



Meredith E. Allen  
Senior Director  
Regulatory Relations

77 Beale Street, Room 2341  
San Francisco, CA 94105

Mailing Address:  
Pacific Gas and Electric Company  
P.O. Box 770000  
Mail Code B23A  
San Francisco, CA 94177

Tel.: 415-973-2868  
Meredith.Allen@pge.com

February 4, 2021

Leslie Palmer  
Director, Safety and Enforcement Division  
California Public Utilities Commission  
505 Van Ness Avenue  
San Francisco, CA 94102

Dear Mr. Palmer:

As required by Resolution ESRB-8 and in accordance with Ordering Paragraph 1 of California Public Utilities Commission (CPUC) Decision (D.) 19-05-042, Pacific Gas and Electric Company (PG&E) respectfully submits a compliance report for the proactive de-energization event that was initiated on January 19, 2021. This report has been verified by a PG&E officer in accordance with Rule 1.11 of the Commission's Rules of Practice and Procedure.

If you have any questions, please do not hesitate to call.

Sincerely,

A handwritten signature in black ink that reads 'Meredith E. Allen'.

Meredith E. Allen  
Senior Director, Regulatory Relations

cc: Anthony Noll, SED  
ESRB\_ComplianceFilings@cpuc.ca.gov  
EnergyDivisionCentralFiles@cpuc.ca.gov

**Pacific Gas and Electric Company**  
**Public Safety Power Shutoff (PSPS) Report to the CPUC**  
**January 19 - 21, 2021 De-energization Event**

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# PG&E Public Safety Power Shutoff (PSPS) Report to the CPUC January 19-21, 2021 De-energization Event

## Section 1 – Summary and Overview

PG&E’s most important responsibility is the safety of our customers and the communities we serve. PG&E turns off the power for safety as a last resort when severe weather threatens a portion of the electric system and increases the potential for damage that could cause sparks if lines are energized and result in rapid fire spread. We know that turning off the power creates significant hardships for our customers, and do not take this decision lightly.

Historically, PSPS events in the PG&E territory in winter are rare. However, due to significantly below-normal precipitation and warmer than normal weather, fuel moistures were well below normal and the seasonal grass crop had not yet emerged to dominate the landscape in many areas as is typical this time of year under normal conditions. The lack of rainfall, above-normal temperatures, and the extreme nature of the wind event drove the ultimate decision to execute a PSPS event.

On January 19, 2021, PG&E initiated a Public Safety Power Shutoff (PSPS) to mitigate catastrophic wildfire risk presented by significant wind events combined with low humidity levels and critically dry fuels. During this PSPS event, PG&E ultimately de-energized 5,099 customers<sup>1</sup> in eight different Time-Places (TPs)<sup>2</sup> throughout seven California counties.<sup>3</sup>

During this event, PG&E weather stations recorded wind gust speeds of up to 83 mph in the counties impacted by this event. To provide a sense of magnitude of the weather event, the observed Redding to Bakersfield mean sea-level pressure differential, or gradient, reached 17.6 millibars. The stronger this pressure difference, generally the stronger wind speeds are as air flows from high to low pressure. The value of 17.6 millibars was the highest value observed since at least 1995. PG&E Meteorology calculated the return interval of such an event as a 1-in-30-year event, based on a generalized extreme value distribution method.

Once the weather event had passed and it was safe to do so, PG&E ground and aerial crews patrolled impacted assets and identified 423 incidents of damages or hazards resulting from high winds experienced in the de-energized areas, which further indicated the unprecedented strength of this wind event. Due to the extent and severity of the damages experienced across the system during the windstorm, PG&E was unable to restore five of the PSPS impacted circuits, which accounted for approximately 2,400 customers, within 24 hours of the Weather All Clear. This prolonged restoration was due to extended repairs of damages and correction of hazards found during the restoration process, which in some cases will require complete rebuilds of the assets. As it became clearer how much our customers would be negatively affected because of the extent of the damage to our assets, PG&E offered additional support by mobilizing more crews to the impacted areas, sending customer and agency notifications and restoration updates, deploying mobile power generation, and keeping our Community Resource Centers (CRCs) open.

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<sup>1</sup> Customers refers to active service points (meters).

<sup>2</sup> A Time-Place is a portion of the PG&E grid that is electrically and geographically coherent and is forecast to experience consistent timing for severe fire weather. Time-Places are identified for each PSPS event and receive consistent treatment for notifications and de-energization. Once actual weather conditions occur, Weather All Clear and service restoration times may vary due to actual weather conditions within a TP.

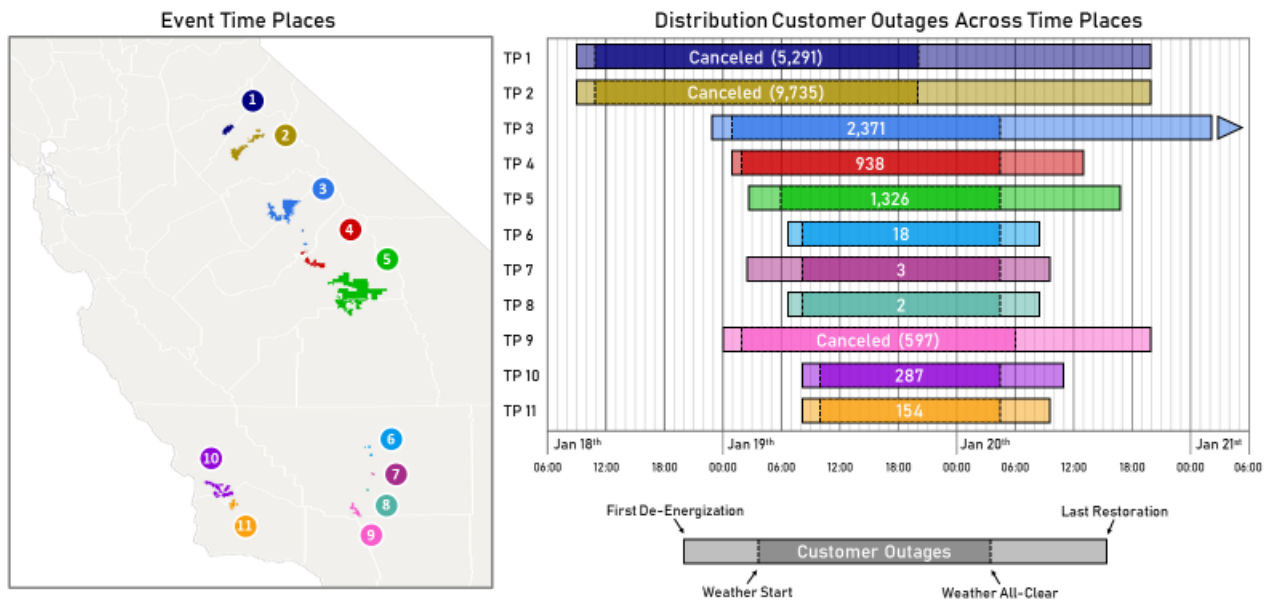
<sup>3</sup> The information, times, and figures referenced in this report are based on the best available information available at the time of this report’s submission. The information, times, and figures herein are subject to revision based on further analysis and validation.



In addition to the customers impacted by this PSPS event, customers in PG&E's service area experienced a substantial number of outages due to the wider wind event. Of the seven CRCs opened to support this PSPS Event, PG&E kept three of those PSPS CRCs open past the end of the PSPS event to support these customers. After the widespread damage was realized across our service area, PG&E deployed seven additional CRCs to support customers experiencing extended outages. Following the PSPS Event, PG&E deployed approximately three megawatts of temporary generation to 11 locations supporting critical and general customers throughout the areas of our service area impacted by the wind event.

PG&E has been working to make PSPS events smaller in size, shorter in length, and smarter for our customers. Due to on-going efforts by PG&E to enhance its weather analysis, de-energization scoping, transmission line scoping, and grid mitigation measures, this PSPS event affected about 96% fewer customers than would have been affected by the same weather conditions in 2019. This significant reduction in event size was primarily due to our improvements in weather modeling, model granularity, and scoping ability.

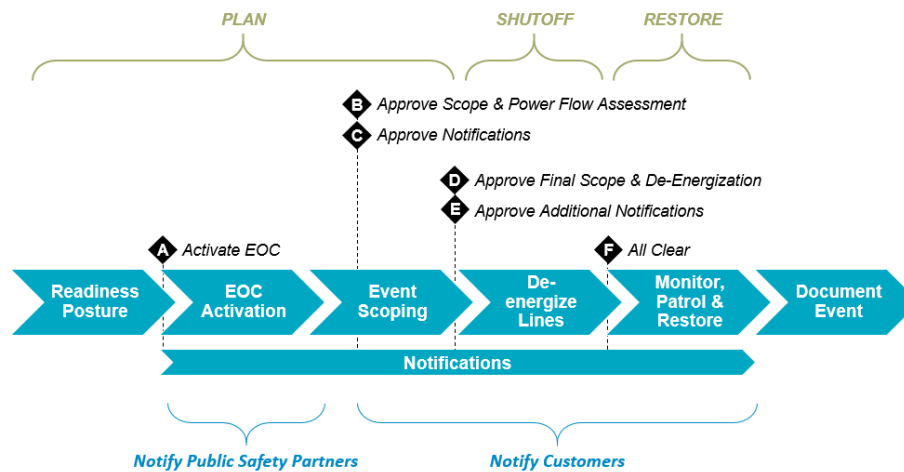
**Figure 1: Event Timelines**



## PSPS Preparation and Scoping Process

This section explains the details and complexities of the PSPP Scoping Process as implemented for the January 19-21, 2021 PSPP event. Figure 2 shows at a high level the process PG&E uses to prepare for and conduct a PSPP event.

**Figure 2: PG&E's High-level PSPP Process Steps**



## Weather Forecasting and Event Scoping

PG&E considers implementing a PSPP event when the combination of strong, gusty winds and critically low humidity lies over areas with large, severely dry vegetative fuel loads, creating a high risk that vegetation blown into a power line or a spark from a power line could cause an ignition that could lead to a catastrophic wildfire.

The assessments described below begin several days before the weather event is forecasted to take place. PG&E identifies the weather conditions that could create severe fire risk using high-resolution internal weather forecasting models. The company also examines external forecasting services and sources, including the European Center for Medium-Range Weather Forecasts (ECMWF), Global Forecast System (GFS), Northern and Southern Operations Predictive Services, and the National Weather Service (NWS). PG&E bases its thresholds and guidance to identify critical fire risk on sophisticated analysis of three decades of historical weather data in and around California, complemented by extensive academic research.

If weather forecasts indicate a high likelihood of severe fire weather, PG&E identifies the meteorological footprint of severe fire weather and identifies the distribution and transmission lines and other assets within that footprint. For distribution lines, the PG&E team determines which circuits are impacted and evaluates the ability to sectionalize circuits to limit the de-energization scope and resulting customer impact. For transmission lines, the PG&E team analyzes the wildfire risk of each transmission line within scope based on forecasted wind speeds and the Utility Fire Potential Index (FPI) as well as structure type, historical outage performance, and recent enhanced inspection information. This informs an initial determination of which transmission lines are at risk and should be in scope for potential de-energization, subject to sectionalization potential. PG&E conducts a total impacts analysis resulting from the removal of the at-risk transmission lines including power flow analysis and system protection analysis, coordinated with the California Independent System Operator (CAISO), to determine system impacts.

Based on the above analyses, PG&E can determine how many customers may be subject to de-energization, and further investigate mitigation options such as advanced switching solutions, sectionalization, the use of islanding, alternative grid solutions, and temporary generation to support

customers who could lose transmission power sources but are located in areas that may be safe to keep energized.

PG&E monitors and forecasts weather over a multi-day horizon, so the company is able to anticipate when a PSPS event may be needed and activate its Emergency Operations Center (EOC) ahead of any PSPS event whenever possible. The PG&E Meteorology team updates weather forecasts approximately four times a day to monitor for changes in the weather event timing, strength, and potential locations impacted. Weather shifts can force changes to PSPS scope and impacts at any point in time during PSPS planning and execution; this enables the company to avoid de-energization in some areas if fire-critical conditions lessen, but can also cause some areas and customers to move into de-energization scope late in the process if forecasted fire-critical weather footprints increase.

#### January 19, 2021 PSPS Event

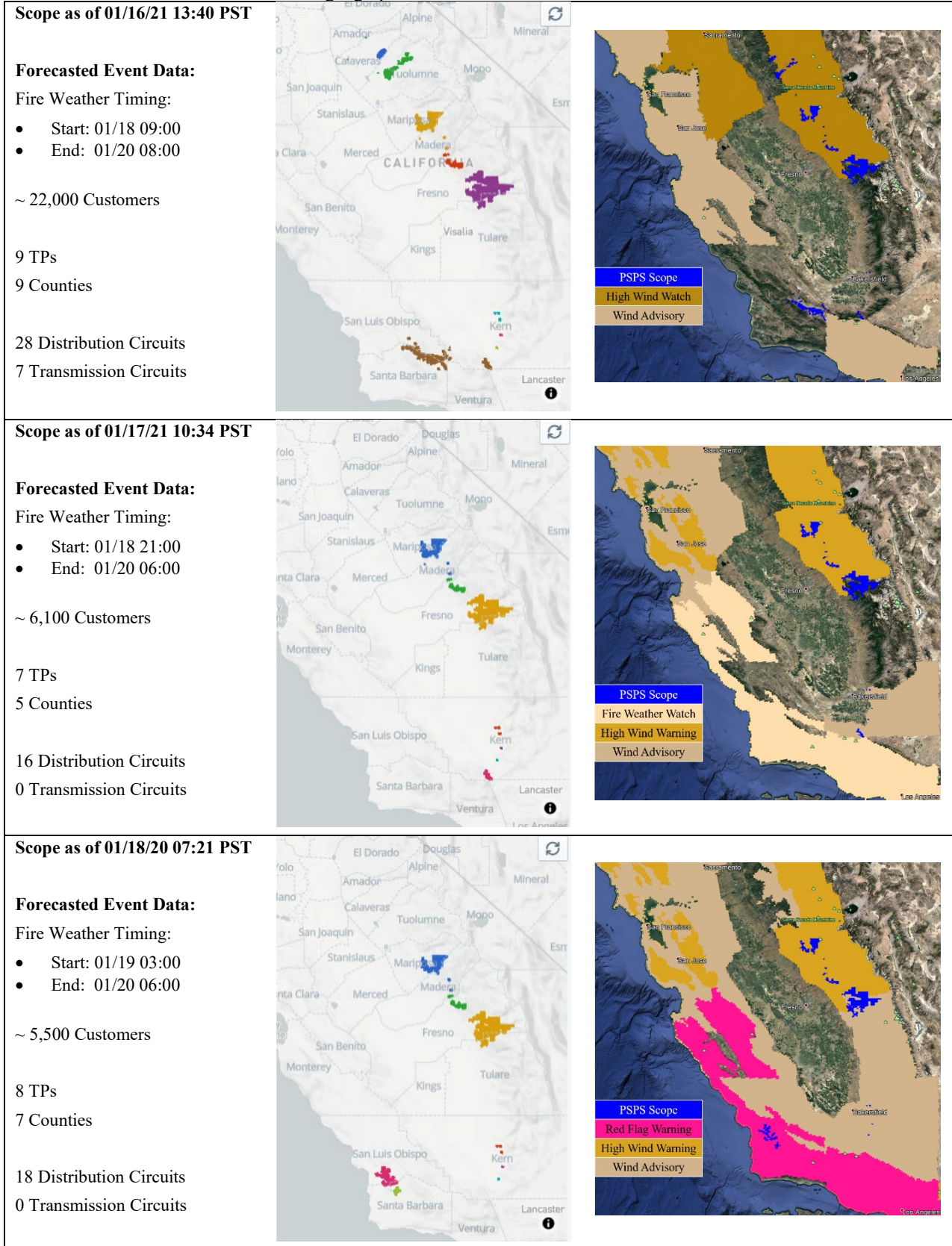
The maps and timelines in Figure 3, which span the planning period before the start of the event (beginning Saturday, January 16 through the time when the decision was made to de-energize on Monday, January 18), show the changes to scope based on changing weather conditions and an updated understanding of fuel conditions. There were nine TPs at the start of the event scoping, with two additional TPs added and three TPs removed based on a review of local fuel state and changing weather conditions.

On January 16, results from PG&E's Operational Mesoscale Modeling System (POMMS) high-resolution model were corroborated with external forecasting information identifying the onset of extreme fire risk weather expected to begin on the morning of January 18, affecting nine TPs in areas of the Sierra Nevada and areas of Southern California. On January 17, further refinements to the model forecast and a survey of the fuel state led to the descoping of the two northern-most TPs. Since the weather was forecast to impact these two TPs first, this also delayed the overall event start time to the evening of January 18. As the expected start of severe fire weather neared, internal and external weather models converged and gave increased confidence around the likely geographic scope and timing associated with the high fire risk. These model refinements resulted in the addition of two TPs in the Central Coast region, and the descoping of a third TP in Kern. The forecasted weather start time was further delayed to the early morning of January 19.

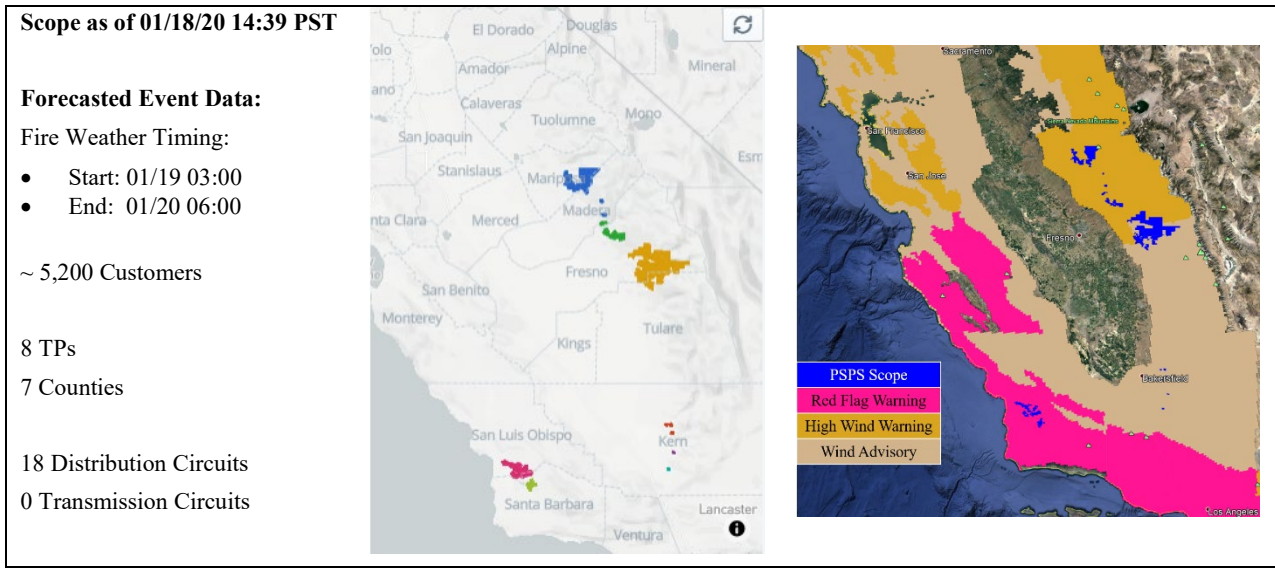
PG&E's expectations of severe fire danger were supported by National Weather Service (NWS) issuance on January 17 of a Fire Weather Watch (FWW) effective January 18, anticipating poor humidity recoveries and moderate to rapid growth of any new fire starts in areas of the Central Coast. The NWS upgraded the FWW footprint to a Red Flag Warning (RFW) on January 18 for the areas within PG&E's service territory. The development of PG&E's PSPS scope and the hazard footprints issued by the NWS are displayed in Figure 3. These were accompanied by issuance of "High Risk" warnings for very strong winds from the Southern California Geographic Area Coordination Center ("South Ops") and "Critical and Elevated Fire Weather Conditions" from the NOAA Storm Prediction Center for areas of the Central Coast during the time periods of concern.

### Figure 3: PSPS Scope Changes as Weather Forecasts Change

Each color indicates the geographic location of a different Time-Place for this PSPS event







Event Scoping and Preparation

PG&E’s EOC teams used the meteorology and distribution scopes developed on January 16 to develop the initial analyses of customers impacted. As weather forecasts shifted, the team refined and iterated scoping analyses and mitigation strategies before the decision to de-energize was made on January 18. Although transmission assets were ultimately determined to be out-of-scope for this event, PG&E crews conducted patrols of transmission assets based on earlier scopes to confirm that they were in safe operating condition before the weather event began.

Starting January 16 and continuing through the event, PG&E teams conducted a variety of activities to prepare for the upcoming PSPS event. These included:

- Notifying and briefing county, state, and first responder officials to alert them to the locations and plans for the upcoming event.
- Planning and conducting customer notifications and public awareness activities, including:
  - Sending approximately 193,500 notifications via customer calls, texts and emails available in 13 written languages
  - Confirming that affected Medical Baseline Customers received notifications, including making in-person visits if confirmation of automated notification is not received
  - Handling approximately 313,200 calls in PG&E’s call centers, including approximately 2,000 PSPS-related calls
  - Sharing PSPS impact maps and information on PG&E’s website, so that customers could search their addresses, learn whether or not they were planned to be impacted and learn more about the PSPS event and available resources
  - Planning the locations and preparations for CRCs to serve customers affected by the likely PSPS event
- Designing and implementing mitigation plans to reduce the number of areas and customers in scope:
  - Determining temporary generation support needs
  - Developing and refining switching plans to mitigate customer impacts where possible

- Examining asset scopes to determine where circuit sectionalization devices could be used to electrically and geographically narrow the areas de-energized to reduce the number of customers affected

### PSPS De-energization Decision

At the time of the de-energization decision on January 18, all of PG&E’s weather sources and forecasts indicated severe fire weather risk was imminent.

PG&E leaders reviewed the latest weather information and fire risk analyses and considered the alternatives to de-energization for the in-scope PSPS areas, including potential mitigations and customer notifications. The Officer in Charge (OIC) and Incident Commander (IC) determined that de-energization was a necessary measure to protect public safety in these areas.<sup>4</sup>

The PG&E team studies weather forecasts and real-time observations continually throughout each PSPS event, to assure that any required de-energizations track closely to actual weather conditions. Weather adjustments can include shifting a de-energization time earlier if the weather threat gets stronger earlier than forecasts indicated, delaying de-energization if the severe weather is advancing more slowly than expected, and shrinking or descopeing one or more TPs if changes in the weather lessen the fire threat.

In this event, the strong winds arrived earlier than the forecasted start time used at the time of the de-energization decision. After PG&E saw outage activity in the early hours January 19, the Incident Commander adjusted the time of de-energization to begin shortly after midnight on January 19, which was earlier than originally forecasted.

### During the PSPS Event, January 19-21, 2021

Ultimately, this PSPS event de-energized 5,099 customers in eight TPs. The final de-energization footprint is shown in Figure 4.

**Figure 4: Map of January 19, PSPS Event De-energization Footprint**



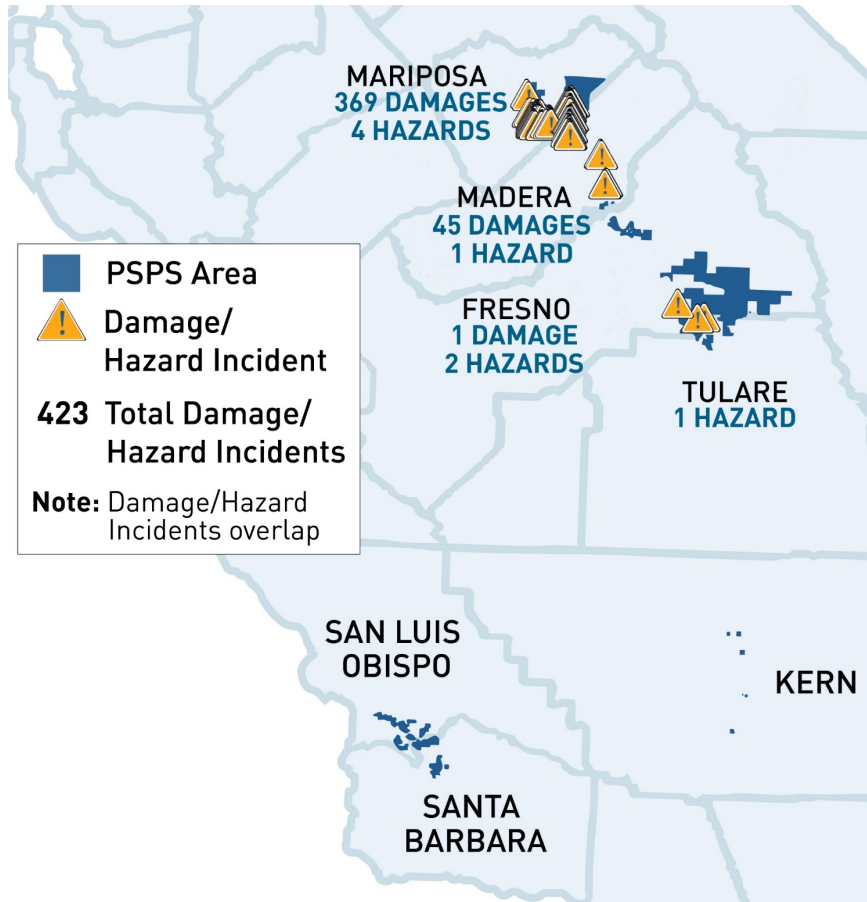
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<sup>4</sup> Detailed information on PG&E’s decision to de-energize can be found in Section 2.

Wind Speeds and Equipment Damage Reported

During the high-risk fire weather and de-energization period, PG&E’s weather station network recorded wind gust speeds up to 83 mph in the counties impacted by PSPS. In the system patrols and inspections preceding re-energization, PG&E crews identified 423 incidents of hazards and equipment damage resulting from high winds. The locations of these incidents are mapped in Figure 5.

**Figure 5: Equipment Damages and Hazards from High Winds Found within the PSPS Footprint**

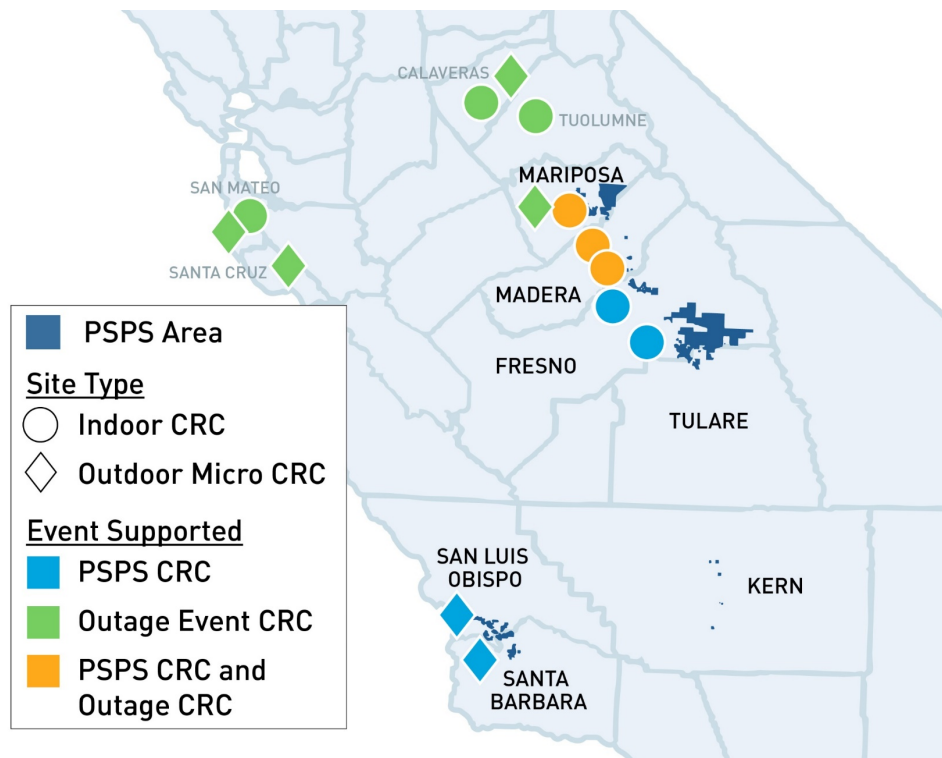


### Customer Resources

PG&E opened 14 CRCs in nine counties to support customers impacted by the PSPS event as well as customers experiencing extended outages due to the wind event. These locations are mapped in Figure 6. The eight indoor and six outdoor CRCs ultimately served approximately 2,200 visitors, providing information, grab-and-go bags of snacks, a phone charger, water, a blanket, and other benefits for visiting customers.

Of these 14 CRCs, seven primarily supported customers impacted by the PSPS event. Due to the extensive damages and outages outside of the PSPS event footprint caused by the wind event, three of these seven CRCs remained open to support customers experiencing extended outages. PG&E also mobilized seven additional CRCs to support the customers impacted by the wind event. These CRCs remained open until all customers had been restored in their county or were granted approval from County OES to close. Please see Section 11 – Community Resource Centers and Appendix F for a detailed description of CRC hours and services.

**Figure 6: CRC Locations**





### Engagement with Community Based Organizations and Multicultural Media Organizations

PG&E partnered with the California Foundation for Independent Living Centers (CFLIC) and other Community Based Organization (CBO) resource partners that offered various services to customers identified to be potentially impacted by this event. These partners included four local Independent Living Centers (ILCs) and one CBO that provided translation support. Starting in July 2020, PG&E has worked through CFLIC and our Portable Battery Program to provide a cumulative total of over 6,500 portable batteries to qualifying customers who need power during a PSPS event. Additionally, we provided translated event updates and communication to customers that speak languages spoken by communities that occupy significant roles in California's agricultural economy (e.g., Nahuatl).

PG&E continued coordination with 36 multicultural media organizations and one language CBO to supplement PG&E's translated communications to customers in over 15 languages and also shared event update information with over 250 CBOs, including press releases, fact sheets, and other relevant information that they could share with their constituents to expand our reach of communications.

### PSPS Service Restoration

PG&E meteorologists monitor real-time weather conditions from a network of over 1,000 field weather stations, over 350 high-definition cameras, weather satellites, and field observers to determine when weather conditions (mostly winds) have abated sufficiently to declare the Weather All Clear in each area and circuit. After the Weather All Clear, PG&E crews patrol the lines that were de-energized in the weather footprint to identify and correct any damages or hazards on PG&E facilities. The patrol and inspection process used 11 helicopters and approximately 160 personnel to patrol the approximately 420 miles of distribution circuits that had been de-energized.

Distribution operators began restoring service to the portions of the system found intact and safe to energize. Damaged assets need to be repaired before they can be safely restored, so the system may be sectionalized around damaged areas to restore power to as many customers as quickly and safely as possible.

PG&E's PSPS Incident Commander conducted two Weather All Clear meetings on 1/19 and 1/20 to implement restoration efforts. PG&E utilizes an extensive network of weather stations, supplemented by expert local observers, with near-term weather forecasts down to 2x2 km geographic detail, to gain unprecedented granular insight into local weather conditions. This allowed PG&E's meteorologists to identify clear weather conditions on a granular level to make Weather All Clear recommendations to the Incident Commander.

PG&E was unable to restore five circuits, impacting approximately 2,400 customers, within 24 hours of the Weather All Clear, due to extended repairs of damages and hazards found during the restoration process. The extended restoration times were caused by the extent and severity of the damages caused by this wind event. At the time of report submission, all customers impacted by the PSPS event have been restored. Due to the severity of damages found during restoration, some assets required complete rebuilds – approximately 400 customers were restored by placing them on primary generation for the duration of the rebuild process.

### PSPS Mitigations

PG&E has been working to reduce the disruptions caused by PSPS by making the events smaller, shorter and smarter. For this event, we were able to achieve that goal through the following means:

- This event affected about 96% fewer customers than similar weather conditions would have impacted in 2019, thanks to improvements in PG&E's weather modeling and transmission line scoping, and PG&E's use of distribution switching mitigations.
- PG&E used approximately 160 pre-positioned patrol personnel and 11 helicopters conducting aerial patrols to expedite inspection, repairs, and restoration.
- PG&E analyzed Weather All Clear decisions on a geographically granular basis, allowing customers to be restored as the weather event passed through the impacted areas, by using PG&E's network of fire monitoring cameras, weather stations and field observers to determine local weather conditions for smaller sections of the grid.
- This event was smarter and more effective in our customer and partner communications, thanks to extensive improvements in our website, customer notifications processes, use of social media and outreach, press releases, CRCs, and other efforts to support customers and communities.
- After the PSPS event, PG&E deployed approximately three megawatts of temporary generation to 11 locations supporting critical and general customers throughout the areas impacted by the wind event.

## **Section 2 – Explanation of PG&E’s Decision to De-energize**

This first response of this section addresses the tools and technical considerations PG&E uses to determine where and why de-energization is necessary to protect public safety. The next response addresses alternatives considered, and mitigations used to reduce the scope and impact of PSPS de-energization. The third response reviews the assessment of benefits versus the public safety risks of PSPS de-energization. Given the critical fire danger prevailing across the southern portion of our service territory during the time of this event, PG&E believes the public safety risks of catastrophic wildfires greatly exceed the public safety risks of a well-planned, well-executed PSPS event. Section 16 contains additional detail on the sequence of meteorological analyses, alerts, and actions over the course of this event.

### **All factors considered in the decision to de-energize, including wind speed, temperature, humidity and vegetation moisture in the vicinity of the de-energized circuits.**

#### **Response:**

Historically, PSPS events in PG&E’s territory in winter are rare. However, due to significantly below-normal precipitation and warmer than normal weather, fuel moistures were well below normal and the seasonal grass crop has not yet emerged to dominate the landscape in many areas as is typical this time of year under normal conditions. The lack of rainfall, above-normal temperatures, and the extreme nature of the wind event drove the ultimate decision to execute a PSPS event.

To provide a sense of magnitude, the observed Redding to Bakersfield mean sea-level pressure differential, or gradient, reached 17.6 millibars. The stronger this pressure difference, generally the stronger wind speeds are as air flows from high to low pressure. The value of 17.6 millibars was the highest value observed since at least 1995. PG&E Meteorology calculated the return interval of such an event as a 1-in-30-year event, based on a generalized extreme value distribution method.

#### **Meteorological Background:**

- California precipitation was running well below normal. As of January 16, 2021, only 39% of the normal precipitation for this time of year had fallen in the Northern Sierra, 29% in the Central Sierra, and 22% in the Southern Sierra per the California Data Exchange Center (CDEC). This is shown in more detail in Figure 8.
- Through the time of this PSPS event, only 2.9 inches of precipitation had been observed according to the CDEC Tulare Basin 6-Station Precipitation Index. This was the driest start to the water year since records began in 1921; thus, the driest start in at least 100 years.
- The below-normal rainfall was widespread across California, with Figure 9 from the Western Region Climate Center indicating most of California receiving less than 25% of normal precipitation in the 90 days before this PSPS event.
- California had also been abnormally warm over the past 6 months. The National Climatic Data Center (NCDC) reports that California observed the warmest 6 months on record in history, a database that extends 126 years. This is shown in Figure 10.
- The US Drought Monitor indicated that nearly all of California was experiencing drought conditions with all of the PG&E territory aside from the Central Coast in severe to extreme drought. See Figure 11.
- This was an abnormally strong and extreme wind event. PG&E Meteorology calculates the return interval of such an event as a 1-in-30-year event, based on a generalized extreme value distribution method. Multiple stations throughout PG&E’s service territory recorded wind gusts in excess of 90 mph.

The decision to de-energize for public safety is not based on a single factor. PG&E considers many factors, including internal and external tools and information. Additional meteorological data can be found in Section 16.

#### Internal PG&E Analyses and Tools

PG&E uses a suite of sophisticated analytical tools and databases to support de-energization scoping and execution decisions:

- PG&E's Operational Mesoscale Modeling System (POMMS) model predicts hourly weather conditions, including temperature, relative humidity, and sustained wind and wind gust speeds, across PG&E's service territory at 2x2 km and 3x3 km granularity, to identify those areas facing significant, imminent wildfire risk. This model forecasted widespread gusts of 40-60 mph with some peak gusts upwards of 80 mph.
- PG&E Utility Fire Potential Index (FPI) R5 ratings indicate critical fire danger and high potential for large fire growth based on fuel moisture, humidity, wind speed, air temperature, land type, and historical fire occurrences.
- PG&E's Large Fire Probability (LFP) model identifies areas on PG&E's distribution and transmission systems with high wind-driven outage probability combined with high probability of a large fire if an ignition were to occur.
- These meteorology and fire risk forecasts were supplemented with ground and aerial observations of fuel conditions in the PSPS scope. These observations documented the state of grass growth and green-up, and were used in conjunction with fire spread modeling to remove two TPs from PSPS scope.
- On the distribution system, the Distribution Large Fire Probability Model ( $LFP_d$ ) is a product of PG&E's Outage Producing Wind (OPW) model and FPI models. The  $LFP_d$  model provides hourly output at 2 km model resolution and highlights locations with concurrence of a high probability for large fires and high probability of wind-related outages on PG&E's distribution system.
- Distribution scoping also relies upon a Black Swan filter containing the set of minimum weather and fuel conditions that collectively justify placing an area in scope. The Black Swan filter is a backstop method to identify critical fire conditions that may not be identified through the  $LFP_d$  analysis.
- On the transmission system, the Transmission Large Fire Probability Model ( $LFP_T$ ) is the product of PG&E's Transmission Operability Assessment (OA) model and FPI models. The  $LFP_T$  model provides hourly forecast outputs for each transmission structure. The model highlights locations with both an increased probability for large fires and high probability of wind-related failures on PG&E's transmission system. The Transmission Operability Assessment model uses extensive statistical information on individual transmission structures and their performance under various conditions in combination with localized meteorology data, probability of failure using structure level asset data, consequence measures of the impact of a potential wildfire, vegetation risk based on spatial attributes from LiDAR (e.g., tree height, slope, aspect, outage history, and proximity and placement relative to the line), pending high priority equipment repairs, and idle line status, to estimate the likelihood that each individual transmission structure can withstand varying high wind levels.

- Although Transmission circuits were not included in the final PSPS event scope, PG&E reviews a set of Transmission Black Swan conditions that analyzes forecasted FPI, max wind gusts, dead fuel moisture values and relative humidity values to be sure that any areas facing high fire risk are not left out of de-energization scope.
- PG&E conducts a Power Flow Analysis on the in-scope transmission lines (if applicable) to analyze any potential downstream impacts of load shedding, coordinates this with the California Independent System Operator (CAISO), and confirms solution feasibility with Transmission System Protection.

#### External PSPS Decision Inputs

PG&E compared its fire risk forecasts against those of external agencies, to validate shared recognition of high fire risk across the California meteorology community. Between January 16 and 18, PG&E's analysis of fire risk justifying a PSPS event was validated by numerous sources and warnings:

- Model data from public weather models including pressure gradient forecasts between Redding and Sacramento or Bakersfield, along with pressure gradients between San Francisco and Winnemucca.
- NWS issuance of Fire Weather Watches and Red Flag Warnings.
- Southern CA Predictive Services unit of the Geographic Area Coordination Centers (GACC) forecasts of "High Risk" zones with Wind Ignition Triggers.
- The National Oceanic and Atmospheric Administration's (NOAA) Storm Prediction Center's Fire Weather Outlooks indicating Elevated and Critical fire-weather conditions across California.

Table 1 summarizes the federal-sourced hazardous weather conditions projected in PG&E’s service territory on January 18, 2021, at the time of the de-energization decision. Figure 7 shows contemporaneous National Weather Service alerts issued by the NWS Bay Area/Monterey, Los Angeles, Sacramento, and Hanford offices.

**Table 1: National Weather Service Summary, Weather Conditions and Hazards Supporting Conclusion of Severe Fire Weather Risk on January 18, 2021**

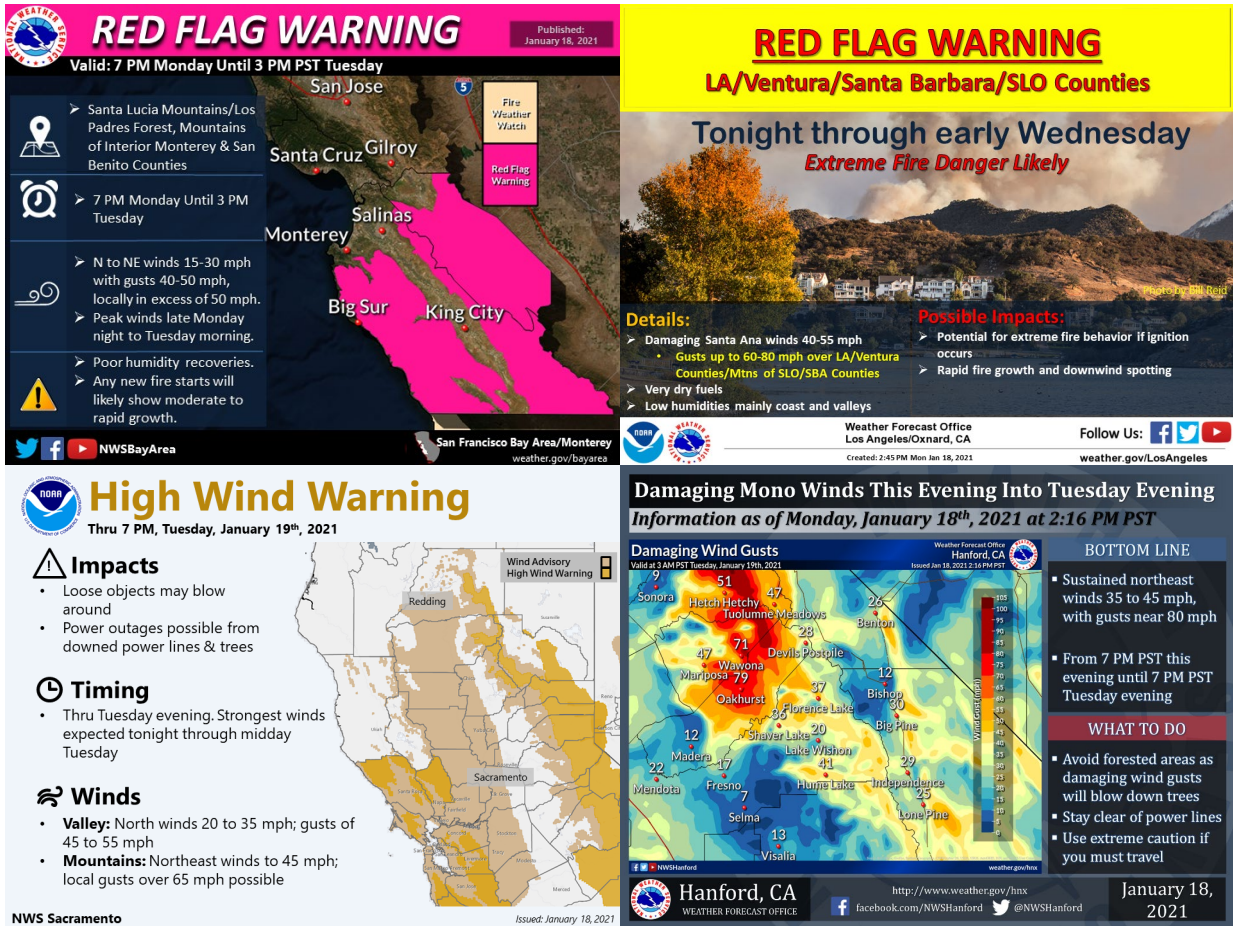
**CA Hazards Summary**

Last Update Mon Jan 18 2:44pm (Refreshes every 5 minutes) (Help+)

This is an experimental display of our hazard products. This page may change without notice.

California	Begins	Ends	Last Updated
Red Flag Warning (MTR) +	Mon Jan 18 7:00pm	Tue Jan 19 3:00pm	4hrs ago
Red Flag Warning (SGX) +	Mon Jan 18 10:00pm	Tue Jan 19 10:00pm	4hrs ago
Red Flag Warning (LOX) +	Mon Jan 18 10:00pm	Wed Jan 20 10:00am	3hrs ago
Red Flag Warning (LOX) +	Mon Jan 18 10:00pm	Tue Jan 19 10:00pm	3hrs ago
High Wind Warning (SGX) +	Tue Jan 19 7:00am	Wed Jan 20 10:00pm	51mins ago
High Wind Warning (SGX) +	Tue Jan 19 1:00am	Wed Jan 20 10:00pm	51mins ago
High Wind Warning (LOX) +	Tue Jan 19 4:00am	Wed Jan 20 4:00am	42mins ago
High Wind Warning (LOX) +	Tue Jan 19 1:00am	Wed Jan 20 4:00am	42mins ago
High Wind Warning (HNX) +	Mon Jan 18 7:00pm	Tue Jan 19 7:00pm	2hrs 12mins ago
High Wind Warning (STO) +	Now	Tue Jan 19 7:00pm	11hrs ago
High Wind Warning (MTR) +	Mon Jan 18 4:00pm	Tue Jan 19 7:00am	11hrs ago
High Wind Warning (REV) +	Mon Jan 18 10:00pm	Tue Jan 19 7:00pm	11hrs ago
Wind Advisory (LOX) +	Tue Jan 19 7:00am	Wed Jan 20 4:00am	42mins ago
Wind Advisory (LOX) +	Tue Jan 19 4:00am	Wed Jan 20 4:00am	42mins ago
Wind Advisory (LOX) +	Mon Jan 18 3:00pm	Tue Jan 19 4:00am	42mins ago
Wind Advisory (LOX) +	Mon Jan 18 3:00pm	Tue Jan 19 1:00am	42mins ago
Wind Advisory (EKA) +	Now	Tue Jan 19 10:00pm	3hrs ago
Wind Advisory (HNX) +	Mon Jan 18 8:00pm	Tue Jan 19 10:00am	2hrs 12mins ago
Wind Advisory (HNX) +	Mon Jan 18 10:00pm	Wed Jan 20 1:00am	2hrs 12mins ago
Wind Advisory (STO) +	Now	Tue Jan 19 7:00pm	11hrs ago
Wind Advisory (MTR) +	Now	Tue Jan 19 6:00pm	11hrs ago
Wind Advisory (MTR) +	Now	Mon Jan 18 4:00pm	11hrs ago
Wind Advisory (MTR) +	Mon Jan 18 4:00pm	Tue Jan 19 6:00pm	11hrs ago
Lake Wind Advisory (VEF) +	Now	Tue Jan 19 5:00pm	36mins ago
Lake Wind Advisory (REV) +	Now	Mon Jan 18 10:00pm	11hrs ago
High Surf Advisory (SGX) +	Now	Tue Jan 19 5:00pm	2hrs 13mins ago
High Surf Advisory (LOX) +	Now	Tue Jan 19 10:00pm	1hrs 14mins ago
High Surf Advisory (MTR) +	Now	Mon Jan 18 6:00pm	12hrs ago
Beach Hazards Statement (SGX) +	Now	Tue Jan 19 5:00pm	2hrs 13mins ago
Beach Hazards Statement (MTR) +	Now	Mon Jan 18 6:00pm	12hrs ago
Air Quality Alert (HNX) +		Wed Jan 20 8:00am	34mins ago

**Figure 7: National Weather Service Public Alerts Indicating Red Flag Warning, High Wind Warning, and Damaging Mono Winds During the Timing of the PSPS Event**



**An explanation of the decision to de-energize, including an explanation of alternatives considered and mitigation measures used to decrease the risk of utility-caused wildfires in de-energized area.**

**Response:**

In light of the meteorological information indicating the potential for catastrophic wildfire and the customer impacts from mitigating that fire risk through de-energization, PG&E considered whether alternatives to de-energizing, such as additional vegetation management and disabling automatic reclosers, could adequately reduce the risk of catastrophic wildfire to obviate the need for de-energization. PG&E determined these measures alone did not reduce the risk of catastrophic wildfire in areas within the PSPS scope sufficiently to protect public safety.

- PG&E conducted hazard tree mitigation efforts on circuits potentially in PSPS scope in the days leading up to the event and continued up through the day of de-energization. Tree-trimming near a utility line can keep limbs and trunks from nearby trees from falling into a line, but it does not mitigate against broken limbs from distant trees outside the vegetation management perimeter that could blow into a line or break utility equipment.
- Pre-patrols of potentially impacted transmission facilities were also ongoing in the days leading up to the time of de-energization, though no transmission lines were included in the final PSPS scope.
- PG&E disabled automatic reclosing in Tier 2/Tier 3 areas.
- PG&E deployed Safety and Infrastructure Protection Teams (SIPT) crews for real-time observations.

Given the forecasted high windspeeds and wind gust speeds, which can break and blow vegetation and debris into power lines and blow sparks into dry vegetation, PG&E determined these other measures were not adequate alternatives to mitigate the risk of catastrophic wildfire, and that de-energizing in the areas within the PSPS scope was necessary to protect public safety.

- PG&E considered the public safety impacts of de-energizing by looking at the total count of impacted customers, the impact of potential de-energization upon medical baseline customers and critical facilities, and the back-up generation capabilities of critical facilities that pose societal impact risks if de-energized (e.g., critical infrastructure).
- By employing highly granular scoping processes, we significantly reduced the public safety impacts of de-energization by de-energizing smaller segments of the grid within the close confines of the fire-critical weather footprint, rather than de-energizing millions of customers in large urban areas.
- PG&E used sectionalization to narrow the scope and number of customers affected.
- PG&E reduced the public safety impacts of the de-energization by providing local Community Resource Centers to support customers in those affected communities.
- PG&E provided support to vulnerable customers through California Foundation for Independent Living Centers (CFILC) and CBO resource partners that offered various services to customers impacted by this event.



PG&E reviewed the following efforts to mitigate adverse impacts on the customers and communities in areas where power shutoffs were likely:

- More refined weather analysis tools covering geographically smaller areas, to facilitate identification of smaller de-energization scopes affecting relatively fewer customers.
- Extensive use of advanced notifications and outreach tools to notify impacted customers of the expected de-energization.
- Opportunities for islanding, temporary generation, alternate grid solutions, and sectionalizing solutions to reduce and mitigate the number of customers de-energized.
- Community Resource Centers and other measures to assist vulnerable customers.
- Use of an extensive camera, weather station, and satellite weather monitoring network and on-the-ground personnel to collect real-time observations to inform and speed the identification of Weather All Clear times in more precise, smaller areas, to get customers back in service faster.
- Readiness and increased resources for restoration efforts, including use of helicopters and fixed wing aircraft, to conduct line safety patrols after the Weather All Clear, and restore service to safe lines as quickly as possible subject to operational safety, ability to access equipment for patrol, and any needed repairs.

**An explanation of how the utility determined that the benefit of de-energization outweighed potential public safety risks.**

**Response:**

The principal benefit of de-energization is PG&E avoids the possibility its equipment causes a catastrophic wildfire which could harm Californians’ lives and property. We know, sadly, that utility-caused wildfires are not hypothetical events – the CPUC has authorized California’s utilities to conduct PSPS events specifically to prevent such ignitions and protect public safety in Resolution ESRB-8, which states, “De-energization of electric facilities could save lives, protect property, and prevent fires.” The California Governor’s Office on Planning and Research wrote, “California is moving into an era of more catastrophic wildfires, as climate change, population growth, land use patterns, and inadequate forest management practices converge to put more people and acres at risk. Electric utilities play a role in roughly ten percent of California’s wildfires, but utility-started fires are often the most destructive because they happen in tandem with high winds and usually occur in populated areas.”<sup>5</sup> Further, Public Utilities Code Section 8386 requires utilities to include PSPS protocols in their wildfire mitigation plans.

The suite of tools PG&E uses to identify scope for de-energization is not intended to identify and prevent every potential utility-caused wildfire within the areas with extreme fire risk. Rather, these tools and policies are intended to identify those areas within the high fire risk zones in which a spark and ignition could cause a catastrophic wildfire, as distinguished from a smaller wildfire that might not threaten lives and property nor grow quickly into a much larger threat. This important distinction reduces the scope of de-energization and reduces the number of customers and communities affected by each event.

The public safety risk of a PSPS de-energization is customers and communities must spend a period of time without electricity. The impacts and costs of this risk include discomfort, potential health problems associated with COVID, potential food or medication loss, loss of energy to support medical devices, loss of access to air conditioning and air filtration under heavy smoke conditions, and inconvenience (to name a few). These impacts and costs cannot be quantified. As summarized above and discussed in more detail

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<sup>5</sup> Letter from Office Director Kate Gordon in, “Final Report of the Commission on Catastrophic Wildfire Cost and Recovery,” June 2019.

in later sections of this report, we work to mitigate and lessen these costs for our customers using many PSPS scope reduction and mitigation methods, including advance notifications, CRCs, food replacement efforts, and additional measures for vulnerable customers.

For this PSPS event, based on the factors described in this section, PG&E determined there was an imminent and significant risk of strong winds impacting PG&E assets, and a significant risk of large, catastrophic wildfires should ignitions occur. PG&E determined that the alternatives to de-energization (discussed above) were not adequate to reduce this risk and that the public safety risk of catastrophic wildfire outweighed the public safety impacts of the proposed de-energization scope. In making this decision, PG&E reviewed the steps that had been taken or that were in progress to mitigate adverse impacts on customers. As an electric system operator that must determine when it is and is not safe to operate its grid, PG&E determined that a PSPS was warranted and necessary to reduce the risk of catastrophic wildfire for public safety, and thus approved a series of decisions to de-energize portions of our grid to address that risk and protect the customers and communities we serve, as authorized in CPUC Sections 451 and 399.2(a) and described in ESRB-8<sup>6</sup>.

### Background on Wildfire Risk

A study of over 30 years of meteorological conditions and fire history has established the weather, fuel, environmental, and other conditions that are associated with wildfires in our service area:

- The existence of high winds that could cause faults or ignitions, such as from broken or slapping equipment or from vegetation blown into utility equipment, causing sparks that could lead to an ignition. Additionally, the existence of high winds can then cause a small fire to grow and spread rapidly.
- The existence of low humidity and dry vegetative fuels could spread fire from such ignition source.
- Local conditions such as spatial topography and vegetation could lead a small ignition to grow and spread rapidly.

PG&E committed extensive research and effort in studying historical weather and environmental conditions associated with the occurrence of catastrophic wildfires in Northern & Central California and has developed predictive tools & criteria for identifying when such conditions will occur today.

- Building on extensive academic and scientific research, historical data and back-testing, PG&E's Operational Mesoscale Modeling System (POMMS) model predicts hourly weather conditions, including winds and wind gusts, across PG&E's service territory at 2x2 km and 3x3 km granularity, to forecast and identify areas facing significant wildfire risk.
- PG&E uses detailed federal and other data sources on the types and density of vegetation across its territory, including collecting aerial images of vegetation near powerlines. We also use regular measurements of Relative Humidity in the air and Dry Fuel Moisture measurements of vegetation to assess the flammability and spread rate of vegetation across PG&E's service area. This information is compiled and analyzed in PG&E's Utility Fire Potential Index (FPI) model to determine the susceptibility of each area to fire ignition and rapid spread.
- Since many utility-caused fires are associated with high winds, PG&E's Outage Producing Winds (OPW) model analyzes the likelihood that sustained winds or wind gusts might damage

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<sup>6</sup> California Public Utilities Code (PU Code) Sections 451 and 399.2(a) give electric utilities authority to shut off electric power in order to protect public safety. This authority includes shutting off power for the prevention of fires caused by strong winds.

a piece of PG&E equipment and cause an equipment failure, which could lead to sparking and ignition.

- PG&E has data and analyses of the vegetation in proximity to our electrical equipment and the likelihood that despite enhanced vegetation management techniques, trees near and beyond our lines could grow into, fall into or blow into our lines under heavy winds, causing sparks or equipment failure, which could lead to sparks and an ignition.

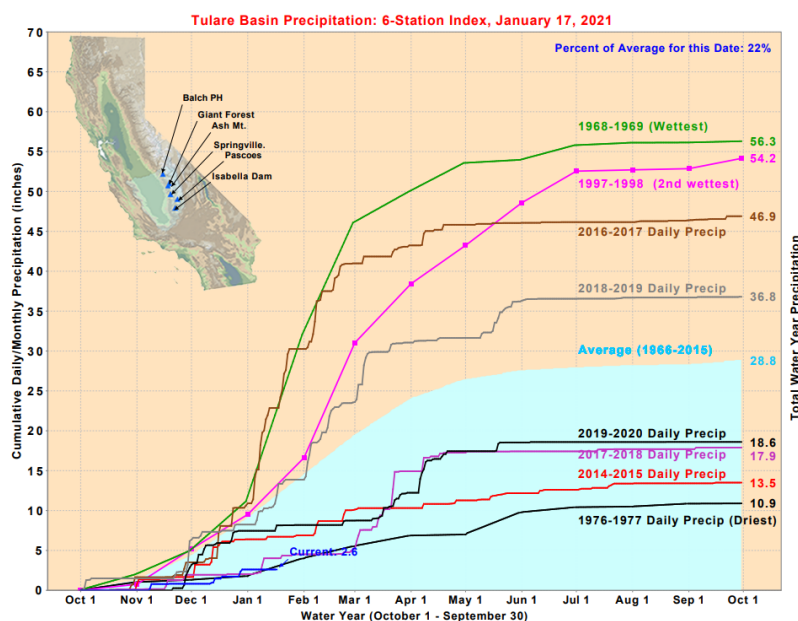
### Weather Corroboration of Fire Risk and De-energization Need

Although rain amounts had been significantly below normal, there was evidence of a new grass crop and elevated dead fuel moistures across the north half of California, generally north of a Monterey to Yosemite line. Significant outage activity and potential ignition sources were expected due to the strength of the wind; however, the state of the fuels and green-up across the north, and lack of areas exceeding PSPS guidance resulted in PSPS only being considered across the south where conditions were drier.

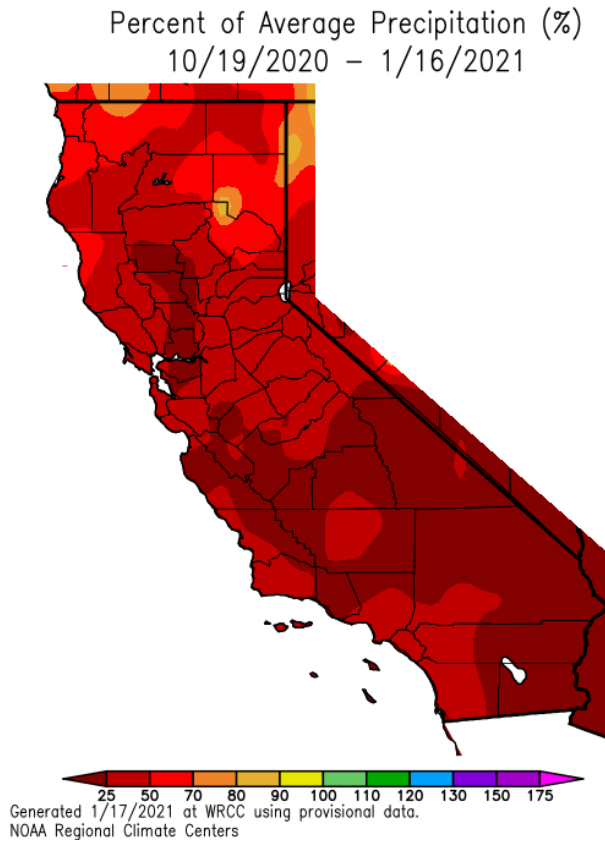
### Environmental Factors:

- Through the start of the PSPS event, only 2.9 inches of precipitation had been observed according to the CDEC Tulare Basin 6-Station Precipitation Index. This was the driest start to the water year since records begin in 1921; thus, the driest start in at least 100 years. This is illustrated in Figure 8.
- The below-normal rainfall was widespread across California, with Figure 9 from the Western Region Climate Center indicating most of California received less than 25% of normal precipitation in the 90 days before this event.
- California had also been abnormally warm over the past 6 months. The NCDC reports that California observed the warmest 6 months on record in history, a database that extends 126 years. This is shown in Figure 10.
- The US Drought Monitor indicated that nearly all of California was experiencing drought conditions with all of the PG&E territory aside from the Central Coast in severe to extreme drought. This is shown in Figure 11.

**Figure 8: Tulare Precipitation Index (CDEC)**



**Figure 9: California 90 Day Precipitation Anomalies (Western Region Climate Center)**



**Figure 10: Statewide Average Temperature Ranks for July to December (NCDC)**

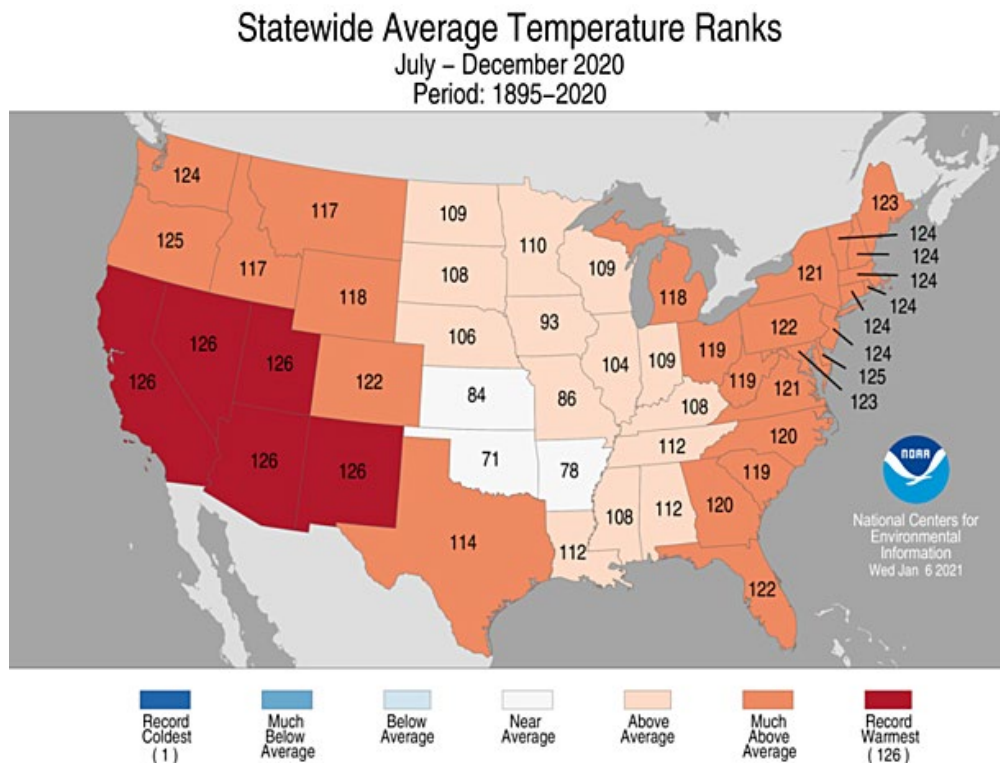
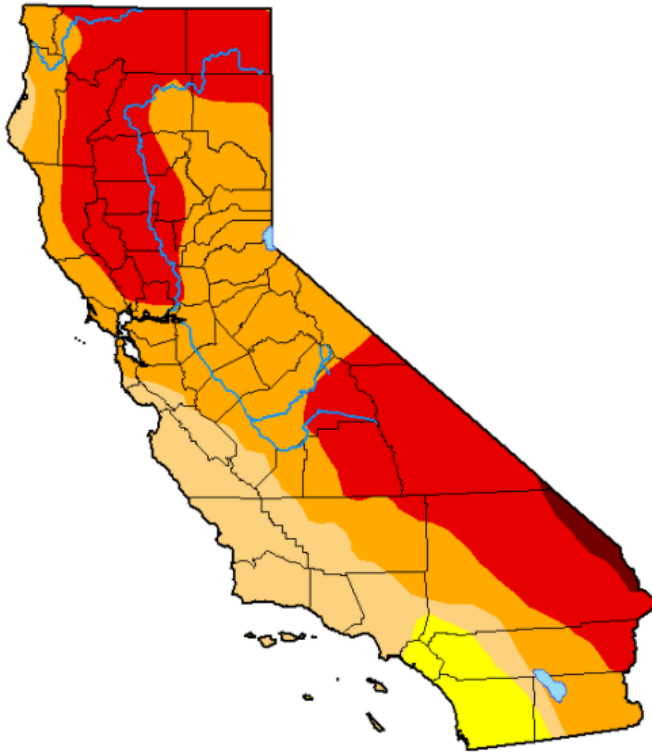


Figure 11: California in Extreme Drought (U.S. Drought Monitor)

**U.S. Drought Monitor**  
**California**

**January 12, 2021**  
(Released Thursday, Jan. 14, 2021)  
Valid 7 a.m. EST



Drought Conditions (Percent Area)

	None	D0-D4	D1-D4	D2-D4	D3-D4	D4
<b>Current</b>	0.00	100.00	95.20	79.10	39.50	1.19
<b>Last Week</b> 01-05-2021	0.00	100.00	95.20	74.34	33.84	1.19
<b>3 Months Ago</b> 10-13-2020	15.40	84.60	67.54	35.61	12.74	0.00
<b>Start of Calendar Year</b> 12-29-2020	0.00	100.00	95.17	74.34	33.75	1.19
<b>Start of Water Year</b> 09-29-2020	15.35	84.65	67.65	35.62	12.74	0.00
<b>One Year Ago</b> 01-14-2020	96.39	3.61	0.00	0.00	0.00	0.00

Intensity:

- None
- D0 Abnormally Dry
- D1 Moderate Drought
- D2 Severe Drought
- D3 Extreme Drought
- D4 Exceptional Drought

The Drought Monitor focuses on broad-scale conditions. Local conditions may vary. For more information on the Drought Monitor, go to <https://droughtmonitor.unl.edu/About.aspx>

Author:

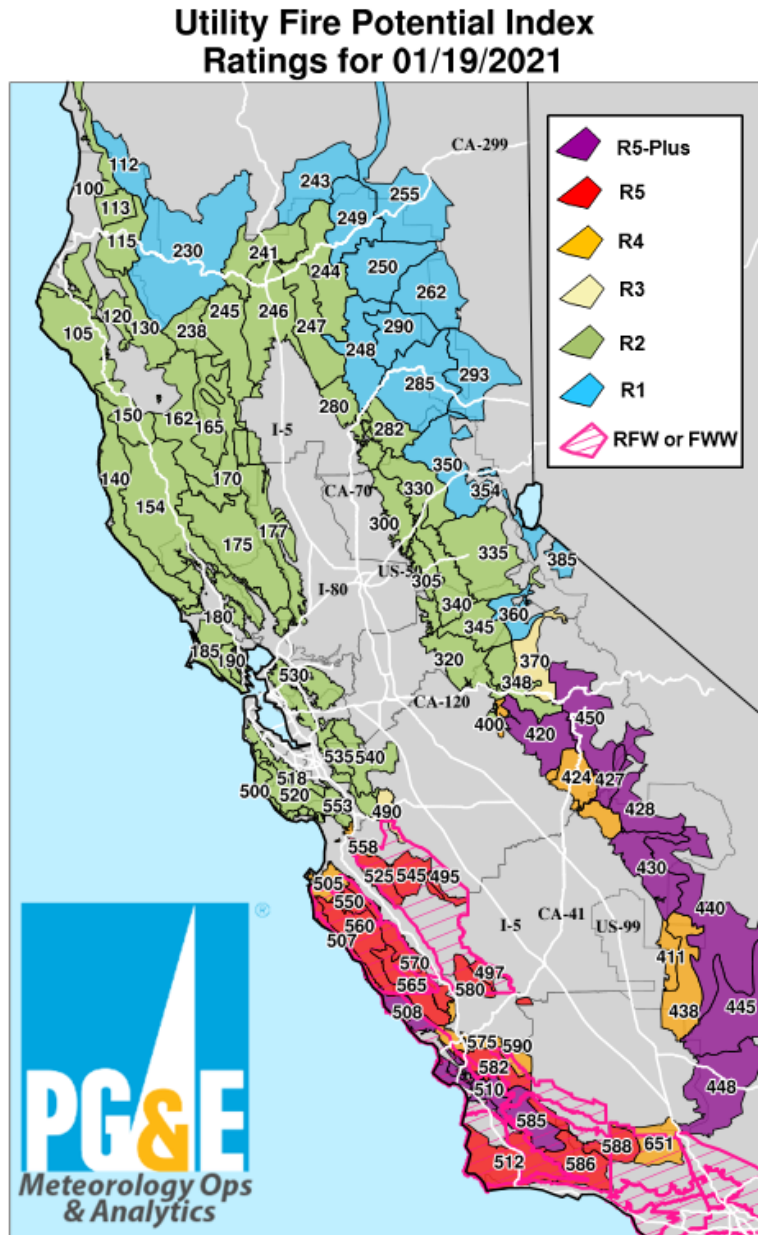
Deborah Bathke  
National Drought Mitigation Center



[droughtmonitor.unl.edu](https://droughtmonitor.unl.edu)

Figure 12 reinforces the magnitude of fire risk at the time of this event and PG&E’s sense that de-energization on January 19 was a necessity rather than an option. Figure 12 also shows the Fire Index Areas (FIAs) in PG&E’s service territory for January 19. PG&E scopes its PSPS events within those FIAs with fire risk rating R5-Plus from PG&E’s Utility Fire Potential Index model.

**Figure 12: PG&E Utility Fire Potential Index ratings for January 19, 2021**



All meteorological analyses establish high winds in California create significant fire threat and exacerbate fire spread. The National Weather Service issues a Red Flag Warning to indicate critical fire weather conditions under which any fire that develops will likely spread rapidly; CAL FIRE states, “The types of weather patterns that cause a watch or warning include low relative humidity, strong winds, dry fuels, the possibility of dry lightning strikes, or any combination of the above.” As noted previously, PG&E’s PSPS events consistently occur during periods and in areas that federal, state, and local authorities have identified as having extreme fire risk including the presence of strong winds.

#### Damage Corroboration of Wind Risk and De-energization Need

Strong, gusty winds can break trees that may fall into power lines and break tree limbs that may blow into power lines. Any such contact with energized equipment can cause arcing (electrical sparks). After the PSPS events PG&E has executed to date, we found significant numbers of wind-caused damages (where winds or wind-blown vegetation have broken some PG&E equipment) or hazards (e.g. where tree limbs have blown into lines and could have caused arcing). The 423 hazards and damages that occurred during this PSPS event are illustrated in Section 5.

### **Section 3 – Time, Place, and Duration**

**The time, place and duration of the event and whether the areas affected by the de-energization are classified as Zone 1, Tier 2, or Tier 3 per the definition in General Order 95, Rule 21.2-D.**

**Response:**

The PSPS event occurred over the timeframe of January 19 to January 21, 2021 in eight different Time-Places located in Fresno, Kern, Madera, Mariposa, San Luis Obispo, Santa Barbara, and Tulare counties.

**Appendix A** lists circuits de-energized along with the following for each circuit:

- Communities served
- De-energization date / time
- Restoration date / time
- General Order (GO) 95, Rule 21.2-D Zone 1, Tier 2, or Tier 3 classification.



## **Section 4 – Affected Customers**

**The number of affected customers, broken down by residential, medical baseline, commercial/industrial and other.**

**Response:**

A total of 5,099 customers were impacted during the PSPS event. This included 4,515<sup>7</sup> residential, 274 Medical Baseline, 518 commercial/industrial, and 66 customers in the “Other<sup>8</sup>” category. Zero transmission-level entities were impacted.

**Appendix A** lists circuits de-energized along with the following information for each circuit:

- Total number of customers affected
- Residential customers affected
- Medical Baseline customers affected
- Commercial/industrial customers affected
- Other customers affected

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<sup>7</sup> Medical Baseline Customers are included within the count of residential customers affected.

<sup>8</sup> ‘Other’ includes customers that do not fall under the residential or commercial / industrial categories such as governmental agencies, traffic lights, agricultural facilities, and prisons.

## Section 5 – Damage to Overhead Facilities

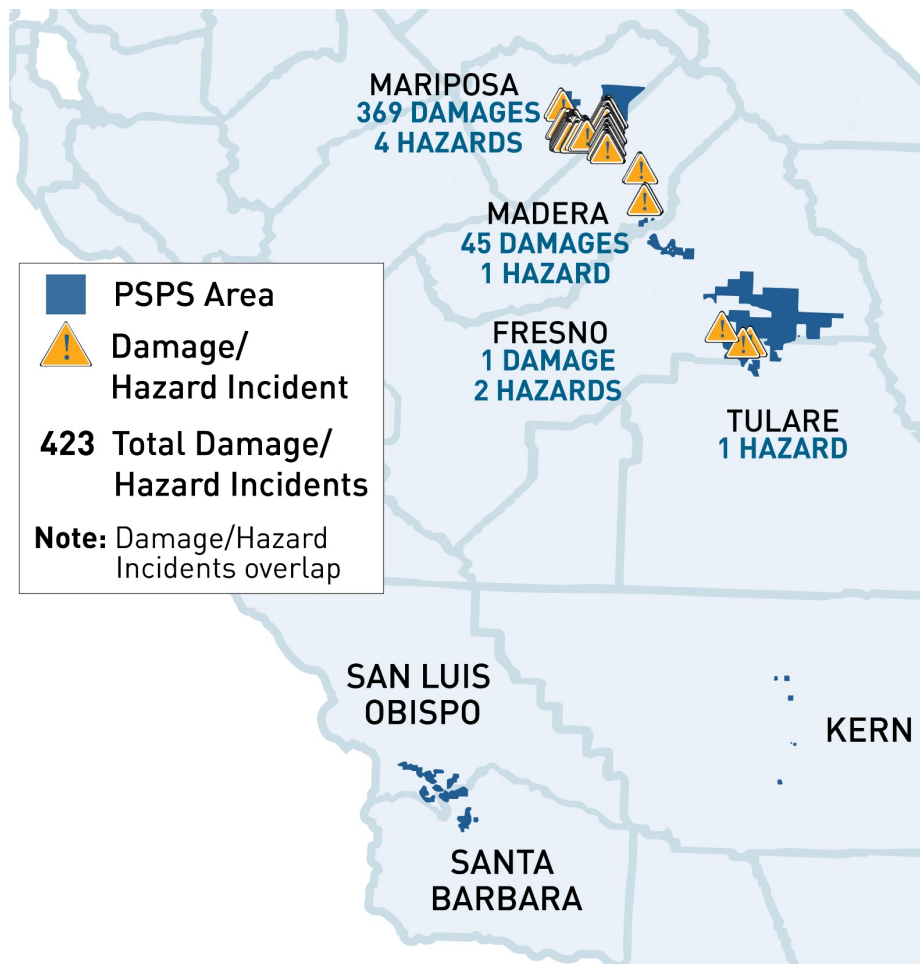
Describe any wind-related damage to overhead powerline facilities in the areas where power was shutoff.

**Response:**

On January 19, 2021, weather stations near the PSPS areas recorded wind gusts as high as 83 miles per hour. These are shown in Table 9 and Figure 28 in Section 16.

During patrols of the de-energized circuits prior to restoring power, PG&E found a total of 423 incidents of wind-related damages (415 cases) or hazards (8 cases). Damages are conditions that occurred during the PSPS event, likely wind-related, necessitating repair or replacement of PG&E’s asset, such as a wire down or a fallen pole while hazards are conditions that might have caused damages or posed an electrical arcing risk had PSPS not been executed, such as a tree limb found suspended in electrical wires. In this case, PG&E repaired or replaced the damaged equipment before re-energizing the line. The damage and hazard locations are mapped in Figure 13 and illustrated in subsequent figures.

**Figure 13: Map of Damage/Hazard Incidents Found within PSPS Footprint During January 19-21, 2021 PSPS Event**



**Figure 14: Vegetation-Caused Damage in Mariposa County – Tree Failed into Lines and Broke Pole**



**Figure 15: Vegetation-Caused Damage in Mariposa County – Tree Took Down Lines and Broke Pole**



**Figure 16: Vegetation-Caused Damage in Madera County – Tree Fell Breaking Pole and Conductor**



**Figure 17: Wind-Caused Damage in Mariposa County – Pole Brought Down at Base, Line Down**



**Figure 18: Vegetation-Caused Damage in Mariposa County – Tree Fell Through Service Breaking Pole**



**Figure 19: Vegetation-Caused Damage in Mariposa County – Fallen Tree Broke Top Half of Pole Off**





**Figure 20: Vegetation-Caused Damage in Mariposa County – Tree Fell Through Line Breaking Conductor & Crossarm**



**Figure 21: Vegetation-Hazard in Tulare County – Tree Fell on 12 kV Line**



## **Section 6 – Customer Notifications**

**For those customers where positive or affirmative notification was attempted, an accounting of the customers (which tariff and/or access and functional needs population designation), the number of notification attempts made, the timing of attempts, who made the notification attempt (utility or public safety partner) and the number of customers for whom positive notification was achieved.**

### **Response:**

This section describes customer notices and explains failures to provide notifications according to the timelines set forth by the CPUC PSPS Guidelines (see D.19-05-042). It summarizes additional communication measures and channels. A table of all notifications including timing of notifications, counts of customers (including Medical Baseline) with attempted and successful notifications is provided in Appendix B. A copy of the notification messages is included in Appendix C.

### Customer Notifications

Leading up to and during PSPS events, PG&E sends automated notifications via call, text, and email to Public Safety Partners and impacted customers in accordance with timelines set forth by the CPUC PSPS Guidelines (D.19-05-042); these may vary with forecasted weather timing for different TPs.

Notifications sent before de-energization included the following information: potentially impacted addresses, estimated window of the de-energization time, estimated duration of the weather event, estimated time of restoration (ETOR),<sup>9</sup> and links to resources for customers (e.g., PSPS updates webpage with CRC information, resources for customers with access and functional needs). Notifications were provided to customers in English, with information on how to get event information in 15 non-English languages.<sup>10</sup> Customers with their language preference set received in-language (translated) notifications.

For each automated notification sent to non-Medical Baseline customers, PG&E sends two additional retries in 10-minute intervals. For Medical Baseline customers, including tenants of master metered accounts, PG&E continues issuing notifications every hour until the customer confirms receipt of the notification (up to 21:00 PST or when PG&E halts notifications). Customers that self-identify to receive an in-person visit prior to disconnection for non-payment, receive utility communications in a non-standard format, or self-identify as having a person with a disability in the household are notified with the general customers impacted (unless enrolled in the Medical Baseline Program). All notifications include reference to resources available to customers, including a link to [www.pge.com/disabilityandaging](http://www.pge.com/disabilityandaging).

Table 2 describes PG&E's notifications sent to customers for this event, including a table of the approximate times of notifications sent to customers prior to de-energization.

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<sup>9</sup> The initial ETOR provided to customers prior to de-energization is based on the forecasted timing of the end of the weather event and PG&E's goal to restore power within 12 daylight hours of weather clearing.

<sup>10</sup> Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Tagalog, Korean, Russian, Arabic, Punjabi, Farsi, Japanese, Khmer, Hmong, Thai, Hindi, and Portuguese.

**Table 2: Customer Notification Timeline Summary Prior to De-Energization for January 19, 2021  
PSPS Event**

<b>Minimum Timeline</b>	<b>Approximate Time</b>	<b>Approximate Notifications Sent<sup>11</sup></b>	<b>Message</b>	<b>Description</b>
<b>72-48 hours</b>	<b>1/16 09:00-11:20 PST</b>	<b>440 Public Safety Partner customers and local community representatives</b>	<b>Advanced</b>	PG&E sent advanced notifications to Public Safety Partners in seven counties identified to be impacted at the time.
	<b>1/16 17:00 PST</b>	<b>30 Public Safety Partner customers and local community representatives</b>	<b>Advanced</b>	PG&E sent advanced notifications to Public Safety Partners in Santa Barbara County identified to be impacted at the time.
<b>48-24 hours</b>	<b>1/16 17:10 PST</b>	<b>21,800 customers</b>	<b>Watch</b>	PG&E sent the first Watch notifications to distribution-level customers identified to be in-scope in parts of TPs 1-9. <sup>12</sup>
	<b>1/17 13:40-14:40 PST</b>	<b>6,100 customers and 300 Public Safety Partner customers and local community representatives</b>	<b>Watch</b>	PG&E sent Watch notifications to distribution customers in TPs 3-9 and impacted Public Safety Partners and local community representatives in 5 counties.
	<b>1/18 08:10-08:30 PST</b>	<b>650 customers and 70 Public Safety Partner customers and local community representatives</b>	<b>Watch</b>	PG&E sent Watch notifications to distribution customers in TPs 10 and 11 and impacted Public Safety Partners and local community representatives in 2 counties.
<b>Imminent</b>	<b>1/17 13:30-14:30 PST</b>	<b>15,700 customers and 180 Public Safety Partner customers and local community representatives</b>	<b>Cancellation</b>	PG&E sent cancellations to customers in parts of TPs 1, 2, and 9 and impacted Public Safety Partners and local community representatives in 3 counties that were removed from scope.
	<b>1/18 15:10-16:30 PST</b>	<b>5,200 customers and 210 Public Safety Partner customers and local community representatives</b>	<b>Warning</b>	PG&E sent Warning notifications messages to distribution customers in parts of TPs 3-8, 10, and 11 and impacted Public Safety Partners and local community representatives in 7 counties.
	<b>1/18 17:20 PST</b>	<b>1,330 customers</b>	<b>Cancellation</b>	PG&E sent cancellations to customers in parts of TPs 3, 5, and 9 that were removed from scope.
	<b>1/19 12:30 PST</b>	<b>220 customers</b>	<b>Cancellation</b>	PG&E sent cancellations to customers in parts of TP 10 that were removed from scope.

<sup>11</sup> Includes unreachable customers with no contact information; Counts of approximate customer notifications include Public Safety Partner customers of record and all affected populations; Local community representatives contacted covers Public Safety Partner notifications sent through PG&E’s agency notification system (more detail in Section 7 – Local Community Representatives Contacted); customer notification counts are by Service Point ID (SPID) (e.g., meter) and local community representative counts are by number of unique contacts (not SPID); all values are approximate.

<sup>12</sup> There were no transmission-level customer impacts during this event.

#### De-Energization Initiated: Warning / Imminent Notification

PG&E sent Imminent (Warning) notifications to customers when forecasted weather conditions showed that a safety shutoff was confirmed, and that it would happen soon. Whenever possible, Warning notifications are sent four to 12 hours in advance of the power being shut off; these serve as PG&E's De-Energization Initiated notifications. These notifications give an estimated time when the customer's power will be shut off and the estimated time when power is expected to be restored (Estimated Time of Restoration (ETOR)).

#### Restoration in Progress: Weather All Clear Notification

PG&E sends automated notifications to customers after the weather event has passed and the area is declared all clear to safely begin patrols and restoration (called the Weather All Clear notifications).

The first Weather All Clear update notifications were sent on January 19, 2021 at approximately 15:30 PST and continued through January 20, 2021 at approximately 12:00 PST. Customers can opt out of receiving event update notifications after de-energization has occurred.

#### Restoration in Progress: ETOR Notification

After the Weather All Clear, PG&E sends event update notifications to customers if their ETORs change from the original ETOR provided based on two scenarios:

1. Once the weather event is over and PG&E begins patrolling: Customers receive an updated ETOR based on field or meteorology conditions, which may be sooner or later than original ETOR provided.
2. The weather event is over and damage found during patrols of equipment: Customers receive an updated ETOR accounting for repair time.

By providing individualized updates at the segment level on a circuit, PG&E gave customers more timely and accurate information about how much longer they might be out of power.

The first ETOR update notifications were sent on January 20, 2021 at approximately 09:00 PST.<sup>13</sup>

#### Restoration Complete Notification

Restoration Complete notifications were automatically sent to customers when the customers were safely restored. This was done using an automated process that issued customer notifications every 15 minutes upon restoration of service. The first Restoration Complete notifications were sent on January 19, 2021 at approximately 16:50 PST.<sup>14</sup>

#### Explanation in Case of False-Negative Communications (No Advanced Notice Prior to De-energization)

The CPUC does not provide a definition of false-negative communications. PG&E defines a false-negative communication as a customer who was de-energized but did not receive notification before their de-energization start date/time. For this event, there were approximately 20 false-negative communications. This was primarily due to these customers not having valid contact information on file during the event.<sup>15</sup>

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<sup>13</sup> Due to the extended weather events, PG&E continues to restore customers and send notifications. However, this report does not cover activities past 1/21.

<sup>14</sup> Due to the extended weather events, PG&E continues to restore customers and send notifications. However, this report does not cover activities past 1/21.

<sup>15</sup> After the event, PG&E sends postcards to these customers indicating they did not receive a notification directly from PG&E due to invalid or no contact information and encouraged them to update their contact information for future notifications.

### Explanation in Case of False-Positive Communications

The CPUC does not define false-positive communications. PG&E defines a false-positive communication as a customer who was not de-energized but was notified that de-energization would occur (e.g., received Warning notification), and did not receive a cancellation notice.<sup>16, 17</sup>

Approximately 140 customers (excluding those that received messaging that they would be served by a microgrid) received a Warning notification without a cancellation. PG&E was unable to provide cancellation notices to customers primarily due to load transfer solutions which were able to remove customers from the planned de-energization scope.

**For those customers where positive or affirmative notification was attempted, an accounting of the customers (which tariff and/or access and functional needs population designation), the number of notification attempts made, the timing of attempts, who made the notification attempt (utility or public safety partner) and the number of customers for whom positive notification was achieved.**

### **Response:**

During PSPS events, Medical Baseline customers receive automated calls, texts, and emails at the same intervals as the general customer notifications. PG&E provides unique PSPS Watch and PSPS Warning notifications to Medical Baseline Program participants<sup>18</sup> and additional calls and texts at hourly intervals until the customer confirms receipt of the automated notifications by either answering the phone, responding to the text, or opening the email. If confirmation is not received, a PG&E representative visits the customer's home to check on the customer (referred to as the "door knock" process) while hourly notification retries continue.<sup>19</sup> If the customer does not answer, the representative leaves a door hanger at the home to indicate PG&E had visited. In each case, the notification is considered successful.<sup>20</sup> At times, PG&E may also make Live Agent phone calls in parallel to the automated notifications and door knocks, as an additional attempt to reach the customer prior to and/or after de-energization.

In this PSPS event, 274 Medical Baseline customers were ultimately de-energized. Notifications to Medical Baseline customers began at the same intervals as for all other customers on that circuit. Starting at approximately 07:00 PST on January 17, 2021 through approximately 13:40 PST on January 18, 2021, PG&E conducted door knocks for those customers who had not confirmed receipt of their automated notifications prior to de-energization. Additionally, at approximately 18:00 PST on January 16, 2021, PG&E began conducting Live Agent phone calls to the Medical Baseline customers who had not yet confirmed receipt of their automated notifications and did not answer the door knock where a door hanger was left. Five of these phone calls resulted in delivered notifications.

Twice daily, using the PSPS Portal, PG&E shared the lists of the Medical Baseline customers who had not confirmed receipt of their notifications with appropriate county and tribal emergency operations centers. PG&E proactively notified agencies that the data was available on the PSPS Portal and encouraged them to inform these customers of the resources available to them.

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<sup>16</sup> PG&E excludes customers on temporary generation that were notified they were being served by a microgrid and did not experience a switching outage.

<sup>17</sup> In alignment with other California IOUs, PG&E is reporting false positives based on Warning notifications sent to customers without any subsequent cancellation notice, irrespective of de-energization timing included in notifications.

<sup>18</sup> Including Medical Baseline Program customers who are master-metered tenants (e.g., renters or tenants in mobile home park).

<sup>19</sup> Until late evening (approximately 21:00) or PG&E suspends outreach for the night.

<sup>20</sup> For Medical Baseline customers, the in-person door knock visit where a door hanger is left, but no contact made with the customer is considered "successful contact," but not confirmed as "received." If the representative makes contact with the customer, this is considered "received."



Table 3 and Table 4 include metrics associated with the notifications provided to impacted Medical Baseline customers:

**Table 3: Outcomes of Notifications to Impacted Medical Baseline Customers**

Count	Type of Notifications to Impacted Medical Baseline Customers (based on SPID)	Description
274	<b>Total Impacted Medical Baseline Customers</b>	The number of customers de-energized who participate in PG&E's Medical Baseline Program <sup>21</sup>
274	<b>Total Notifications Attempted / Sent</b>	The total sum of automated notifications <b>attempted</b> via call, text, and email, in-person door knock visit attempts, and/or Live Agent phone calls.
0	<i>Total Notifications Not Attempted / Sent</i>	<i>Total Medical Baseline customers without an attempted notification</i> <sup>22</sup>
273	<b>Total Notifications Delivered</b>	The total sum of automated notifications sent via phone, text, and email, in-person door knock visit attempts, and/or Live Agent phone calls <b>that were executed</b> (i.e., active phone number, deliverable email address, and/or accessible to deliver in-person door knock).
1	<i>Total Notifications Not Delivered</i>	<i>Total Medical Baseline customers without a delivered notification</i>
271	<b>Total Notifications Received</b>	Customers who <b>acknowledged their notification</b> by taking one of the following actions: answered an automated or Live Agent phone call, responded to a text message, opened an email, or greeted an in-person door knock (excludes voicemails left, text message delivered only and not confirmed, door hanger left).
3	<i>Total Notifications Not Received</i>	<i>Total Medical Baseline customers who did not confirm receipt / acknowledge their automated notifications, Live Agent phone calls, or in-person door knock. Customers who did not answer a door knock were left a door hanger.</i>

**Table 4: Count and Type of Additional Notifications to Impacted Medical Baseline Customers**

Count	Type of Additional Notifications to Impacted Medical Baseline Customers (based on SPID)	Description
74	Total In-Person Visits / Door Knocks	Door knock attempts to impacted Medical Baseline customers where PG&E made contact with the customer (either in person or via phone call in advance of visit) or left a door hanger. <sup>23</sup>
5	Live Agent Phone Calls	Calls made by Live Agent representatives to Medical Baseline customers that had not yet confirmed receipt of their automated notification or answered the door during PG&E's in-person visit.

<sup>21</sup> Excludes counts of Medical Baseline customers that are tenants of a master metered account

<sup>22</sup> See page 34 regarding PG&E's explanation of false-negative communications resulting in no direct notifications.

<sup>23</sup> Customers may have confirmed receipt of their notifications in multiple channels (e.g. automated notification and/or door knock); therefore, the counts of total attempted and successful notifications are not mutually exclusive

### Additional Information - Other Channels of Communication

To alert the public in advance of the PSPS event, PG&E used both media and online efforts. PG&E's online content, stability, and navigation have improved since 2019 PSPS events. PG&E also engaged with additional key stakeholders, including Community Based Organizations (CBOs) and critical facilities.

### Media Engagement

From the time PG&E publicly announced the potential PSPS event until customers were restored (between January 16 and January 21), PG&E engaged with customers and the public through the media as described below.

- Issued eight news releases containing information and updated details about the PSPS and wind events;
- Identified approximately 600 unique print, online, and broadcast stories;
- Provided regular, ongoing news releases to more than 100 Public Information Officers (PIOs) representing city, county, state, and tribal agencies and to over 6,200 news outlets via Business Wire's national media list, which includes approximately 600 California news outlets. Also, PG&E's Integrated Multicultural Communications team reached out to 50 multi-cultural news outlets;
- Coordinated directly with 36 multicultural media organizations to issue event updates on their in-language platforms (e.g., radio, TV, social media) in over 20 languages, including languages spoken by communities that occupy significant roles in California's agricultural economy (e.g., Mixteco);
- Handled approximately 130 media inquiries, either from media outlets that contacted PG&E's 24-hour media line or direct calls to field media reps, and participated in dozens of media interviews to provide situational updates and preparedness messages for the PSPS event.

### PG&E Website

During this PSPS event,<sup>24</sup> PG&E placed banners on multiple pages on [www.pge.com](http://www.pge.com) that drove traffic to PG&E's PSPS event site, and implemented tools to drive traffic to and maintain stability of the PSPS emergency website / event updates page, [www.pge.com/pspsupdates](http://www.pge.com/pspsupdates). Before the first PSPS event of 2020, PG&E significantly improved our website, including [pge.com](http://pge.com), and established a new emergency website with better scalability and stability. PG&E's main website, [pge.com](http://pge.com), currently has the capacity to serve 400 million hits<sup>25</sup> per hour and PG&E's emergency website, which maintains the PSPS event update information, can serve 240 million hits per hour. Both sites use a cloud-based provision solution. During this event, the [pge.com](http://pge.com) hit rate peaked on January 19, 2021 at 10:00 PST with approximately 1,990,000 hits per hour, and the emergency website with PSPS update information peaked on January 19, 2021 at 08:00 PST with approximately 737,000 hits per hour.

The following content was available on PG&E's PSPS event updates pages or on links from those pages:

- Straightforward, simplified event information available in 15 non-English languages with clear updates about the planned scope of the event, including location (e.g., list of impacted, cities, counties and tribes), duration of the event, including estimated times of de-energization and re-energization at the individual address level, and overall for the event;

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<sup>24</sup> From 1/16 to 1/21

<sup>25</sup> Website hits measure requests for data sent to a server when a user accesses a webpage (e.g., images viewed, data downloaded). One page visit or page view can result in one or more hits.

- Interactive maps in one location where users can toggle between the PSPS planned outage maps and actual outage maps and more detailed, parcel-level view of the areas planned for de-energization;
- Address look-up tool that a customer and the public could use to identify specific PSPS impacts;
- PG&E partners could download pdfs of impacted areas, shape and kmz files for use with their own mapping applications, and city/county lists with shutoff and restoration summaries.
- Details of Community Resource Centers (CRCs) made available as soon as sites were confirmed (up to two days before de-energization for some locations), including locations listed by county, resources available at each center, type of CRC (e.g., indoor, outdoor), COVID-19 policies, and operating hours. CRC locations were also indicated on the PSPS impact map – this includes the additional CRCs opened to support the wind event;
- Links to additional resources for customers, including links to PG&E’s EV charging locator map, videos in ASL, locations of Independent Living Centers, resources for customers with accessibility, financial, language and aging needs, backup power safety tips, Medical Baseline program information, and more;
- Webpage that describes our language support services for customers during PSPS events available in 16 languages at [www.pge.com/pspslanguagehelp](http://www.pge.com/pspslanguagehelp); and
- Survey to provide input about the website and event communications.
- Address-level alerts that allow non-PG&E-account holders to receive notifications via a phone call for any address where they do not receive a bill, such as their workplace or child’s school. This is also valuable communication tool for renters and tenants of master metered accounts.
- Address Alerts signup for IVR notifications in 13 languages, as well as English (See [pgealerts.alerts.pge.com/outages/psps-address-alert](http://pgealerts.alerts.pge.com/outages/psps-address-alert) and Figure 22).

**Figure 22: PG&E PSPS Address Alert Sign-Up Webpage**

### PSPS Address Alerts for Non-PG&E Account Holders

- Get a phone call from PG&E if power shutoffs may be needed to help prevent a wildfire.
- To sign up for PSPS Address Alerts for an address where you do not have a PG&E billing account, enter address below.
- Sample uses: your work, your child’s school, your parents’ house, mobile home parks, rental units where the landlord pays for gas or electric.
- Account holders for this address receive PSPS alerts automatically.

Enter service address

**Can't find your address?**

If your address doesn't appear in the drop-down choices, it means we can't match it to the addresses in our system. For assistance, call [1-800-743-5002](tel:1-800-743-5002).

**To unsubscribe**, call [1-800-896-9654](tel:1-800-896-9654) using the phone number you enrolled.

Over the course of the event, PG&E’s website (pge.com), including all relevant domains for static content, as well as those that handle billing, usage and payments, had approximately 1,025,000 unique visitors, 1,539,000 visits, and 4,373,000 total page views. PG&E’s emergency website (pgealerts.alerts.pge.com), which includes PSPS event updates webpage,<sup>26</sup> received approximately 319,000 unique visitors, 595,000 visits, and 1,142,000 total page views.<sup>27</sup>

Of the unique visitors who visited our emergency website, approximately 970 used the Spanish page and 570 used the Chinese page. There were fewer than 200 unique visitors (~0.05%) to each of the 13 other available translated pages (see Table 5 below for more detail).

**Table 5: Unique Visitors to the Translated Versions of the PSPS Updates Webpage from 1/16 to 1/21**

Language	Unique Visitors <sup>28</sup>	Percent
English	316,847	99.34%
Spanish	968	0.30%
Chinese	572	0.18%
Russian	168	0.05%
Vietnamese	165	0.05%
Korean	146	0.05%
Japanese	141	0.04%
Farsi	115	0.04%
Punjabi	105	0.03%
Tagalog	82	0.03%
Portuguese	79	0.02%
Hindi	62	0.02%
Arabic	59	0.02%
Thai	46	0.01%
Khmer	43	0.01%
Hmong	41	0.01%

**Other Community Engagement**

- **Community Based Organizations (CBO) Engagement:** PG&E partnered with California Foundation for Independent Living Centers (CFILC) and various CBO resource partners that offered various services to customers impacted by this event. These partners included 2 food banks and 1 CBO that provided translation support.
- CBO resource partners were invited to once-daily cooperator calls for Public Safety Partners, which was hosted by members from PG&E’s EOC who provided a situational update about the latest scope of the event and an overview of the services available to customers. PG&E hosted additional daily coordination calls with the CBO resource partners supporting the event to

<sup>26</sup> The PSPS Event Updates page is at the following link: [pgealerts.alerts.pge.com/updates](http://pgealerts.alerts.pge.com/updates). PG&E also uses the following shortened URL for the same site: [www.pge.com/pspsupdates](http://www.pge.com/pspsupdates)

<sup>27</sup> The emergency website metrics are a subset of the pge.com website traffic reported.

<sup>28</sup> There is some overlap in unique visitors by language because some visitors viewed webpages in different languages.

provide an open forum to answer questions, offer suggestions regarding how they can best support their consumers, and facilitate more localized coordination among the partners.

- PG&E engaged with over 250 “information-based” CBOs during the event, sharing courtesy notification updates, press releases, fact sheets, and other relevant information that they could share with their constituents to expand our reach of communications, including infographic videos with relevant PSPS updates in 16 languages and American Sign Language (ASL) that the organizations could use.
- Critical Facility Engagement: This PSPS event affected approximately 150 critical facilities.<sup>29</sup> PG&E sent automated notifications to those critical facilities and asked them to confirm receipt of the notifications. If these customers did not confirm receipt of the automated notification, PG&E representatives from local Operations Emergency Centers (OEC), Customer Relationship Managers (CRMs) or Critical Infrastructure Lead (CIL) made direct calls to the critical facility contacts to ensure they were aware of the upcoming PSPS event, and provided localized support for other public safety partners such as water agencies and emergency hospitals.
- Given the challenges posed by the confluence of a PSPS event and COVID-19, PG&E has been using backup power generation to support select COVID-19 hospitals<sup>30</sup> that are more likely to experience a PSPS event and did not have an existing power source in place. This was done to minimize the impact to treatment of COVID-19 and other patients during the pandemic.

#### Event Support for Customers with Access and Functional Needs (AFN)

PG&E provided a variety of resources to customers with access and functional needs before and during this event.

- Disability Disaster Access and Resource Program: PG&E continued its collaboration with the California Foundation for Independent Living Centers (CFILC)<sup>31</sup> to implement the Disability Disaster Access and Resources (DDAR) Program during the event. Through this program, four local Independent Living Center (ILCs) provided aid to impacted seniors and/or people with disabilities who rely on power for medical or independent living needs during this event.<sup>32</sup> Through CFILC, PG&E has supported AFN customers with delivery of approximately 1,000<sup>33</sup> backup portable batteries (since July 2020) to qualifying customers who need power during a PSPS. During this event, they also provided approximately 40 individuals with hotel stays, along with 30 food vouchers and approximately 20 gas cards for customers to purchase fuel for their generators. Some of these resources provided through CFILC were an outcome of Medical Baseline customer-related escalations called in to PG&E during the event. CFILC alerted their

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<sup>29</sup> Critical facility count based on Service Point IDs (SPIDs) (meters).

<sup>30</sup> These hospitals were identified in partnership with the California Hospital Association (CHA) and Hospital Council of Northern and Central California.

<sup>31</sup> CFILC is a registered 501(c)(3) non-profit organization that increases access and equal opportunity for people with disabilities by building the capacity of Independent Living Centers (ILCs) throughout California. ILCs are grassroots organizations run by, for, and about people with disabilities. CFILC’s membership includes 23 of California’s 28 ILCs and 56 of the state’s 58 counties.

<sup>32</sup> Customers may participate regardless of their enrollment in PG&E’s Medical Baseline Program, and their individual needs are assessed directly with CFILC.

<sup>33</sup> The total backup portable batteries include approximately 15 batteries delivered during this event, with the remainder delivered to customers from July until December 31st, 2020.

constituents about the available resources. During this event, CFILC engaged directly with approximately 200 PG&E customers relating to the PSPS event.

- **Portable Battery Program:** PG&E’s Portable Battery Program (PBP) provides free portable battery systems for low-income customers who live in Tiers 2 and 3 high fire-threat districts (HFTDs) and are enrolled in the Medical Baseline program. While PG&E did not leverage the PBP during this particular event, through partnerships with seven organizations, we delivered over 5,500 portable batteries units to eligible customers across the entire PG&E service territory in 2020.

Communications to Customers with Limited English Proficiency

PG&E provided translated customer support through its customer notifications, website, call center, social media and engagement with CBOs and multicultural media partnerships. Notifications were provided to customers in English, with information on how to get event information in twelve non-English languages.<sup>34</sup> Customers with their language preference set received in-language (translated) notifications. For this event, PG&E sent approximately 193,500 total notifications to customers via various channels and contacts (e.g., phone, text and email). The notifications were provided to customers in the following customer-set language preferences shown in Table 6.

**Table 6: Customer Notifications Based on Language Preference**

Language	Total Notifications	Percent
English	193,034	99.76%
Spanish	408	0.21%
Chinese (Cantonese)	22	0.01%
Chinese (Mandarin)	20	0.01%
Hmong	12	0.01%
<b>TOTAL</b>	<b>193,496</b>	<b>100%</b>

PG&E’s website offers PSPS preparedness information in 15 non-English languages covering topics including the Medical Baseline program application and fact sheets on PSPS, CWSP program, Medical Baseline program, and more. As described above, PG&E’s emergency website with PSPS event update information was fully translated in the same 15 languages.

Customers with limited English proficiency could access translation services through PG&E’s call center. PG&E displayed its call center phone number on its PSPS event webpage, highlighting that translation services are available in over 200 languages. For this PSPS event, PG&E’s call center handled approximately 313,200 calls, of which approximately 2,000 (0.6%) were PSPS-related calls. The average response time for the PSPS-related calls was 26 seconds. Approximately 7,300 calls handled provided translation services to customers in one of 28 different languages.

PG&E continued support and engagement with multi-cultural media organizations and in-language CBOs to maximize the reach of in-language communications to the public during the event. Before the PSPS event, we reached out to 36 multicultural media organizations and 1 CBO providing in-language outreach. These organizations covered the 15 non-English languages above and languages spoken by communities that occupy significant roles in California’s agricultural economy (e.g., Nahuatl). Throughout the event, we shared information and updates on PSPS with these media outlets, including translated social media

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<sup>34</sup> Spanish, Chinese (Cantonese & Mandarin), Vietnamese, Tagalog, Korean, Russian, Japanese, Farsi, Punjabi, Arabic, Khmer, and Hmong.

infographics in English, as well as in 15 non-English languages and ASL, for their use and distribution. PG&E also shared our new PSPS Language Resources page ([www.pge.com/pspslanguagehelp](http://www.pge.com/pspslanguagehelp), available in 16 languages) with organizations to share with their constituents.

Highlights from our coordination with multicultural media organizations and CBOs during this event include:

- El Popular News in Bakersfield shared information on their website informing customers about the possible PSPS event.<sup>35</sup>
- D'Primeramano in Sacramento shared a news release on their website informing customers about the possible PSPS event.<sup>36</sup>
- KBTV-Crossings TV in Sacramento shared a news release on their website informing customers about the possible PSPS event.<sup>37</sup>

**Figure 23: Image of Social Media Posts by Centro Binacional Para El Desarrollo Indigena Oaxaqueño- Fresno on January 19, 2021 on Facebook**



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<sup>35</sup> [https://www.elpopularnews.com/news/noticia\\_local/pg-e-alerta-a-los-residentes-sobre-cierres-de-seguridad-publica/article\\_e856d770-59cd-11eb-a1a0-23b9a0c760e1.html](https://www.elpopularnews.com/news/noticia_local/pg-e-alerta-a-los-residentes-sobre-cierres-de-seguridad-publica/article_e856d770-59cd-11eb-a1a0-23b9a0c760e1.html)

<sup>36</sup> <https://www.dprimeramano.net/archivos/8937>

<sup>37</sup> <https://www.crossingstv.com/Offshore-windstorm-pge-manages-related-outages-prepares-to-execute-public-safety-power-shutoff-later/>



## **Section 7 – Local Community Representatives Contacted**

**The local communities' representatives the IOU contacted prior to de-energization, the date on which they were contacted, and whether the areas affected by the de-energization are classified as Zone 1, Tier 2, or Tier 3 as per the definition in General Order 95, Rule 21.2-D.**

### **Response:**

**Appendix D** lists local governments, tribal representatives, and community choice aggregators contacted prior to de-energization, the initial date on which these stakeholders were contacted, and whether the areas affected by de-energization are classified as Zone 1, Tier 2, or Tier 3 as per the definition in GO 95, Rule 21.2-D. Dates marked with an asterisk indicate representatives who received multiple notifications during the event.

## **Section 8 – Local and State Public Safety Partner Engagement**

### **A description and evaluation of engagement with local and state public safety partners in providing advanced outreach/notification during the PSPS event**

#### **Response:**

On January 15, PG&E’s Meteorology Team noted a potential weather event and updated the weather forecast on pge.com/weather to “elevated” in certain parts of the service territory. Local PG&E representatives notified cities, counties, and tribes via live phone calls that PG&E was monitoring for an increased potential of a PSPS event.

The following morning, on January 16, PG&E activated its Emergency Operations Center (EOC) for a potential PSPS event and began notifying state and local Public Safety Partners via email and/or phone calls of a potential PSPS event anticipated for January 18. PG&E’s advanced notification to these partners started at approximately 06:00 PST on January 16.

#### **Local and State Agency and First Responder Engagement:**

While PG&E’s EOC was active, PG&E coordinated with local and state agencies and first responders (cities, counties, and tribes) in the following ways:

- Submitted the PSPS State Notification Form to Cal OES and sent emails to the CPUC at key event milestones.
- Sent automated text, email, and phone calls to cities, counties, tribes, and Community Choice Aggregators. These notifications included information such as the estimated shutoff and restoration times, as well as links to maps and other information. PG&E also provided ad-hoc notifications to counties with customers experiencing prolonged outages.
- Hosted twice-daily State Executive Briefings with state agencies to provide the latest event information and answer questions.
- Hosted the daily Systemwide Cooperators Call, where all Public Safety Partners in the service territory were invited to join.
- Hosted twice-daily Tribal Cooperators Calls with potentially impacted tribes to provide the latest event information and answer questions.
- Conducted ongoing coordination with local County OES and tribal contacts through dedicated Agency Representatives. This included but is not limited to providing the latest event information, coordinating on Community Resource Center locations and resolving local issues in real-time.
- Offered PG&E Agency Representative to be embedded virtually in local EOCs. Due to COVID-19 precautions, PG&E will only offer embedded virtual Agency Representative support to counties/tribes.
- Offered remote support from GIS Technical Specialists to help navigate the PG&E GIS tools and maps. No counties or tribes requested GIS Technical Specialist support for this event.
- Provided maps, situation reports, critical facility lists, and medical baseline customer lists via the PSPS Portal at the time of the initial notification and throughout the event.

#### Community Choice Aggregator (CCA) Engagement

One CCA was in scope for this PSPS event: Central Coast Community Energy. Starting on January 16th, the CCA Relations Manager directly contacted the affected CCA to warn of the possibility of the impending PSPS event. Throughout the event, PG&E's CCA Relations Managers gave the impacted CCA dedicated individual support, fielded questions, shared situational updates, and handled miscellaneous requests.

PG&E gave the CCA advanced notifications through PG&E's public safety partner agency notification system, invited them to PG&E's daily cooperator calls for situational updates, and provided access to the PSPS Portal with event information (e.g., maps, customer impact lists, situation reports). CCAs could contact the PSPS Portal Administration team if they had questions about the Portal and received CCA-specific training in August on the PSPS Portal and communication and coordination expectations during a PSPS event.

#### Communications and Water Provider Engagement

PG&E sends advanced notifications to impacted communications and water providers through PG&E's automated customer notification system. They are invited to PG&E's daily Cooperator Calls for situational updates. They also have access to PG&E's PSPS Portal with event information (e.g., maps, impacted site lists, situation reports). Communications providers receive support from PG&E's Critical Infrastructure Lead (CIL), and water providers receive escalated support through PG&E's local Operations Emergency Centers (OECs).

#### Transmission-level Entity Engagement

There were no transmission-level impacts in this event; therefore, PG&E did not engage with these customers for this event.

Following the submission of this PSPS De-Energization Report, PG&E will provide the report to Public Safety Partners for review and feedback.

## **Section 9 – Complaints Received & Claims Filed**

**The IOU shall summarize the number and nature of complaints received as the result of the de-energization event and include claims that are filed against the IOU because of de-energization.**

### **Response:**

#### Complaints

From December 19, 2020 through January 29, 2021, PG&E did not receive any written, phone, or e-mail complaints related to PSPS from the CPUC. Complaints received are reconciled on a monthly basis and subject to change.

#### Claims

As of January 29, 2021, PG&E received zero claims for the January 19, 2021 PSPS event.

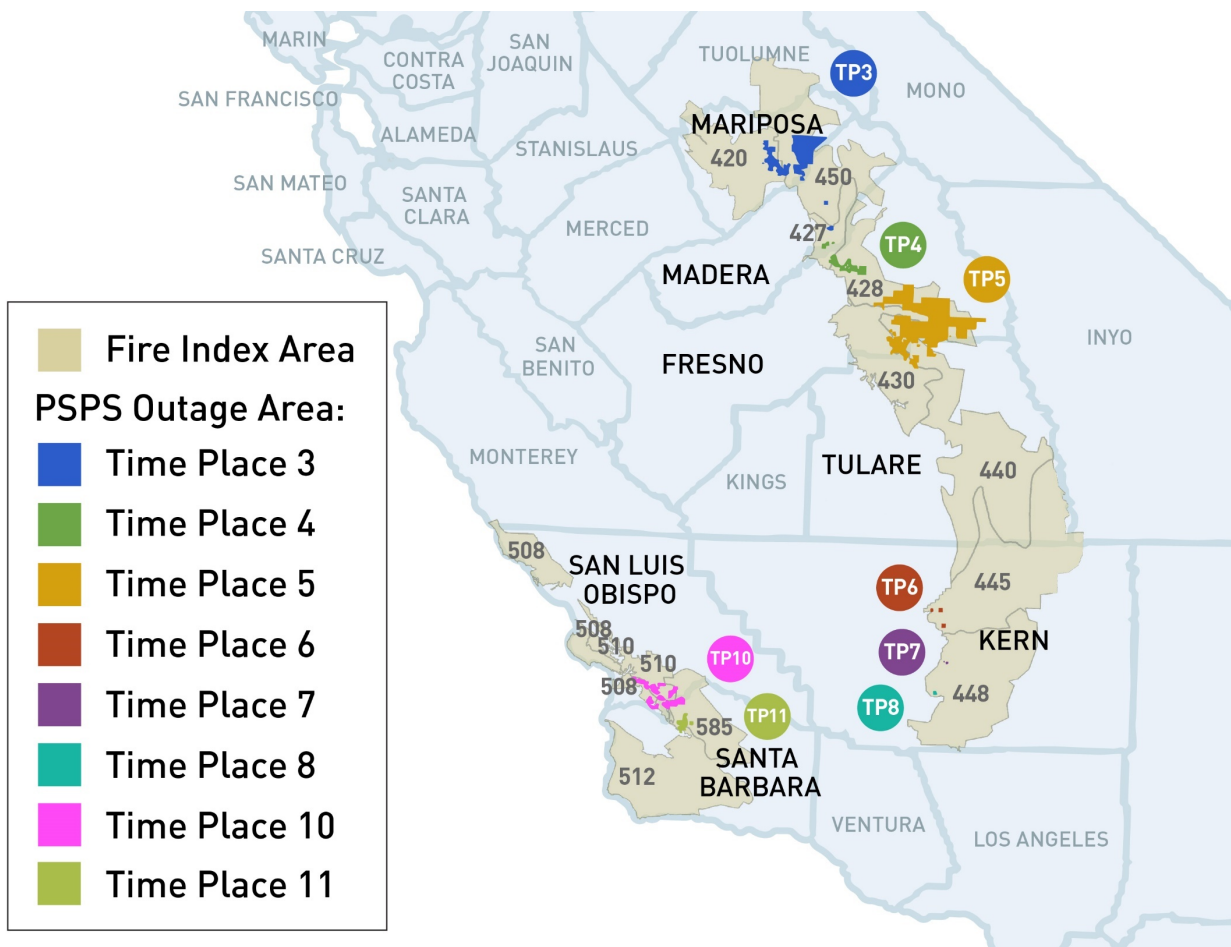
## Section 10 – Power Restoration

The timeline for power restoration (re-energization) in addition to the steps taken to restore power as required in Resolution ESRB-8;

### Response:

During weather events, the PG&E Incident Command and meteorology teams monitor real-time and forecasted weather conditions based on weather models, weather station data, and field observations while patrol crews and helicopters are pre-positioned in anticipation of the Weather All Clear to begin patrols. Using this incoming information, Weather All Clears are generally issued by Fire Index Area (FIA) in a phased approach to restore customers as soon as possible. See Figure 24 for the FIAs impacted by this event, and Appendix E for all of PG&E’s FIAs. In some cases, Weather All Clears are issued for portions of FIAs to further increase granularity and allow for earlier customer restoration.

**Figure 24: Map of Fire Index Areas and Time-Places De-energized for January 19-21, 2021 PSPS Event**



As Weather All Clears are issued, restoration crews patrol electrical facilities to identify and repair or clear any damage or hazards before re-energizing. Using the Incident Command System (ICS) as a base response framework, each circuit is assigned a taskforce consisting of supervisors, crews, troublemen, and inspectors. This structure allows PG&E to patrol and perform step restoration in alignment with the centralized control centers.

During this event, PG&E weather stations recorded wind gust speeds of up to 83 mph in the counties impacted by this event. Once the weather event had passed and it was safe to do so, PG&E ground and

aerial crews patrolled impacted assets and identified 423 incidents of damages or hazards resulting from high winds experienced in the de-energized areas which further indicates the unprecedented strength of this wind event. During restoration, PG&E issued two sets of Weather All Clears and used approximately 160 personnel and 11 helicopters to identify equipment condition and damages and make necessary repairs prior to restoration. Patrols were conducted on approximately 420 miles of distribution circuits that had been de-energized. Power was restored to customers as patrol completion verified the safe condition of each line.

PG&E issued Weather All Clears for Fire Index Areas at the times noted in Table 7.

**Table 7: Weather All Clear Times**

Impacted FIAs	Weather All Clear Date and Time
FIAs 420, 430	1/19/2021 1403 PST
FIAs 427, 450, 428, 440, 445, 448, 508, 510, 585, 512	1/20/2021 0422 PST

**For any circuits that require more than 24 hours to restore, the utility shall explain why it was unable to restore each circuit within this timeframe in its post event report.**

**Response:**

PG&E was unable to restore five circuits impacting approximately 2,400 customers within 24 hours of the Weather All Clear, due to extended repairs of damages and hazards found during the restoration process. These circuits are listed in Table 8. The extended restoration times were caused by the extent and severity of the damages caused by this wind event, the strength of which can be seen from its impacts on PG&E’s wider service territory.

Aside from the PSPS scope, this windstorm swept through PG&E’s service territory from January 18 through January 20, interrupting electric service for more than 394,000 customers across Central and Northern California. Wind gusts of more than 60 mph were recorded in the Sierra foothills. The strength of the winds led to extensive damage and access issues from fallen trees and debris, culminating in a disproportionately large number of 423 damage/hazard incidents, relative to the size of the PSPS event.

The extensive damages added another layer of challenge for PSPS restoration – damages on other sections of a circuit not in the PSPS scope also impacted PG&E’s ability to restore customers. In other words, a circuit sectionalized for PSPS may also have experienced damages in non-PSPS sections of the circuit, delaying restoration to the sections within PSPS scope.

PG&E crews continued to inspect and repair power lines in the Sierra foothills in portions of Mariposa and Madera counties past the de-activation of PG&E’s EOC on 1/21. At the time of report submission, all customers impacted by the PSPS event have been restored. Approximately 400 customers impacted by extended damages were restored by being placed on primary generation, while extensive repairs are undertaken to the damaged circuit sections.

**Table 8: Circuits PG&E was Unable to Restore within 24 Hours of the Weather All Clear**

<b>Circuit Name</b>	<b>Primary Reason the Utility was Unable to Restore the Circuit Within 24 Hours</b>
MARIPOSA 2101	Restoration delayed due to significant repairs and correction of damage on assets to be restored
MARIPOSA 2102	Restoration delayed due to significant repairs and correction of damage on assets to be restored
OAKHURST 1103	Restoration delayed due to significant repairs and correction of damage on assets to be restored
SAN JOAQUIN #3 1101	Restoration delayed due to significant repairs and correction of damage on assets to be restored
SAN JOAQUIN #3 1103	Restoration delayed due to significant repairs and correction of damage on assets to be restored



## **Section 11 – Community Resource Centers**

**The IOU shall identify the address of each community assistance location during a de-energization event, describe the location (in a building, a trailer, etc.), describe the assistance available at each location, and give the days and hours that it was open.**

### **Response:**

During this event, which included the extended power outage through January 23, 2021, PG&E established 14 Community Resource Centers (CRCs) in nine counties. Seven of the 14 CRCs were opened to support this PSPS Event, and PG&E kept three of those PSPS CRCs open past the end of the PSPS event to support customers with extended outages. After the widespread damage was realized across our service area, PG&E deployed seven additional CRCs to support customers experiencing extended outages. PG&E opens CRCs during a PSPS event to provide affected customers and residents a space that is safe, energized, and air-conditioned or heated (as applicable) with the slightly modified standard operating hours of 08:00 PST to 21:30 PST. Visitors were provided with PSPS event information by dedicated staff, ADA-compliant restrooms and/or hand-washing stations, physically distanced tables and chairs, power strips to meet basic charging needs for small medical devices, and Wi-Fi and cellular service access. The following supplies were available at each location in the form of “grab and go” bags: water, non-perishable snacks, mobile battery charger, and blankets. Bagged ice was also available at indoor locations. CRC locations were published on our website, shared on social media, shared with state and county officials and news media, and shared with AFN customers through our CFILC and media partners.

CRCs are designed to meet the following criteria: Americans with Disabilities Act (ADA) and environmentally compliant, site owner approval, Wi-Fi and cellular service access, 1-2 acres of flat and (preferably) paved areas for outdoor locations, backup generation availability, and open typically between 08:00 PST to 22:00 PST from the time power is shut off until the time electric service is restored.

### **COVID-19 Considerations**

PG&E adapted its approach to CRCs to reflect appropriate COVID-19 health considerations and state and county guidelines, including requiring facial coverings, physical distancing, limits on the number of visitors at any time based on capacity limits of the location, and contact tracing procedures. At both indoor and outdoor CRCs, supplies were handed out so customers could “grab and go”, and seating was only available for customers needing medical equipment charging. At indoor CRCs, temperature checks were required for entry, tables and chairs had physically distant spacing, and “grab and go” supplies were handed out. Closures were also slightly modified to 21:30 PST to ensure compliance with the COVID-19-related, state-level curfew at the time of this event, which was 22:00 PST.

### **Local Government Coordination on Site Selection and Closure**

During this PSPS event, PG&E’s dedicated Liaisons closely coordinated with the potentially impacted counties and tribes to review the proposed scope of the event and receive agreement on the selected locations for the CRCs based on the anticipated areas of de-energization. This included phone calls and emails on Saturday, January 16 through Monday, January 18 to the potentially impacted jurisdictions identified at that time, to share lists of CRC locations and confirm that the jurisdiction wanted CRC mobilization. The CRC locations were pre-identified, with the county/tribe having provided input in advance of the 2020 wildfire season. PG&E reviewed feedback from the county and tribes and worked collaboratively to implement the approved location for the event.

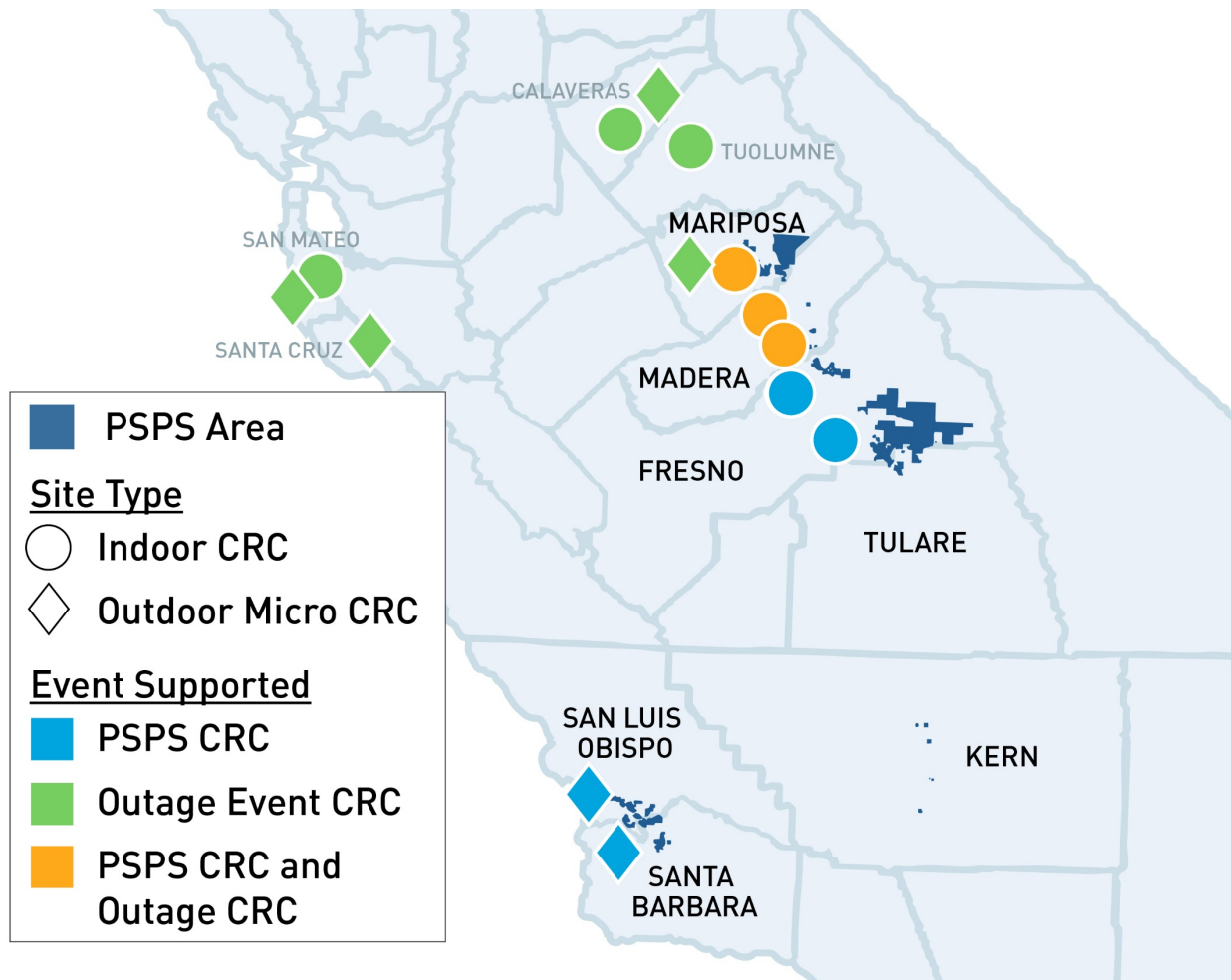
PG&E confirmed operating hours with local governments, tribes, and site owners to implement any operational changes to the standard operation hours (08:00 PST to 22:00 PST) for public health or safety reasons (e.g., local curfew, inability to access, safety issues). PG&E coordinated with the local government to gain their agreement to close the site within their jurisdictions.

Four counties declined to have CRCs set up in their counties for various reasons, such as relatively small scope of impact in their jurisdiction and/or anticipated evacuations.<sup>38</sup>

Location, Type and Timeline of CRCs

PG&E provided 14 CRCs total in Calaveras, Fresno, Madera, Mariposa, San Luis Obispo, San Mateo, Santa Barbara, Santa Cruz, and Tuolumne counties over the course of five days throughout the impacted areas in the territory, as shown in Figure 25. Four CRCs closed after the PSPS event was over and power was restored in Fresno, San Luis Obispo, and Santa Barbara counties, leaving ten open supporting the extended outage in Madera, Mariposa, Calaveras, San Mateo, Santa Cruz, and Tuolumne counties. Eight were indoor (hardened) sites, and six were microsites (open air tents). The outdoor CRCs were located in open spaces such as parking lots at a shopping center, school, park, fire departments, places of worship, community or recreation center, and fairgrounds. All sites were ADA-compliant. (See images of locations in Figure 26 and Figure 27).

**Figure 25: Location of Community Resource Centers Available During January 19 – 21, 2021 for PSPS Event and Extended Outages**



<sup>38</sup> Calaveras, Kern, Tulare, and Tuolumne counties declined PSPS CRCs due to limited PSPS impact. CRCs for the extended outage were set up in Calaveras and Tuolumne on January 19 and 20, respectively.

**Figure 26: PG&E Indoor CRC at Bear Mountain Library in Fresno County**



**Figure 27: PG&E Outdoor CRC at North Fork Elementary School in Madera County**



PG&E provided updates to the public and local partners on the CRC locations, hours of operations, and resources available through state agency calls, press releases, website, and social media outlets. CRCs remained open until service had either been restored in each host county or County OES approval was given to close it. See Appendix F for specific operating hours by day.

#### Customer Visitation

Overall, approximately 2,200 people visited PG&E's 14 CRC sites over the course of this PSPS event. Some customers returned to the CRC across multiple days. See **Appendix F** for further details on the CRCs mobilized during the PSPS event, including specific locations, dates and times available, and total attendance for each location.

## **Section 12 – Sectionalization**

**Describe how sectionalization was considered/ implemented and the extent to which it impacted the size and scope of the de-energization event**

**Response:**

PG&E used new and existing sectionalization devices to de-energize selected portions of 18 circuits (rather than entire circuits), which enabled 24,021 customers to stay energized.

## **Section 13 – Mitigations to Reduce Impact**

This event was approximately 96% smaller than the estimated impact of the same weather footprint had it occurred in 2019 with the tools and measures available to PG&E at that time. While every weather event is different, if PG&E had used its 2019 models and process, this set of final weather conditions would have created a scope affecting more than 166,000 customers; but with new models and processes, the PSPS scope impacts under these weather conditions affected approximately 161,000 fewer customers than would have been de-energized by the same weather event occurring last year.

### **Meteorological Guidance**

In 2020, PG&E Meteorology improved the granularity of both its Utility Fire Potential Index (FPI) and the Outage Producing Wind (OPW) PSPS guidance tools. These improvements enable the models to predict severe fire weather risks on more focused (smaller) areas and identify those areas which exceed distribution risk guidance with better geographic precision.

In this PSPS event, Meteorology supplemented the 2020 scoping tools with additional fuel observations and analysis to incorporate the effects of winter grass growth and green-up. This analysis further supported the descoping of two TPs and decreased the 2021 event scope. To enable a fair comparison, the 2019 meteorological scope generated for this comparison also assumed the use of the same supplemental analyses. PG&E's updated meteorological scoping methods reduced the number of customers for this PSPS event by approximately 154,000 customers relative to the PSPS event that would have been designed under the same weather conditions using our 2019 tools and guidance.

### **Transmission Line Scoping**

Transmission line scoping for 2021 utilizes the same updated FPI model as the distribution scoping process; however, the process uses transmission-specific thresholds for asset health and outage likelihood. In addition, the transmission asset analysis is more granular than 2019 with assets analyzed against guidance at the structure level. PG&E's 2021 transmission scoping thresholds caused zero transmission circuits to fall in scope for this PSPS event; if the 2019 transmission scoping thresholds had been used, 31 additional lines would have been de-energized. This accounted for the mitigation of approximately 6,000 customers relative to the PSPS event that would have been designed under the same weather conditions using our 2019 tools and guidance.

### **Transmission Line Segmentation**

Transmission lines are segmented using Supervisory Control and Data Acquisition (SCADA)-enabled switches when possible if only a portion of a line is required to be de-energized due to PSPS. Leaving segments of transmission lines energized allows PG&E to still reduce fire risk where needed and provide service to stations fed off the non-impacted segments during the PSPS events. PG&E installed 54 transmission line SCADA-enabled switches in 2020 but none were utilized during this event as no transmission lines were included in the final scope.

### **Distribution Switching**

Depending on fire risk patterns, distribution switch locations and switching plans maintain service to customers on radial lines that fall outside the high-risk area, but are served by lines that pass through the fire risk area. Depending on event scope, we may be able to use back-tie switching to bypass the distribution lines that pass through the de-energization area to keep customers energized from a different set of lines. During this event, distribution switching was used to mitigate approximately 930 customers.

### Sectionalization

PG&E has installed new sectionalization devices near the borders of the CPUC-designated Tier 2 and 3 High Fire Threat Districts to reduce the number of customers affected by PSPS events. We installed over 600 of these devices in 2020. In this event, newly installed “greenfield” devices could not save any customers from de-energization.

### Islanding

In some cases, PG&E can leverage islanding capabilities to keep some customers islanded apart from the rest of PG&E’s transmission system and energized by generation located within the island. During this event, there were no islanding opportunities in scope for energization.

### Temporary Generation

For this PSPS event, PG&E did not deploy temporary generation as there weren’t any identified opportunities to serve our customers within the de-energization scope. However, after the event PG&E deployed approximately three megawatts of temporary generation to 11 locations supporting critical and general customers throughout the areas impacted by the wind event.

## **Section 14 – Lessons Learned from this Event**

PG&E collects lessons learned input from staff during and after every PSPS event. We regularly poll team members to identify best practices and biggest opportunities for improvement. The insights below have been contributed by individual EOC members and sections and cover the January 19-21, 2021 PSPS event.

### Challenges of Wind Event Size

While the scope of the PSPS event was small relative in comparison to PG&E's events in 2020, the wind event that triggered this PSPS event caused extensive damage throughout PG&E's service territory. The scale and intensity of this damage complicated the restoration process – customers on lines impacted by the more severe damages required more time to restore. The widespread nature of this wind event also complicated the classification of PSPS damages and hazards, with the sheer number of damage reports necessitating more time and resources for classification. As the magnitude of the damage to our assets was realized, PG&E mobilized additional crews to the areas impacted and worked to offer additional support to the customers experiencing prolonged outages by sending customer and agency notifications and restoration updates, enabling power generation, and keeping our Community Resource Centers open.

### Website and Digital Strategy

Subsequent to the December 2020 PSPS event, PG&E launched new functionality that allowed users to search by city/county and not by a specific address. We also added a “find my location” function that allows the user by default to view the map focused on the customer's service address. In addition, we also added a feedback tab to the map. These features were deployed in January as minimum viable product (MVP), and we expected to iterate on these features in a planned February deployment.

However, we received customer complaints during the January 19 PSPS event about these new features, specifically from customers who were frustrated by:

- a feedback tab that obscured map controls;
- the city/county search field taking up too much space;
- a popup that could not be closed on some mobile devices.

We were able to address all of these complaints within 24 hours of receiving the customer comments by turning off the popup, turning off the city/county search, and removing the feedback tab from the map.

### PSPS Scoping Tools

PG&E's past PSPS events have occurred in the fall, before the occurrence of significant springtime growth. As a result, PG&E's fire risk modeling tools did not fully account for the impact of the “green-up” on mitigating fire risk. This green-up was most significant across the northern portion of PG&E's service territory, and reduced the fire risk in those areas despite the consistently strong wind forecasts. PG&E's meteorologists performed additional fuel observations and fire modeling to incorporate the effects of green-up for this event. These additional analyses are described in Section 16.

### Virtual EOC Staffing

The timing of this PSPS event posed additional challenges to EOC Staffing. PG&E's past PSPS events typically occurred in the fall, and the January 19 PSPS event occurred much earlier in the year than previous events. Furthermore, the timeline of this event coincided with PG&E's transition from a 4-Team EOC Rotation to an 8-Team EOC Rotation, as well as a 3-Day Weekend due to Martin Luther King Jr. Day. As a result of these complications, it was more challenging to ensure adequate EOC staffing for this



PSPS event. PG&E will work to further build out our EOC staffing and training programs going forward to build out year-round readiness.

## **Section 15 – Proposed Updates to ESRB-8**

PG&E continues to work through the implementation of the de-energization guidelines and appreciates that there may be continued opportunity to refine certain aspects of the guidelines. PG&E will continue to engage with stakeholders and the open proceedings at the Commission and has no new suggestions at this time.

## **Section 16 – Other Relevant Information to Help the Commission Assessment of Reasonableness of Decision to De-Energize**

### **Additional Information - Detailed Meteorological Timeline**

#### **Friday January 15:**

PG&E meteorology continued to track the potential for strong offshore winds to develop over the weekend and into the following week. Global models and PG&E's high-resolution weather models showed potential for two rounds of strong gusty winds to develop across most of the PG&E territory. As rainfall has been significantly below normal, especially across the south, PG&E meteorology started to highlight the offshore wind event would need to be monitored closely, especially across the south in the publicly issued 7 Day PSPS forecast that was issued that morning. The forecast discussion stated "Sunday afternoon into the beginning of next week, a low-pressure system will move south along the spine of the Sierra into Southern California while strengthening. This system will be dry and thus the main impact will be an unusually prolonged period of breezy to gusty north to northeast winds Sunday night into Tuesday. Winds begin increasing across Northern California Sunday afternoon/evening and will spread south into the Central/Bay areas Sunday night into early Monday. These strong offshore winds will then continue moving south across the state Monday and look to peak across Central and Southern California Monday evening through Tuesday, before calming and exiting on Wednesday. As it relates to PSPS, the mitigating factor in this scenario is that the winter season grass crop has emerged in many areas. However, locations across the far south where the grass crop has not yet emerged significantly will need to be monitored and studied closely today."

There were no interagency coordination calls scheduled so PG&E meteorologists proactively called North Ops and multiple NWS offices in Northern and Central California for input and alignment of the forecast. NWS offices across the north as well as North Ops were not concerned about a fire weather event due to fuel moisture values and evidence of green up by satellite and wildfire alert cameras. This was aligned with PG&E's thinking that the southern portion of the territory was most at risk of PSPS.

PG&E meteorologists reviewed the latest high-resolution model guidance, which showed multiple areas across the south exceeding the PSPS guidance values of its LFP<sub>D</sub> model.

#### **Saturday January 16:**

The PG&E EOC was activated at 06:00 PST in preparation of strong offshore winds that were expected to develop in two waves. The first round of gusty offshore winds was expected from late Sunday into Monday, while the second and more dangerous period of strong offshore winds was forecast late Monday through Tuesday.

Global forecast models were in general agreement that these winds would be driven by two upper level weather systems that would drop south through California back to back. The secondary system looked stronger and more dangerous, and models suggested it would take a more southerly track, potentially bringing strong winds across the southern Sierra, which is quite rare historically.

- North Ops Predictive Services was off for the weekend and did not issue an updated forecast. Their forecast issued on Friday January 15 indicated no areas at high risk. They did state that a "High end Inside Slider induced, extended wind event is likely with widespread pk gusts 30-50 mph & locally 60-90 mph, + 100 mph very possible in the High Sierra." They also indicated that the low elevation green-up and elevated fuel moistures would produce only localized elevated fire danger in their forecast area.
- There was no interagency phone call scheduled, so personal outreach to North Ops, South Ops and multiple NWS offices was conducted proactively to gain alignment on the upcoming fire weather conditions. While NWS representatives mentioned Red Flag Warning Criteria would likely be reached for a brief period, it would not last for the required 8 hours and thus indicated

that no Fire Weather Watches or warnings were planned to be issued for the upcoming event. North Ops also indicated that they were not planning to staff their office over the weekend and that it was not looking like a high-risk event at this time due to fuel moisture and evidence of winter grass crop green up.

- PG&E updated the 7 Day PSPS potential forecast to PSPS Watch for Zones 8 & 9 Monday and Tuesday, which is available to the public that described the following: “A very strong and prolonged offshore wind event is expected to unfold Sunday night through Tuesday. Winds begin increasing across Northern California Sunday afternoon/evening and will spread south into the Central/Bay area’s Sunday night into early Monday. These strong offshore winds will then continue moving south across the state Monday and peak across Central and Southern California Monday evening through Tuesday, before calming and exiting on Wednesday. In a normal winter, PSPS would not be under consideration, but this winter has been anything but normal. The CDEC is reporting that only 22% of the average rainfall this winter has fallen in the Southern Sierra, 29% in the Central Sierra, and 39% in the Northern Sierra. The last month has also been abnormally warm based on data from the Western Region Climate Center. The rain across Northern CA has resulted in welcome increases in the larger dead fuel moisture classes and the winter grass crop is slowly emerging, which will likely mitigate fire risk across Northern CA and the Bay Area. However, some landscapes across the south are still dominated by last winter’s dead grass crop and moisture in the shrubs are still low. At this time, the PG&E PSPS potential forecast is indicating watch for Geographic Zones 8 & 9 in the Southern Sierra and Kern County as the PG&E Emergency Operations Center is activated to monitor the upcoming dry wind event. PG&E is monitoring the situation closely and will continue to collect information on fuels by visual inspection using crews, cameras and personnel in helicopters. Please stay tuned to future updates as this is an evolving and dynamic situation.”
- National Weather Service offices highlighted the upcoming event in their area forecast discussions. NWS Sacramento stated: “Offshore surface pressure gradients will develop with this synoptic setup, resulting in periods of strong, potentially damaging north to east winds...[Sacramento] Valley sustained winds of 25-35 mph with gusts 40-50 mph are possible, particularly along the west-side and in the Delta Region. Even stronger winds are possible in the Sierra with gusts of 50-60 mph, local gusts of 75+ mph in the exposed peaks and ridgetops.” NWS Monterey stated: “Current model forecast are indicating a strong SFO-WMC gradient on the order of 13 to 17 mb, which is a significant offshore wind set-up. ECM ensemble mean standardized anomalies are showing 2 to 3 standard deviations.”
- Forecast models remained fairly aligned with the increase of the northerly RDD-SAC gradient Sunday afternoon/evening through Monday morning. However, models varied in regard to the magnitude of the first peak Monday morning ranging from around 7 mb to just above 8 mb. All models then show a brief decrease in the gradient during the late morning timeframe followed by a bit more variation in the magnitude of the second RDD-SAC bump Monday afternoon through early Tuesday morning from around 7 mb to 9 mb. Models all agree in the gradual decrease in the RDD-SAC gradient Tuesday but there remains considerable variation in regard to timing and magnitude. As for the easterly SFO-WMC gradient, forecast models show a decrease in the gradient beginning Sunday evening with an initial minima late Monday morning ranging from -13 to -15 mb. Models agree with a further decrease in the SFO-WMC gradient Monday evening through Tuesday morning as the secondary trough migrates across California. Variation in the overall minimum ranges from approximately -15 mb to just under -19 mb with ECM and GFS forecasting values of -18 mb and -19 mb, respectively. An increase in the SFO-WMC gradient is present in all model forecasts Tuesday afternoon through Wednesday morning, indicating an overall decrease in offshore flow can be expected.

- During the afternoon, PG&E Meteorologists had the opportunity to survey the northern TPs via helicopter to assess the state of the winter grass crop. This information was planned to be combined with images taken from cameras and SIPT crews in the field for future decisions on the scope of the event.
- The next PSPS scope was produced, which did not include any spatial changes to the previous scope. However, timing adjusted to align with forecast models, showing a slightly later onset of the wind event.

Sunday January 17: PG&E Meteorology continues to monitor a strong, offshore wind event expected to develop tomorrow night through Wednesday morning, which showed potential to result in significant impacts to the territory, especially Tuesday.

- At 08:09 PST, South Ops Predictive Services issued their 7-Day Significant Fire Potential Forecast, highlighting high risk for significant fire potential for SC10 (eastern mountains), SC11 (southern mountains) for Sunday and Monday and SC13 (eastern deserts) for Monday as well. Their forecast discussion stated “Major offshore wind event remains on track to begin Monday morning and last through Wednesday afternoon with NE winds of 30 to 50 mph, gusts of 65 to 75 mph (locally higher over the mountains), will develop across southern California with heavy emphasis for the valleys and passes of LA/Ventura County. The most challenging aspect of the forecast is concerning relative humidity during the wind event. Humidity appears to remain away from critical levels through much of the event across the region (above 20%), although periods of 12 to 20% will briefly coincide with strong winds. Scattered rain and snow showers are likely Tuesday morning and lasting through Wednesday afternoon. **The secondary concern will migrate further north across the central California coast and ranges Tuesday afternoon when humidity falls in the upper teens.**” North Ops did not update their forecast today.
- At 09:00 PST, PG&E updated the 7 Day PSPS potential forecast with PSPS Watch for Zones 8 & 9 Monday and Tuesday, which is available to the public that described the following: “A very strong and prolonged offshore wind event is expected to unfold Sunday night through Tuesday. Winds begin increasing across Northern California Sunday afternoon/evening and will spread south into the Central/Bay area Sunday night into early tomorrow. These strong offshore winds will then continue moving south across the state tomorrow and peak across Central and Southern California tomorrow evening through Tuesday, before decreasing and exiting on Wednesday. In a normal winter, PSPS would not be under consideration as soil moistures, dead fuel moistures and a significant green flush of winter grass would be widespread, but this winter has been very abnormal. The CDEC is reporting that only 22% of the average rainfall this winter has fallen in the Southern Sierra, 29% in the Central Sierra, and 39% in the Northern Sierra. The last month has also been abnormally warm based on data from the Western Region Climate Center. The rain across Northern CA has resulted in welcome increases in the larger dead fuel moisture classes and the winter grass crop is slowly emerging, which will likely mitigate fire risk across Northern CA and the Bay Area. However, some landscapes across the south are still dominated by last winter’s dead grass crop and moisture in the shrubs are still low, which was confirmed yesterday through visual inspections of fuels on the ground and aerial imagery taken via helicopter. At this time, the PG&E PSPS potential forecast remains at a watch for Geographic Zones 8 & 9 in the Southern Sierra and Kern County and the PG&E Emergency Operations Center remains activated to monitor the upcoming dry wind event. PG&E is monitoring the situation closely and will continue to collect information on fuels today. Please stay tuned to future updates as this is an evolving and dynamic situation”

- Forecast models remained fairly aligned with the increase of the northerly RDD-SAC gradient overnight Sunday through Monday morning to around 8 mb followed by a longer peak Monday night and Tuesday at just under 8 mb, although there was model variance. The second peak is forecast to occur when the SFO-WMC gradient is also the strongest offshore at around -18 mb Tuesday morning. Models are still in agreement that gradients relax and winds subside Tuesday afternoon. One notable change was the ECM model increased in strength on both the 0Z and 12Z runs with the BFL-EDW gradient at -5.5 mb and closer in alignment with the GFS model, but not as strong as POMMS2K at over -7 mb.
- Based on field intelligence and photos taken via helicopter and ground patrols showing that a winter grass crop had emerged in TP 1 and TP 2, they were removed from the scope of the event. Images taken from areas across the south and central coast revealed that the surface fuels continued to be dominated by last year's dead grass crop and continued to present a fire ignition risk.
- At 12:30 PST, NWS Monterey issued a Fire Weather Watch from 19:00 PST Monday until 15:00 PST Tuesday for the Santa Lucia mountains, Los Padres forest, mountains of interior San Benito and Monterey counties. They stated "Northeast winds 15-25 mph with gusts 45 mph, locally in excess of 50 mph, peak late Monday night into Tuesday morning. Poor humidity recoveries and any new fire starts will likely show moderate to rapid growth.". They also indicated that the winter grass crop had also not yet emerged in this area.
- At approximately 13:10 PST, NWS Hanford issued an area of elevated fire weather conditions in Kern county on Tuesday afternoon due to easterly winds and moderately low humidity.
- The third version of the PSPS scope was delivered that evening, which saw the removal of TPs 1, 2 & 9 and the addition of TPs 10 & 11 as well as adjustments to timing. The areas of TPs 10 & 11 are located north and east of Santa Maria and were added based on latest model data, which indicated the development of gusty offshore winds and low humidity. Changes to the weather start and end times were also made to align with the latest model data.
- Models remained aligned with the timing of the RDD-SAC gradient peaking in the early morning hours of Monday, with differences in the overall magnitude from just above 6 mb to near 8 mb. Models were also aligned with a brief decrease in the gradient during the late morning timeframe, followed by a strengthening gradient from midday Monday through Tuesday morning. In terms of the second peak in the RDD-SAC gradient, models generally ranged from around 6.5 mb to 8 mb with GFS coming in stronger than ECM. All models show a decreasing RDD-SAC gradient beginning after the mid to late morning timeframe on Tuesday, but some differences were still present in regards to the rate of the decrease. Forecast models were also in agreement with the strengthening (decrease) of the SFO-WMC gradient through the day Monday with ECM and GFS both forecasting a minimum of -18 mb around sunrise on Tuesday morning, followed by a weakening (increase) of the gradient through the remainder of the day.

## Monday January 18:

- At 08:01 PST, South Ops Predictive Services issued their 7-Day Significant Fire Potential Forecast, highlighting high risk for significant fire and strong wind potential for SC06 (Central Coast), SC07 (Central Coast), SC08 (South Coast), SC09 (Western mountains), SC10 (eastern mountains), SC11 (southern mountains) for today and Tuesday and SC06, SC07, SC08 for Wednesday as well. Their forecast discussion stated “Very strong winds will bring a high risk for large fire to the Central Coast and much of Southern California this evening through Wednesday morning with NE winds of 20 to 30 mph, gusts of 50 mph will surface across the mountains and below the canyons and passes of Central California late this evening through Tuesday night. Minimum humidity will be mainly in the teens across Southern California and the Central Coast today, with humidity increasing across Southern California Tuesday afternoon.” North Ops did not update their forecast today.
- At 09:36 PST, PG&E updated the 7 Day PSPS potential forecast with PSPS Watch for Zones 6, 7, 8 & 9 for tomorrow and Zone 6, 7, & 9 Wednesday, which is available to the public that described the following: “Summary: The PG&E Emergency Operations Center remains activated and is currently monitoring an offshore wind event that will continue to unfold across Northern and Central California today, with an increase in winds expected across the South this evening continuing into Wednesday. A strong offshore wind event will continue across the territory today. Breezy to gusty northeasterly winds materialized last night and will continue in the North Bay, Sacramento Valley, and northern Sierra through mid-morning. A lull in winds is expected between 10 a.m. and 6 p.m. today, before increasing across Central and Southern California into tomorrow. After another lull in the winds tomorrow afternoon, breezy to locally gusty winds will redevelop tomorrow night into Wednesday morning. However, these winds will not be as strong as tonight. In a normal winter, PSPS would not be under consideration as soil moistures, dead fuel moistures and a significant green flush of winter grass would be widespread, but this winter has been very abnormal. The National Weather Service has High Wind Warnings and Fire Weather Watches active for this event. The CDEC is reporting that only 22% of the average rainfall this winter has fallen in the Southern Sierra, 29% in the Central Sierra, and 39% in the Northern Sierra. The last month has also been abnormally warm based on data from the Western Region Climate Center. Recent rain across Northern California has resulted in welcome increases in the larger dead fuel moisture classes and the winter grass crop is slowly emerging, which will likely mitigate fire risk across Northern CA and the Bay Area. However, some landscapes across the south are still dominated by last winter’s dead grass crop and moisture in the shrubs are still low, which was confirmed yesterday through visual inspections of fuels on the ground and aerial imagery taken via helicopter. Currently, the PG&E PSPS potential forecast remains at a watch for Geographic Zones 6, 7, 8, & 9 in the Southern Coastal and Southern Sierra Ranges and Kern County. PG&E Emergency Operations Center will remain activated to monitor the wind event and please stay tuned to future updates as this is an evolving and dynamic situation.”
- Forecast models slightly overestimated the northerly RDD-SAC gradient for this morning with the actual peaking at -6.7 mb. A longer peak is still forecast by the models tonight and Tuesday at around 8 mb, although there was model variance (-6.5 mb to -8.5 mb). The second peak is forecast to occur when the SFO-WMC gradient is also the strongest offshore at around -18 mb Tuesday morning. Models are still in agreement that gradients relax and winds subside Tuesday afternoon, although there is a tiny increase in some models late PM/evening. The BFL-EDW gradient is forecast to be around -6.0 mb with the stronger models such as POMMS and HRRR at around -7 mb. The SFO-SAC gradients are forecast to be between -2.5 mb and -4 mb Tuesday morning with 18Z POMMS 2k the strongest. Peak winds so far were 87 mph at Pine Flat Road, 83 mph at Santa Fe Geothermal, and 82 mph at Mt Diablo with many other high elevation stations in the 60/70 mph range.



- At 15:30 PST, PG&E updated the 7 Day PSPS potential forecast with PSPS Warning for Zones 6, 7, 8 & 9 for Zone 8 for tomorrow and Zone 6, 7, & 9 Wednesday which is available to the public that described the following: “Summary: The PG&E Emergency Operations Center remains activated and is currently monitoring an offshore wind event that will continue to unfold across Northern and Central California this evening, spread into Southern California, and will diminish early Wednesday. The highest risk for critical fire weather (gusty winds, low relative humidity, and dry fuels) will reside along the Southern Coastal and Southern Sierra Ranges. Zone 6, 7, 8, and 9 are all now in PSPS Warning for tomorrow and Wednesday **Details:** PG&E Meteorology continues to monitor a strong offshore wind event. Winds will begin to increase over the next few hours and will peak overnight into tomorrow morning. A lull in the winds are then expected tomorrow afternoon, with breezy to locally gusty winds redevelop tomorrow night into Wednesday morning. However, the wind push tomorrow evening into Wednesday morning will not be as strong as tonight’s push. In a normal winter, PSPS would not be under consideration as soil moistures, dead fuel moistures and a significant green flush of winter grass would be widespread, but this winter has been very abnormal. The National Weather Service has High Wind Warnings and Fire Weather Watches active for this event. The CDEC is reporting that only 22% of the average rainfall this winter has fallen in the Southern Sierra, 29% in the Central Sierra, and 39% in the Northern Sierra. The last month has also been abnormally warm based on data from the Western Region Climate Center. Recent rain across Northern California has resulted in welcome increases in the larger dead fuel moisture classes and the winter grass crop is slowly emerging, which will likely mitigate fire risk across Northern CA and the Bay Area. However, some landscapes across the south are still dominated by last winter’s dead grass crop and moisture in the shrubs are still low, which was confirmed yesterday through visual inspections of fuels on the ground and aerial imagery taken via helicopter. PG&E Emergency Operations Center will remain activated to monitor the wind event and please stay tuned to future updates as this is an evolving and dynamic situation.”
- Near midnight, winds in the vicinity of TP 3 were increasing ahead of schedule and relative humidity was decreasing rapidly. At one station in Oakhurst, relative humidity decreased 57% in approximately 24 minutes with the development of gusty east winds. Outage activity had also increased in the vicinity of TP 3 with the onset of the gusty winds. As a result, the Meteorologist in Charge (MIC) recommended to move the weather start time for TP 3 from 03:00 PST to 01:00 PST.
- Similar to TP 3, winds in and around TP 4 showed a similar increase in winds around midnight followed by a sharp decrease in relative humidity. Based on current conditions, the MIC recommended moving up the weather start for TP 4.
- Conditions in TP 5 were not as critical during the early morning hours with even a few reports of very light sprinkles in the area east of Fresno. Relative humidity was generally above 30%, due in part to cloud cover, despite the presence of easterly winds along the mid-elevation slopes. Humidity then began to drop around 03:00 PST as easterly winds increased, and by 05:00 PST, conditions were sufficient enough to warrant moving the weather start timing for TP 5 from 08:00 PST to 06:00 PST.

#### Tuesday January 19:

- At 07:41 PST, PG&E updated the 7 Day PSPS potential forecast with PSPS Warning for Zone 8 for today and Zone 6, 7, & 9 tomorrow which is available to the public that described the following “**Summary: The PG&E Emergency Operations Center remains activated to monitor an offshore wind event. Winds will slowly decrease today, with an additional but weaker push expected this evening into early Wednesday. The highest risk for critical fire weather (gusty winds, low relative humidity, and dry fuels) remains along the Southern**

**Coastal and Southern Sierra Ranges. Zone 8 is in PSPS Warning for today, with Zones 6, 7, and 9 in PSPS Warning for today and tomorrow. Details:** PG&E Meteorology continues to monitor a strong offshore wind event. Winds will begin to decrease through the day today, and after a lull this afternoon, breezy to locally gusty winds will redevelop tonight and continue into Wednesday morning. However, the wind push tonight into tomorrow morning will not be as strong as last night's push. In a normal winter, PSPS would not be under consideration as soil moistures, dead fuel moistures and a significant green flush of winter grass would be widespread, but this winter has been very abnormal. The National Weather Service has High Wind Warnings and Fire Weather Watches active for this event. The CDEC is reporting that only 22% of the average rainfall this winter has fallen in the Southern Sierra, 29% in the Central Sierra, and 39% in the Northern Sierra. The last month has also been abnormally warm based on data from the Western Region Climate Center. Recent rain across Northern California has resulted in welcome increases in the larger dead fuel moisture classes and the winter grass crop is slowly emerging, which will likely mitigate fire risk across Northern CA and the Bay Area. However, some landscapes across the south are still dominated by last winter's dead grass crop and moisture in the shrubs are still low, which was confirmed yesterday through visual inspections of fuels on the ground and aerial imagery taken via helicopter. PG&E Emergency Operations Center will remain activated to monitor the wind event and please stay tuned to future updates as this is an evolving and dynamic situation. Wet and unsettled weather will be possible Friday into Saturday and at times next week, as a series of weather systems will move through the region."

- Forecast models estimated the northerly RDD-SAC gradient for the overnight hours quite well with the actual peaking at 8.1 mb. The SFO-WMC gradient was slightly overestimated at around -18 mb for this morning with the actual at -15.2 mb. The SFO-SAC gradient was forecast to be between -2.5 mb and -4 mb and peaked at -3.3 mb at 15Z. The BFL-EDW gradient was expected to be around -6.0 mb with the stronger models such as POMMS and HRRR at around -7 mb and ended up just under -5 mb, weaker than forecast. The models are still in agreement that gradients relax and winds subside this afternoon with another tiny increase late PM/evening. Gradients are then expected to decrease overnight resulting in weaker winds.
- At approximately 07:30 PST, weather conditions in TP 10 and TP 11 saw increasing easterly winds and lowering humidity to near thresholds as forecast by POMMs and were subsequently de-energized.
- At 07:59 PST, South Ops Predictive Services issued their 7-day Significant Fire Potential Forecast and it was little changed from the previous day, highlighting high risk for significant fire and strong wind potential for SC06 (Central Coast), SC07 (Central Coast), SC08 (South Coast), SC09 (Western mountains), SC10 (eastern mountains), SC11 (southern mountains) for today and SC06, SC07 for Wednesday as well. SC8 was removed from high risk for tomorrow. North Ops issued a forecast at 08:21 PST, and did not highlight any significant fire/wind risk with dry conditions highlighted (yellow) in NC02 (Mid coast to Mendocino), NC03A (Bay Marine), NC03B (Diablo-Santa Cruz mountains), and NC05 (Sac valley/foothills). Their forecast discussion stated "- Low pressure over Central CA and high pressure building into Northern CA are producing a strong N-NE/Offshore wind event with low RH from the Cascade-Sierra crest to the coast today. Peak gusts ranging from 35-50 mph at lower elevations to 60-90 mph and possibly higher in the most wind-prone foothill and mountain locations. Minimum RH 5-15% inland valleys and foothills and 15-30% mountains. Dry N-NE/Offshore wind event is driving fuels indices toward more flammable values at middle and lower elevations west of the crest. New green grass crop at lower elevations offsets the impact of these conditions. Initial attack will likely continue to be active through Wednesday, but Moderate/High risk criteria not expected"

- By 13:00 PST, winds in parts of TP 3 and TP 5 decreased to below thresholds (30 mph), and all-clears were given for FIAs 420 and 430 at 14:03 PST.

Wednesday January 20:

- Winds continued to decline along the Sierra on Wednesday evening, but remained locally breezy across areas in the vicinity of TPs 6, 7, 8, 10, and 11. By 04:00 PST, conditions had improved with winds across all areas falling below thresholds and the MIC recommended that the all clear be given for all remaining TPs. At 04:22 PST, the IC approved the decision to proceed with patrol and restoration of all the remaining FIAs of TPs 3 and 5, as well as TPs 4, 6, 7, 8, 10, and 11.
- At 07:30 PST, PG&E updated the 7 Day PSPS potential forecast showing that PSPS warnings had expired and no PSPS events are expected in the next 7 days. “Breezy offshore winds will continue across the Sierra Madre and Tehachapi’s today before decreasing completely tonight. Otherwise, calmer conditions and closer to normal temperatures are expected today and tomorrow. A weather system will then move onshore Friday, resulting in cooler temperatures and scattered light mountain snow/valley rain. Wet and active weather will continue Sunday into Monday, and another system will come onshore, and snow levels may drop to around 2000 - 3000 feet. The US Drought Monitor still indicates that most of Northern CA is in severe to extreme drought at this time; however, recently observed and forecast precipitation will provide beneficial increases in fuel and soil moisture values along with the growth of the annual grass crop”

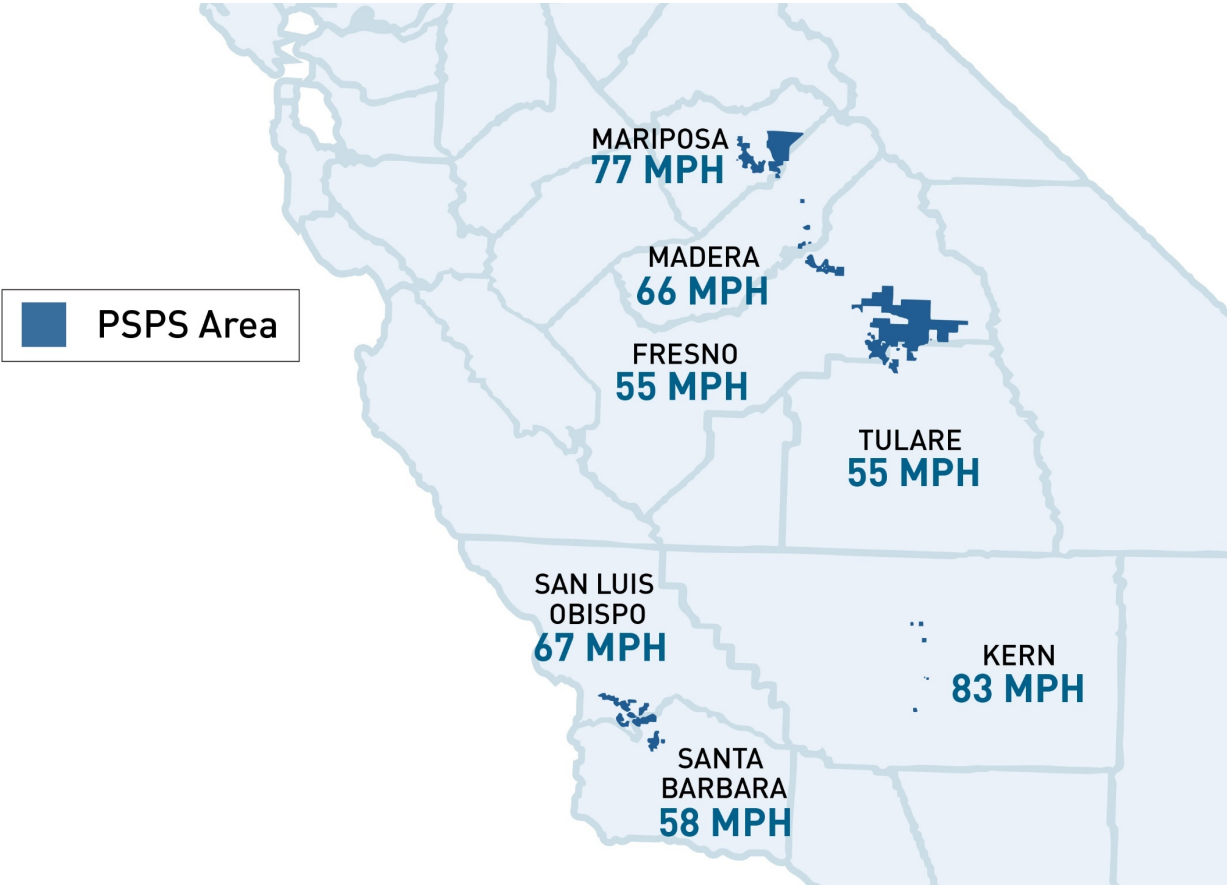
Maximum Wind Gusts

Table 9 shows the maximum wind gust recorded by weather stations in each county in PSPS scope. Figure 28 shows the county location of these wind gusts.

**Table 9: Maximum Wind Gusts Recorded January 19, 2021 in Impacted Counties**

County	Maximum Wind Gust (mph)	Station ID	Station Name
Kern	83	PG654	DIGIER ROAD HILLTOP
Mariposa	77	MIAC1	MIAMI
San Luis Obispo	67	PG807	HIGH SCHOOL HILL
Madera	66	PG827	HIGHWAY 41 SOUTH
Santa Barbara	58	TSQC1	TEPUSQUET
Tulare	55	PG787	HIGHWAY 190
Fresno	55	PCEC1	PANOCHE ROAD

Figure 28: Maximum Wind Gusts in Impacted Counties



## **APPENDIX**

PACIFIC GAS AND ELECTRIC COMPANY  
APPENDIX A  
SECTION 3 & 4 – TIME, PLACE, DURATION, AND AFFECTED CUSTOMERS

## Appendix A: TIME, PLACE, DURATION, AND AFFECTED CUSTOMERS

Circuits labeled as “non-HFTD” are located outside of the CPUC High Fire-Threat District (HFTD). These circuits or portions of circuits are impacted for one of two reasons: (1) indirect impacts from transmission lines being de-energized or (2) the non-HFTD portion of the circuit are conductive to the HFTD at some point in the path to service.

Circuits with an asterisk (\*) were sectionalized during the event to further reduce customer impact. The de-energization date and time represents the time the first customer was de-energized on the circuit and the restoration time represents the date and time of the last customer restored on a circuit by circuit

Several circuits show restoration times after January 21 as these circuits experienced extensive damages requiring extended repair.

**Table A-1. Distribution Circuits De-Energized During the January 19-21 PSPS Event**

Circuit Name	De Energization Date and Time	Restoration Date and Time	Key Communities	HFTD Tier(s)	Total Customers	Residential Customers	Commercial / Industrial Customers	Medical Baseline Customers	Other Customers
AUBERRY 1101*	1/19/2021 01:06	1/20/2021 12:55	AUBERRY, SHAVER LAKE, TOLLHOUSE	Tier 3, Tier 2	923	827	94	61	2
BALCH NO 1 1101*	1/19/2021 05:53	1/20/2021 09:32	FRESNO	Tier 2	25	13	12	1	0
CAL WATER 1102*	1/19/2021 06:49	1/20/2021 08:00	BAKERSFIELD	Partially Outside HFTD, Tier 2	13	0	10	0	3
DUNLAP 1102*	1/19/2021 05:46	1/20/2021 16:20	BADGER, KINGS CANYON, MIRAMONTE	Partially Outside HFTD, Tier 2	663	597	56	28	10
DUNLAP 1103*	1/19/2021 02:46	1/20/2021 16:47	DUNLAP, HUME, KINGS CANYON, MIRAMONTE	Tier 2	477	407	65	19	5
LAMONT 1102*	1/19/2021 06:43	1/20/2021 08:18	BAKERSFIELD	Tier 2	5	0	5	0	0
MARIPOSA 2101*	1/19/2021 00:09	1/26/2021 16:10	MARIPOSA	Tier 3, Tier 2	1363	1281	79	115	3
MARIPOSA 2102*	1/19/2021 00:24	1/24/2021 14:02	MARIPOSA	Tier 2	81	77	3	6	1
MESA 1101*	1/19/2021 08:14	1/20/2021 10:50	ARROYO GRANDE, NIPOMO	Partially Outside HFTD, Tier 3, Tier 2	85	65	14	4	6
OAKHURST 1103*	1/18/2021 23:46	N/A	FISH CAMP, OAKHURST, WAWONA, YOSEMITE NATIONAL PARK	Tier 3, Tier 2	703	609	94	12	0
SAN JOAQUIN #3 1101*	1/19/2021 00:23	1/21/2021 17:32	NORTH FORK	Tier 2	75	73	2	3	0
SAN JOAQUIN #3 1103*	1/18/2021 23:02	1/23/2021 17:40	NORTH FORK	Tier 3	149	144	5	13	0
SAND CREEK 1103*	1/19/2021 05:57	1/19/2021 16:39	BADGER	Tier 2	161	127	29	3	5
SANTA MARIA 1108*	1/19/2021 08:10	1/20/2021 09:44	NIPOMO, SANTA MARIA	Partially Outside HFTD, Tier 3, Tier 2	202	160	22	6	20
SCE TEHACHAPI 1101*	1/19/2021 02:36	1/20/2021 09:16	TEHACHAPI	Tier 2	3	2	1	0	0
SISQUOC 1103*	1/19/2021 08:06	1/20/2021 09:41	SANTA MARIA	Partially Outside HFTD, Tier 3, Tier 2	154	119	24	1	11
SO. CAL. EDISON #3 1101*	1/19/2021 01:13	1/20/2021 11:39	NORTH FORK	Tier 3, Tier 2	15	14	1	2	0
TEJON 1103*	1/19/2021 06:52	1/20/2021 08:30	ARVIN	Tier 2	2	0	2	0	0
<b>Total</b>					<b>5,099</b>	<b>4,515</b>	<b>518</b>	<b>274</b>	<b>66</b>

PACIFIC GAS AND ELECTRIC COMPANY  
APPENDIX B  
SECTION 6 – CUSTOMER NOTIFICATIONS SENT



## Appendix B: CUSTOMER NOTIFICATIONS SENT

The following details the automated notifications sent to Public Safety Partners, Critical Facilities, Medical Baseline Customers and all other populations during the PSPS event. Notifications sent to customers of record are based on unique Service Point IDs (SPIDs) for each notification campaign. Notification counts provided for local community representatives (also referred to as Public Safety Partner agency notifications) are based on total contacts that received these notifications.

**Table B-1. Summary of Customer Notifications**

Notification Type	Notification Campaign Name	Notification Launch Date and Time	Total Customer Notifications Attempted (by SPID) <sup>1*</sup>	Medical Baseline Customer Notifications Attempted (by SPID)	Total Customers Successfully Notified (by SPID)*
Advanced 72-48 Hour Watch	PSPS_01182021_A01_Advance_Safety_Partner_All_TP2_TP3_TP1_TP5_TP6_TP7_TP8_TP4_TP9_20210116-0006	1/16/21 08:59	280	N/A	279
48-24 Hour Watch	PSPS_01182021_C01_Watch_MBL_CC_TP1_TP2_20210116-1354	1/16/21 17:10	775	740	770
48-24 Hour Watch	PSPS_01182021_C01_Watch_Gen_TP5_TP6_TP7_TP8_TP4_TP9_TP3_20210116-1356	1/16/21 17:10	6,367	N/A	6,028
48-24 Hour Watch	PSPS_01182021_C01_Watch_MBL_CC_TP5_TP6_TP7_TP8_TP4_TP9_TP3_20210116-1355	1/16/21 17:11	465	388	458
48-24 Hour Watch	PSPS_01182021_C01_Watch_Gen_TP1_TP2_20210116-1355	1/16/21 17:11	14,170	N/A	13,431
Live Agent Calls	Live agent outcall	1/16/21 17:44	6	5	5
Medical Baseline Customer Door Knock	Door knocks	1/17/21 06:58	125	125	74
48-24 Hour Watch	PSPS_01182021_C03_Watch_MBL_CC_TP5_TP6_TP9_TP4_TP3_TP7_TP8_20210117-1107	1/17/21 13:39	430	364	423
48-24 Hour Watch	PSPS_01182021_C03_Watch_Gen_TP5_TP6_TP9_TP4_TP3_TP7_TP8_20210117-1107	1/17/21 13:39	5,641	N/A	5,309
Cancellation	PSPS_01182021_Cancel_All_TP9_TP2_TP1_20210117-1221	1/17/21 13:40	15,707	764	14,864
48-24 Hour Watch	PSPS_01182021_C04_Watch_Gen_TP10_TP11_20210118-0555 (1)	1/18/21 08:26	623	N/A	581
48-24 Hour Watch	PSPS_01182021_C04_Watch_MBL_CC_TP10_TP11_20210118-0555 (1)	1/18/21 08:26	32	20	32
Imminent / Warning	PSPS_01182021_D01_Warning_MBL_CC_TP10_TP11_20210118-0953	1/18/21 16:30	24	14	24
Imminent / Warning	PSPS_01182021_D01_Warning_MBL_CC_TP6_TP5_TP8_TP7_20210118-1009	1/18/21 16:36	64	50	62
Imminent / Warning	PSPS_01182021_D01_Warning_MBL_CC_TP4_TP3_20210118-1007	1/18/21 16:39	250	220	249
Imminent / Warning	PSPS_01182021_D01_Warning_Gen_TP10_TP11_20210118-0953	1/18/21 16:42	416	N/A	395

<sup>1</sup> \* Local Community Representatives / Public Safety Partner Agency Notification counts unique contacts (not SPIDs)

Notification Type	Notification Campaign Name	Notification Launch Date and Time	Total Customer Notifications Attempted (by SPID) <sup>1*</sup>	Medical Baseline Customer Notifications Attempted (by SPID)	Total Customers Successfully Notified (by SPID) <sup>*</sup>
Imminent / Warning	PSPS_01182021_D01_Warning_Gen_TP6_TP5_TP8_TP7_20210118-1010	1/18/21 16:44	1,235	N/A	1,155
Imminent / Warning	PSPS_01182021_D01_Warning_Gen_TP4_TP3_20210118-12550	1/18/21 16:46	3,189	N/A	3,048
Cancellation	PSPS_01182021_Cancel_All_TP3_TP5_20210118-1135	1/18/21 17:19	740	62	707
Cancellation	PSPS_C04_01182021_Cancel_All_TP9_20210117-2328	1/18/21 17:19	595	33	555
Cancellation	PSPS_01182021_Cancel_All_TP10_20210119-1143	1/19/21 12:27	215	6	207
Weather All Clear	INSPECT	1/19/21 15:28	4,819	257	4,453
Restoration Complete	RESTORE	1/19/21 16:46	2,907	138	2,718
PSPS ETOR Update	ETOR	1/20/21 09:05	2,823	152	2,634
Advanced 72-48 Hour Watch	PSPS_011621_1124_Advanced Notification	1/16/21 11:24	162	N/A	162
Advanced 72-48 Hour Watch	PSPS_011621_1700_Advanced Notification	1/16/21 17:00	33	N/A	33
Cancellation	PSPS_011721_1255.57_Cancellation	1/17/21 12:55	1	N/A	1
48-24 Hour Watch	PSPS_011721_1422_PSPS Watch	1/17/21 14:22	38	N/A	38
48-24 Hour Watch	PSPS_011721_1428_PSPS Watch	1/17/21 14:28	227	N/A	227
Cancellation	PSPS_011721_1431_Cancellation	1/17/21 14:31	183	N/A	183
48-24 Hour Watch	PSPS_011721_1436_PSPS Watch	1/17/21 14:36	38	N/A	38
48-24 Hour Watch	PSPS_011821_0813_PSPS Watch	1/18/21 08:13	71	N/A	71
Imminent / Warning	PSPS_011821_1513_PSPS Warning	1/18/21 15:13	35	N/A	35
Imminent / Warning	PSPS_011821_1514_PSPS Warning	1/18/21 15:14	19	N/A	19
Imminent / Warning	PSPS_011821_1514.53_PSPS Warning	1/18/21 15:14	22	N/A	22
Imminent / Warning	PSPS_011821_1515_PSPS Warning	1/18/21 15:15	36	N/A	36
Imminent / Warning	PSPS_011821_1516_PSPS Warning	1/18/21 15:16	73	N/A	73
Imminent / Warning	PSPS_011821_1517_PSPS Warning	1/18/21 15:17	22	N/A	22
All Clear	PSPS_011921_1509_Weather All Clear	1/19/21 15:09	76	N/A	76
All Clear	PSPS_012021_0642_Weather All Clear	1/20/21 06:42	64	N/A	64
Restoration Complete	PSP_012021_1053_Power Restoration	1/20/21 10:53	33	N/A	33

Notification Type	Notification Campaign Name	Notification Launch Date and Time	Total Customer Notifications Attempted (by SPID) <sup>1*</sup>	Medical Baseline Customer Notifications Attempted (by SPID)	Total Customers Successfully Notified (by SPID) <sup>*</sup>
Restoration Complete	PSPS_012021_1230_Power Restoration	1/20/21 12:30	29	N/A	29
Outage Update	PSPS_012021_1640_Delayed Restoration	1/20/21 16:40	38	N/A	38
Restoration Complete	PSPS_012021_1916_Power Restoration	1/20/21 19:16	36	N/A	36
Outage Update	PSPS_012121_0812_Delayed Restoration	1/21/21 08:12	40	N/A	40

PACIFIC GAS AND ELECTRIC COMPANY  
APPENDIX C  
SECTION 6 – CUSTOMER NOTIFICATION SCRIPTS

# January 19-21, 2021

# Public Safety Power Shutoff

## Event Notifications



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7. Power Restoration
8. Custom Damages Found/Restoration Delayed Notification\*\*\*
9. Custom Restoration Status Update Notification\*\*\*

## General Customer, Critical Facility and Medical Baseline Notifications APP 20

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19. All Customers: Closely Monitoring Potential Cancellation Notification\*\*\*

## Transmission and Wholesale Customer Notifications APP 71

1. PSPS Watch 2-Days (Automated Notification Approx. Two Days Before Event)
2. PSPS Watch 1-Day (Automated Notification Approx. One Day Before Event)
3. PSPS Warning (Live Call - No Script)
4. Fault Duty Event (Live Call - As Needed)
5. Power Restoration (Live Call)

\* Public Safety Partners, communication providers, water agencies, emergency hospitals and publicly-owned utilities receive this advanced notification.

\*\* Medical Baseline Program Participants receive unique PSPS Watch and PSPS Warning notifications, but all other notifications align with all other customers.

\*\*\* As-needed only.

App-9

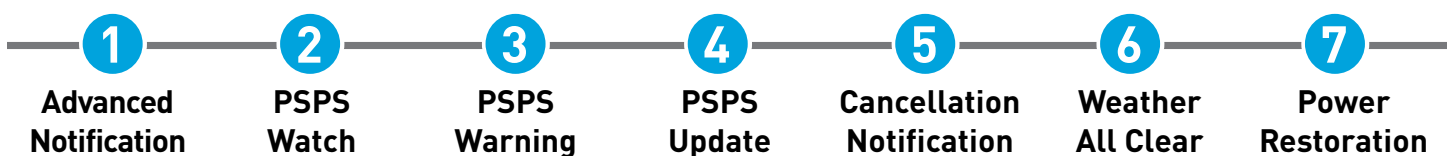
# City, County, Tribal and Community Choice Aggregator (CCA) Notifications

PG&E will make every attempt to provide notice to cities, counties, tribes, CCAs, first responders and other agencies in advance of notifying customers through:

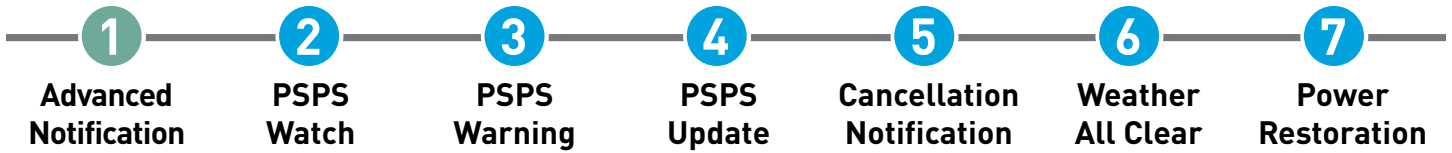
- Calls
- Text Messages
- Emails

These notifications are sent based on potential PSPS impacts to PG&E electric service within an agencies jurisdiction and are not tied to a specific PG&E account. Agencies will also receive notifications specific to their accounts if their service may be interrupted during a PPS event.

The following outlines the various notifications PG&E will send prior to, during and after a PPS event:



# City, County, Tribal and CCA



## PHONE/VOICE

This is P G and E calling on [DATE] with a Public Safety Power Shutoff outage alert. On [DATE], power may be shut off in portions of your jurisdiction for safety. Due to current weather forecasts, your area is under a Watch for a P S P S. Shut off for this event is estimated to begin between [TIME] on [DATE] and [TIME] on [DATE]. Restoration is estimated to be complete on [DATE] by [TIME]. Actual shutoff and restoration times may change depending on weather or equipment conditions. Maps and event information by agency are available at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available. We will continue to provide updates, this will include a Warning alert if we have determined it is necessary to turn off power.

## TEXT

PSPS Outage Alert. We may turn off power for safety between [TIME] [DATE] and [TIME] [DATE] and complete restoration by [TIME] [DATE]. Weather can affect these times. Event info by agency available at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

## EMAIL

**SUBJECT:** PG&E PSPS Outage Alert: Power shutoffs may be required for safety in your area

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff (PSPS). Below is the estimated shutoff and restoration for this event:

- **ESTIMATED EVENT SHUTOFF:** Starting between [TIME] on [DATE] and [TIME] on [DATE]. We expect weather to improve beginning at [TIME] on [DATE]. After severe weather has passed, we will inspect equipment before restoring power.
- **ESTIMATED RESTORATION:** [DATE] by [TIME].

Actual shutoff and restoration times may change depending on weather and equipment conditions.

Maps and event information by agency can be found at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

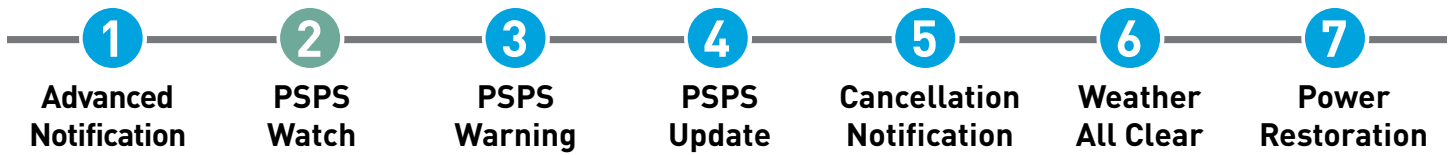
Thank you,

PG&E Liaison Officer

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*



# City, County, Tribal and CCA



## PHONE/VOICE

This is P G and E calling on [DATE] with a Public Safety Power Shutoff outage alert. On [DATE], power may be shut off in portions of your jurisdiction for safety. Due to current weather forecasts, your area is under a Watch for a Public Safety Power Shutoff. Shut off for this event is estimated to begin between [TIME] on [DATE] and [TIME] on [DATE]. Restoration is estimated to be complete on [DATE] by [TIME]. Actual shutoff and restoration times may change depending on weather or equipment conditions. Maps and event information by agency are available at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available. We will continue to provide updates, this will include a Warning alert if we have determined it is necessary to turn off power.

## TEXT

PSPS Outage Alert. We may turn off power for safety between [TIME] [DATE] and [TIME] [DATE] and complete restoration by [TIME] [DATE]. Weather can affect these times. Event info by agency available at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

## EMAIL

**SUBJECT:** PG&E PSPS Outage Alert: On [DATE] power shutoffs may be required for safety in your area  
Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff (PSPS). Below is the estimated shutoff and restoration for this event:

- **ESTIMATED EVENT SHUTOFF:** Starting between [TIME] on [DATE] and [TIME] on [DATE]. We expect weather to improve beginning at [TIME] on [DATE]. After severe weather has passed, we will inspect equipment before restoring power.
- **ESTIMATED RESTORATION:** [DATE] by [TIME].

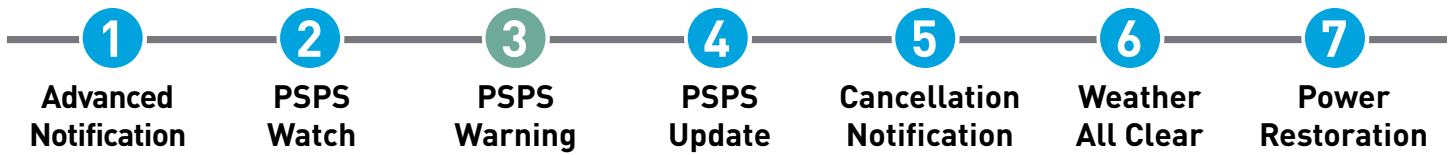
Actual shutoff and restoration times may change depending on weather and equipment conditions. Maps and event information by agency can be found at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

Thank you,

PG&E Liaison Officer

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# City, County, Tribal and CCA



## PHONE/VOICE

This is P G and E calling on [DATE] with a Public Safety Power Shutoff outage alert. Due to current weather forecasts, your area is under a Warning for a Public Safety Power Shutoff and we will be required to turn off power to prevent a wildfire. Shut offs for this event will begin between [TIME] on [DATE] and [TIME] on [DATE]. Restoration is estimated to be complete on [DATE] by [TIME]. Maps and event information by agency are available at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

## TEXT

PSPS Outage Alert. We will turn off power for safety between [TIME] [DATE] and [TIME] [DATE] and complete restoration by [TIME] [DATE]. Weather can affect these times. Event info by agency available at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

## EMAIL

**SUBJECT:** PG&E PSPS Outage Alert: Shutoffs in your area will start soon for safety

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff (PSPS) to a Warning. High temperatures, extreme dryness and high winds, will require us to turn off power to help prevent a wildfire. Below is the estimated shutoff and restoration for this event:

- **ESTIMATED EVENT SHUTOFF:** Starting between [TIME] on [DATE] and [TIME] on [DATE]. We expect weather to improve beginning at [TIME] on [DATE]. After severe weather has passed, we will inspect equipment before restoring power.
- **ESTIMATED EVENT RESTORATION:** [DATE] by [TIME].

Maps and event information by agency can be found at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

Thank you,

PG&E Liaison Officer

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# City, County, Tribal and CCA



## EMAIL

**SUBJECT:** PG&E PSPS Outage Alert: On [DATE] power shutoffs may be required for safety in your area. Changes in weather conditions have delayed the timing of Public Safety Power Shutoff (PSPS) de-energization in your area. Below is the estimated shutoff and restoration for this event:

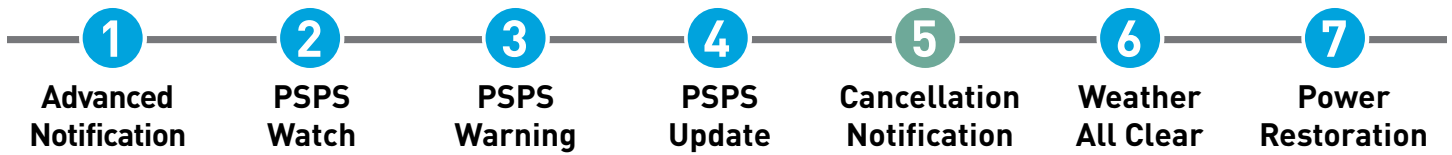
- **ESTIMATED EVENT SHUTOFF:** Starting between [TIME] on [DATE] and [TIME] on [DATE]. We expect weather to improve beginning at [TIME] on [DATE]. After severe weather has passed, we will inspect equipment before restoring power.
- **ESTIMATED EVENT RESTORATION:** [DATE] by [TIME].

Actual shutoff and restoration times may change depending on weather and equipment conditions. Maps and event information by agency can be found at [pge.com/pspsportal](http://pge.com/pspsportal) and [pge.com/pspsprioritynotice](http://pge.com/pspsprioritynotice). These links are for public safety partner use only. Please do not share event information before it is publicly available.

Thank you,  
PG&E Liaison Officer

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# City, County, Tribal and CCA



## PHONE/VOICE

This is P G and E calling on [DATE] with a Public Safety Power Shutoff alert. Forecasted weather conditions have improved and we are not planning to turn off power for public safety in your area. Maps and event information by agency are available at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

## TEXT

PG&E PSPS Alert. Forecasted weather conditions have improved and we are not turning off power for public safety in your area. Event info by agency available at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

## EMAIL

**SUBJECT:** PG&E PSPS Notification: Power shutoff in your area is canceled

Forecasted weather conditions have improved and we are NOT planning to turn off power for public safety in your area.

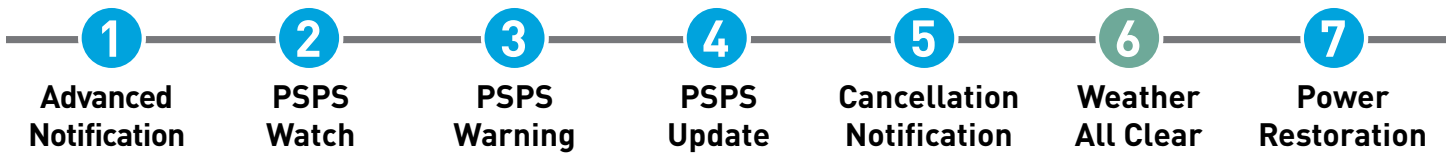
Maps and event information by agency can be found at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

Thank you,

PG&E Liaison Officer

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# City, County, Tribal and CCA



## PHONE/VOICE

This is P G and E calling on [DATE] with a Public Safety Power Shutoff outage alert. Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power. Restoration for the entire P S P S event is estimated to be complete on [DATE] by [TIME], depending on equipment damage. Restoration information by agency is available at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

## TEXT

PSPS Outage Alert: Weather conditions have improved, crews are inspecting equipment and restoring power. Restoration for the entire PSPS event is estimated to be complete on [DATE] by [TIME], depending on equipment damage. Restoration info by agency available at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

## EMAIL

**SUBJECT:** PG&E PSPS Outage Alert: Crews are inspecting equipment

Weather conditions have improved and crews are inspecting equipment to determine how quickly we can safely restore power. We apologize for the disruption and we appreciate your patience.

Restoration for the entire P S P S event is estimated to be complete on [DATE] by [TIME], depending on equipment damage.

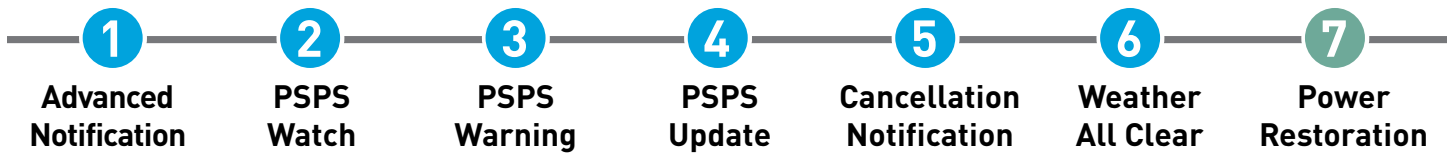
Maps and event information by agency can be found at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

Thank you,

PG&E Liaison Officer

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# City, County, Tribal and CCA



## PHONE/VOICE

This is P G and E calling on [DATE] with a Public Safety Power Shutoff alert. Crews have successfully restored power to all customers within your jurisdiction. If you are still receiving reports of outages, please instruct customers to visit [p g e dot com backslash outages](http://pge.com/backslash/outages) or call 1-800-743-5002. We apologize for the disruption and we appreciate your patience.

## TEXT

PG&E PSPS Alert: Crews have successfully restored power within your jurisdiction. If you are still receiving reports of outages, please instruct customers to visit [pge.com/outages](http://pge.com/outages) or call 1-800-743-5002.

## EMAIL

**SUBJECT:** PG&E PSPS Notification: Power restored

Crews have successfully restored power to all customers within your jurisdiction. We apologize for the disruption and we appreciate your patience. If you are still receiving reports of outages, please instruct customers to visit [pge.com/outages](http://pge.com/outages) or call 1-800-743-5002. Restoration info by agency available at [URL] and [URL].

Thank you,

PG&E Liaison Officer

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# Custom Damages Found/Restoration Delayed Notification\*\*\*

## EMAIL

**SUBJECT:** PG&E PSPS Alert: Power restored

Due to extensive wind storm damages found during PSPS patrols and inspections, some customers within your jurisdiction may not be restored for several days. Crews are in the process of repairing the damages and are working to restore power as soon as possible. We apologize for the disruption and we appreciate your patience. We will provide an update on restoration timing by tomorrow [DATE] [TIME].

Restoration info by agency is available at [pge.com/pspsportal](http://pge.com/pspsportal) and [pge.com/pspsprioritynotice](http://pge.com/pspsprioritynotice).

Thank you,

PG&E Liaison Officer

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

## PHONE/VOICE

This is P G and E calling on [DATE] with a Public Safety Power Shut Off alert. Due to extensive windstorm damages found during the P S P S patrols and inspections, some customers within your jurisdiction may not be restored for several days. Crews are in the process of repairing the damages and are working to restore power as soon as possible. We apologize for the disruption and we appreciate your patience. We will provide updated restoration timing by [DATE] [TIME]. Restoration info by agency is available at p g e dot com, backslash p s p s portal and p g e dot com, backslash p s p s priority notice.

## TEXT

PG&E PSPS Alert: Wind storm damages may delay restoration for several days. Updated info anticipated [DATE] [TIME]. Visit [pge.com/pspsportal](http://pge.com/pspsportal) for event info.

\*\*\* As-needed only.

# Custom Restoration Status Update Notification\*\*\*

## EMAIL

**SUBJECT:** PG&E PSPS Alert: Restoration Status Update

Crews are continuing to repair the extensive damages found during PSPS patrols and inspections, and are working to restore power as soon as possible. Your local PG&E representative will continue to share estimated time of restoration for customers impacted by damages with your County OES. We apologize for the disruption and we appreciate your patience.

Thank you,  
PG&E Liaison Officer

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

## PHONE/VOICE

This is P G and E calling on [DATE] with a Public Safety Power Shut Off alert. Crews are continuing to repair the extensive damages found during P S P S patrols and inspections, and are working to restore power as soon as possible. Your local P G and E representative will continue to share estimated time of restoration for customers impacted by damages with your County O E S. We apologize for the disruption and we appreciate your patience.

## TEXT

PG&E PSPS Alert: Crews are repairing damages found during PSPS patrols. Your local PG&E rep will provide repair damages for impacted customers with County OES.

\*\*\* As-needed only.



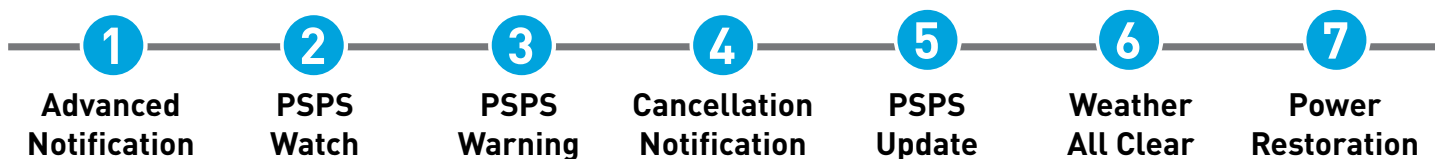
# General Customer, Critical Facility and Medical Baseline Notifications

We will attempt to reach potentially impacted customers through automated calls, texts and emails using all contact information we have on file. We will also post event-specific information on [pge.com](http://pge.com) and social media channels, as well as keep local news, radio outlets and community based organizations informed and updated.





Public Safety Partner Customers that have a facility identified as potentially affected will receive an advanced notification with facility information (in addition to the notifications sent to agencies as described in the previous section). This includes police and fire facilities, communication providers, water agencies, emergency hospitals and publicly-owned utilities.

Medical Baseline Program Participants will also 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. Additionally, PG&E sends hourly notifications to those customers who have not confirmed receipt and conducts site visits if notifications were not previously confirmed.

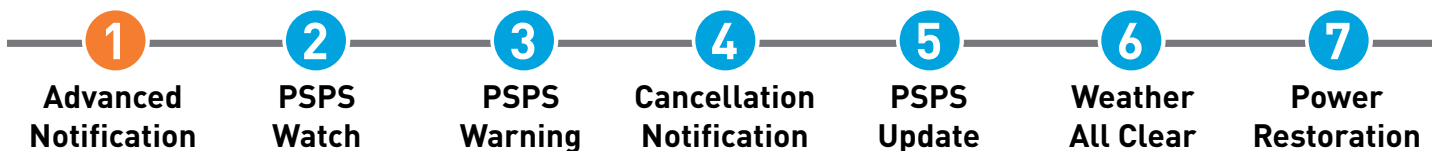
The following outlines the various notifications PG&E will send prior to, during and after a PSPS event:



## KEY:

 Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities	 General Customers
 Medical Baseline Program Participants	 All Customers

# Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities



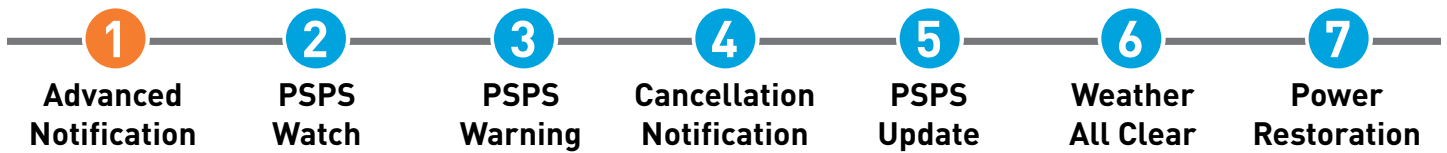
## PHONE/VOICE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert. On [DATE], your power may be shut off for safety. To replay this message at any time, press #. Due to current weather forecasts [ADDRESS] is currently under a Watch for a Public Safety Power Shutoff. Weather forecasts including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. ESTIMATED SHUTOFF TIME: [DAY] [DATE] between [TIME] and [TIME]. Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power. ESTIMATED RESTORATION TIME: [DAY], [DATE] by [TIME]. This restoration time may change depending on weather conditions and equipment damage. Maps showing the areas potentially affected by a shutoff can be found at [URL]. PSPS Portal users can log in at [URL]. **These are for public safety partner use only. \*\*PLEASE DO NOT SHARE THESE LINKS\*\*.** We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning notification if we have determined it is necessary to turn off your power. If this is not the correct phone number for [ADDRESS], press 2. Press # to repeat this message. Thank you. Goodbye.

## PHONE/VOICE (MULTI PREM)

This is PG&E calling with a PSPS outage alert. On [DATE], your power may be shut off for safety. To replay this message at any time, press #. Due to current weather forecasts, [NUMBER of SPIDs FOR MULTI PREM] of your meters are currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. The estimated shutoff time for [ADDRESS #1] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. The estimated shutoff time for [ADDRESS #2] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. Changes in weather can affect shutoff times. Restoration times may change depending on weather conditions and equipment damage. Please get ready to write down the following information. Details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters can be found online at [pge.com/myaddresses](http://pge.com/myaddresses). On the website you will be asked to enter your phone number [XXX-XXX-XXXX] plus a 4-digit PIN. Your PIN number is: [ZZZZ]. To repeat how to get details for all of your affected meters, press \*. Maps showing the areas potentially affected by a shutoff can be found at [URL]. PSPS Portal users can log in at [URL]. **These are for public safety partner use only. \*\*PLEASE DO NOT SHARE THESE LINKS\*\*.** We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning notification if we have determined it is necessary to turn off your power. If this is not the correct phone number for the addresses provided, press 2. Press # to repeat this message. To repeat how to get details for all of your affected meters, press \*. Thank you. Goodbye.

# Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities



## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [DATE]: PG&E may turn off power for safety at [ADDRESS] on [DATE]. Estimated shutoff: [TIME]-[TIME]. Estimated restoration: [DATE] by [TIME]. Weather can affect these times. Maps for public safety partners at [URL] or log in at [URL].

## TEXT (MULTI PREM)

PG&E PSPS Outage Alert [DATE]: PG&E may turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est. shutoff as early as: [DATE] [TIME]-[TIME]. Est. restoration: [DATE] by [TIME]. Weather can affect these times. Meter list: [pge.bz/12345] Safety partner maps: [URL] or log in at [URL].

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: On [DATE] power shutoffs may be required for safety

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

ADDRESS: [ADDRESS, CITY, STATE, COUNTY]

ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]

Shutoff times may be delayed if winds arrive later than forecast.

We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power.

ESTIMATED RESTORATION: [DAY], [DATE] by [TIME]

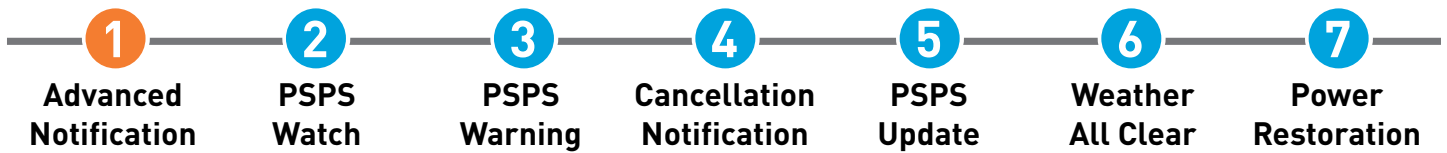
Restoration time may change depending on weather and equipment damage.

Maps showing the areas potentially affected by a shutoff can be found at [URL]. PSPS Portal users can log in at [URL]. **These are for public safety partner use only. PLEASE DO NOT SHARE THESE LINKS.**

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning notification if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

## CONTINUED ON NEXT PAGE

# Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities



## EMAIL (SINGLE PREM) CONT.

If this is not the correct email address for [ADDRESS], please call 1-800-743-5000.

### RESOURCES TO HELP YOU PREPARE

- Maps showing the areas potentially affected by a shutoff can be found at [URL]. These are for public safety partner use only. **PLEASE DO NOT SHARE THIS LINK.**
- PSPS Portal users can log in at [URL]. **These are for public safety partner use only. PLEASE DO NOT SHARE THIS LINK.**
- To learn more about Public Safety Power Shutoffs, including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report it immediately by calling 911.

Thank you,

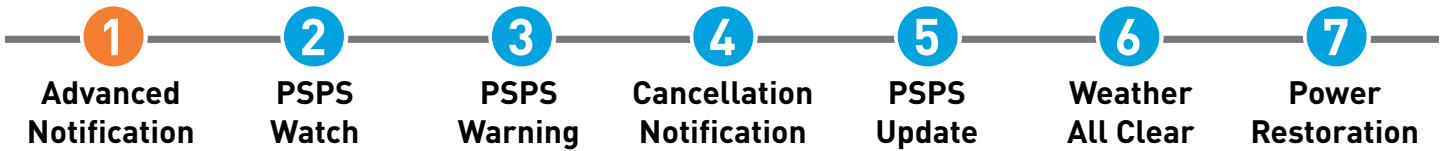
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: On [DATE] power shutoffs may be required for safety

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff.

Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. Maps showing the areas potentially affected by a shutoff can be found at [URL]. PSPS Portal users can log in at [URL]. **These are for public safety partner use only. \*\*PLEASE DO NOT SHARE THESE LINKS\*\***

**NUMBER OF METERS AFFECTED:** [NUMBER of SPID<sub>s</sub> FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]            METER ID: [METER ID]            SERVICE AGREEMENT: [SERVICE AGREEMENT ID]            ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]            Shutoff times may be delayed if winds arrive later than forecast.            ESTIMATED RESTORATION: [DAY], [DATE] by [TIME]            Restoration time may change depending on weather and equipment damage.</p>
2.	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]            METER ID: [METER ID]            SERVICE AGREEMENT: [SERVICE AGREEMENT ID]            ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]            Shutoff times may be delayed if winds arrive later than forecast.            ESTIMATED RESTORATION: [DAY], [DATE] by [TIME]            Restoration time may change depending on weather and equipment damage.</p>

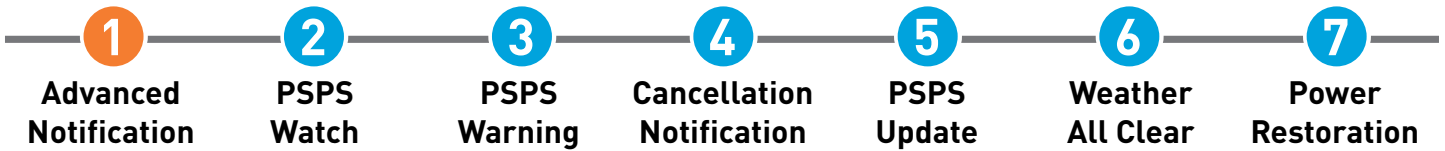
(Repeat for first **50** premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning notification if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

If this is not the correct email address for the addresses provided, please call 1-800-743-5000.

## CONTINUED ON NEXT PAGE

# Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities



## EMAIL (MULTI PREM) CONT.

### RESOURCES TO HELP YOU PREPARE

- Maps showing the areas potentially affected by a shutoff can be found at [\[URL\]](#). **These are for public safety partner use only. PLEASE DO NOT SHARE THIS LINK.**
- PSPS Portal users can log in at [\[URL\]](#). **These are for public safety partner use only. PLEASE DO NOT SHARE THIS LINK.**
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](http://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](http://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

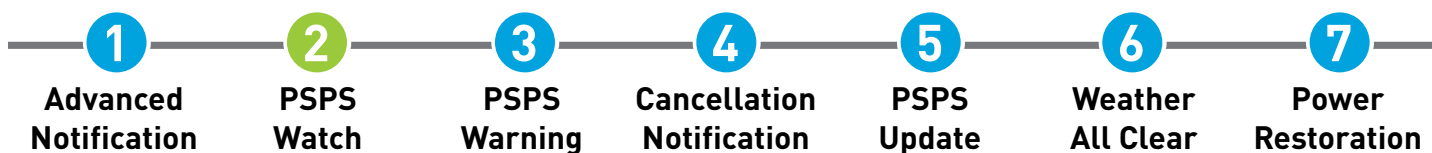
PG&E Customer Service

Message sent at [\[DATE, TIME\]](#)

NOTE: To protect against spam, some email providers may delay delivery

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# Medical Baseline Program Participants



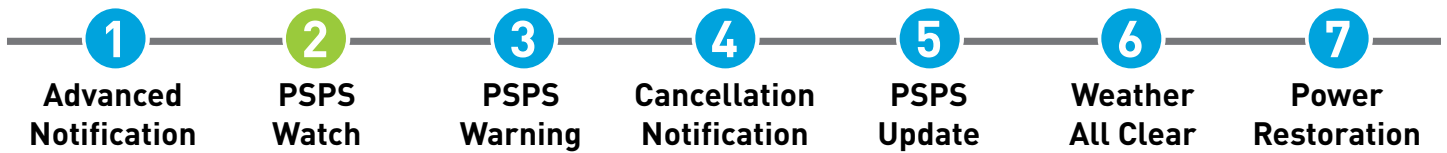
## IVR LIVE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert for Medical Baseline customers. On [DATE], your power may be shut off for safety. To continue in English press 1. To replay this message at any time, press #. Due to current weather forecasts [ADDRESS] is currently under a Watch for a Public Safety Power Shutoff. Weather forecasts including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. ESTIMATED SHUTOFF TIME: [DAY] [DATE] between [TIME] and [TIME]. Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power. ESTIMATED RESTORATION TIME: [DAY] [DATE] by [TIME]. This restoration time may change depending on weather conditions and equipment damage. We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning notification if we have determined it is necessary to turn off your power. For planning resources or more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging). If this is not the correct phone number for [ADDRESS], press 2. Press # to repeat this message. Thank you. Goodbye.

## IVR LIVE (MULTI PREM)

This is PG&E calling with a PSPS outage alert for Medical Baseline customers. On [DATE], your power may be shut off for safety. To continue in English press 1. To replay this message at any time, press #. Due to current weather forecasts, [NUMBER of SPIDs FOR MULTI PREM] of your meters are currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. The estimated shutoff time for [ADDRESS #1] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [ETOR DAY], [ETOR DATE] by [ETOR TIME]. The estimated shutoff time for [ADDRESS #2] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [ETOR DAY], [ETOR DATE] by [TIME]. Changes in weather can affect shutoff times. Restoration times may change depending on weather conditions and equipment damage. Please get ready to write down the following information. Details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters can be found online at [pge.com/myaddresses](https://pge.com/myaddresses). On the website you will be asked to enter your phone number [XXX-XXX-XXXX] plus a 4-digit PIN. Your PIN number is: [ZZZZ]. To repeat how to get details for all of your affected meters, press \*. We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning notification if we have determined it is necessary to turn off your power. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging). If this is not the correct phone number for the addresses provided, press 2. Press # to repeat this message. To repeat how to get details for all of your affected meters, press \*. Thank you. Goodbye.

# Medical Baseline Program Participants

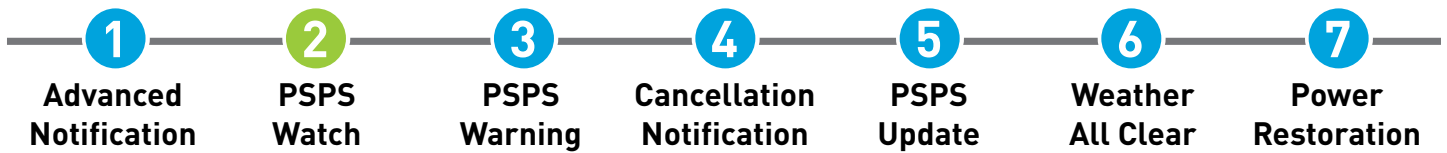


## IVR VOICE MESSAGE (SINGLE PREM)

This is PG&E calling on [DAY, DATE] at [TIME] with a PSPS outage alert for Medical Baseline customers. On [DATE], your power may be shut off for safety. Your response is required. To hear this message in another language call [1-800-XXX-XXXX]. Due to current weather forecasts [ADDRESS] is currently under a Watch for a Public Safety Power Shutoff. Weather forecasts including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. ESTIMATED SHUTOFF TIME: [DAY] [DATE] between [TIME] and [TIME]. Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power. ESTIMATED RESTORATION TIME: [ETOR DAY], [DATE] by [TIME]. This restoration time may change depending on weather conditions and equipment damage. Because you are enrolled in our Medical Baseline program, your response is required. Please call [XXX-XXX-XXXX] to confirm you have received this message. We will continue to attempt to reach you and may visit your home if you do not respond. We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. For planning resources or more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging). If this is not the correct phone number for [ADDRESS], call 1-800-743-5000. Thank you. Goodbye.



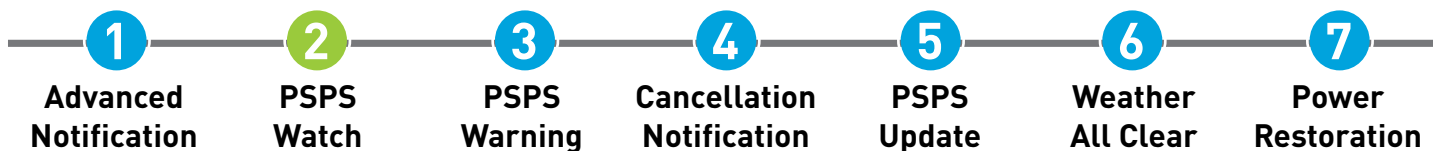
# Medical Baseline Program Participants



## IVR VOICE MESSAGE (MULTI PREM)

This is PG&E calling on [DAY, DATE] at [TIME] with a PSPS outage alert for Medical Baseline customers. On [DATE], your power may be shut off for safety. Your response is required. To hear this message in another language call [1-800-XXX-XXXX]. Due to current weather forecasts, [NUMBER of SPIDs FOR MULTI PREM] of your meters are currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. The estimated shutoff time for [ADDRESS #1] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. The estimated shutoff time for [ADDRESS #2] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. Changes in weather can affect shutoff times. Restoration times may change depending on weather conditions and equipment damage. Details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters can be found online at [pge.com/myaddresses](http://pge.com/myaddresses). On the website you will be asked to enter your phone number [XXX-XXX-XXXX] plus a 4-digit PIN. Your PIN number is: [ZZZZ]. Because you are enrolled in our Medical Baseline program, your response is required. Please call [XXX-XXX-XXXX] to confirm you have received this message. We will continue to attempt to reach you and may visit your home if you do not respond. We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. For planning resources or more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging). If this is not the correct phone number for the addresses provided, call 1-800-743-5000. Thank you. Goodbye.

# Medical Baseline Program Participants



## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert - Medical Baseline Customers [DATE]: PG&E may turn off power for safety at [ADDRESS] on [DATE]. Est Shutoff: [TIME]-[TIME]. Est Restoration: [DATE] by [TIME]. Weather can affect shutoff & restoration times. Info&Languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## TEXT (MULTI PREM)

PG&E PSPS Outage Alert - Medical Baseline Customers [DATE]: PG&E may turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est shutoff: [DATE] [TIME]-[TIME]. Est restoration: [DATE] by [TIME]. Weather can affect these times. Meter list: [[pge.bz/12345](http://pge.bz/12345)] Info&Languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: On [DATE] power shutoffs may be required for safety

### HEADER LINKS:

español   中文   tiếng việt   Tagalog   한국어   русский язык  
فارسی   عربى   Hmoob   ໂຊງ   日本語   ਪੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff.

Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

**ADDRESS:** [ADDRESS, CITY, STATE, COUNTY]

**ESTIMATED SHUTOFF:** [DAY], [DATE] [TIME]-[TIME]

Shutoff times may be delayed if winds arrive later than forecast.

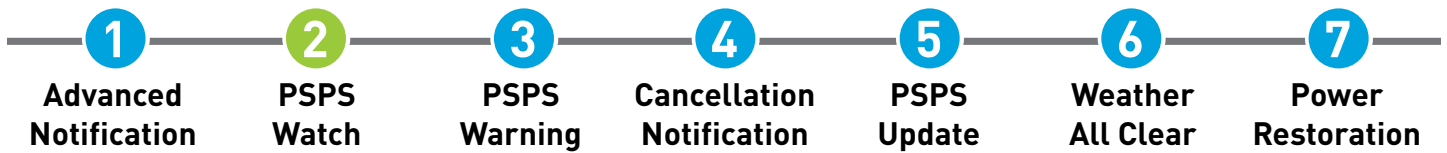
We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power.

**ESTIMATED RESTORATION:** [DAY], [DATE] by [TIME]

Restoration time may change depending on weather and equipment damage.

## CONTINUED ON NEXT PAGE

# Medical Baseline Program Participants



## EMAIL (SINGLE PREM) CONT.

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning notification if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

If this is not the correct email address for [ADDRESS], please call 1-800-743-5000.

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

## RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

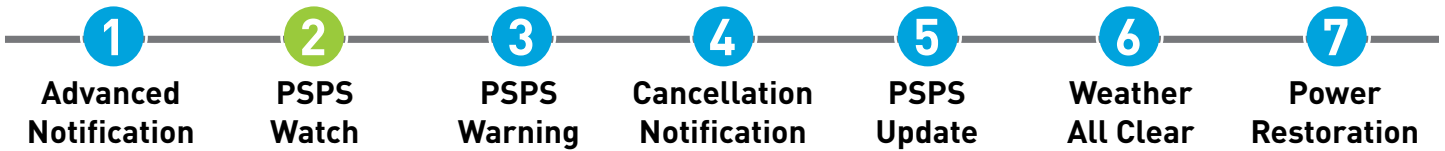
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# Medical Baseline Program Participants



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: On [DATE] power shutoffs may be required for safety

**HEADER LINKS:**

español 中文 tiếng việt Tagalog 한국어 русский язык  
 ىبرع ىسراف Hmoob ຊຸມໃນ 日本語 ਪੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff.

Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

NUMBER OF METERS AFFECTED: [NUMBER of SPIDs FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.

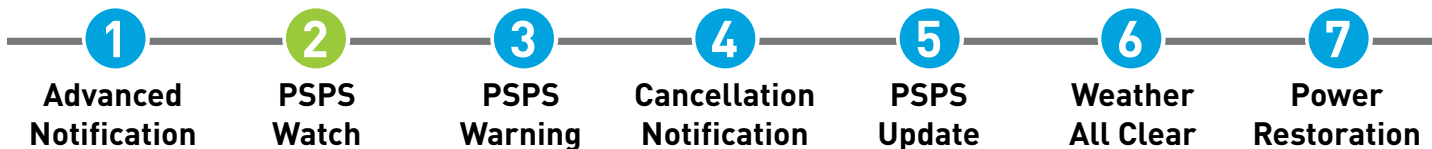
We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning notification if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

If this is not the correct email address for the addresses provided, please call 1-800-743-5000.

For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

## CONTINUED ON NEXT PAGE

# Medical Baseline Program Participants



## EMAIL (MULTI PREM) CONT.

### RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

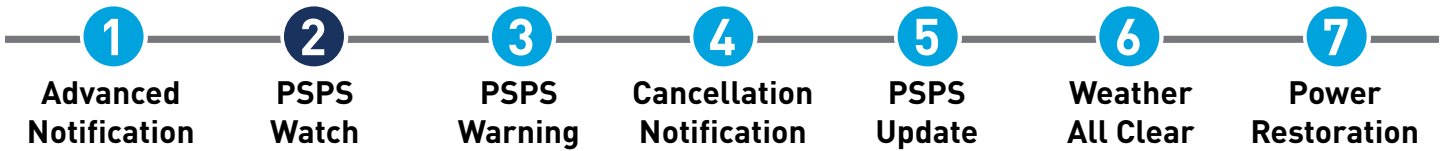
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# General Customers



## PHONE/VOICE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert. On [DATE], your power may be shut off for safety. To continue in English press 1. To replay this message at any time, press #. Due to current weather forecasts [ADDRESS] is currently under a Watch for a Public Safety Power Shutoff. Weather forecasts including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. ESTIMATED SHUTOFF TIME: [DAY] [DATE] between [TIME] and [TIME]. Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power. ESTIMATED RESTORATION TIME: [DAY] [DATE] by [TIME]. This restoration time may change depending on weather conditions and equipment damage. We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning notification if we have determined it is necessary to turn off your power. For planning resources or more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging). If this is not the correct phone number for [ADDRESS], press 2. Press # to repeat this message. Thank you. Goodbye.

## PHONE/VOICE (MULTI PREM)

This is PG&E calling with a PSPS outage alert. On [DATE], your power may be shut off for safety. To continue in English press 1. To replay this message at any time, press #. Due to current weather forecasts, [NUMBER of SPIDs FOR MULTI PREM] of your meters are currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. The estimated shutoff time for [ADDRESS #1] is [DAY] [DATE] between [TIME] and [ESTIMATED SHUTOFF END TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. The estimated shutoff time for [ADDRESS #2] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. Changes in weather can affect shutoff times. Restoration times may change depending on weather conditions and equipment damage. Please get ready to write down the following information. Details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters can be found online at [pge.com/myaddresses](http://pge.com/myaddresses). On the website you will be asked to enter your phone number [XXX-XXX-XXXX] plus a 4-digit PIN. Your PIN number is: [ZZZZ]. To repeat how to get details for all of your affected meters, press \*. We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning notification if we have determined it is necessary to turn off your power. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging). If this is not the correct phone number for the addresses provided, press 2. Press # to repeat this message. To repeat how to get details for all of your affected meters, press \*. Thank you. Goodbye.

# General Customers



## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [DATE]: Due to weather PG&E may turn off power for safety at [ADDRESS] on [DATE]. Estimated shutoff: [TIME]-[TIME]. Estimated restoration: [DATE] by [TIME]. Weather can affect shutoff & restoration. Info&Other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## TEXT (MULTI PREM)

PG&E PSPS Outage Alert [DATE]: PG&E may turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est shutoff as early as: [DATE] [TIME]-[TIME]. Est restoration: [DATE] by [TIME]. Weather can affect shutoff & restoration times. Meter list: [pge.bz/12345](http://pge.bz/12345). Info&Other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: On [DATE] power shutoffs may be required for safety

### HEADER LINKS:

español   中文   tiếng việt   Tagalog   한국어   русский язык  
فارسی   عربی   Hmoob   ལྷོ་ཁྱེད་   日本語   ਪੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

**ADDRESS:** [ADDRESS, CITY, STATE, COUNTY]

**ESTIMATED SHUTOFF:** [DAY], [DATE] [TIME]-[TIME]

Shutoff times may be delayed if winds arrive later than forecast.

We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power.

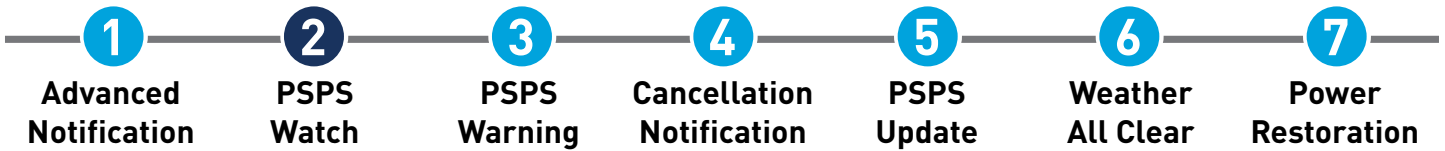
**ESTIMATED RESTORATION:** [DAY], [DATE] by [TIME]

Restoration time may change depending on weather and equipment damage.

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning notification if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

## CONTINUED ON NEXT PAGE

# General Customers



## EMAIL (SINGLE PREM) CONT.

If this is not the correct email address for [ADDRESS], please call 1-800-743-5000.

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

### RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

PG&E Customer Service

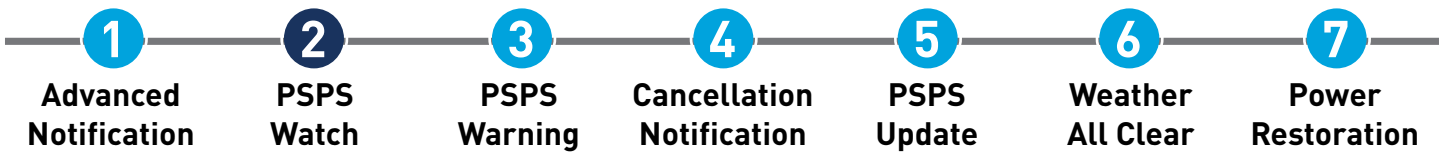
Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*



# General Customers



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: On [START DATE] power shutoffs may be required for safety

**HEADER LINKS:**

español 中文 tiếng việt Tagalog 한국어 русский язык  
 فارسی عربی Hmoob ໂຊ ຈີນ ປາກີ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

**NUMBER OF METERS AFFECTED:** [NUMBER of SPIDs FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [ETOR DAY], [ETOR DATE] by [ETOR TIME] Restoration time may change depending on weather and equipment damage.

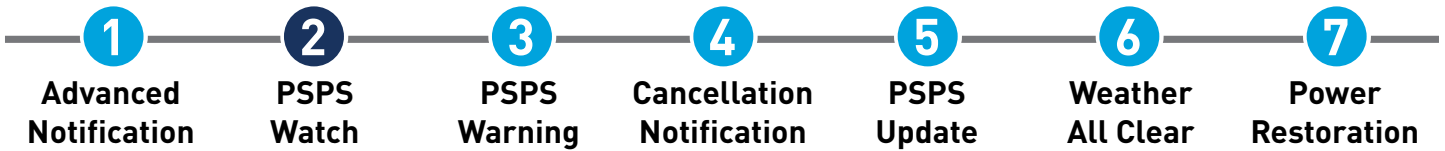
(Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning notification if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

If this is not the correct email address for the addresses provided, please call 1-800-743-5000.

## CONTINUED ON NEXT PAGE

# General Customers



## EMAIL (MULTI PREM) CONT.

For more information visit [[pge.com/pspsupdates](https://pge.com/pspsupdates)] or call 1-800-743-5002.

### RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

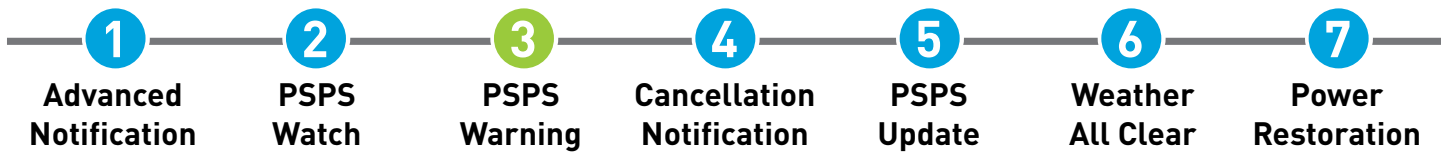
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# Medical Baseline Program Participants



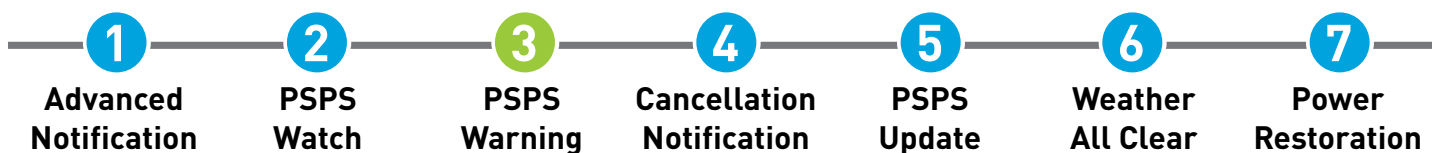
## IVR LIVE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert for Medical Baseline customers. Shutoffs start between [TIME] and [TIME] for safety. To continue in English press 1. To replay this message at any time, press #. To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Weather forecasts including high winds and dry conditions, will require us to turn off your power at [ADDRESS] to help prevent a wildfire. SHUTOFF TIME: [DAY] [DATE] between [TIME] and [TIME]. Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power. ESTIMATED RESTORATION TIME: [DAY], [DATE] by [TIME]. This restoration time may change depending on weather conditions and equipment damage. We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. For planning resources or more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging). Press # to repeat this message. Thank you. Goodbye.

## IVR LIVE (MULTI PREM)

This is PG&E calling with a PSPS outage alert for Medical Baseline customers. Shutoffs start between [TIME] and [TIME] for safety. To continue in English press 1. To replay this message at any time, press #. To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Weather forecasts including high winds and dry conditions, will require us to turn off the power for [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. The estimated shutoff time for [PREMISE ADDRESS #1] is [ESTIMATED SHUTOFF START DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. The estimated shutoff time for [ADDRESS #2] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. Changes in weather can affect shutoff times. Restoration times may change depending on weather conditions and equipment damage. Please get ready to write down the following information. Details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters can be found online at [pge.com/myaddresses](http://pge.com/myaddresses). On the website you will be asked to enter your phone number [XXX-XXX-XXXX] plus a 4-digit PIN. Your PIN number is: [ZZZZ]. To repeat how to get details for all of your affected meters, press \*. We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. For planning resources or more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging). Press # to repeat this message. To repeat how to get details for all of your affected meters, press \*. Thank you. Goodbye.

# Medical Baseline Program Participants



## IVR VOICE MESSAGE (SINGLE PREM)

This is PG&E calling on [DAY, DATE] at [TIME] with a PSPS outage alert for Medical Baseline Customers. Shutoffs start between [TIME] and [TIME] for safety. Your response is required. To hear this message in another language call [1-800-XXX-XXXX]. To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Weather forecasts including high winds and dry conditions, will require us to turn off your power at [ADDRESS] to help prevent a wildfire. SHUTOFF TIME: [DAY] [DATE] between [TIME]-[TIME]. Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power. ESTIMATED RESTORATION TIME: [DAY], [DATE] by [TIME] This restoration time may change depending on weather conditions and equipment damage. Please call [XXX-XXX-XXXX] to confirm you have received this message. We will continue to attempt to reach you and may visit your home if you do not respond. We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. For planning resources or more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging). Thank you. Goodbye.

## IVR VOICE MESSAGE (MULTI PREM)

This is PG&E calling on [DAY, DATE] at [TIME] with a PSPS outage alert for Medical Baseline customers. Shutoffs start between [TIME] and [TIME] for safety. Your response is required. To hear this message in another language call [1-800-XXX-XXXX]. To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Weather forecasts including high winds and dry conditions, will require us to turn off the power for [NUMBER OF SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. The estimated shutoff time for [ADDRESS #1] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. The estimated shutoff time for [ADDRESS #2] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. Changes in weather can affect shutoff times. Restoration times may change depending on weather conditions and equipment damage. Details for all [NUMBER OF SPIDs FOR MULTI PREM] of your affected meters can be found online at [pge.com/myaddresses](http://pge.com/myaddresses). On the website you will be asked to enter your phone number [XXX-XXX-XXXX] plus a 4-digit PIN. Your PIN number is: [ZZZZ]. Please call [XXX-XXX-XXXX] to confirm you have received this message. We will continue to attempt to reach you and may visit your home if you do not respond. We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. For planning resources or more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging). Thank you. Goodbye.

# Medical Baseline Program Participants



## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert - Medical Baseline Customers [DATE]: PG&E will turn off power for safety at [ADDRESS]. Est shutoff: [DATE] [TIME]-[TIME] Est restoration: [DATE] by [TIME] depending on weather & damage. More info & other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## TEXT (MULTI PREM)

PG&E PSPS Outage Alert - Medical Baseline Customers [DATE]: PG&E will turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est shutoff as early as: [DATE] [TIME]-[TIME]. Est restoration: [DATE] by [TIME] depending on weather & damage. Meters: [pge.bz/12345]. Info&Languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: Shutoffs start between [TIME]-[TIME] for safety

**HEADER LINKS:**

español 中文 tiếng việt Tagalog 한국어 русский язык  
فارسی عربی Hmoob ལྷོ ལྷོ 日本語 ਪੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Warning

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Current weather forecasts, including high winds and dry conditions, will require us to turn off your power to help prevent a wildfire.

**ADDRESS:** [ADDRESS, CITY, STATE, COUNTY]

**ESTIMATED SHUTOFF:** [DAY], [DATE] [TIME]-[TIME]

Shutoff times may be delayed if winds arrive later than forecast.

We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power.

**ESTIMATED RESTORATION:** [DAY], [DATE] by [TIME]

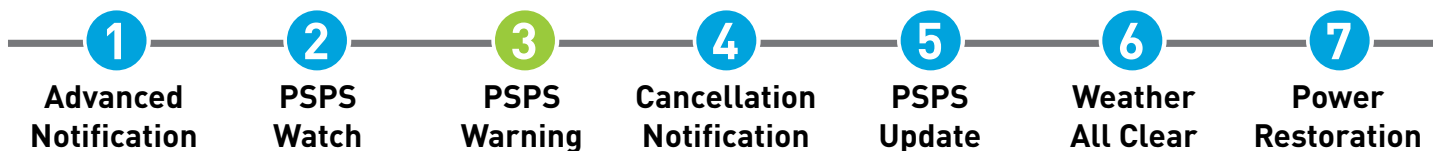
Restoration time may change depending on weather and equipment damage.

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored.

For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

## CONTINUED ON NEXT PAGE

# Medical Baseline Program Participants



## EMAIL (SINGLE PREM) CONT.

### RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, including Community Resource Centers where you can charge devices, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# Medical Baseline Program Participants



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: Shutoffs start between [TIME]-[TIME] for safety

**HEADER LINKS:**

español    中文    tiếng việt    Tagalog    한국어    русский язык  
 عىبرع    ىسراف    Hmoob    ຊຸມໃນ    日本語    ਪੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Warning

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Current weather forecasts, including high winds and dry conditions will require us to turn off your power to help prevent a wildfire.

**NUMBER OF METERS AFFECTED:** [NUMBER of SPIDs FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.

Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. Weather forecasts change frequently.

## CONTINUED ON NEXT PAGE

# Medical Baseline Program Participants



## EMAIL (MULTI PREM) CONT.

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

### RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, including Community Resource Centers where you can charge devices, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*



# General Customer



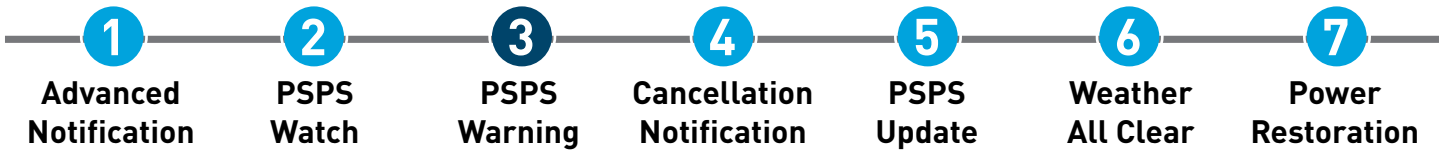
## PHONE/VOICE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert. Shutoffs start between [TIME] and [TIME] for safety. To continue in English press 1. To replay this message at any time, press #. To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Weather forecasts including high winds and dry conditions, will require us to turn off your power at [ADDRESS] to help prevent a wildfire. SHUTOFF TIME: [DAY] [DATE] between [TIME] and [TIME]. Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power. ESTIMATED RESTORATION TIME: [DAY], [DATE] by [TIME]. This restoration time may change depending on weather conditions and equipment damage. We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. For planning resources or more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging). Press # to repeat this message. Thank you. Goodbye.

## PHONE/VOICE (MULTI PREM)

This PG&E calling with a PSPS outage alert. Shutoffs start between [TIME] and [TIME] for safety. To continue in English press 1. To replay this message at any time, press #. To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Weather forecasts including high winds and dry conditions, will require us to turn off the power for [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. The estimated shutoff time for [ADDRESS #1] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. The estimated shutoff time for [ADDRESS #2] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. Changes in weather can affect shutoff times. Restoration times may change depending on weather conditions and equipment damage. Please get ready to write down the following information. Details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters can be found online at [pge.com/myaddresses](http://pge.com/myaddresses). On the website you will be asked to enter your phone number [XXX-XXX-XXXX] plus a 4-digit PIN. Your PIN number is: [ZZZZ]. To repeat how to get details for all of your affected meters, press \*. We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. For planning resources or more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging). Press # to repeat this message. To repeat how to get details for all of your affected meters, press \*. Thank you. Goodbye.

# General Customer



## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [DATE]: PG&E will turn off power for safety at [ADDRESS] on [DATE]. Est. shutoff: [TIME]-[TIME] Est. restoration: [DATE] by [TIME] depending on weather & equipment damage. More info & other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## TEXT (MULTI PREM)

PG&E PSPS Outage Alert [DATE]: PG&E will turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est. shutoff as early as: [DATE] [TIME]-[TIME]. Est. restoration: [DATE] by [TIME] depending on weather & equipment damage. Meter list: [pge.bz/12345](http://pge.bz/12345) Info & other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: Shutoffs start between [TIME]-[TIME] for safety

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык  
فارسی   عربی   Hmoob   ལྷོ་ཡི་སྐད་   日本語   ਪੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Warning

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Current weather forecasts, including high winds and dry conditions, will require us to turn off your power to help prevent a wildfire.

**ADDRESS:** [ADDRESS, CITY, STATE, COUNTY]

**ESTIMATED SHUTOFF:** [DAY], [DATE] [TIME]-[TIME]

Shutoff times may be delayed if winds arrive later than forecast.

We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power.

**ESTIMATED RESTORATION:** [DAY], [DATE] by [TIME]

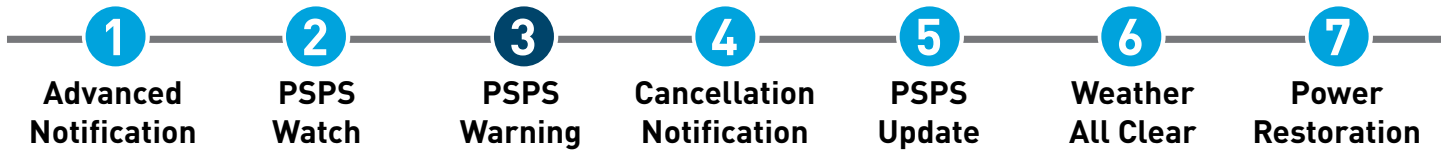
Restoration time may change depending on weather and equipment damage.

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored.

For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

## CONTINUED ON NEXT PAGE

# General Customer



## EMAIL (SINGLE PREM) CONT.

### RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, including Community Resource Centers where you can charge devices, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# General Customer

1

Advanced  
Notification

2

PSPS  
Watch

3

PSPS  
Warning

4

Cancellation  
Notification

5

PSPS  
Update

6

Weather  
All Clear

7

Power  
Restoration

## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: Shutoffs start between [TIME]-[TIME] for safety

**HEADER LINKS:**

español 中文 tiếng việt Tagalog 한국어 русский язык  
فارسی عربی Hmoob ໂຊ ຈີນ ປາກີ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Warning

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning.

Current weather forecasts, including high winds and dry conditions will require us to turn off your power to help prevent a wildfire.

**NUMBER OF METERS AFFECTED:** [NUMBER of SPIDs FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.

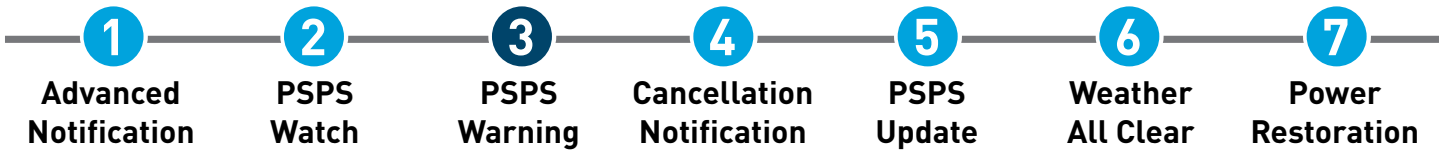
(Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. Weather forecasts change frequently.

For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

## CONTINUED ON NEXT PAGE

# General Customer



## EMAIL (MULTI PREM) CONT.

### RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, including Community Resource Centers where you can charge devices, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# All Customers



## PHONE/VOICE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1. Forecasted weather conditions have improved and we are not planning to turn off power for public safety at [ADDRESS] on [DAY] [DATE]. For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. Press # to repeat this message. Thank you. Goodbye.

## PHONE/VOICE (MULTI PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1. Forecasted weather conditions have improved and we are not planning to turn off power for public safety to [NUMBER OF SPIDs FOR MULTI PREM] of your meters. The meters at the following addresses: [ADDRESS #1], [ADDRESS #2], [ADDRESS #3] will not be turned off. Please get ready to write down the following information. To view details for all [NUMBER OF SPIDs FOR MULTI PREM] of your canceled meters, visit [pge.com/myaddresses](http://pge.com/myaddresses) and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted. To repeat how to get details for all of your affected meters, press \*. For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. Press # to repeat this message. To repeat how to get details for all of your affected meters, press \*. Thank you. Goodbye.

## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [DATE]: Forecasted weather conditions have improved & we are not turning off safety at [ADDRESS] on [DATE]. More info & other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates)

## TEXT (MULTI PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: Forecasted weather conditions have improved & we are not turning off power for safety to [NUMBER OF SPIDs FOR MULTI PREM] of your meters. Meter list: [pge.bz/12345]. More info & other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates)

# All Customers

1

Advanced  
Notification

2

PSPS  
Watch

3

PSPS  
Warning

4

Cancellation  
Notification

5

PSPS  
Update

6

Weather  
All Clear

7

Power  
Restoration

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: Your power shutoff is canceled

**HEADER LINKS:**

español 中文 tiếng việt Tagalog 한국어 русский язык  
فارسی عربی Hmoob ໂຊ ຈີປັນຍາ ປੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Cancellation

Forecasted weather conditions have improved and we are NOT planning to turn off power for public safety at: [ADDRESS, CITY, STATE, COUNTY] on [DAY], [DATE]

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

Thank you,

PG&E Customer Service

Message sent at [DATE, TIME]

**NOTE:** To protect against spam, some email providers may delay delivery

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: Your power shutoff is canceled

**HEADER LINKS:**

español 中文 tiếng việt Tagalog 한국어 русский язык  
فارسی عربی Hmoob ໂຊ ຈີປັນຍາ ປੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Cancellation

Forecasted weather conditions have improved and we are NOT planning to turn off power for public safety at the following locations:

**NUMBER OF METERS CANCELED:** [NUMBER of SPIDs FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL CANCELED LOCATIONS/DOWNLOAD A LIST OF ALL CANCELED LOCATIONS]

## CONTINUED ON NEXT PAGE

# All Customers



## EMAIL (MULTI PREM) CONT.

1.	ADDRESS: [ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.

(Repeat for first 50 premises that would be affected)

For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

Thank you,

PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*



# All Customers



## PHONE/VOICE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1. Power remains off at your location at [ADDRESS] to help prevent a wildfire. Crews will restore power as soon as it is safe to do so. ESTIMATED RESTORATION TIME: [DAY] [DATE] by [TIME]. This restoration time may change depending on weather conditions and equipment damage. We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging). We apologize for the disruption and we appreciate your patience. To opt out of call notifications to this number for the remainder of this outage, press 2. Press # to repeat this message. Thank you. Goodbye.

## PHONE/VOICE (MULTI PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1. To replay this message at any time, press #. Power remains off for [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. Crews will restore power as soon as it is safe to do so. The estimated restoration time for [ADDRESS #1] is [DAY], [DATE] by [TIME]. The estimated restoration time for [ADDRESS #2] is [DAY], [DATE] by [TIME]. Restoration times may change depending on weather conditions and equipment damage. Please get ready to write down the following information. To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters, visit [pge.com/myaddresses](http://pge.com/myaddresses) and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted. To repeat how to get details for all of your affected meters, press \*. We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging). We apologize for the disruption and we appreciate your patience. To opt out of call notifications to this number for the remainder of this outage, press 2. Press # to repeat this message. To repeat how to get details for all of your affected meters, press \*. Thank you. Goodbye.

# All Customers



## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [DATE]: Power remains off at [ADDRESS] to help prevent a wildfire. Estimated restoration: [DATE] by [TIME] depending on weather & equipment damage. More info & other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates). Reply STOP to STOP text alerts for this outage.

## TEXT (MULTI PREM)

PG&E PSPS Outage Alert [DATE]: Power remains off at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. Estimated restoration: [DATE] by [TIME] depending on weather & equipment damage. Meter list: [pge.bz/12345](http://pge.bz/12345). More info & other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates). Reply STOP to STOP text alerts for this outage.

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: Estimated restoration time

**HEADER LINKS:**

español 中文 tiếng việt Tagalog 한국어 русский язык  
فارسی عربی Hmoob ໂຊງ ຈາປາງ ປੰਜາਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Update

Power remains off at your location to help prevent a wildfire. We apologize for the disruption and we appreciate your patience. Crews will restore power as soon as it is safe to do so.

ADDRESS: [ADDRESS, CITY, STATE, COUNTY]

ESTIMATED RESTORATION: [DAY], [DATE] by [TIME]

Restoration time may change depending on weather and equipment damage.

We recommend all customers plan for an extended outage. We will provide daily updates until your power has been restored. Weather forecasts change frequently.

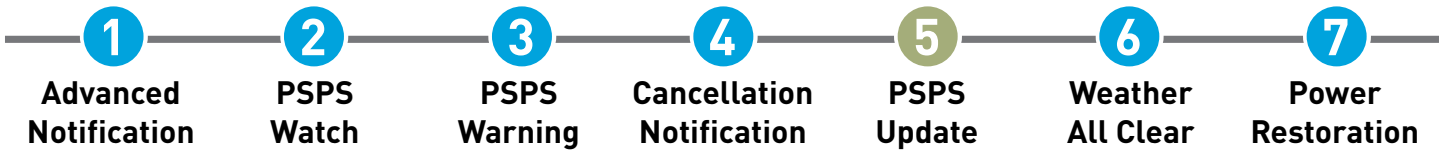
For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

### ADDITIONAL RESOURCES

- If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging).
- To view city/county level information, including Community Resource Centers where you can charge devices visit [pge.com/pspsupdates](http://pge.com/pspsupdates).

## CONTINUED ON NEXT PAGE

# All Customers



## EMAIL (SINGLE PREM) CONT.

- To look up additional addresses that may be affected, visit [pge.com/addresslookup](http://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](http://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](http://pge.com/outageprep).
- For generator safety tips visit [pge.com/generatorsafety](http://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](http://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast visit [pge.com/pspsweather](http://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

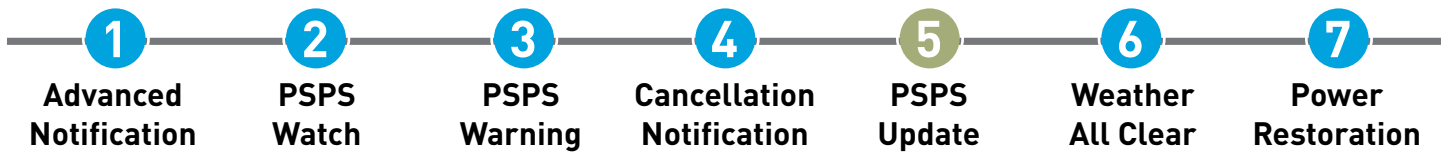
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# All Customers



## EMAIL (MULTI PREM)

**SUBJECT:** PPS Outage Alert: Estimated restoration time

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык  
فارسی   عربى   Hmoob   ໂຊ ມາ   日本語   ਪੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PPS Outage Update

Power remains off at the locations below to help prevent a wildfire. We apologize for the disruption and we appreciate your patience. Crews will restore power as soon as it is safe to do so. Get the latest restoration information for each of your locations below.

NUMBER OF METERS AFFECTED: [NUMBER of SPIDs FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.

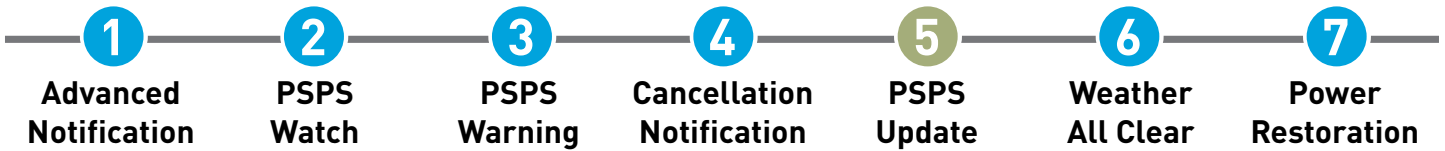
(Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until your power has been restored. Weather forecasts change frequently.

For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

## CONTINUED ON NEXT PAGE

# All Customers



## EMAIL (MULTI PREM) CONT.

### ADDITIONAL RESOURCES

- If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, including Community Resource Centers where you can charge devices visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

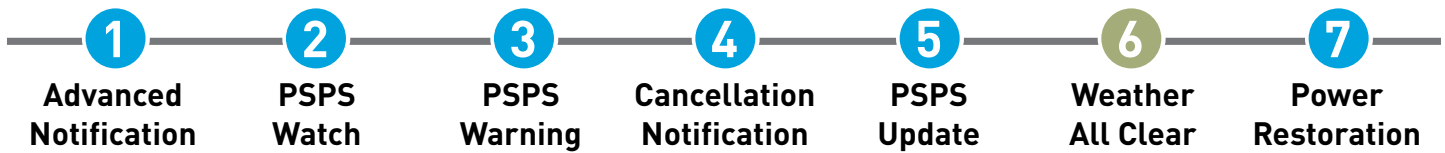
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# All Customers



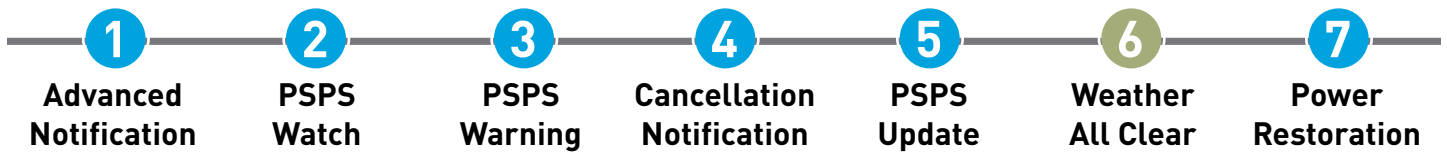
## PHONE/VOICE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1. Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power at your location [ADDRESS]. ESTIMATED RESTORATION TIME: [DAY] [DATE] by [TIME]. This restoration time may change depending on equipment damage. We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging). We apologize for the disruption and we appreciate your patience To opt out of call notifications to this number for the remainder of this outage, press 2. Press # to repeat this message. Thank you. Goodbye.

## PHONE/VOICE (MULTI PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1. To replay this message at any time, press #. Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power to [NUMBER of SPIDs FOR MULTI PREM] of your meters. The estimated restoration time for [ADDRESS #1] is [DAY], [DATE] by [TIME]. The estimated restoration time for [ADDRESS #2] is [DAY], [DATE] by [TIME]. These restoration times may change depending on equipment damage. Please get ready to write down the following information. To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters, visit [pge.com/myaddresses](http://pge.com/myaddresses) and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted. To repeat how to get details for all of your affected meters, press \*. We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging). We apologize for the disruption and we appreciate your patience. To opt out of call notifications to this number for the remainder of this outage, press 2. Press # to repeat this message. To repeat how to get details for all of your affected meters, press \*. Thank you. Goodbye.

# All Customers



## TEXT (SINGLE PREM)

PG&E PPS Outage Alert [DATE]: Weather conditions have improved, and crews are inspecting equipment to safely restore power at [ADDRESS]. Estimated restoration: [Date] by [TIME] depending on equipment damage. More info & other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply STOP to STOP text alerts for this outage.

## TEXT (MULTI PREM)

PG&E PPS Outage Alert [DATE]: Weather has improved, and crews are inspecting equipment to safely restore power to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Estimated restoration: [DATE] by [TIME] depending on equipment damage. Meter list: [pge.bz/12345](http://pge.bz/12345). Info & Languages: [pge.com/pspsupdates](http://pge.com/pspsupdates). Reply STOP to STOP text alerts for this outage.

## EMAIL (SINGLE PREM)

**SUBJECT:** PPS Outage Alert: Crews are inspecting equipment

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык  
فارسی   عربی   Hmoob   ໂຊງ   日本語   ਪੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PPS Equipment Inspections

Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power. We apologize for the disruption and we appreciate your patience.

We expect your service at: [ADDRESS, CITY, STATE, COUNTY] to be fully restored by [DAY], [DATE] by [TIME] depending on if any repairs are needed.

We will provide daily updates until your power has been restored.

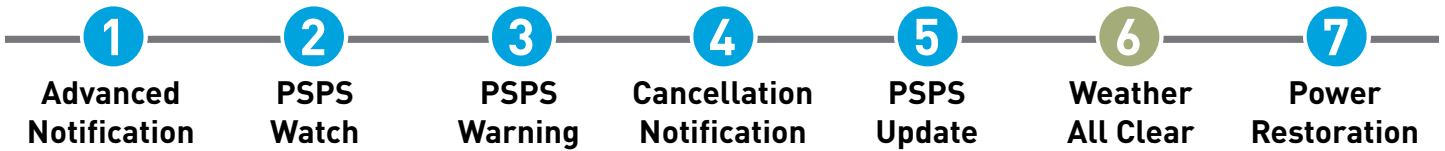
For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

### ADDITIONAL RESOURCES

- If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging).
- To view city/county level information, including Community Resource Centers where you can charge devices visit [pge.com/pspsupdates](http://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](http://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](http://pge.com/pspsmaps).

## CONTINUED ON NEXT PAGE

# All Customers



## EMAIL (SINGLE PREM) CONT.

- Get outage tips and a sample emergency plan at [pge.com/outageprep](http://pge.com/outageprep).
- For generator safety tips visit [pge.com/generatorsafety](http://pge.com/generatorsafety).
- For generator safety tips visit [pge.com/generatorsafety](http://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](http://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast visit [pge.com/pspsweather](http://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

PG&E Customer Service

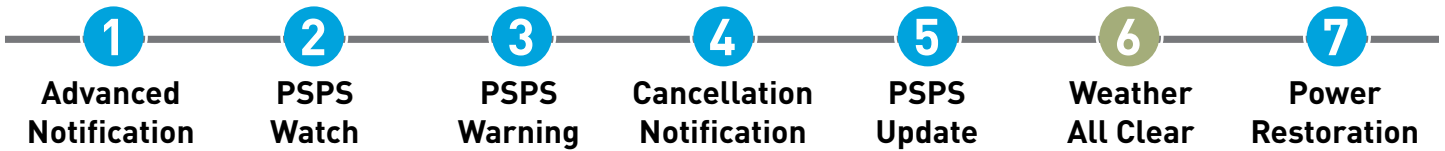
Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*



# All Customers



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: Crews are inspecting equipment

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык  
فارسی   عربي   Hmoob   ໂຊ ມາ   日本語   ਪੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Equipment Inspections

Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power. We apologize for the disruption and we appreciate your patience.

NUMBER OF METERS AFFECTED: [NUMBER of SPIDs FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.

(Repeat for first 50 premises that would be affected)

We will provide daily updates until your power has been restored.

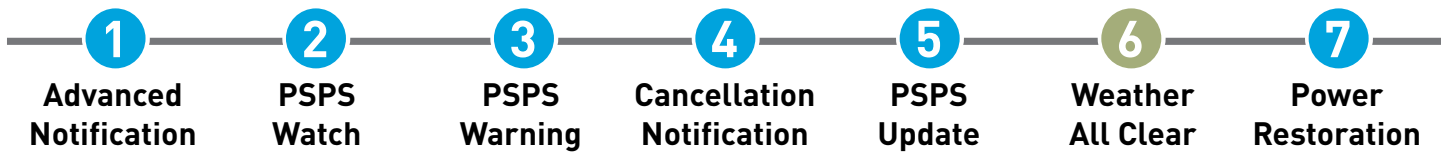
For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

### ADDITIONAL RESOURCES

- If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).

## CONTINUED ON NEXT PAGE

# All Customers



## EMAIL (MULTI PREM) CONT.

- To view city/county level information, including Community Resource Centers where you can charge devices visit [pge.com/pspsupdates](http://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](http://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](http://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](http://pge.com/outageprep).
- For generator safety tips visit [pge.com/generatorsafety](http://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](http://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast visit [pge.com/pspsweather](http://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

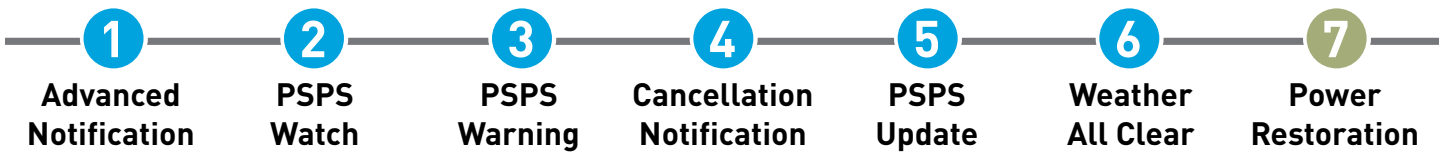
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# All Customers



## PHONE/VOICE (SINGLE PREM)

This is PG&E calling on [DAY, DATE] at [TIME] with a PSPS outage alert. To continue in English press 1. Crews have successfully restored power at [ADDRESS]. If your power is still out in this location, please visit [pge.com/outages](https://pge.com/outages) or call 1-800-743-5002. We apologize for the disruption and we appreciate your patience. Press # to repeat this message. Thank you. Goodbye.

## PHONE (MULTI PREM)

This is PG&E calling on [DAY, DATE] at [TIME] with a PSPS outage alert. To continue in English press 1. Crews have successfully restored power to [NUMBER of SPIDs FOR MULTI PREM] of your meters. The meters at the following addresses: [ADDRESS #1], [ADDRESS #2], [ADDRESS #3] have been restored. Please get ready to write down the following information. To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters, visit [pge.com/myaddresses](https://pge.com/myaddresses) and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted. To repeat how to get details for all of your affected meters, press \*. If your power is still out at any of these locations, please visit [pge.com/outages](https://pge.com/outages) or call 1-800-743-5002. We apologize for the disruption and we appreciate your patience. Press # to repeat this message. To repeat how to get details for all of your affected meters, press \*. Thank you. Goodbye.

## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [DATE]: Crews have successfully restored power at your location, [PREMISE ADDRESS]. If your power is still out in this location, please visit [pge.com/outages](https://pge.com/outages) or call 1-800-743-5002. For other languages: [pge.com/pspsupdates](https://pge.com/pspsupdates)

## TEXT (MULTI PREM)

PG&E PSPS Outage Alert [DATE]: Crews have successfully restored power to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Meter list: [[pge.bz/12345](https://pge.bz/12345)]. For other languages: [pge.com/pspsupdates](https://pge.com/pspsupdates)

# All Customers

1

Advanced  
Notification

2

PSPS  
Watch

3

PSPS  
Warning

4

Cancellation  
Notification

5

PSPS  
Update

6

Weather  
All Clear

7

Power  
Restoration

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: Power restored

**HEADER LINKS:**

español 中文 tiếng việt Tagalog 한국어 русский язык  
فارسی عربی Hmoob ໂຊງ ຈີປັນຊີ ປੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** Power Restored

Crews have successfully restored power at: [ADDRESS, CITY, STATE, COUNTY]. We apologize for the disruption and we appreciate your patience. If your power is still out in this location, please visit [pge.com/outages](http://pge.com/outages) or call 1-800-743-5002.

Thank you,

PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: Power restored

**HEADER LINKS:**

español 中文 tiếng việt Tagalog 한국어 русский язык  
فارسی عربی Hmoob ໂຊງ ຈີປັນຊີ ປੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** Power Restored

Crews have successfully restored power at the following locations:

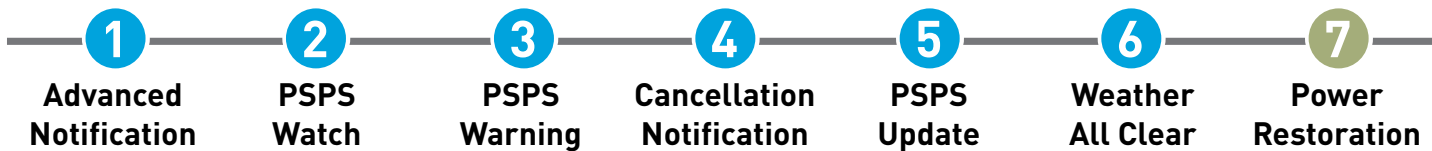
NUMBER OF METERS RESTORED: [NUMBER of SPIDs FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL RESTORED LOCATIONS/DOWNLOAD A LIST OF ALL RESTORED LOCATIONS]

## CONTINUED ON NEXT PAGE

# All Customers



## EMAIL (MULTI PREM) CONT.

1.	ADDRESS: [ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID]
2.	ADDRESS: [ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID]

(Repeat for first 50 premises that would be affected)

We apologize for the disruption and we appreciate your patience.

If your power is still out, please visit [pge.com/outages](http://pge.com/outages) or call 1-800-743-5002.

Thank you,

PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

## All Customers: Custom Watch Notification\*\*\*

### PHONE/VOICE

Hello, this is Pacific Gas and Electric calling on [DATE] with a PSPS outage alert. Due to current weather forecasts, your location is currently under a Watch for a Public Safety Power Shutoff. Weather forecasts including high winds and dry conditions may require us to turn off your power to help prevent a wildfire. Estimated shutoff time may begin the [TIME] of [DATE] or [TIME] [DATE].

For general information on this Public Safety Power Shutoff visit [pge.com/pspsupdates](https://pge.com/pspsupdates). For details on how this Public Safety Power Shutoff impacts you call 800-743-5002, or press 1 now to speak with an agent.

We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging). To speak with an agent, press 1 or call 800-743-5002. Please stay on the line to hear this message again. Thank you. Goodbye.

## All Customers: Custom Watch Notification (Spanish)\*\*\*

### PHONE/VOICE

Hola, Somos Pacific Gas and Electric llamando hoy, [DATE] con una alerta de interrupción de PSPS. Debido a las previsiones meteorológicas actuales, su ubicación se encuentra actualmente bajo vigilancia por un corte de energía por motivos de seguridad pública. Los pronósticos del tiempo, incluidos los vientos fuertes y las condiciones secas, pueden requerir que apaguemos su energía para ayudar a prevenir un incendio forestal. El tiempo de cierre estimado puede comenzar [TIME] del [DATE] o [TIME] del [DATE].

Para obtener información general sobre este corte de energía de seguridad pública, visite [pge.com/pspsupdates](https://pge.com/pspsupdates). Para obtener detalles sobre cómo afecta este corte de energía por motivos de seguridad pública, llame al 800-743-5002, o presione 1 ahora para hablar con un agente.

Recomendamos a todos los clientes que tengan un plan para una interrupción prolongada. Proporcionaremos actualizaciones diarias hasta que haya pasado el riesgo meteorológico o se haya restablecido la energía. Esto incluirá una alerta de advertencia si hemos determinado que es necesario apagar la energía. Si depende de la energía para operar dispositivos médicos de soporte vital o tiene necesidades funcionales y de acceso, es posible que haya apoyo adicional disponible. Para obtener más información, visite [pge.com/disabilityandaging](https://pge.com/disabilityandaging). Para hablar con un agente, presione 1 o llame al 800-743-5002. Permanezca en la línea para escuchar este mensaje nuevamente. Gracias. Adiós

\*\*\* As-needed only.

## All Customers: Custom Warning 1 Notification\*\*\*

### PHONE/VOICE

Hello, this is Pacific Gas and Electric calling on [DATE] with a PSPS outage alert. To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning.

Weather forecasts including high winds and dry conditions, will require us to turn off your power to help prevent a wildfire. Estimated shutoff time will begin the [TIME] of [DATE] or [TIME] [DATE].

For general information on this Public Safety Power Shutoff visit [pge.com/pspsupdates](https://pge.com/pspsupdates). For details on how this Public Safety Power Shutoff impacts you call 800-743-5002, or press 1 to speak with an agent.

We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored.

If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging). To speak with an agent, press 1 or call 800-743-5002. Please stay on the line to hear this message again. Thank you. Goodbye.

## All Customers: Custom Warning 2 Notification\*\*\*

### PHONE/VOICE

This is PG&E calling with a PSPS outage alert. For information in another language call 1-800-743-5002. Rapidly changing weather conditions in your area, such as high winds and dry conditions require PG&E to de energize power for safety. The shutoff is scheduled to start at [DAY] [DATE] [TIME]. After weather has improved, we will patrol nearby lines to ensure they can be safely re-energized before restoring power. We recommend all customers have a plan for an extended outage. For planning resources or more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging). Press # to repeat this message. Thank you. Goodbye.

\*\*\* As-needed only.

## All Customers: Custom Cancellation Notification\*\*\*

### PHONE/VOICE

Hello, this is Pacific Gas and Electric calling on [DATE] with a PSPS outage alert. Forecasted weather conditions have improved and we are not planning to turn off your power for public safety. For general information visit [pge.com/pspsupdates](https://pge.com/pspsupdates). To speak with an agent, press 1 or call 800-743-5002. Please stay on the line to hear this message again. Thank you. Goodbye.

## All Customers: Custom All Clear Notification\*\*\*

### PHONE/VOICE

Hello, this is Pacific Gas and Electric calling on [DATE] with a PSPS outage alert. Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore your power. For general information visit [pge.com/pspsupdates](https://pge.com/pspsupdates). We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored.

If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging). To speak with an agent please press 1, or call 800-743-5002. We apologize for the disruption and we appreciate your patience. Please stay on the line to hear this message again. Goodbye.

## All Customers: Custom All Clear Notification (Spanish)\*\*\*

### PHONE/VOICE

Hola, somos Pacific Gas and Electric llamando el [DATE] con una alerta de interrupción de PSPS. Las condiciones climáticas han mejorado y las cuadrillas están inspeccionando el equipo para determinar qué tan rápido podemos restaurar su energía de manera segura. Para obtener información general, visite [pge.com/pspsupdates](https://pge.com/pspsupdates). Recomendamos a todos los clientes que tengan un plan para una interrupción prolongada. Proporcionaremos actualizaciones diarias hasta que se restablezca la energía.

Si depende de la energía para operar dispositivos médicos de soporte vital o tiene necesidades funcionales y de acceso, es posible que haya apoyo adicional disponible. Para obtener más información, visite [pge.com/disabilityandaging](https://pge.com/disabilityandaging). Para hablar con un agente, marque 1 o llame al 800-743-5002.

Nos disculpamos por la interrupción y agradecemos su paciencia. Permanezca en la línea para escuchar este mensaje nuevamente. Adiós.

\*\*\* As-needed only.



## All Customers: Custom Restoration Complete Notification\*\*\*

### PHONE/VOICE

Hello, this is Pacific Gas and Electric calling on [DATE] with a PSPS outage alert. Crews have successfully restored your power. If your power is still out, please press 1 or call 800-743-5002 to speak with an agent. We apologize for the disruption and we appreciate your patience. Please stay on the line to hear this message again. Thank you. Goodbye.

## All Customers: Custom Restoration Complete Notification (Spanish)\*\*\*

### PHONE/VOICE

Hola, somos Pacific Gas and Electric llamando [DATE] con una alerta de interrupción de PSPS. Las tripulaciones han restaurado con éxito su energía. Si todavía no tiene energía, presione 1 o llame al 800-743-5002 para hablar con un agente. Nos disculpamos por la interrupción y agradecemos su paciencia. Permanezca en la línea para escuchar este mensaje nuevamente. Gracias adios.

## All Customers: Microgrid Update Notification\*\*\*

### PHONE/VOICE

This is PG&E calling with a PSPS outage alert. For information in another language call 1-800-743-5002. Weather conditions have improved and crews are inspecting equipment to determine how quickly we can safely restore power to the electric grid. As we work to transition you from backup power to the electric grid, you will experience a power outage of up to four hours. For updates and information in more languages, visit [pge.com/backuprestoration](https://pge.com/backuprestoration) or call 1-800-743-5002. Thank you. Goodbye.

\*\*\* As-needed only.

# All Customers: Live Agent Life Support Customer Call Script (Pre-De-energization)\*\*\*

## LIVE ANSWER

- Hello, this is [FIRST NAME] with Pacific Gas and Electric Company
- I am calling to make sure you're aware that we are tracking severe weather that may threaten a portion of the electric system with substantially increased wildfire risk. If the forecasted weather does materialize it may be necessary for PG&E to turn off electricity for safety with an estimated start time between [SHUTOFF WINDOW START] and [SHUTOFF WINDOW END].
- We are estimating that your power would be restored by [ETOR]. We understand how important electric service is to you. Please know, if we need to turn off power for safety, we will turn it back on as soon as it is safe to do so. However, depending on weather conditions, outages could last longer than estimated.
- Once power is shut off, PG&E will open Community Resource Centers where you can access resources during PSPS events. These centers are a safe, energized location to meet your most basic power needs, such as charging cell phones, laptops and basic medical equipment. Water, snacks and other essential items are also available to reduce hardships
- We encourage all customers to have a plan for medical needs like medications that require refrigeration or devices that need power.
- Also, keep emergency numbers handy and consider a backup location you could go to, if necessary. If possible, consider staying with a friend or relative during an outage, and check with local authorities regarding available resources.
- We also recommend building or restocking your emergency kit with flashlights, batteries, first aid supplies and cash.
- If at any time in the future you have a change to your contact information, please update your contact information by calling us at 1-866-743-6589.
- As a reminder, during PSPS events, we will try to reach you with automated calls and text messages. Please answer any calls from 1-800-743-5002 and reply to text messages from 976-33 to confirm you have received the automated message and stop additional calls.
- If at any time you experience a medical emergency, please call 911 immediately.
- More information can be found at [pge.com/pspsupdates](https://pge.com/pspsupdates). Thank you.

## VOICEMAIL

Hello, this is [FIRST NAME] calling from Pacific Gas and Electric Company with an urgent safety message about your electric service. I am calling to make sure you're aware that we are forecasting severe weather that may threaten a portion of the electric system. If the forecasted weather does materialize it may be necessary for PG&E to turn off electricity for safety with an estimated start time between [SHUTOFF WINDOW START] and [SHUTOFF WINDOW END]. We are estimating your power would be restored by [ETOR]. Depending on weather conditions or if any repairs are needed, outages could last longer. We will continue to try to reach you with automated calls and text messages. Please answer any calls from 1-800-743-5002 and reply "1" to text messages from 976-33 to confirm you have received the message and to stop repeat calls. Thank you.

\*\*\* As-needed only.

# All Customers: Live Agent Life Support Customer Wellness Call Script (Post-De-energization)\*\*\*

## LIVE ANSWER

- Hello, this is [FIRST NAME] with Pacific Gas and Electric Company
- I am calling with an update to the status of your power outage. We are currently estimating that your power will be restored by [ETOR]. However, depending on weather conditions or if any repairs are needed, outages could last longer.
- We will send automated updates with a new estimated time of restoral as we receive real time information from our crews in the field. We strongly encourage you to answer those calls or texts and assure you they are not spam calls.
- Additionally, we will notify you when your power has been restored.
- We understand how important electric service is to you. We are calling to make sure you are okay and safe without power. We will restore power as soon as it is safe to do so.
- Are there any questions you have or is there anything further I can do to assist you?

## VOICEMAIL

Hello, this is [FIRST NAME] calling from Pacific Gas and Electric Company with an update to the status of your power outage. We are currently estimating that your power will be restored by [ETOR]. However, depending on weather conditions or if any repairs are needed, outages could last longer. We will send you automated updates with a new estimated time of restoral as we receive real time information from our crews in the field. We strongly encourage you to answer those calls or texts and assure you they are not spam calls. Additionally, we will notify you when your power has been restored. We understand how important electric service is to you. We are calling to make sure you are okay and safe without power. We will restore power as soon as it is safe to do so. If you have questions, please call us at 1-800-743-5002. Thank you.

# All Customers: Closely Monitoring Potential Cancellation Notification\*\*\*

## PHONE/VOICE

Hello, this is Pacific Gas and Electric calling with a PSPS outage alert. Due to improving weather in your area, we may not have to turn off power on Monday, December 7. However, weather conditions remain dynamic, and we are closely monitoring the situation to determine if power shutoffs become necessary. Additional updates will be provided on a daily basis. For general information of this Public Safety Power Shutoff, visit [pge.com/pspsupdates](https://pge.com/pspsupdates). For additional details please call us at 1-800-743-5002, or press 1 now to speak with an agent.

We recommend all customers have a plan for an extended outage. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging). Please stay on the line to hear this message again. Thank you. Goodbye.

\*\*\* As-needed only.

# Transmission and Wholesale Customer Notifications

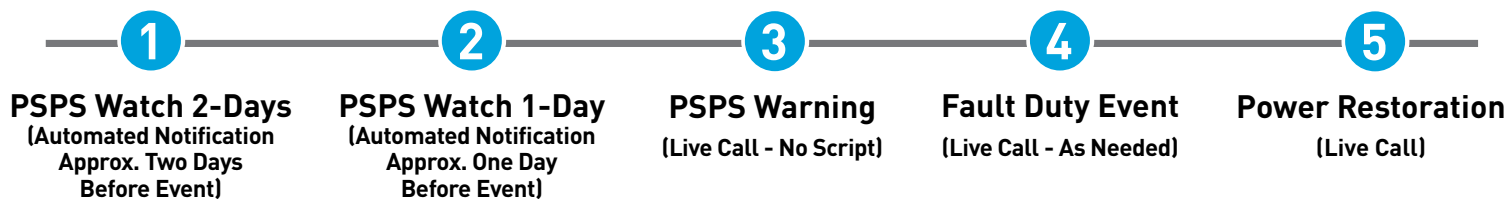
PG&E will make every effort to provide notifications to Transmission-level and Wholesale Customers through:

- Automated/Live Calls
- Text Messages
- Emails

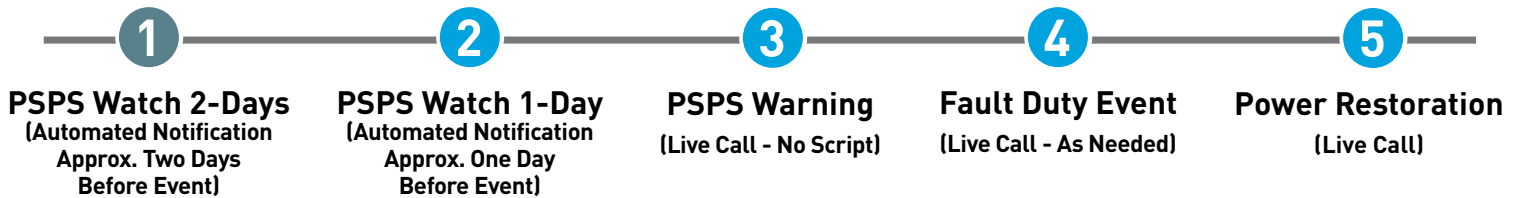
PG&E will continue to support these customers through two PG&E contacts:

- Critical Infrastructure Lead (CIL) automated notification and/or Customer Relationship Manager leading up to the de-energization
- Grid Control Center (GCC) operators during de-energization and re-energization

The following outlines the various notifications PG&E will send prior to, during and after a PSPS event:

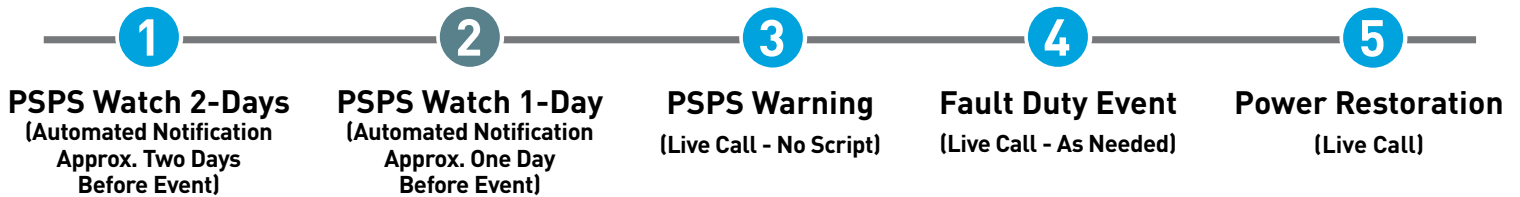


# Transmission and Wholesale Customers



## PHONE (RECORDING)

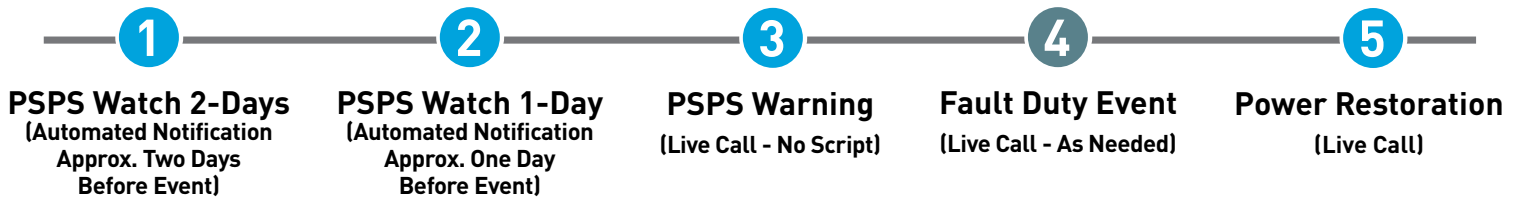
This is an important safety alert from Pacific Gas and Electric Company, calling on [DATE]. Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next [NUMBER OF HOURS] hours and may impact transmission-level electric service. If these conditions persist, PG&E may need to turn off power for safety. Please have your emergency plan ready in case we need to turn off power for public safety. Outages could last for multiple days. We will continue to monitor conditions and will contact you with further updates. If you have any specific questions or concerns, please contact the PG&E Transmission Grid Control Center at [PHONE NUMBER]. For more information, including regular updates, please visit [pge.com/psps](http://pge.com/psps). Thank you.



## PHONE (RECORDING)

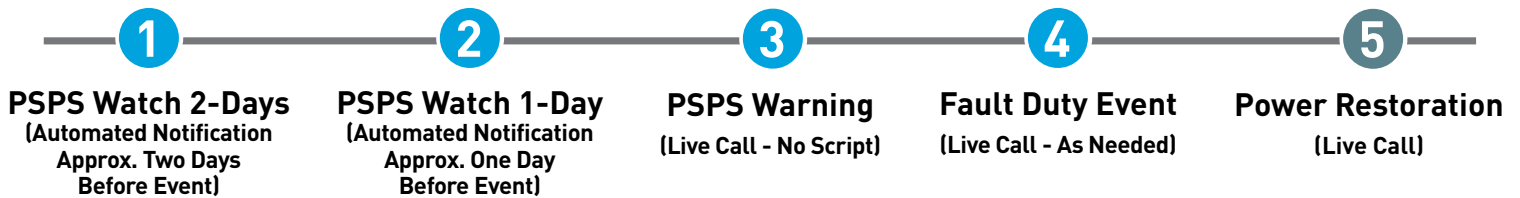
This is an important safety alert from Pacific Gas and Electric Company, calling on [DATE]. Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next [NUMBER OF HOURS] hours and may impact transmission-level electric service. If these conditions persist, PG&E may need to turn off power for safety. Please have your emergency plan ready in case we need to turn off power for public safety. Outages could last for multiple days. We will continue to monitor conditions and will contact you with further updates. If you have any specific questions or concerns, please contact the PG&E Transmission Grid Control Center at [PHONE NUMBER]. For more information, including regular updates, please visit [pge.com/psps](http://pge.com/psps). Thank you.

# Transmission and Wholesale Customers



## PHONE (LIVE CALL)

This is [NAME] at PG&E calling regarding grid conditions expected to commence [TIME, DATE] due to Public Safety Power Shutoff events. These events will cause significant power flow deviations that may have a significant impact on the fault duty at your point of interconnection. We do not expect your facility to lose power during the current event, but we do anticipate a fault duty drop that should be evaluated in order for your protective equipment to continue to operate as designed. Please have your facility's Protection Engineer or 3rd party protection contractor contact PG&E System Protection Engineering at [PHONE NUMBER] as soon as possible. PG&E's Protection Engineering will give your protection specialist the anticipated fault duty needed for protection settings during this event. Thank you.



## PHONE (LIVE CALL)

This is [NAME] at PG&E calling regarding grid conditions. PG&E has restored all services back to normal operations for this Public Safety Shutoff event. If you have made any changes to your fault duty settings for this event, do reset it to normal operations. Should you have any questions, please have your facility's Protection Engineer or 3rd party protection contractor contact PG&E System Protection Engineering at [PHONE NUMBER] for support.

PACIFIC GAS AND ELECTRIC COMPANY  
APPENDIX D  
SECTION 7 – LOCAL COMMUNITY REPRESENTATIVES CONTACTED

**Table D-1. Local Community Representatives Contacted**

*Dates marked with an asterisk (\*) are representatives who received multiple notifications during the event.*

Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Calaveras County	County Administration Office	Tier 2/3 and Zone 1	1/16/2021*
Calaveras County	Sheriff's Office	Tier 2/3 and Zone 1	1/16/2021
Calaveras County	OES	Tier 2/3 and Zone 1	1/16/2021*
Calaveras County	EMS Health Officer	Tier 2/3 and Zone 1	1/16/2021*
Calaveras County	County Administration Office	Tier 2/3 and Zone 1	1/16/2021*
Calaveras County	OES Director (24-hour)	Tier 2/3 and Zone 1	1/16/2021*
Calaveras County	EMS, MHOAC	Tier 2/3 and Zone 1	1/16/2021
Calaveras County	Fire Chief	Tier 2/3 and Zone 1	1/16/2021*
Calaveras County	Sheriff's Office	Tier 2/3 and Zone 1	1/17/2021
Calaveras County	City Administration - Mayor	Tier 2/3 and Zone 1	1/17/2021
Calaveras County	Fire Chief - Angels Camp	Tier 2/3 and Zone 1	1/17/2021*
Calaveras County	City Manager - Angels Camp	Tier 2/3 and Zone 1	1/17/2021*
Calaveras County	Fire Department (24-hour) - Angels Camp	Tier 2/3 and Zone 1	1/17/2021*
Calaveras County	Police Chief - Angels Camp	Tier 2/3 and Zone 1	1/17/2021*
Fresno County	OES	Tier 2/3 and Zone 1	1/16/2021*
Fresno County	OES	Tier 2/3 and Zone 1	1/16/2021*
Fresno County	Police Department (24-hour)	Tier 2/3 and Zone 1	1/17/2021*
Fresno County	City Administration - Fowler	Tier 2/3 and Zone 1	1/17/2021*
Fresno County	OES	Tier 2/3 and Zone 1	1/16/2021*
Fresno County	City Administration - Mendota	Tier 2/3 and Zone 1	1/17/2021*
Fresno County	Fire Department (24-hour)	Tier 2/3 and Zone 1	1/17/2021*
Fresno County	Police Department	Tier 2/3 and Zone 1	1/17/2021*
Fresno County	Police Department - Fowler	Tier 2/3 and Zone 1	1/17/2021*
Fresno County	City Administration	Tier 2/3 and Zone 1	1/17/2021
Fresno County	County Administration Office	Tier 2/3 and Zone 1	1/16/2021*
Fresno County	Fire Department (24-hour)	Tier 2/3 and Zone 1	1/17/2021
Fresno County	City Administration - Selma	Tier 2/3 and Zone 1	1/17/2021
Fresno County	City Administration - Firebaugh	Tier 2/3 and Zone 1	1/17/2021
Fresno County	Dispatch - Reedley	Tier 2/3 and Zone 1	1/17/2021
Fresno County	Dispatch - Parlier	Tier 2/3 and Zone 1	1/17/2021*
Fresno County	Police Department (24-hour) - Kerman	Tier 2/3 and Zone 1	1/17/2021
Fresno County	Police Department (24-hour) - Selma	Tier 2/3 and Zone 1	1/17/2021
Fresno County	City Administration - Mendota	Tier 2/3 and Zone 1	1/17/2021*
Fresno County	City Administration - Sanger	Tier 2/3 and Zone 1	1/17/2021
Fresno County	Fire Department (24-hour) - Organe Cove	Tier 2/3 and Zone 1	1/17/2021
Fresno County	Police Chief	Tier 2/3 and Zone 1	1/17/2021*
Fresno County	City Administration - Kingsburg	Tier 2/3 and Zone 1	1/17/2021*



Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Fresno County	Fire Department - Kerman	Tier 2/3 and Zone 1	1/17/2021*
Fresno County	City Administration - Orange Cove	Tier 2/3 and Zone 1	1/17/2021*
Fresno County	Fire Department - Huron	Tier 2/3 and Zone 1	1/17/2021
Fresno County	Fire Department (24-hour) - Reedley	Tier 2/3 and Zone 1	1/17/2021*
Fresno County	EMS, MHOAC	Tier 2/3 and Zone 1	1/16/2021*
Fresno County	City Administration - Kerman	Tier 2/3 and Zone 1	1/17/2021*
Fresno County	CAL FIRE	Tier 2/3 and Zone 1	1/16/2021*
Fresno County	Fire Department - Fowler	Tier 2/3 and Zone 1	1/17/2021
Fresno County	County Administration	Tier 2/3 and Zone 1	1/16/2021*
Fresno County	Sheriff's Department	Tier 2/3 and Zone 1	1/16/2021*
Fresno County	City Administration - San Joaquin	Tier 2/3 and Zone 1	1/17/2021*
Fresno County	Sheriff's Department (24-hour)	Tier 2/3 and Zone 1	1/16/2021*
Fresno County	Fire Department (24-hour) - Kingsburg	Tier 2/3 and Zone 1	1/17/2021*
Fresno County	Fire Department (24-hour) - Selma	Tier 2/3 and Zone 1	1/17/2021*
Fresno County	OES	Tier 2/3 and Zone 1	1/16/2021*
Fresno County	City Administration - Fresno	Tier 2/3 and Zone 1	1/17/2021
Fresno County	Police Department - Police Chief, Firebaugh	Tier 2/3 and Zone 1	1/17/2021
Fresno County	Police Department (24-hour) - Orange Cove	Tier 2/3 and Zone 1	1/17/2021*
Fresno County	Police Department, Police Chief - Sanger	Tier 2/3 and Zone 1	1/17/2021
Fresno County	San Joaquin, Fire Department	Tier 2/3 and Zone 1	1/17/2021
Fresno County	Fire Department - Sanger	Tier 2/3 and Zone 1	1/17/2021
Fresno County	City Administration - Clovis	Tier 2/3 and Zone 1	1/17/2021*
Fresno County	Fire Department - Sanger	Tier 2/3 and Zone 1	1/17/2021
Fresno County	City Administration - Coalinga	Tier 2/3 and Zone 1	1/17/2021*
Fresno County	Police Department - Huron	Tier 2/3 and Zone 1	1/17/2021*
Fresno County	OES	Tier 2/3 and Zone 1	1/17/2021*
Fresno County	City Administration - Reedley	Tier 2/3 and Zone 1	1/17/2021*
Fresno County	Police Chief	Tier 2/3 and Zone 1	1/17/2021
Fresno County	Police Department (24-hour)	Tier 2/3 and Zone 1	1/17/2021*
Fresno County	OES	Tier 2/3 and Zone 1	1/16/2021*
Fresno County	City Administration - Mendota	Tier 2/3 and Zone 1	1/17/2021*
Fresno County	City Administration - Parlier	Tier 2/3 and Zone 1	1/17/2021*
Fresno County	City Administration - Clovis	Tier 2/3 and Zone 1	1/17/2021*
Fresno County	Fire Department - Clovis	Tier 2/3 and Zone 1	1/17/2021*
Fresno County	Fire Department (24-hour) - Firebaugh	Tier 2/3 and Zone 1	1/17/2021
Fresno County	City Administration	Tier 2/3 and Zone 1	1/17/2021*
Fresno County	City Administration	Tier 2/3 and Zone 1	1/17/2021*
Fresno County	City Administration	Tier 2/3 and Zone 1	1/17/2021*
Fresno County	Clovis, Fire Department	Tier 2/3 and Zone 1	1/17/2021*
Fresno County	Coalinga, Fire Department	Tier 2/3 and Zone 1	1/17/2021*

Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Fresno County Tribal	Chairman	Tier 2/3 and Zone 1	1/16/2021*
Fresno County Tribal	Chairman	Tier 2/3 and Zone 1	1/16/2021*
Fresno County Tribal	Tribal Secretary	Tier 2/3 and Zone 1	1/16/2021*
Fresno County Tribal	Chairperson	Tier 2/3 and Zone 1	1/16/2021*
Fresno County Tribal	President	Tier 2/3 and Zone 1	1/16/2021*
Kern County	County Administration Office	Tier 2/3 and Zone 1	1/16/2021*
Kern County	OES	Tier 2/3 and Zone 1	1/16/2021*
Kern County	OES	Tier 2/3 and Zone 1	1/16/2021
Kern County	City Administration - Arvin	Tier 2/3 and Zone 1	1/17/2021*
Kern County	Fire Department - Arvin	Tier 2/3 and Zone 1	1/17/2021
Kern County	City Administration - Bakersfield	Tier 2/3 and Zone 1	1/17/2021*
Kern County	Police Department - Bakersfield	Tier 2/3 and Zone 1	1/17/2021
Kern County	Fire Department (24-hr)	Tier 2/3 and Zone 1	1/17/2021*
Kern County	Police Department (24-hr)	Tier 2/3 and Zone 1	1/17/2021*
Kern County	Police Department (24-hr)	Tier 2/3 and Zone 1	1/17/2021*
Kern County	Police Department (24-hr)	Tier 2/3 and Zone 1	1/17/2021
Kern County	EMS, MHOAC	Tier 2/3 and Zone 1	1/16/2021*
Kern County	Fire Department - Bakersfield	Tier 2/3 and Zone 1	1/17/2021*
Kern County	Fire Department - Bakersfield	Tier 2/3 and Zone 1	1/17/2021
Kern County	City Administration, Public Works	Tier 2/3 and Zone 1	1/17/2021*
Kern County	OES	Tier 2/3 and Zone 1	1/16/2021
Kern County	Police Department (24-hr)	Tier 2/3 and Zone 1	1/17/2021*
Kern County	City Administration - Maricopa	Tier 2/3 and Zone 1	1/17/2021*
Kern County	Sheriff's Office - Maricopa	Tier 2/3 and Zone 1	1/17/2021
Kern County	City Administration - Shafter	Tier 2/3 and Zone 1	1/17/2021*
Kern County	Police Department (24-hr)	Tier 2/3 and Zone 1	1/17/2021*
Kern County	City Administration - Taft	Tier 2/3 and Zone 1	1/17/2021*
Kern County	Fire Department - Taft	Tier 2/3 and Zone 1	1/17/2021
Kern County	Police Department - Taft	Tier 2/3 and Zone 1	1/17/2021
Kern County	Public Works - Taft	Tier 2/3 and Zone 1	1/17/2021*
Kern County	Public Works	Tier 2/3 and Zone 1	1/17/2021*
Kern County	City Administration - Wasco	Tier 2/3 and Zone 1	1/17/2021*
Kern County	Fire Department - Wasco	Tier 2/3 and Zone 1	1/17/2021
Kern County	Public Works - Wasco	Tier 2/3 and Zone 1	1/17/2021*
Kern County	Sheriff's Office - Wasco	Tier 2/3 and Zone 1	1/17/2021
Kern County	Fire Department (24-hr)	Tier 2/3 and Zone 1	1/16/2021*
Kern County	Sheriff's Office	Tier 2/3 and Zone 1	1/16/2021*
Kern County	Police Department (24-hr)	Tier 2/3 and Zone 1	1/17/2021*
Kern County	Fire Department - Bakersfield	Tier 2/3 and Zone 1	1/17/2021*
Kern County Tribal	Chairperson	Tier 2/3 and Zone 1	1/16/2021*

Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Kern County Tribal	Chairman	Tier 2/3 and Zone 1	1/16/2021*
Kern County Tribal	Tribal Administrator	Tier 2/3 and Zone 1	1/16/2021*
Kern County Tribal	Chairperson	Tier 2/3 and Zone 1	1/16/2021*
Kern County Tribal	Chairperson	Tier 2/3 and Zone 1	1/16/2021*
Kern County Tribal	Historic Preservation Officer	Tier 2/3 and Zone 1	1/16/2021*
Kings County	OES	Tier 2	1/15/2021*
Madera County	County Administrative Officer - Chowchilla	Tier 2/3 and Zone 1	1/17/2021
Madera County	Director	Tier 2/3 and Zone 1	1/17/2021*
Madera County	Police Department	Tier 2/3 and Zone 1	1/17/2021*
Madera County	Fire Department	Tier 2/3 and Zone 1	1/16/2021
Madera County	OES	Tier 2/3 and Zone 1	1/16/2021*
Madera County	Fire Department	Tier 2/3 and Zone 1	1/16/2021*
Madera County	City Administration	Tier 2/3 and Zone 1	1/17/2021*
Madera County	OES	Tier 2/3 and Zone 1	1/16/2021*
Madera County	Police Department - Chowchilla	Tier 2/3 and Zone 1	1/17/2021*
Madera County	City Administration	Tier 2/3 and Zone 1	1/17/2021*
Madera County	EMS, MHOAC	Tier 2/3 and Zone 1	1/16/2021*
Madera County	Fire Department - Chowchilla	Tier 2/3 and Zone 1	1/17/2021*
Madera County	Fire Department	Tier 2/3 and Zone 1	1/16/2021*
Madera County	County Administration	Tier 2/3 and Zone 1	1/16/2021*
Madera County	Fire Department	Tier 2/3 and Zone 1	1/17/2021*
Madera County	County Administration	Tier 2/3 and Zone 1	1/16/2021*
Madera County	OES	Tier 2/3 and Zone 1	1/16/2021*
Madera County Tribal	Chairperson	Tier 2/3 and Zone 1	1/16/2021*
Madera County Tribal	Director	Tier 2/3 and Zone 1	1/16/2021*
Mariposa County	OES	Tier 2/3 and Zone 1	1/16/2021*
Mariposa County	OES	Tier 2/3 and Zone 1	1/16/2021*
Mariposa County	MHOAC Duty Officer	Tier 2/3 and Zone 1	1/17/2021
Mariposa County	County Administration Office	Tier 2/3 and Zone 1	1/16/2021*
Mariposa County	County Administration Office	Tier 2/3 and Zone 1	1/16/2021*
Mariposa County	Fire Department	Tier 2/3 and Zone 1	1/17/2021*
Mariposa County	Health and Human Services	Tier 2/3 and Zone 1	1/16/2021*
Mariposa County	Sheriff's Office	Tier 2/3 and Zone 1	1/16/2021*
Mariposa County	Sheriff's Office	Tier 2/3 and Zone 1	1/16/2021*
Mariposa County	Fire Department	Tier 2/3 and Zone 1	1/16/2021*
Mariposa County	GIS Tech	Tier 2/3 and Zone 1	1/16/2021*
Mariposa County	OES	Tier 2/3 and Zone 1	1/16/2021*
Mariposa County	Sheriff's Office	Tier 2/3 and Zone 1	1/16/2021*
Mariposa County	Fire Department	Tier 2/3 and Zone 1	1/16/2021*
Mariposa County	Public Works	Tier 2/3 and Zone 1	1/16/2021*

Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Mariposa County	OES	Tier 2/3 and Zone 1	1/16/2021
Mariposa County	OES	Tier 2/3 and Zone 1	1/16/2021
Mariposa County	OES	Tier 2/3 and Zone 1	1/16/2021
Mariposa County Tribal	Tribal Chair	Tier 2/3 and Zone 1	1/16/2021*
San Luis Obispo County	County Administration Office	Tier 2/3 and Zone 1	1/18/2021*
San Luis Obispo County	County Administration Office	Tier 2/3 and Zone 1	1/18/2021*
San Luis Obispo County	CAL FIRE	Tier 2/3 and Zone 1	1/18/2021*
San Luis Obispo County	County Administration Office	Tier 2/3 and Zone 1	1/18/2021*
San Luis Obispo County	Fire Department	Tier 2/3 and Zone 1	1/18/2021*
San Luis Obispo County	Fire Department	Tier 2/3 and Zone 1	1/18/2021*
San Luis Obispo County	County Administration	Tier 2/3 and Zone 1	1/18/2021*
San Luis Obispo County	Sheriff's Department	Tier 2/3 and Zone 1	1/18/2021*
San Luis Obispo County	OES	Tier 2/3 and Zone 1	1/18/2021*
San Luis Obispo County	County Administration	Tier 2/3 and Zone 1	1/18/2021*
San Luis Obispo County	County Administration	Tier 2/3 and Zone 1	1/18/2021*
San Luis Obispo County	OES	Tier 2/3 and Zone 1	1/18/2021*
San Luis Obispo County	CAL FIRE	Tier 2/3 and Zone 1	1/18/2021*
San Luis Obispo County	Sheriff's Department	Tier 2/3 and Zone 1	1/18/2021
San Luis Obispo County	EMS	Tier 2/3 and Zone 1	1/18/2021*
San Luis Obispo County	City Administration	Tier 2/3 and Zone 1	1/18/2021*
San Luis Obispo County Tribal	Chairperson	Tier 2/3 and Zone 1	1/18/2021*
Santa Barbara County	Police Department	Tier 2/3	1/17/2021
Santa Barbara County	County Administration	Tier 2/3	1/16/2021*
Santa Barbara County	City Administration - Buellton	Tier 2/3	1/17/2021*
Santa Barbara County	City Administration - Guadalupe	Tier 2/3	1/17/2021*
Santa Barbara County	Sheriff's Office	Tier 2/3	1/16/2021*
Santa Barbara County	City Administration - Buellton	Tier 2/3	1/17/2021*
Santa Barbara County	Police Department - Guadalupe	Tier 2/3	1/17/2021
Santa Barbara County	Fire Department - Santa Maria	Tier 2/3	1/17/2021*
Santa Barbara County	City Administration - Solvang	Tier 2/3	1/17/2021*
Santa Barbara County	City Administration	Tier 2/3	1/17/2021
Santa Barbara County	City Emergency Services	Tier 2/3	1/17/2021
Santa Barbara County	City Administration	Tier 2/3	1/17/2021
Santa Barbara County	City Administration	Tier 2/3	1/17/2021*
Santa Barbara County	Fire Department - Guadalupe	Tier 2/3	1/17/2021*
Santa Barbara County	Police Department - Guadalupe	Tier 2/3	1/17/2021
Santa Barbara County	County Administration	Tier 2/3	1/16/2021*
Santa Barbara County	County Administration	Tier 2/3	1/17/2021*
Santa Barbara County	County Administration	Tier 2/3	1/16/2021*
Santa Barbara County	Fire Department	Tier 2/3	1/16/2021*

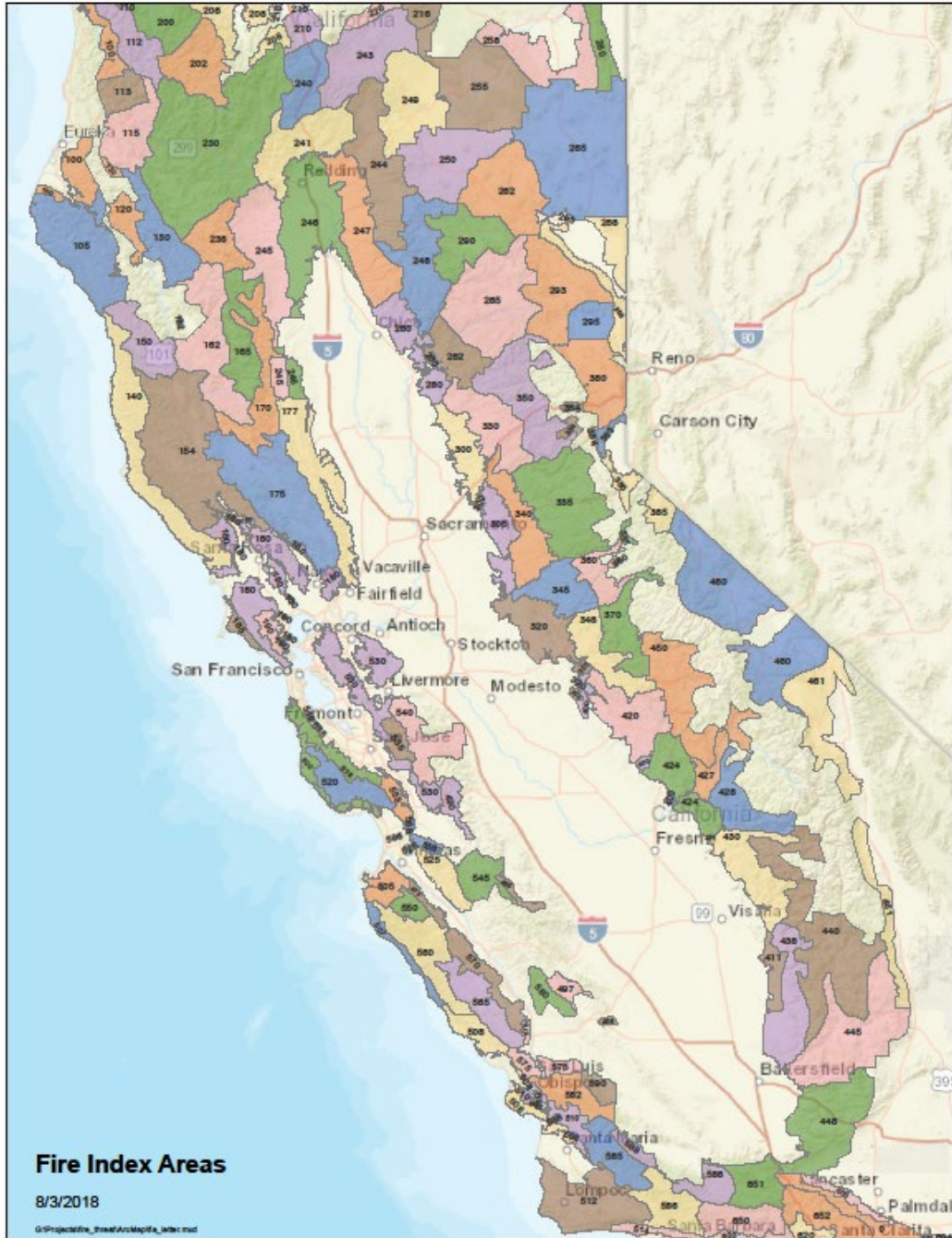
Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Santa Barbara County	City Administration	Tier 2/3	1/17/2021*
Santa Barbara County	County Administration	Tier 2/3	1/16/2021*
Santa Barbara County	OES	Tier 2/3	1/16/2021*
Santa Barbara County	City Administration	Tier 2/3	1/17/2021
Santa Barbara County	City Administration	Tier 2/3	1/17/2021
Santa Barbara County	County Administration	Tier 2/3	1/16/2021*
Santa Barbara County	Fire Department	Tier 2/3	1/17/2021
Santa Barbara County	City Emergency Services	Tier 2/3	1/17/2021*
Santa Barbara County	County Administration	Tier 2/3	1/16/2021*
Santa Barbara County	City Administration	Tier 2/3	1/17/2021
Santa Barbara County	City Administration	Tier 2/3	1/17/2021*
Santa Barbara County	County Administration	Tier 2/3	1/16/2021*
Santa Barbara County	City Administration	Tier 2/3	1/17/2021
Santa Barbara County	City Administration	Tier 2/3	1/17/2021*
Santa Barbara County	County Administration	Tier 2/3	1/16/2021*
Santa Barbara County	City Administration	Tier 2/3	1/17/2021
Santa Barbara County	Fire Department	Tier 2/3	1/17/2021*
Santa Barbara County	City Administration	Tier 2/3	1/17/2021*
Santa Barbara County	OES	Tier 2/3	1/16/2021*
Santa Barbara County	Fire Command	Tier 2/3	1/17/2021
Santa Barbara County	Police Command	Tier 2/3	1/17/2021
Santa Barbara County	City Administration - Buellton	Tier 2/3	1/17/2021*
Santa Barbara County	City Administration Office - Solvang	Tier 2/3	1/17/2021*
Santa Barbara County	City Administration - Santa Maria	Tier 2/3	1/17/2021
Santa Barbara County	City Administration - Santa Maria	Tier 2/3	1/17/2021*
Santa Barbara County	City Administration - Guadalupe	Tier 2/3	1/17/2021*
Santa Barbara County	City Administration - Solvang	Tier 2/3	1/17/2021*
Santa Barbara County	City Administration - Santa Maria	Tier 2/3	1/17/2021
Santa Barbara County	City Administration - Solvang	Tier 2/3	1/17/2021*
Santa Barbara County	City Administration - Solvang	Tier 2/3	1/17/2021*
Santa Barbara County	City Administration - Solvang	Tier 2/3	1/17/2021*
Santa Barbara County	City Administration - Santa Maria	Tier 2/3	1/17/2021*
Santa Barbara County	County Administration	Tier 2/3	1/16/2021*
Santa Barbara County	City Administration - Buellton	Tier 2/3	1/17/2021*
Santa Barbara County Tribal	Chairperson	Tier 2/3	1/16/2021*
Tulare County	OES	Tier 2/3 and Zone 1	1/16/2021*
Tulare County	Fire Department	Tier 2/3 and Zone 1	1/16/2021*
Tulare County	County Administrative Officer - Tulare	Tier 2/3 and Zone 1	1/16/2021*
Tulare County	EMS	Tier 2/3 and Zone 1	1/16/2021*
Tulare County	CAL FIRE	Tier 2/3 and Zone 1	1/16/2021*

Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Tulare County	Sheriff's Department	Tier 2/3 and Zone 1	1/16/2021*
Tulare County	OES	Tier 2/3 and Zone 1	1/16/2021*
Tulare County	Sheriff's Office	Tier 2/3 and Zone 1	1/18/2021
Tulare County	Fire Department - Dinuba	Tier 2/3 and Zone 1	1/17/2021
Tulare County	County Administration Office	Tier 2/3 and Zone 1	1/17/2021
Tulare County	Police Department	Tier 2/3 and Zone 1	1/17/2021
Tulare County	Police Department	Tier 2/3 and Zone 1	1/17/2021
Tulare County Tribal	Chairperson	Tier 2/3 and Zone 1	1/16/2021*
Tulare County Tribal	Chairman	Tier 2/3 and Zone 1	1/16/2021*
Tulare County Tribal	Executive Assistant	Tier 2/3 and Zone 1	1/16/2021*
Tulare County Tribal	Chairman	Tier 2/3 and Zone 1	1/16/2021*
Tulare County Tribal	Chairman	Tier 2/3 and Zone 1	1/17/2021*
Tuolumne County	EMS, MHOAC	Tier 2/3 and Zone 1	1/16/2021*
Tuolumne County	County Administration Office	Tier 2/3 and Zone 1	1/16/2021*
Tuolumne County	Fire Department	Tier 2/3 and Zone 1	1/16/2021*
Tuolumne County	OES	Tier 2/3 and Zone 1	1/16/2021*
Tuolumne County	Fire Department	Tier 2/3 and Zone 1	1/16/2021*
Tuolumne County	OES	Tier 2/3 and Zone 1	1/16/2021*
Tuolumne County	OES	Tier 2/3 and Zone 1	1/16/2021*
Tuolumne County	Sheriff's Department	Tier 2/3 and Zone 1	1/16/2021*
Tuolumne County	County Administration Office	Tier 2/3 and Zone 1	1/16/2021*
Tuolumne County	CAL FIRE	Tier 2/3 and Zone 1	1/17/2021
Tuolumne County	OES	Tier 2/3 and Zone 1	1/17/2021*
Tuolumne County	OES	Tier 2/3 and Zone 1	1/16/2021
Tuolumne County	Utilities District	Tier 2/3 and Zone 1	1/17/2021
Tuolumne County	Fire Department - Sonora	Tier 2/3 and Zone 1	1/17/2021*
Tuolumne County	City Administration - Sonora	Tier 2/3 and Zone 1	1/17/2021
Tuolumne County	City Administration - Sonora	Tier 2/3 and Zone 1	1/17/2021*
Tuolumne County	Police Department - Sonora	Tier 2/3 and Zone 1	1/17/2021*
Tuolumne Rancheria Tribe	OES Director (24-hour)	Tier 2/3 and Zone 1	1/16/2021*
Tuolumne Rancheria Tribe	Chairperson	Tier 2/3 and Zone 1	1/16/2021*
Tuolumne Rancheria Tribe	Tribal Security Chief (24-hour)	Tier 2/3 and Zone 1	1/16/2021*
Tuolumne Rancheria Tribe	Tribal Fire Chief	Tier 2/3 and Zone 1	1/16/2021*
Tuolumne Rancheria Tribe	County Administration Office	Tier 2/3 and Zone 1	1/17/2021*

PACIFIC GAS AND ELECTRIC COMPANY  
APPENDIX E  
SECTION 10 – FIRE INDEX AREAS MAP

# Appendix E: Fire Index Areas Map

Figure E-1. Fire Index Areas Map





PACIFIC GAS AND ELECTRIC COMPANY  
APPENDIX F  
SECTION 11 – COMMUNITY ASSISTANCE CENTER LOCATIONS

## Appendix F: List of PG&E Community Resource Centers

The table below provided details of the 14 CRCs that PG&E mobilized during the January 19 PSPS event and associated wind event, including specific locations, dates and times opened and closed, total attendance for each location, and amenities provided.

**Table F-1. Community Resource Centers Provided by PG&E**

#	County	Site Name	Address	Operating Hours					Total Visitors	Site Type (Indoor, Micro)	Event Supported	Amenities Provided
				Day 1 1/19/21	Day 2 1/20/21	Day 3 1/21/21	Day 4 1/22/21	Day 5 1/23/21				
1	Calaveras	Murphys Fire Department	58 Jones St Murphys 95247	--	--	8:00AM - 9:30PM	--	--	0	Indoor	Outage Event CRC	Wi-Fi, Restrooms, Blankets, Water and Snacks, Device Charging, Medical Device Charging, Cooling/Heating, Ice
2	Calaveras	Chapel in the Pines	2286 Cedar Ln Arnold 95223	--	5:00PM - 9:30PM	8:00AM - 9:30PM	8:00AM - 9:30PM	8:00AM - 6:00PM	174	Micro	Outage Event CRC	Wi-Fi, Restrooms, Blankets, Water and Snacks, Device Charging, Medical Device Charging
3	Fresno	Auberry Library	33049 Auberry Rd Auberry 93602	8:00AM - 9:30PM	8:00AM - 6:30PM	--	--	--	104	Indoor	PSPS CRC	Wi-Fi, Restrooms, Blankets, Water and Snacks, Device Charging, Medical Device Charging, Cooling/Heating, Ice
4	Fresno	Bear Mountain Library	30733 E Kings Canyon Rd Dunlap Area 93675	8:00AM - 9:30PM	8:00AM - 6:30PM	--	--	--	116	Indoor	PSPS CRC	Wi-Fi, Restrooms, Blankets, Water and Snacks, Device Charging, Medical Device Charging, Cooling/Heating, Ice
5	Madera	North Fork Elementary School	33087 Rd 228 North Fork 93643	--	8:00AM - 9:30PM	8:00AM - 9:30PM	8:00AM - 5:00PM	--	133	Indoor	PSPS CRC + Outage Event CRC	Wi-Fi, Restrooms, Blankets, Water and Snacks, Device Charging, Medical Device Charging, Cooling/Heating, Ice
6	Madera	Yosemite High School	50200 High School Rd Oakhurst 93644	8:00AM - 9:30PM	8:00AM - 9:30PM	8:00AM - 9:30PM	8:00AM - 9:30PM	8:00AM - 5:00PM	618	Indoor	PSPS CRC + Outage Event CRC	Wi-Fi, Restrooms, Blankets, Water and Snacks, Device Charging, Medical Device Charging, Cooling/Heating, Ice
7	Mariposa	Golden Agers Senior Center	5246 Spriggs Ln Mariposa 95338	--	12:00PM - 9:30PM	8:00AM - 9:30PM	8:00AM - 5:00PM	--	47	Micro	Outage Event CRC	Wi-Fi, Restrooms, Blankets, Water and Snacks, Device Charging, Medical Device Charging
8	Mariposa	New Life Christian Fellowship	5089 Cole Rd Bootjack 95338	8:00AM - 9:30PM	8:00AM - 9:30PM	8:00AM - 9:30PM	8:00AM - 9:30PM	8:00AM - 5:00PM	126	Indoor	PSPS CRC + Outage Event CRC	Wi-Fi, Restrooms, Blankets, Water and Snacks, Device Charging, Medical Device Charging, Cooling/Heating, Ice
9	San Luis Obispo	Grover Beach Community Center	1230 Trouville Ave Grover Beach 93433	8:00AM - 9:30PM	8:00AM - 12:45PM	--	--	--	207	Micro	PSPS CRC	Wi-Fi, Restrooms, Blankets, Water and Snacks, Device Charging, Medical Device Charging
10	San Mateo	Pescadero High School	360 Butano Cutoff Pescadero 94060	--	5:00PM - 9:30PM	8:00AM - 9:30PM	8:00AM - 5:00PM	--	259	Micro	Outage Event CRC	Wi-Fi, Restrooms, Blankets, Water and Snacks, Device Charging, Medical Device Charging
11	San Mateo	La Honda Fire Brigade	8945 La Honda Rd La Honda 94062	--	5:00PM - 9:30PM	8:00AM - 9:30PM	8:00AM - 5:00PM	--	84	Indoor	Outage Event CRC	Wi-Fi, Restrooms, Blankets, Water and Snacks, Device Charging, Medical Device Charging, Cooling/Heating, Ice
12	Santa Barbara	First Christian Church	1550 S College Dr Santa Maria 93454	8:00AM - 9:30PM	8:00AM - 12:30PM	--	--	--	8	Micro	PSPS CRC	Wi-Fi, Restrooms, Blankets, Water and Snacks, Device Charging, Medical Device Charging
13	Santa Cruz	Enterprise Technology Center	100 Enterprise Way Scotts Valley 95066	--	5:00PM - 9:30PM	8:00AM - 9:30PM	8:00AM - 9:30PM	8:00AM - 5:00PM	309	Micro	Outage Event CRC	Wi-Fi, Restrooms, Blankets, Water and Snacks, Device Charging, Medical Device Charging
14	Tuolumne	Word of Life Fellowship	24630 CA-108 Mi-Wuk Village 95346	--	--	8:00AM - 9:30PM	8:00AM - 6:15PM	--	14	Indoor	Outage Event CRC	Wi-Fi, Restrooms, Blankets, Water and Snacks, Device Charging, Medical Device Charging, Cooling/Heating, Ice

**VERIFICATION**

I, undersigned, say:

I am an officer of PACIFIC GAS AND ELECTRIC COMPANY, a corporation, and am authorized to make this verification for that reason.

I have read the foregoing “PG&E Public Safety Power Shutoff Report to the CPUC” for the events of January 19-21, 2021, and I am informed and believe the matters stated therein are true.

I declare under penalty of perjury that the foregoing is true and correct.

Executed at San Francisco, California this 3<sup>rd</sup> day of February, 2021.



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SUMEET SINGH  
Chief Risk Officer  
PACIFIC GAS & ELECTRIC COMPANY