



Aaron Aknin, AICP
Community Development Director

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RE: United Policyholders

To Whom it May Concern:

On September 9, 2010 a 30" inch natural gas line exploded in a quiet residential neighborhood in San Bruno, California. The resulting fire, known as the Glenview Fire, took the lives of 8 San Bruno residents, destroyed 38 homes and damaged many more. Families were instantly uprooted from their lifelong neighborhood and forced to live in temporary housing. They had to deal with the shock, sadness and emotional toll this disaster caused, while simultaneously dealing with a complex insurance and rebuilding process.

Fortunately, there are volunteer and non-profit groups that have assisted San Bruno residents, such as United Policyholders (UP). The support UP has provided San Bruno residents since September 9th has been invaluable. They have held a series of well attended workshops regarding the insurance process after disasters, and have answered individual questions via email, telephone and in-person. Moreover, they have the ability to explain complex processes in a simple manner, which is key when dealing with an overwhelming situation. Many residents have voiced their gratitude for UP's help and have called upon their assistance multiple times.

San Bruno residents have benefited from United Policyholder's assistance and I am certain their presence would help victims of other disasters. If you have any questions feel free to contact me at (650) 616-7039 or aaknin@sanbruno.ca.gov.

Sincerely,

Aaron Aknin, AICP
Community Development Director