

February 05, 2021

Dear Material Supplier Partner,

2020 was a year unlike any other we experienced in modern history. It was a year that included a pandemic, tragic loss of life across the globe and a complete strain on our global economy.

In the face of all this adversity, we were still able to make progress to accomplish a great deal in 2020, thanks to your help and support. As we enter the second month of the new year, we have a great opportunity to renew our shared commitment to quality and celebrate accomplishments and lessons learned in the previous year.

Here are some corporate highlights from last year:

- A 5 percent reduction in Defective Parts Per Million (**DPPM**) – 99.96 percent defect-free materials at incoming
- Three suppliers earned **Quality Performance** awards that met PG&E's SQA Quality Award criteria
- 93 percent of our high-risk material supply base has been confirmed as **ISO 9001** certified
- 240 Supplier Change Requests and 10 Material Recalls / Advisory were submitted through **eSCR** supplier portal

Our Quality Mission

PG&E's quality mission is to ensure purchased materials meet engineering requirements, and our suppliers' manufacturing processes produce safe, reliable, and affordable products that meet or exceed expectations.

PG&E is a company with best-in-class supplier quality processes. We aspire each year to achieve zero supplier quality defects. We request your organization's goals support this mission in partnership with us.

Our Quality Expectation

PG&E is driven to accomplish our mission statement and commitment to quality through continuous improvement. As your committed partner in your quality "journey," we will continue to offer our support to achieve your 2021 goals by assuring you have a clear understanding of PG&E's quality requirements such as:

- Achieving **Zero DPPM** to be recognized PG&E's SQA quality performance award
- Maintaining a Quality Management System (QMS) certified to **ISO9001:2015** by an external party
- Utilizing the supplier portal for notification of Supplier Change Requests (**eSCR**) and material recalls
- Providing material only from PG&E qualified manufacturing plants per the PG&E Qualified Supplier List (**QSL**)

PG&E Distributors:

Please forward this letter to your suppliers that provide PG&E with material and copy these SQA Managers:

- Curtis Ko SQA Manager, Electric T&D (Phone: 415-264-0159, Email: CXKW@PGE.COM)
- Rigo Ruiz, SQA Manager, Gas T&D (Phone: 415-264-2850, Email: R3RG@PGE.COM)
- Ramon Ware, SQA Material Inspection Manager (Phone: 415-238-9921, Email: RAWY@pge.com)

Thank you again for your commitment to continuous improvement. We welcome your suggestions toward improving our quality process and appreciate your continued commitment to safety, reliability, and affordability. If you have questions about our quality expectations, please don't hesitate to contact me or our team members.

Sincerely,

Ashikur Khan
Director of Supplier Quality Assurance
Pacific Gas & Electric Company

CC:

Jamie Martin	Vice President, Chief Procurement Officer, Supply Chain
Kerry Green	Director, Gas Strategic Sourcing
Jana Browning	Director, Sourcing
Dave Kevane	Director, Sourcing
Jerilyn Gleaves	Senior Manager, Supply Chain Responsibility
Dina Arellanes	Director, Sourcing Operations
Lance Schultz	Director, Materials & Distribution Operation
Leonardo Karrer	Senior Manager, Market Intelligence and Analytics