created California’s Renewable Portfolio Standard, and Senate Bill 1038, which modified the definition of “in-state renewable electricity generation technology,” an eligible renewable resource includes geothermal facilities, hydroelectric facilities with a capacity rating of 30 MW or less, biomass and biogas, selected municipal solid waste facilities, photovoltaic, solar thermal, and wind facilities, ocean thermal, tidal current, and wave energy generation technologies. These figures are preliminary and will not be finalized until verified by the California Energy Commission.
PG&E’s commitment to sustainability has never been more fundamental than it is today. Our North Star of a sustainable energy future guides our mission to deliver safe, reliable, affordable and clean energy to our customers. We also recognize that our responsibilities as an energy provider go beyond the basics: we must act as a valued partner in our communities; as a force for economic growth, progress and equity in our state; and as a leader in combatting climate change.

With a steadfast focus on safety, excellence in our operations and environmental leadership, we are working every day to build a better, more sustainable California.
PG&E continues to make the foundational investments needed to modernize our gas and electric infrastructure and provide the safe, reliable, affordable and clean energy our customers depend upon. These investments also allow us to enhance our operations to meet the changing demands of our customers, including integrating the private solar, battery storage and other advanced solutions required to deliver on our vision of a sustainable energy future.

**Highlights**

- **Invested $5.6 billion** to enhance our infrastructure and improve safety and reliability.
- **Delivered some of the nation’s cleanest electricity** to customers, with 33 percent coming from renewable sources.
- **Achieved the second-best year for electric reliability** in PG&E’s history.
- **Completed substantial work** to strengthen our natural gas system, pioneered groundbreaking gas leak detection technology, and opened two new facilities that directly support gas safety and innovation.
- **Marked the first year of full operations** for three electric distribution control facilities, which act as the nerve centers of the energy grid.
- **Proposed a clean energy alternative** in Oakland designed to replace a third party-owned fossil-fuel power plant with local clean-energy resources, including energy storage, energy efficiency and electric-system upgrades.
- **Maintained one of the nation’s largest investor-owned hydroelectric systems**—working collaboratively to manage these resources in times of varying water availability.
- **Continued to invest in energy storage technology** toward our requirement of 580 MW by 2020, deploying our first lithium-ion energy storage facility.
Safety

Safety is the common thread that runs through everything we do at PG&E. It is a core value embedded in our culture—and it drives the investments we make in our infrastructure, sets the standard for how we perform our duties in the office and in the field, and informs our strategies for the future.

Highlights

Continued to build a safety culture in which every member of our workforce is not only encouraged to speak up, but has confidence that their concerns will be heard and followed up on.

Developed an Occupational Health and Safety Plan, an action-oriented strategy that reflects our health and safety initiatives over the next five years.

Delivered industry-leading response times for both electric and gas emergencies.

Continued to make safety performance the single largest driver for annual at-risk performance-based pay.

Conducted more than 3,600 interactive electric and gas safety demonstrations for students, youth groups, contractors, emergency personnel and customers.

Hosted more than 400 training workshops to better prepare firefighters, police, public works officials and other authorities to respond to emergencies involving electricity and natural gas.

Implemented earthquake early warning technology, becoming one of the first energy companies in California and the United States to include this early warning technology as a part of our seismic response efforts.

Rolled out a Corrective Action Program to all lines of business, providing employees a way to report and track the follow-up on potential safety and other concerns.
Customers & Communities

We are privileged to serve 16 million Californians across a diverse array of cities, towns and neighborhoods. Our commitment begins with our responsibility to deliver gas and electricity that is safe, reliable, affordable and clean. Every day, we are also working to better understand the energy needs of our customers, support cleaner energy options and increase customer choice. Our commitment also includes working locally to support the vitality of the communities where our employees live and work.

Highlights

Maintained our focus on keeping customer bills affordable, with average residential gas and electric bills below the national average.

Helped customers save approximately $300 million on their energy bills and avoided the emission of more than 800,000 metric tons of CO₂ through our energy efficiency programs.

Broke ground on the first site as part of our three-year EV Charge Network program, which calls for installing up to 7,500 Level 2 charging ports for customers.

Brought the total number of interconnected private solar customers to more than 370,000—about 20 percent of the nation’s private rooftop solar.

Contributed $28 million to charitable organizations through our Better Together Giving Program, designed to enrich educational opportunities, preserve our environment, promote emergency preparedness and support economic vitality.

Continued to offer our Solar Choice and Regional Renewable Choice programs, which give customers the option to purchase 100 percent of their electricity from a universal solar program generated within California, without the need to install private rooftop solar panels.

Achieved industry-leading supplier diversity results, spending $2.58 billion—or 42.25 percent of our total spend—with businesses owned by women, minorities, service-disabled veterans and LGBTQ individuals.
Employees

Our employees bring our plans to life—strengthened by a culture where every employee is empowered to speak up on safety or any other workplace issue. Whether working on our gas and electric infrastructure or interacting with a customer, our employees are committed to delivering safe, reliable, affordable and clean energy, while meeting the changing demands of the energy industry.

Highlights

Continued to create a workplace where every employee is empowered to speak up to share new ideas and raise concerns. Updated our Employee Code of Conduct to include best practices and align with PG&E’s new Mission, Vision and Culture framework. Provided health screenings to 88 percent of eligible employees—a top decile participation rate—as part of a comprehensive suite of employee health and wellness offerings. Exceeded our goal for employee volunteerism with employees at every level contributing more than 95,000 hours of community service.

Engaged 5,500 employees in our Employee Resource Groups to promote diversity and inclusion, employee development and community service. Delivered nearly 690,000 hours of technical, leadership and employee training. Continued to provide career opportunities for veterans and women through our pioneering PowerPathway™ workforce development program. Earned recognition from Training Magazine for having one of the top 10 training programs in the world.

Achieved $7.9 million in pledges from employees and retirees in our annual Campaign for the Community. Hired more than 500 veterans through 2017 as part of our 1,000 Careers Project, a PG&E program to hire 1,000 veterans by 2023.
PG&E’s environmental commitment begins with our aim to fully meet all environmental requirements, but it extends much further. We continue to support and help advance the state’s climate and clean energy goals. We also remain committed to supporting climate resilience efforts at the state and local levels to better prepare for, withstand and recover from extreme events and other risks related to climate change.

### Highlights

- **Supported the successful extension of California’s cap-and-trade program** through 2030, along with companion legislation focused on local air quality.
- **Received regulatory approval** for the Bay Area Operations and Maintenance Habitat Conservation Plan, a 30-year permit that will protect 18 wildlife species and 13 plant species in the nine Bay Area counties.
- **Awarded the first series of grants** for the Better Together Resilient Communities Grant Program, a shareholder-funded initiative that will invest $2 million over five years to support local climate resilience planning efforts.
- **Protected more than 8,300 acres** of land as part of the Land Conservation Commitment, which ultimately will protect 140,000 acres of PG&E-owned watershed lands.
- **Joined the We Are Still In coalition**, an alliance representing the broadest cross-section of the U.S. economy ever assembled in pursuit of climate action.
- **Provided $2 million in funding** to local Fire Safe Councils to protect communities from wildfires in high fire-risk counties.
- **Announced the California Resilience Challenge**, a statewide effort, led by businesses and a diverse range of partners, to build local climate resilience and support a shared vision for a resilient California in the face of increasing climate threats.
- **Continued to rate our suppliers’ performance** relative to our Supplier Environmental Performance Standards.
- **Named the greenest energy company** in the nation and ranked as the fourth greenest company overall in the 2017 Newsweek Green Rankings.
- **Piloted employee behavior-driven engagement campaigns** at three service yards, successfully meeting our energy reduction and other targets.
## Key Sustainability Indicators

### Business

<table>
<thead>
<tr>
<th>Metric</th>
<th>2017 Target</th>
<th>2017 Result</th>
<th>2018 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Gas Operations</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Strength-Tested Transmission Pipeline (miles)</td>
<td>242</td>
<td>253</td>
<td>259</td>
</tr>
<tr>
<td>Transmission Pipeline Replacement (miles)</td>
<td>30</td>
<td>42</td>
<td>28</td>
</tr>
<tr>
<td>Valves Automated (number of valves)</td>
<td>35</td>
<td>26</td>
<td>40</td>
</tr>
<tr>
<td>Retrofitted Transmission Pipeline (miles)</td>
<td>132</td>
<td>154</td>
<td>185</td>
</tr>
<tr>
<td>Gas Dig-Ins(^1) (dig-ins per 1,000 Underground Service Alert tickets)</td>
<td>1.92</td>
<td>1.89</td>
<td>1.84</td>
</tr>
<tr>
<td><strong>Electric Operations(^2)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>System Average Interruption Frequency Index (SAIFI) average number of outages per customer</td>
<td>1.00</td>
<td>0.958</td>
<td>0.978</td>
</tr>
<tr>
<td>System Average Interruption Duration Index (SAIDI) average duration of outages per customer in minutes</td>
<td>107.0</td>
<td>113.4</td>
<td>114.0</td>
</tr>
<tr>
<td>Customer Average Interruption Duration Index (CAIDI) average restoration time per outage in minutes</td>
<td>107.0</td>
<td>118.3</td>
<td>116.5</td>
</tr>
<tr>
<td><strong>Nuclear Operations</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Diablo Canyon Unit 1 Performance Indicator(^3)</td>
<td>90.5</td>
<td>97.0</td>
<td>96.4</td>
</tr>
<tr>
<td>Diablo Canyon Unit 2 Performance Indicator(^3)</td>
<td>87.6</td>
<td>90.0</td>
<td>87.6</td>
</tr>
<tr>
<td><strong>Compliance And Risk Management</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employees Completing Annual Compliance and Ethics Training</td>
<td>99.8%</td>
<td>99.9%</td>
<td>99.8%</td>
</tr>
<tr>
<td>Management Employees Completing Annual Code of Conduct Training</td>
<td>99.8%</td>
<td>99.9%</td>
<td>99.8%</td>
</tr>
</tbody>
</table>

---

1. Total number of third-party dig-ins (i.e., damage from a third party resulting in repair or replacement of an underground PG&E facility).
2. The slight decline in year-over-year reliability can mostly be attributed to a series of extreme weather events, including winter storms, triple-digit heat waves and wildfires.
3. Refers to the sum of 12 performance indicators for nuclear power generation reported to the Institute of Nuclear Power Operations and compared to industry benchmarks.
## Safety

### 2017 Result Legend:  
- = Target met or exceeded  
- = Target not met

### Public Safety

<table>
<thead>
<tr>
<th>Metric</th>
<th>2017 Target</th>
<th>2017 Result</th>
<th>2018 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Leak Repair Performance</strong>¹</td>
<td>N/A</td>
<td>65</td>
<td>100 or fewer</td>
</tr>
<tr>
<td>(number at year-end)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Gas Emergency Response</strong>²</td>
<td>21.0</td>
<td>20.4</td>
<td>21.0</td>
</tr>
<tr>
<td>(minutes)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Electric Emergency Response</strong>³</td>
<td>97.5%</td>
<td>96.6%</td>
<td>98%</td>
</tr>
<tr>
<td>(percentage within 60 minutes)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Public Safety Index</strong>⁴</td>
<td>N/A</td>
<td>N/A</td>
<td>1.0</td>
</tr>
<tr>
<td><strong>Asset Records Duration Index</strong>⁵</td>
<td>N/A</td>
<td>N/A</td>
<td>1.0</td>
</tr>
</tbody>
</table>

### Workplace Safety

<table>
<thead>
<tr>
<th>Metric</th>
<th>2017 Target</th>
<th>2017 Result</th>
<th>2018 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Lost Workday Case Rate</strong>⁶</td>
<td>0.339</td>
<td>0.487</td>
<td>0.418</td>
</tr>
<tr>
<td><strong>Serious Injuries and Fatalities Corrective Action Index</strong>⁷</td>
<td>1.0</td>
<td>2.0</td>
<td>1.0</td>
</tr>
<tr>
<td><strong>Serious Preventable Motor Vehicle Incident Rate</strong>⁸</td>
<td>0.239</td>
<td>0.287</td>
<td>0.239</td>
</tr>
<tr>
<td><strong>Timely Reporting of Injuries</strong>⁹</td>
<td>71.3%</td>
<td>69.3%</td>
<td>71.3%</td>
</tr>
<tr>
<td><strong>Safe Driving Rate</strong>¹⁰</td>
<td>N/A</td>
<td>N/A</td>
<td>6.5</td>
</tr>
</tbody>
</table>

1. Number of grade 2 and 2+ leaks open at year-end. Grade 2 and 2+ leaks are minor and non-hazardous.  
2. Average response time in minutes to an immediate response gas emergency order.  
3. Percentage of time that PG&E personnel are on site within 60 minutes after receiving a 911 call of a potential PG&E electric hazard.  
4. Weighted average of three electric programs that evaluate the effectiveness of compliance activities in the Fire Index Areas: (1) vegetation non-exempt pole clearing (25%), routine line vegetation management (50%) and tree mortality mitigation program (25%). Introduced in 2018, this index evaluates process compliance and drives process improvements related to wildfire safety.  
5. Weighted index that tracks the average number of days to complete the as-built process in the system of record for electric and gas capital and expense jobs from the time construction is completed in the field or released to operations: (1) Gas: Transmission (30%), Station (5%), Distribution (15%) and (2) Electric: Transmission Line (12.5%), Substation (12.5%), Distribution (25%). Introduced in 2018, this metric drives timely updates of gas and electric records and systems.  
6. Number of lost workday cases incurred per 200,000 hours worked (or for approximately every 100 employees).  
7. For serious injuries and fatalities, this index measures the percentage of corrective actions completed on time and the quality of corrective actions as measured against an externally derived framework.  
8. Number of serious preventable motor vehicle incidents occurring that the driver could have reasonably avoided, per 1 million miles driven.  
9. Percentage of work-related injuries reported to the 24/7 Nurse Care Line within one day of the incident.  
10. The total number of alerts for hard baking and hard acceleration per thousand miles driven in company vehicles equipped with in-vehicle performance monitors. Introduced in 2018, this measure drives safe driving behaviors by employees in our fleet vehicles.
Customers and Communities

<table>
<thead>
<tr>
<th>Metric</th>
<th>2017 Target</th>
<th>2017 Result</th>
<th>2018 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Customer Satisfaction</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Customer Satisfaction Score¹</td>
<td>76.4</td>
<td>75.6</td>
<td>75.2</td>
</tr>
<tr>
<td><strong>Gas And Electric Meter Billing Accuracy²</strong></td>
<td>99.68%</td>
<td>99.68%</td>
<td>99.64%</td>
</tr>
<tr>
<td>(Percentage Of Bills)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Customer Connection Cycle Time³</strong></td>
<td>N/A</td>
<td>N/A</td>
<td>10</td>
</tr>
<tr>
<td>(business days)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Energy Affordability</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Energy Savings Assistance Program</td>
<td>90,030</td>
<td>87,052</td>
<td>94,532</td>
</tr>
<tr>
<td>(Number Of Homes Weatherized)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>California Alternative Rates For Energy</td>
<td>1,413,000</td>
<td>1,406,396</td>
<td>1,367,000</td>
</tr>
<tr>
<td>(Number Of Eligible Customers Enrolled)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Customer Energy Efficiency</strong>¹</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Electricity Saved (GWh)</td>
<td>1,144</td>
<td>1,487</td>
<td>916</td>
</tr>
<tr>
<td>Natural Gas Saved (Million Therms)</td>
<td>18.6</td>
<td>33.2</td>
<td>20.9</td>
</tr>
<tr>
<td>Generation Capacity Avoided (MW)</td>
<td>193</td>
<td>320</td>
<td>172</td>
</tr>
<tr>
<td><strong>Supplier Diversity</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spending On Certified Diverse Suppliers</td>
<td>42.0%</td>
<td>42.3%</td>
<td>40.0%</td>
</tr>
<tr>
<td>(Percentage)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. Overall satisfaction of customers with the products and services offered by PG&E, as measured through a quarterly survey. Each year, we calibrate our customer satisfaction performance using results from J.D. Power’s Utility Customer Satisfaction Studies.

2. Refers to the percentage of bills that are not adjusted after being mailed to the customer. Each year, a very small percentage of bills must be estimated, largely due to intermittent connectivity (similar to a cell phone temporarily losing its connection).

3. Tracks the 12-month average design and construction cycle time for electric residential disconnect/reconnect work requested by customers and performed through Express Connections (our new customer gateway). This is a new metric introduced in 2018.

4. Data refers to annual energy savings or the first-year impacts associated with installed customer energy efficiency projects, as appropriate. Targets are based on mandated energy efficiency savings as agreed upon with the CPUC.
Employees

2017 Result Legend: ■ = Target met or exceeded ■ = Target not met

<table>
<thead>
<tr>
<th>Metric</th>
<th>2017 Target</th>
<th>2017 Result</th>
<th>2018 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Employee Engagement</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employee Volunteer Hours</td>
<td>91,000</td>
<td>95,009</td>
<td>91,000</td>
</tr>
<tr>
<td>Employee Giving Campaign Pledges/Donations (participation rate)</td>
<td>44%</td>
<td>44%</td>
<td>45%</td>
</tr>
<tr>
<td>Employee Engagement Index¹</td>
<td>N/A²</td>
<td>N/A²</td>
<td>70</td>
</tr>
<tr>
<td><strong>Career Pathways</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Training Effectiveness²</td>
<td>4.52</td>
<td>4.52</td>
<td>4.52</td>
</tr>
<tr>
<td>Powerpathway™ Graduates Hired Into Industry Jobs (percentage)</td>
<td>82%</td>
<td>79%</td>
<td>82%</td>
</tr>
<tr>
<td><strong>Health And Wellness</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Workforce Unavailable Due To Health¹</td>
<td>6.9%</td>
<td>8.1%</td>
<td>7.9%</td>
</tr>
</tbody>
</table>

1. Percentage of favorable responses to questions on employee survey that measure employee engagement.
2. There is no 2017 target because PG&E’s employee survey is fielded every two years, to allow more time to execute on action plans to address issues identified in the prior survey. Conducting biennial surveys is consistent with best practice among companies.
3. Measures the effectiveness of PG&E’s internal training program on a five-point scale through employee surveys on predictive data from employees on their ability to use training on the job.
4. Percentage of full-time employees unavailable for work either due to long-term or short-term health reasons, as measured by total workdays lost for the entire year. In 2017, PG&E began administering our paid leave programs, which previously were administered by a third party. This allowed for additional insight into the number of employees using accrued sick time when they should have been on short-term or long-term disability leave. This insight led to a one-time increase in our workforce unavailable due to health result, which is reflected in 2017.
## Environment

### Metric 2017 Target 2017 Result 2018 Target

<table>
<thead>
<tr>
<th>Metric</th>
<th>2017 Target</th>
<th>2017 Result</th>
<th>2018 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compliance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Agency Inspections Without A Written Enforcement Action</td>
<td>90%</td>
<td>93%</td>
<td>90%</td>
</tr>
<tr>
<td>Natural Resource Stewardship</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>“Bird-Safe” Utility Pole Retrofits</td>
<td>2,000</td>
<td>2,151</td>
<td>2,000</td>
</tr>
<tr>
<td>Clean Energy</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Renewables Portfolio Standard</td>
<td>27%¹</td>
<td>33%</td>
<td>29%¹</td>
</tr>
<tr>
<td>Supplier Sustainability</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Supplier Environmental Performance Standards²</td>
<td>75%</td>
<td>78%</td>
<td>75%</td>
</tr>
<tr>
<td>Reducing Our Footprint</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Avoided Greenhouse-Gas Emissions (metric tons CO₂)</td>
<td>N/A</td>
<td>N/A</td>
<td>100,000³</td>
</tr>
</tbody>
</table>

---

1. California’s target is to achieve an average of 30 percent over the 2017-2020 Renewables Portfolio Standard compliance period. As defined in Senate Bill 1078, which created California’s Renewables Portfolio Standard, and Senate Bill 1038, which modified the definition of “in-state renewable electricity generation technology,” an eligible renewable resource includes geothermal facilities, hydroelectric facilities with a capacity rating of 30 MW or less, biomass and biogas, selected municipal solid waste facilities, photovoltaic, solar thermal, and wind facilities, ocean thermal, tidal current, and wave energy generation technologies. These figures are preliminary and will not be finalized until verified by the California Energy Commission.

2. Represents the percentage of top-tier suppliers (approximately 100 critical firms that represented about 60 percent of PG&E’s spend in 2016) that achieve a score of three or higher on a five-point scale relative to key elements of PG&E’s Supplier Environmental Performance Standards. Scoring is based on suppliers’ responses to an annual survey conducted by the Electric Utility Industry Sustainable Supply Chain Alliance.

3. Represents the first year of PG&E’s voluntary goal to avoid one million tons of cumulative greenhouse emissions from 2018 through 2022, compared to a 2016 baseline. The goal, referred to as the “Million Ton Challenge,” aims to reduce emissions from operations through energy-efficient and more sustainable facilities, continuing to deploy clean fleet vehicles, reducing methane emissions from natural gas operations, and adopting environmentally responsible products and services, with an initial focus on reducing the procurement of sulfur hexafluoride-containing electrical equipment.
Recognition

In 2017, PG&E Corporation and Pacific Gas and Electric Company and their employees were honored to be recognized for PG&E’s commitment to excellence in three major areas: corporate sustainability and environmental leadership; diversity and inclusion; and innovation and operations.

Corporate Sustainability and Environmental Leadership

- **Dow Jones Sustainability North America Index**—Eighth time named to the Index
- **American Council for an Energy-Efficient Economy (ACEEE)**—Ranked as a Top 5 Energy Efficient Company in ACEEE’s new Utility Energy Efficiency Scorecard
- **Civic 50**—One of America’s 50 most community-minded companies
- **Corporate Responsibility Magazine’s 100 Best Corporate Citizens**—No. 1 among utilities and No. 22 overall
- **Newsweek Green Rankings**—No. 1 among electric and gas utilities and No. 4 overall in the United States

---

1. PG&E Corporation
2. Pacific Gas and Electric Company
Diversity and Inclusion

- **Human Rights Campaign**—100 rating in 2017 Best Places to Work for LGBT Equality for the 15th straight year
- **Billion Dollar Roundtable**—Inducted into the Roundtable for procuring more than $1.0 billion annually from certified minority and women-owned businesses on a first-tier basis
- **Disability Equality Index**—100 rating for 2017 Best Places to Work for Disability Inclusion for the fourth straight year
- **Greenlining Institute**—“A” rating for Supplier Diversity in 2017 Supplier Diversity Report Card
- **LATINA Style Magazine**—50 Best Places for Latinas to Work
- **Women’s Business Enterprise National Council**—America’s Top Companies for Women-Owned Businesses
- **Institute for Supply Management**—Charles J. McDonald Supplier Diversity Advocate Award
- **U.S. Hispanic Chamber of Commerce**—Million Dollar Club: $500 million to $1 billion category
- **California Hispanic Chamber of Commerce**—Corporate Advocate of the Year Award
- **Western Regional Minority Supplier Development Council**—Procurement and Purchasing Leader of the Year

1. PG&E Corporation
2. Pacific Gas and Electric Company
3. Individual employee(s)

Innovation and Operations

- **American Association for Laboratory Accreditation**—International Organization for Standardization (ISO) 17025 accreditation
- **Chartwell Inc**—3 Best Practice awards: Gold Customer Service award, Silver Outage Communications award, Silver Program Marketing award
- **E Source Review**—Ranked #1 North American Electric and Gas Company Residential Website
- **Edison Electric Institute**—Emergency Recovery Award
- **Edison Electric Institute**—2017 Award for Outstanding National Key Accounts Program Award for Outstanding Customer Service
- **InformationWeek**—2017 IT Excellence Award in the Data and Analytics
- **Week International Lineman’s Rodeo**—Four awards for PG&E linemen

1. PG&E Corporation
2. Pacific Gas and Electric Company