

PACIFIC GAS AND ELECTRIC COMPANY
Wildfire Mitigation Plans Discovery 2023
Data Response

PG&E Data Request No.:	CalAdvocates_012-Q009		
PG&E File Name:	WMP-Discovery2023_DR_CalAdvocates_012-Q009		
Request Date:	April 6, 2023	Requester DR No.:	CalAdvocates-PGE-2023WMP-12
Date Sent:	April 11, 2023	Requesting Party:	Public Advocates Office
DRU Index #:		Requester:	Holly Wehrman

The following questions relate to your 2023-2025 WMP submission.

TOPIC: PSPS

QUESTION 009

Regarding WMP p. 783, Section 9.2.4 (Protocols for Mitigating the Public Safety Impacts of PSPS, Including Impacts on First Responders, Health Care Facilities, Operators of Telecommunications Infrastructure, and Water Electrical Corporations/Agencies), subsection “Transit- or Paratransit- Dependent Persons”:

- a) Does PG&E notify its transit- or paratransit-dependent customers of what specific resources are available, ahead of a potential PSPS event?
- b) If the answer to part (a) is yes, how far in advance of a potential PSPS event does PG&E notify transit- or paratransit-dependent customers?
- c) If the answer to part (a) is yes, please provide a sample of such a notification.
- d) Please provide an example of a map that has been provided to paratransit agencies.

ANSWER 009

- a) PG&E provides accessible transportation through partnerships with the California Foundation for Independent Living Center (CFILC), which facilitates the Disability Disaster Access and Resources (DDAR) Program, PG&E’s partnership with the California 211 Network, and PG&E’s standalone agreement with four transportation organizations that provide accessible transportation in 12 counties. Furthermore, before and during a PSPS, PG&E provides known Paratransit agencies with 24-48 hour Watch Notifications, as well as any applicable Warning, Delay, Cancel, and Restoration Notifications during an event. This also includes a list of the zip codes impacted by county and the number of customers impacted. PG&E promotes all of its resources on https://www.pge.com/en_US/residential/outages/public-safety-power-shutoff/psps-support.page.
- b) All potentially impacted customers including paratransit dependent customers and agencies begin receiving notifications up to 2 days ahead of the potential PSPS including a 2-day watch, 1 day watch, 1-4 hour warning and at time of de-energization. AFN and Medical Baseline customers receive unique PSPS Watch

and PSPS Warning notifications. These messages include customized phone, text, and email messages that request confirmation that the notification was received. If previous alerts are not acknowledged, we will make additional attempts to notify the customer. This will continue hourly, or be conducted in person, until we are able to reach them.

- c) Sample customer notifications are referenced in attachment “WMP-Discovery2023_DR_CalAdvocates_012-Q009Atch01.pdf”
- d) Due to changing weather and therefore changes in projected footprint, we do not specifically provide a map to paratransit agencies, but provides paratransit agencies with a list of impacted zip codes along with the ability to look up any address or view a map of potentially impacted areas at <https://pgealerts.alerts.pge.com/updates/>.