

PSPS Post-Event Experience Survey: 2021 Summary

Event Dates:

August 17-19, 2021

September 20-21, 2021

October 11-12 and 14-16, 2021





Survey Methodology & Objectives

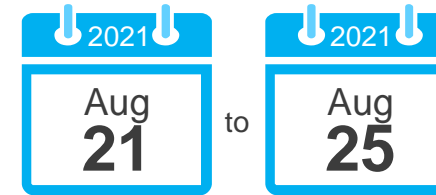
An online survey was conducted with customers impacted by Public Safety Power Shutoff(s) to gauge customer experience and identify improvement opportunities.



Online Survey

Length: 6-9 minutes

Aug. 17th-19th PSPS



Fieldwork Period

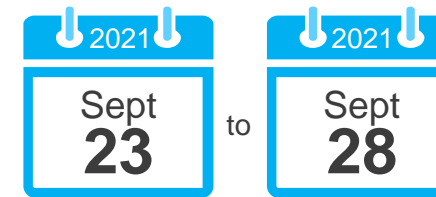
Completed Surveys

Deenergized: 2,266

Response Rate: 11%

Sep. 20th-21st PSPS

For the September PSPS, we also surveyed customers who received notification(s) but were not deenergized



Fieldwork Period

180 Completed Surveys*

Deenergized: 86

Notifications Only: 94

Response Rate

Deenergized 14%

Notification Only 5%

*Due to the low number of completed surveys for the September PSPS, results should be interpreted with caution and as directional only.

Oct. 11th-12th, Oct. 14th- 16th PSPS

For the October PSPS events, we also surveyed customers who received notification(s) but were not deenergized, as well as some SMB customers (53 SMB and 562 RES)
Confidential



Fieldwork Period

615 Completed Surveys

Deenergized: 472

Notifications Only: 143

Response Rate

Deenergized 13%

Notification Only 3%

Post-Event Survey Results: 10/11 and 10/14 PSPS

Customers
deenergized:

Oct 11-12: **23,504**

Oct 14-16: **666**

615 total surveys completed*

Deenergized: 472

Notified Only: 143

*both October events captured in one survey

Deenergized customers' opinions of PG&E's handling of the recent PSPS event:

August
n = 2,266

September
n = 86

47% negative	53% negative
29% positive	28% positive
25% neutral	20% neutral

October

n = 472

36%	negative
41%	positive
24%	neutral

Top Themes:

- The October PSPS events showed **significant improvement in customer opinion** compared to the August and September events, both for deenergized and notified-only customers.
- The areas that had the **greatest improvement** were:
 - Providing an accurate estimate of when your power would be restored**
 - Providing resources to those with disabilities, medical, or other critical needs**
- There is still **generally a low awareness and usage of resources**. Customers suggested the way we could improve informing them about resources was via **text notifications, email, or mail/pamphlet**. Some customers also noted there is a lot of information to sift through.
- Notified but not deenergized customers continue to have a better opinion** of PG&E's handling of events
- The most common verbatim comments were about **lost food and added costs**, such as buying gas for generators and the desire for reduced rates/bill credit or a generator rebate.
- Compared to prior events, fewer customers commented about not experiencing windy conditions