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December 17, 2020

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 December 2, 2020 and fully restored for those who could receive power on December 3, 2020. 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,

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**  
**December 2 - 3, 2020 De-energization Event**

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# PG&E Public Safety Power Shutoff (PSPS) Report to the CPUC December 2-3, 2020 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.

On December 2, 2020, PG&E initiated a Public Safety Power Shutoff (PSPS) in order to mitigate catastrophic wildfire risk presented by significant wind events combined with low humidity levels and critically dry fuels. The PSPS event ultimately de-energized 617 customers<sup>1</sup> in three different Time-Places (TPs)<sup>2</sup> throughout Kern County in California.<sup>3</sup>

We turn off the power for safety 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 we do not take this decision lightly. We only do so as a last resort when severe weather threatens the safety of our customers.

During this event, PG&E weather stations recorded wind gust speeds of up to 72 mph. Once the weather event had passed and it was safe to do so, PG&E crews patrolled impacted assets and identified one incident of damage resulting from high winds.

PG&E has been working to make PSPS events smaller in size, shorter in length and smarter for our customers. Our smaller in size goal intends to have this year’s PSPS events affect one-third fewer customers when compared to a similar weather event last year. The shorter in length goal aims to restore power within 12 daylight hours after severe fire weather passes. And the smarter for our customers goal commits to improving how we communicate about when the power will be shut off and expected restoration times, to help them prepare for these events.

Due to on-going efforts by PG&E on weather analysis, de-energization scoping and grid mitigation measures, this PSPS event affected about 19% fewer customers than would have been affected by the same weather conditions in 2019.

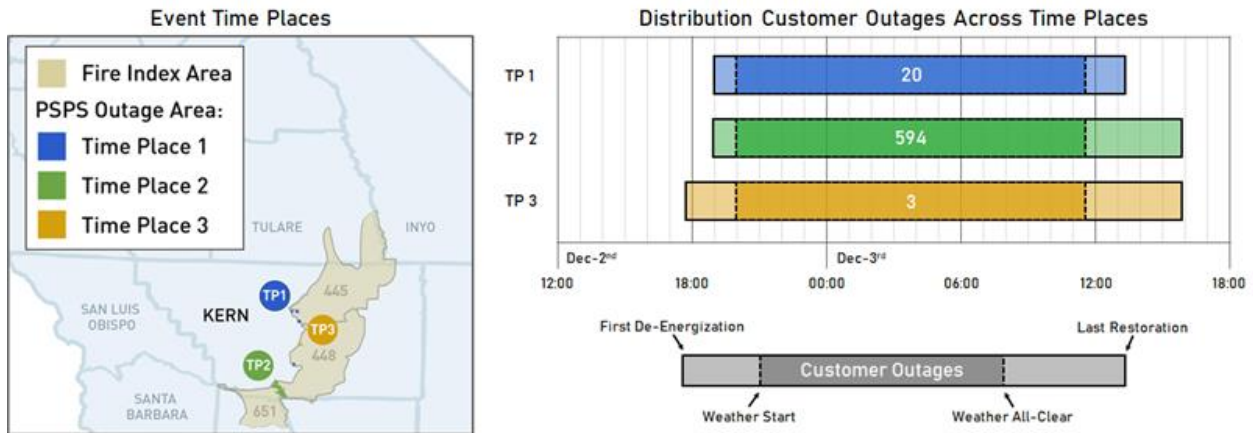
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<sup>1</sup> Customers refers to active service points (meters).

<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 table are based on the best available information developed in real time during the event. The information, times and figures herein are subject to revision based on further analysis and validation.

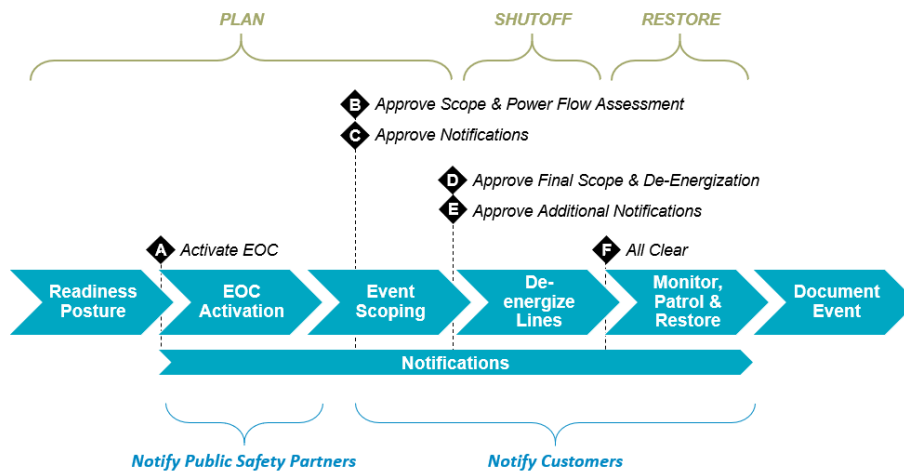
**Figure 1: Event Timelines**



PSPS Preparation and Scoping Process

This section explains the details and complexities of this process as implemented for the December 2-3, 2020 PSPS event. Figure 2 shows at a high level the process PG&E uses to prepare for and conduct a PSPS event.

**Figure 2: PG&E’s High-level PSPS Process Steps**



Weather Forecasting and Event Scoping

PG&E considers implementing a PSPS 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 began several days before the December 2, 2020 PSPS event. 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 then 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 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. Then 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, activate its 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 as TP boundaries and timing shift.

#### December 2, 2020 PSPS Event

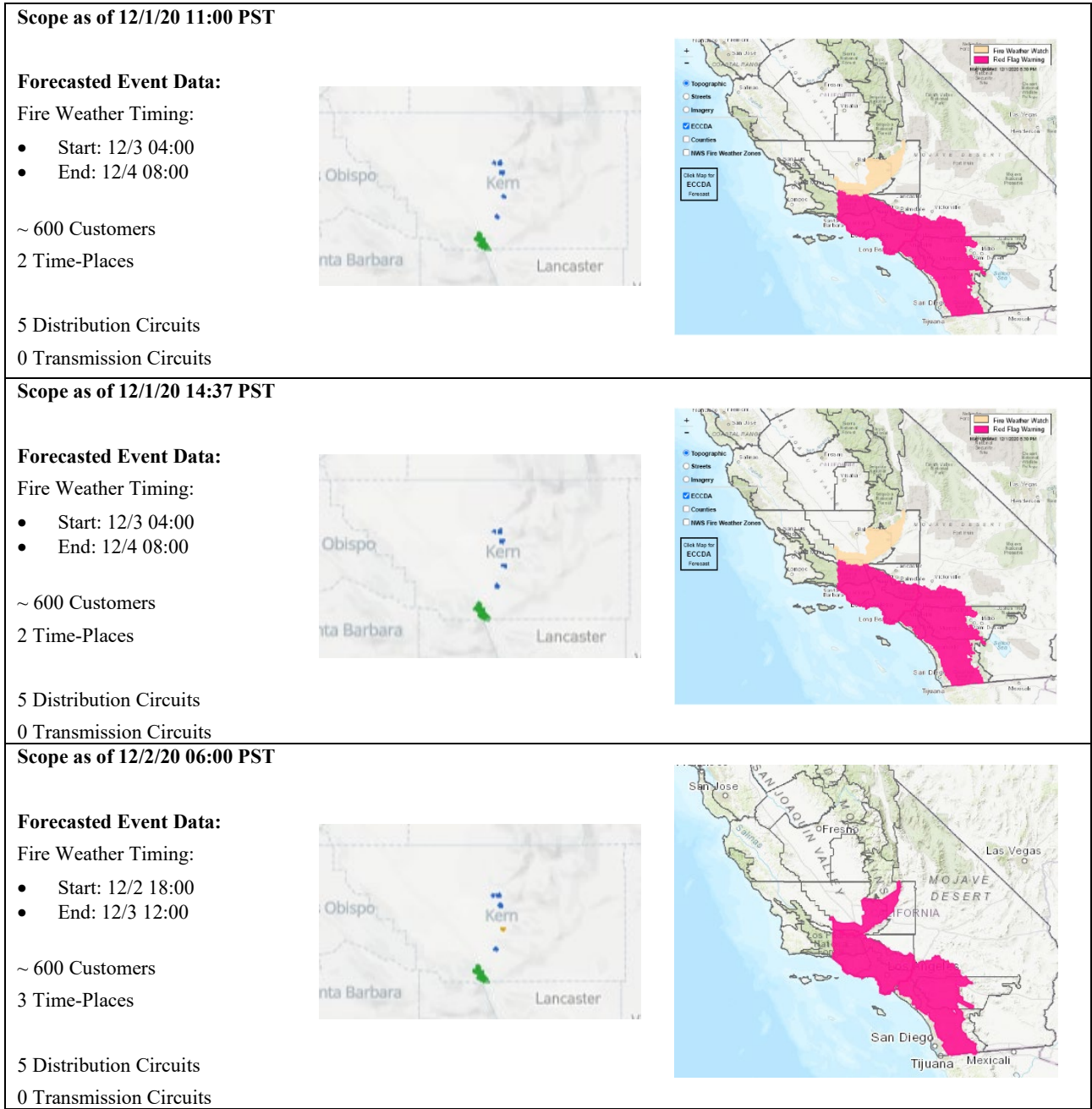
The maps and timelines in Figure 3, which span the planning period before the start of the event (beginning Tuesday, December 1 through the time when the final decision was made to de-energize on Wednesday, December 2), show the changes to scope based on changing weather conditions. There were two TPs at the start of the event scoping, an additional Time-Place was created to identify PG&E customers serviced by Southern California Edison (SCE) assets.

On December 1, 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 on December 3, affecting areas of Kern County. On December 2, the weather forecasting models indicated that the start of extreme fire weather and Santa Ana wind event could begin in the late evening of Wednesday, December 2, rather than the morning of Thursday, December 3, as previously forecasted, encompassing Southern California, including portions of the city of Tehachapi and areas of Southern Kern County. 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 risk associated with the high fire risk.

PG&E's expectations of severe fire danger were supported by National Weather Service (NWS) issuance on December 1 of a Fire Weather Watch (FWW) effective December 3, anticipating high winds, low relative humidity and easy fire starts in areas of PG&E's southern service territory. The NWS upgraded the FWW footprint to Red Flag Warning (RFW) (shown in Figure 3) for the areas within PG&E's service territory. These were accompanied by issuance of "High Risk" warnings for strong and dry offshore winds from the Southern California Geographic Area Coordination Center and "Critical and Elevated Fire Weather Conditions" from the NOAA Storm Prediction Center for 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



### Scope as of 12/2/20 12:02 PST

#### Forecasted Event Data:

Fire Weather Timing:

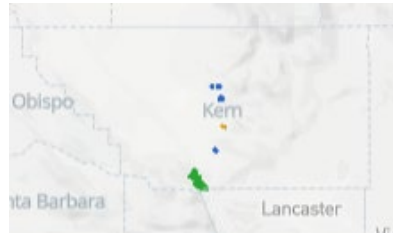
- Start: 12/2 20:00
- End: 12/3 12:00

~ 600 Customers

3 Time-Places

5 Distribution Circuits

0 Transmission Circuits



#### Event Scoping and Preparation

PG&E's EOC teams used the meteorology and distribution scopes developed on December 1 to develop the initial analyses of customers impacted the weather shifted, the team refined and iterated scoping analyses and mitigation strategies before the decision to de-energize was made on December 2.

Starting December 1 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 10,700 notifications via customer calls, texts and emails available in 16 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 52,100 calls in PG&E's call centers, including approximately 600 that were 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 Community Resource Centers (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 December 2, all the weather sources and forecasts agreed severe fire weather risk was imminent. The RFW issued by the NWS that morning covered approximately 3,000 PG&E customers, and the High Risk forecast footprint from the Geographic Area Coordination Centers covered much of the same area and customers.



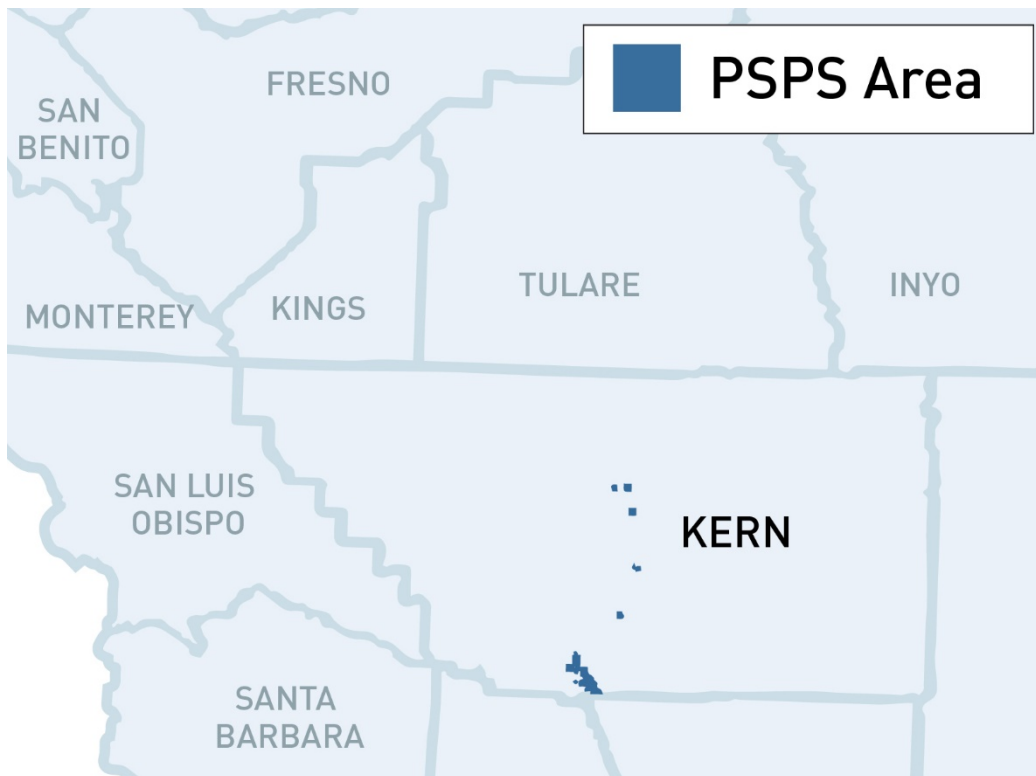
PG&E leaders reviewed the latest weather information and fire risk analyses and considered the alternatives to de-energization for the in-scope PSPS areas, including potential mitigations and customer notifications. The Officer in Charge and Incident Commander determined that de-energization was a necessary 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 de-energizations needed track closely to actual weather conditions. Weather adjustments can include pulling 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 descoping one or more Time-Places if changes in the weather lessen the fire threat.

During the PSPS Event, December 2-3, 2020

Ultimately, this PSPS event de-energized 617 customers in three TPs. The final de-energization footprint is shown in Figure 4.

**Figure 4: Map of December 2, PSPS Event De-energization Footprint**



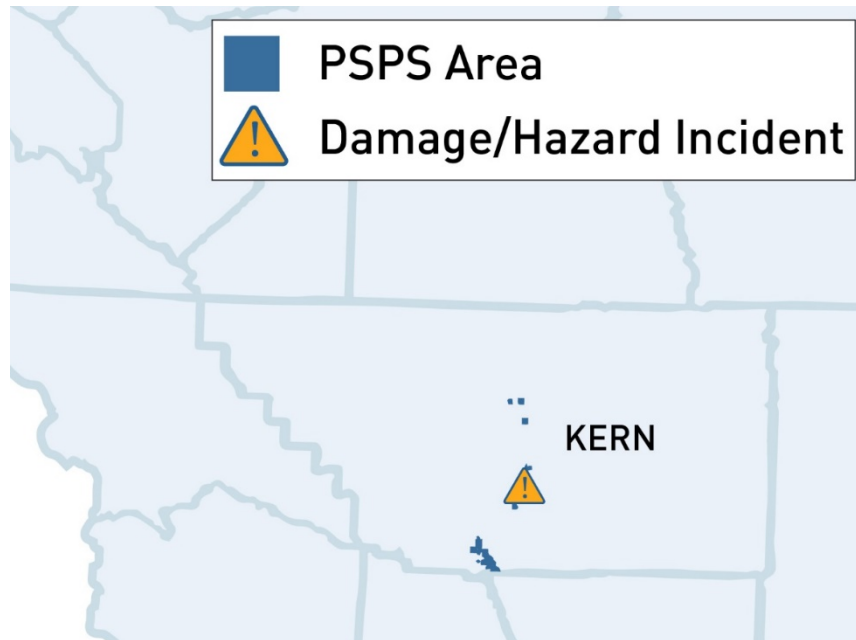
Wind Speeds and Equipment Damage Reported

During the high-risk fire weather and de-energization period, PG&E’s weather station network recorded wind gust speeds up to 72 mph in the area impacted by PSPS. In the system patrols and inspections preceding re-energization, PG&E crews identified one incident of equipment damage resulting from high winds. (See Figure 5)

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

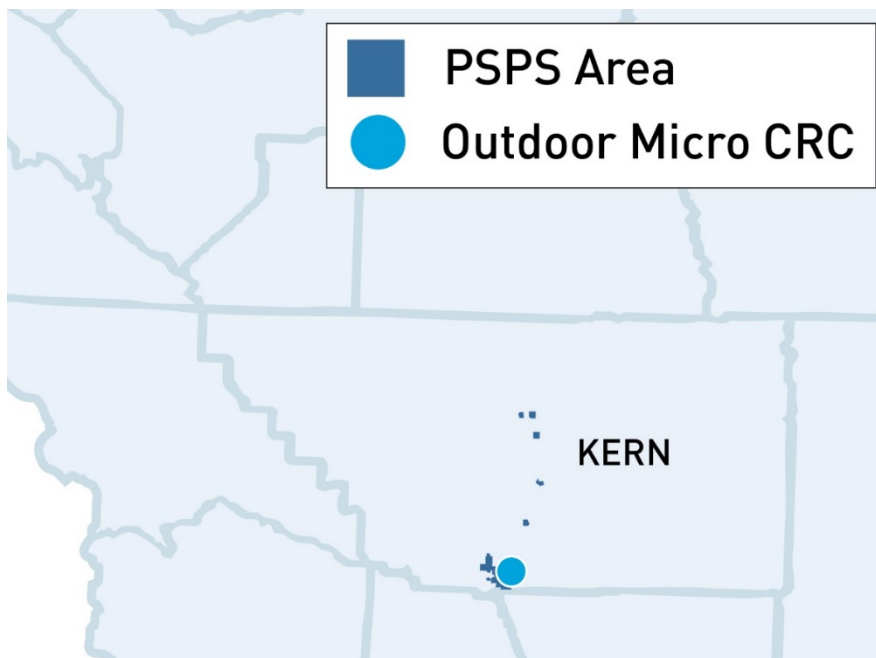
**Figure 5: Equipment Damages and Hazards from High Winds within the PSPS Footprint**



Customer Resources

During the event, PG&E opened one CRC in Kern county to support customers across and near the PSPS-affected areas. (Figure 6) The one indoor CRC ultimately served approximately 313 visitors, providing information, grab-and-go bags of snacks, a phone charger, water, a blanket, and other benefits for visiting customers.

**Figure 6: CRC Locations**



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

PG&E partnered with the California Foundation for Independent Living Centers and two CBO resource partners that offered various services to customers identified to be potentially impacted by this event. These partners included one local Independent Living Center (ILCs) and one CBO that provided translation support. During the event, six additional organizations supported PG&E's Portable Battery Program with battery delivery to eligible customers in the PSPS-affected county. Leading up to and during this event (since July 2020), PG&E has worked through CFILC and our Portable Battery Program to provide a cumulative total of over 4,650 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 two (2) multicultural media organizations and one language CBO to supplement PG&E's translated communications to customers in two languages (Spanish and Nahuatl) 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

All customers impacted by this PSPS event were restored to service on December 3, 2020.

PG&E meteorologists monitor real-time weather conditions from a network of over 1,000 field weather stations, over 300 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 any damages or hazards on PG&E facilities. The patrol and inspection process used three helicopters and approximately 38 personnel to begin patrols on the approximately 40 miles of distribution circuits 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.

On December 3, PG&E's PSPS Incident Commander conducted a Weather All Clear meeting in order 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.

### 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 19% fewer customers than similar weather conditions would have caused in 2019, thanks to improvements in PG&E's weather modeling. PG&E used 38 pre-positioned patrol personnel and three 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. In this event, due to the small geographic scope, all Time-Places were determined to have the same all clear time.

- 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, a CRC and other efforts to support customers and communities.

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

This first response of Section 2 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 Southern California during the time of this event, PG&E believes the public safety benefits of a well-planned, well-executed PSPS far exceed the public safety risks of catastrophic wildfires. 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:**

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.

#### **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, 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.
- 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.
- On the distribution system, the Distribution Large Fire Probability Model (LFP<sub>d</sub>) is a product of PG&E’s Outage Producing Wind (OPW) model and FPI models. The LFP<sub>d</sub> model provides hourly output at 2km 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<sub>d</sub> analysis.
- On the transmission system, the Transmission Large Fire Probability Model (LFP<sub>T</sub>) is the product of PG&E’s Transmission Operability Assessment (OA) model and FPI models. The LFP<sub>T</sub> 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, 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 this PSPS event scope, PG&E reviewed a set of Transmission Black Swan conditions to be sure that any areas facing high fire risk are not left out of de-energization scope that analyzes forecasted FPI, max wind gusts, dead fuel moisture values and relative humidity values.
- PG&E conducts a Power Flow Analysis on the in-scope transmission lines (if applicable) to analyze any potential downstream impacts of load shedding, coordinated 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 December 1 and 3, 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, wind forecasts, etc.
- NWS issuance of Fire Weather Watches and Red Flag Warnings.
- Northern and Southern CA Predictive Services units of the Geographic Area Coordination Centers (GACC) forecasts of "High Risk" zones with Critical Burn Environment factors and Wind Ignition Triggers.
- The National Oceanic and Atmospheric Administration's (NOAA) Storm Prediction Center's Fire Weather Outlooks indicating Elevated, Critical and Extremely Critical fire-weather conditions across California.
- The Cal OES weather threat briefing provided by the NWS Western Region Operations Center.


Table 1 summarizes the federal-sourced hazardous weather conditions projected in PG&E’s service territory on December 2, 2020. Figure 7 shows contemporaneous National Weather Service alerts issued by the NWS Hanford office.

**Table 1: National Weather Service Summary, Weather Conditions and Hazards Supporting Conclusion of Severe Fire Weather Risk on December 2, 2020**

## NATIONAL WEATHER SERVICE

NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION




### CA Hazards Summary

Last Update Wed Dec 2 3:11pm (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 (HNX) +	Thu Dec 3 6:00am	Fri Dec 4 6:00pm	4hrs ago
Red Flag Warning (SGX) +	Wed Dec 2 6:00pm	Sat Dec 5 10:00pm	12hrs ago
Red Flag Warning (LOX) +	Wed Dec 2 6:00pm	Sat Dec 5 10:00pm	10mins ago
Red Flag Warning (LOX) +	Wed Dec 2 6:00pm	Fri Dec 4 6:00pm	10mins ago
High Wind Warning (LOX) +	Wed Dec 2 10:00pm	Thu Dec 3 3:00pm	1hrs 45mins ago
High Wind Warning (SGX) +	Wed Dec 2 10:00pm	Thu Dec 3 6:00pm	1hrs 3mins ago
Wind Advisory (HNX) +	Thu Dec 3 8:00am	Thu Dec 3 4:00pm	5hrs ago
Wind Advisory (HNX) +	Thu Dec 3 12:00am	Thu Dec 3 4:00pm	5hrs ago
Wind Advisory (LOX) +	Wed Dec 2 8:00pm	Thu Dec 3 3:00pm	1hrs 45mins ago
Wind Advisory (LOX) +	Now	Wed Dec 2 10:00pm	1hrs 45mins ago
Wind Advisory (LOX) +	Now	Thu Dec 3 3:00pm	1hrs 45mins ago
Lake Wind Advisory (VEF) +	Now	Wed Dec 2 8:00pm	14hrs ago
High Surf Advisory (LOX) +	Thu Dec 3 6:00am	Fri Dec 4 10:00pm	6hrs ago
Hard Freeze Watch (LOX) +	Thu Dec 3 10:00pm	Fri Dec 4 9:00am	1hrs 45mins ago
Freeze Watch (PSR) +	Fri Dec 4 1:00am	Fri Dec 4 7:00am	2hrs 37mins ago
Fire Weather Watch (SGX) +	Thu Dec 3 12:00am	Sat Dec 5 10:00pm	1days 11hrs ago
Beach Hazards Statement (MTR) +	Now	Thu Dec 3 4:00pm	5hrs ago
Beach Hazards Statement (EKA) +	Now	Thu Dec 3 8:00am	4hrs ago

Marine Areas	Begins	Ends	Last Updated
Small Craft Advisory (MFR) +	Wed Dec 2 7:00pm	Fri Dec 4 7:00pm	59mins ago
Small Craft Advisory (EKA) +	Thu Dec 3 12:00am	Fri Dec 4 9:00pm	37mins ago
Small Craft Advisory (LOX) +	Wed Dec 2 4:00pm	Thu Dec 3 8:00pm	1hrs 5mins ago
Small Craft Advisory (LOX) +	Thu Dec 3 9:00am	Fri Dec 4 6:00pm	1hrs 5mins ago
Small Craft Advisory (MTR) +	Thu Dec 3 3:00am	Fri Dec 4 3:00pm	1hrs 27mins ago
Small Craft Advisory (SGX) +	Wed Dec 2 10:00pm	Thu Dec 3 8:00pm	1hrs 26mins ago
Marine Weather Statement (EKA) +		Thu Dec 3 3:15am	4hrs ago
Marine Weather Statement (LOX) +		Wed Dec 2 9:00pm	2hrs 20mins ago



US Dept of Commerce  
National Oceanic and Atmospheric Administration  
National Weather Service  
Western Region Headquarters  
125 South State Street  
Salt Lake City, UT 84138-1102

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**Figure 7: National Weather Service Public Alerts Indicating Red Flag Warning, Gusty Winds and High Fire Danger for December 2, 2020**

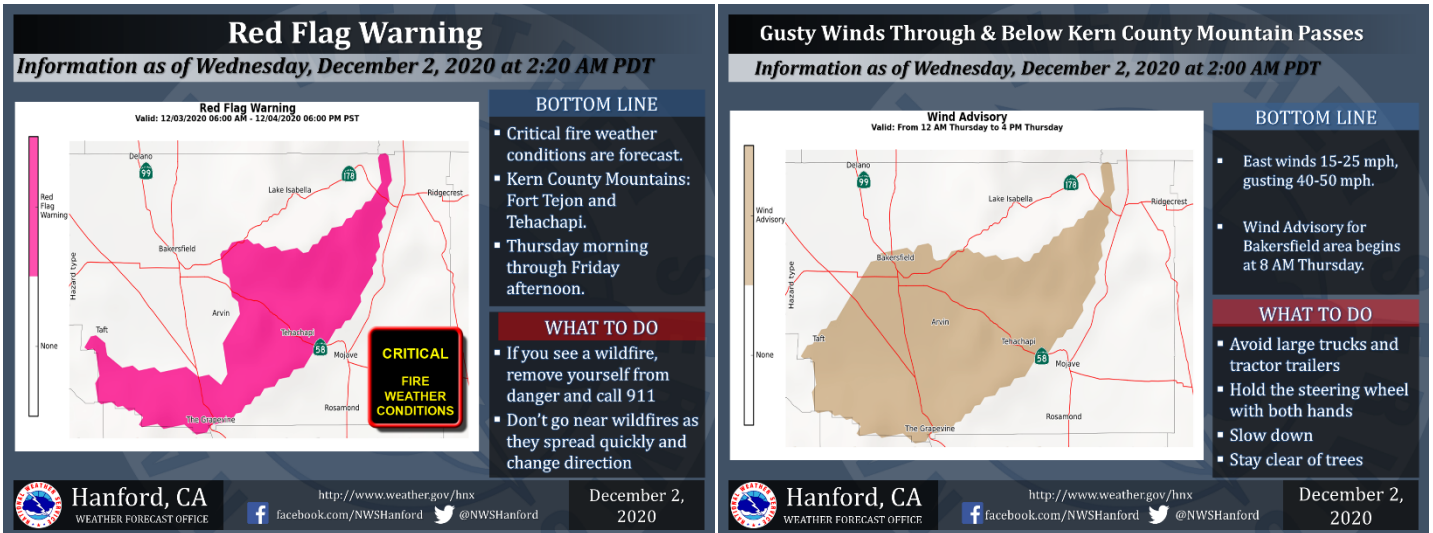
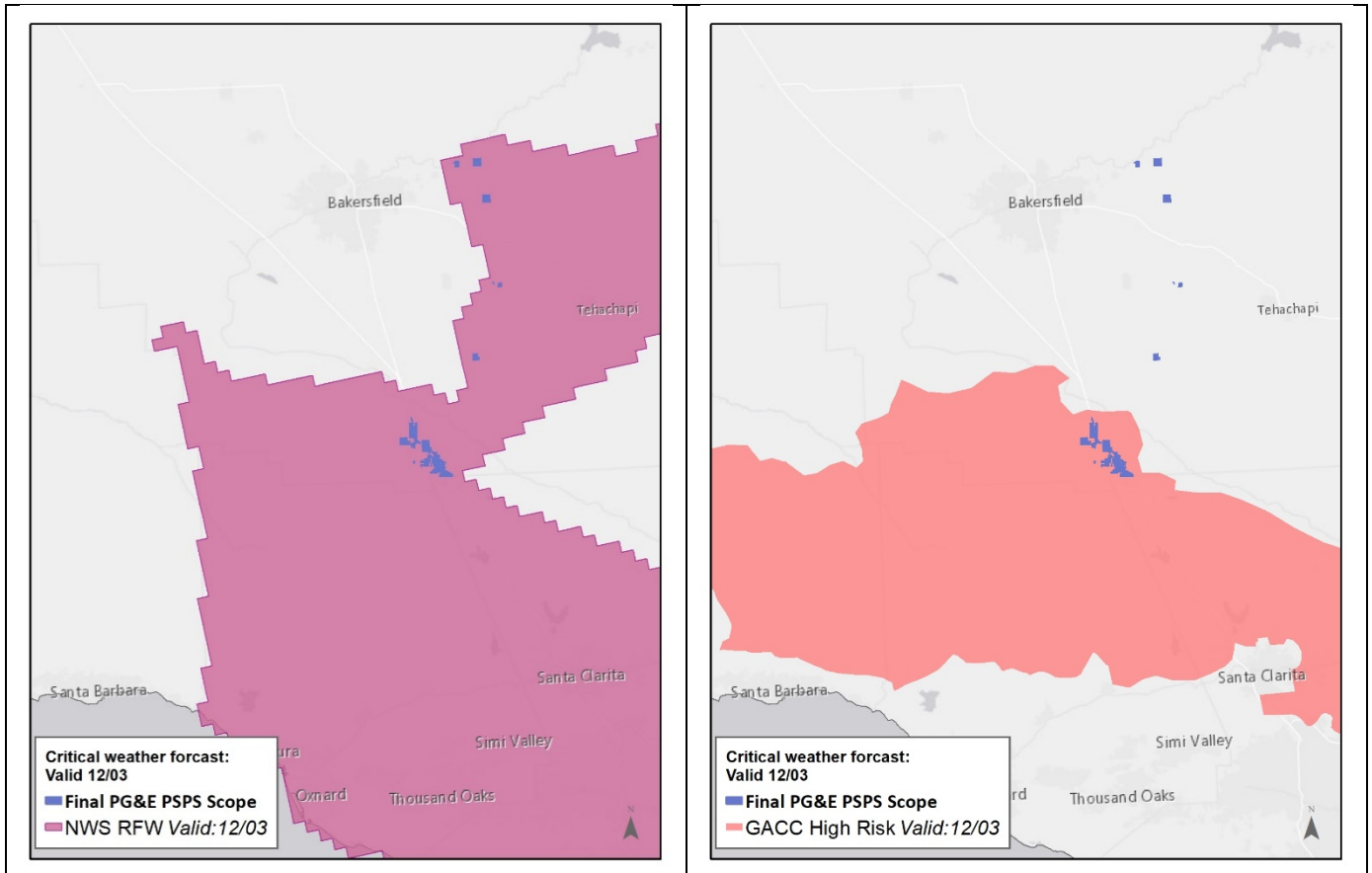


Figure 8 shows Federal Agency forecast maps of geographic extent and timing of critical fire risk periods (e.g., Red Flag Warnings) for December 2, the date when PG&E made the decision to proceed with the first de-energization scope. The National Weather Service’s Red Flag Warning covered approximately 3,000 PG&E customers.



**Figure 8: Comparison of Federal Agency Severe Fire Weather Warning Footprints for December 2, 2020**



**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.
- 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 and the impact of potential de-energization upon medical baseline customers, critical facilities, back-up generation capabilities of critical facilities that pose societal impact risks if de-energized (e.g., critical infrastructure).
- Given the broad geographic scope of this fire weather threat as reported by federal agency partners, by narrowing the actual PSPS event scope to less than 80% of the number of customers under National Weather Service RFW scope, 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 impact of de-energizing some affected communities by using temporary and back-up generation to serve critical facilities and customers.
- PG&E reduced the public safety impacts of the de-energization by providing a local Community Resource Center to support customers in those affected communities.
- PG&E provided support to vulnerable customers through service provision arrangements with one local Independent Living Center in Kern County.

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 and 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>

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 in later sections of this report, we work to mitigate and lessen these costs for our customers using many

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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.

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

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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.

- 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

In the fall of 2020, many factors that increase the likelihood and severity of a wildfire indicated fire danger is very high—particularly during the fall, when Offshore winds affect Northern and Central California. It is therefore reasonable for PG&E to expect any potential ignition in this time period could cause a fire because:

- California has experienced unprecedented high temperatures over the past months. These temperatures dried out vegetation, making it highly flammable and provided fuels for potential wildfires across Northern and Central California.
- The U.S. Drought Monitor indicated California is in abnormally dry to extreme drought at this time (See Figure 10). The California Data Exchange Center reported little to no rainfall recorded in or near the area in scope during the weeks leading up to the time of de-energization.
- Live fuel moisture values and dead fuel moisture values are at critical levels in the area in scope.
- The December 1, 2020 National Interagency Fire Center Wildland Fire Potential Outlook warned of above-normal large wildland fire potential for most of Southern California for December. Actual fire experience statewide over the last two months, including the extensive set of lightning-caused fires in August and the long-burning fires across our service territory, indicate the dangerous reality resulting from the confluence of these critical fire weather conditions.

**Figure 9: California’s Average Temperatures from June to November 2020 the Highest Ever (NOAA)**

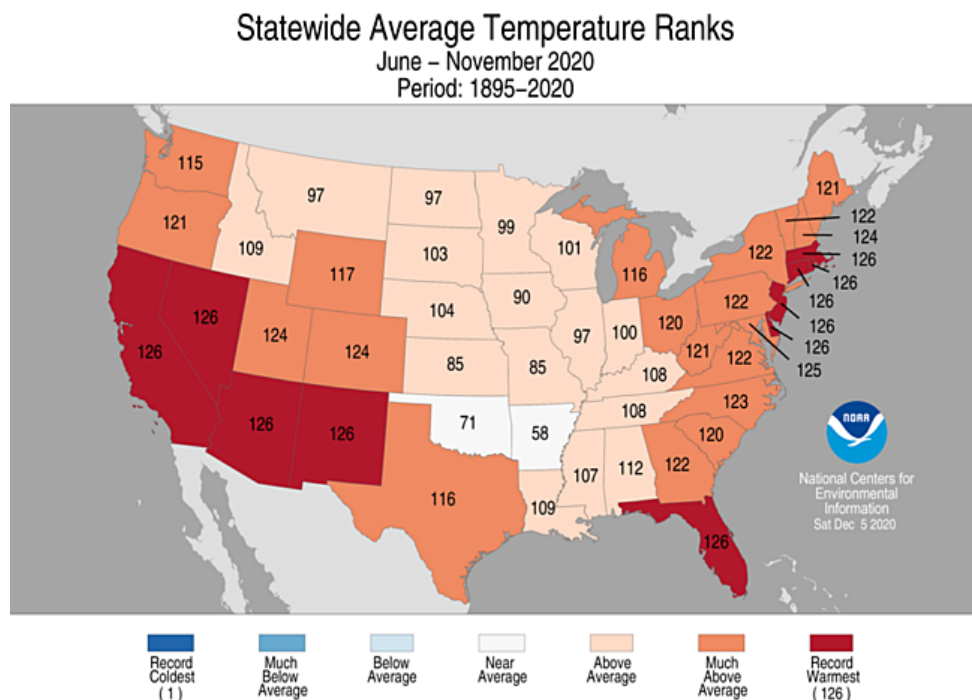
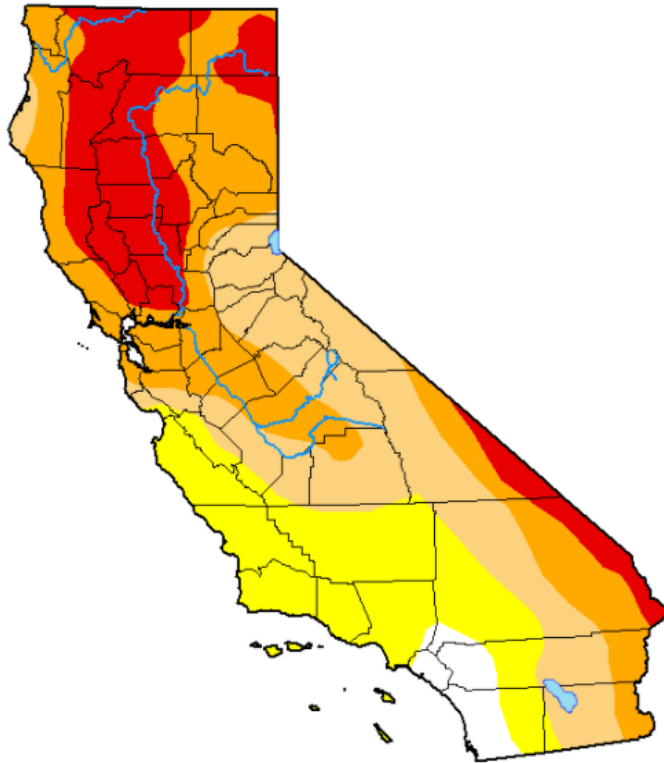


Figure 10: California in Extreme Drought (U.S. Drought Monitor)

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

**December 1, 2020**  
(Released Thursday, Dec. 3, 2020)  
Valid 7 a.m. EST



Drought Conditions (Percent Area)

	None	D0-D4	D1-D4	D2-D4	D3-D4	D4
<b>Current</b>	3.46	96.54	75.03	48.19	19.36	0.00
<b>Last Week</b> <i>11-24-2020</i>	3.50	96.50	75.03	48.19	19.36	0.00
<b>3 Months Ago</b> <i>09-01-2020</i>	20.39	79.61	54.38	31.78	3.04	0.00
<b>Start of Calendar Year</b> <i>12-31-2019</i>	96.43	3.57	0.00	0.00	0.00	0.00
<b>Start of Water Year</b> <i>09-29-2020</i>	15.35	84.65	67.65	35.62	12.74	0.00
<b>One Year Ago</b> <i>12-02-2019</i>	14.74	85.26	0.01	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:

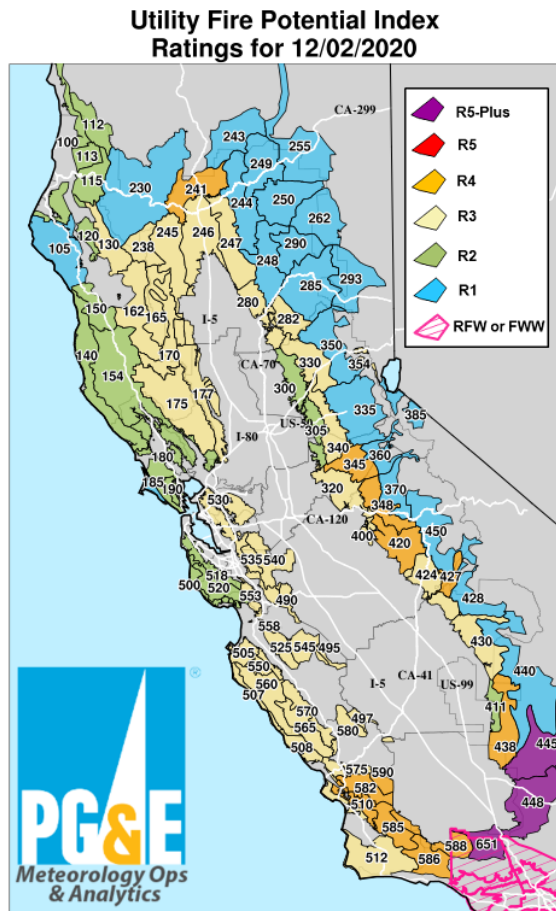
Richard Heim  
NCEI/NOAA



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

Figure 11 reinforces the magnitude of fire risk this fall and PG&E’s sense that de-energization in December 2 was a necessity rather than an option. Figure 11 also shows the Fire Index Areas (FIAs) in PG&E’s service territory for December 2 (the date when PG&E made the decision to proceed with this PSPS de-energization). 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 11: PG&E Utility Fire Potential Index ratings for December 2, 2020**



**This forecast is intended and has been customized for PG&E utility operations and should not be used for any other purpose or by any other entity. Do not share this information without authorization.**

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 damage that occurred during this PSPS event is 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 Wednesday, December 2 to Thursday, December 3, 2020 in three different Time-Places located across Kern County in California.

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 617 customers were impacted during the PSPS event. Of the customers impacted, a total of 617 distribution customers were de-energized including 481<sup>7</sup> residential, 33 Medical Baseline, 120 commercial/industrial, and 16 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**

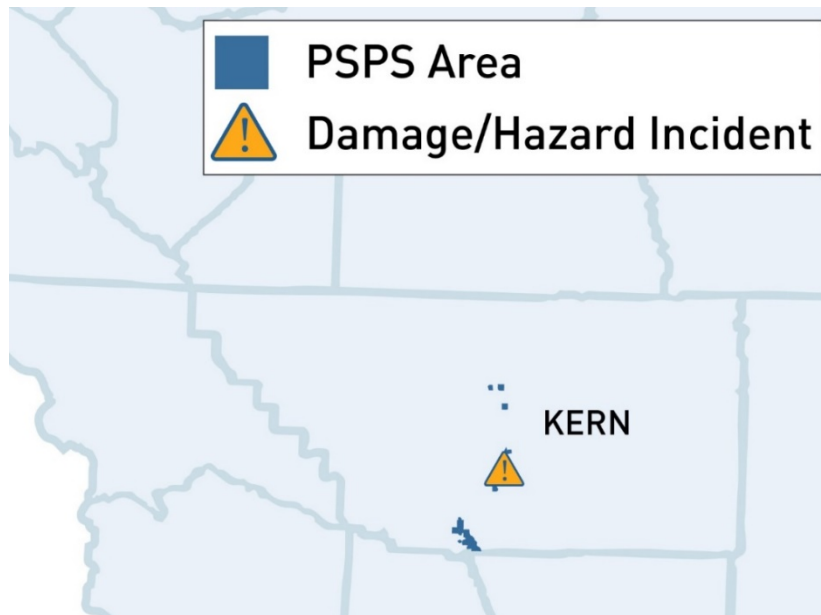
**Describe any wind-related damage to overhead powerline facilities in the areas where power was shutoff.**

**Response:**

On December 2 and 3, 2020, weather stations near the PSPS areas recorded wind gusts as high as 72 miles per hour. (See table in Section 16)

During patrols of the de-energized circuits prior to restoring power, PG&E found a total of one incident of wind-related damage. 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 location is mapped in Figure 12 and illustrated in subsequent figures.

**Figure 12: Map of Damage/Hazard Incidents in PSPS Footprint During December 2-3, 2020 PSPS Event**



**Figure 13: Wind Damage in Kern County – Broken Cutouts**



## **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 customers enrolled in the Medical Baseline Program) with attempted and successful notifications is provided in Appendix B. A copy of the notification messages is included in Appendix C.

### 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 meter accounts, PG&E continues issuing notifications every hour until the customer confirms receipt of the notification (up to 9 p.m. or when PG&E suspends). 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 December 1-3, 2020 PSPS Event**

Minimum Timeline	Approximate Time	Approximate Notifications Sent <sup>11</sup>	Message	Description
72-48 hours	N/A	<b>0 public safety partner customers and local community representatives</b>	<b>Advanced</b>	PG&E was not able to send notifications to public safety partners at the 48 to 72 hour recommended timeline prior to de-energization due to the timing of ongoing monitoring and determination of when a credible threat existed to activate the EOC for a potential PSPS event. PG&E sent advanced notifications after the EOC activated as required, which occurred in the 48-24 hour timeframe as opposed to the 72-48 hour timeframe based on the incoming meteorological intel increasing our confidence that there was a credible threat in a very limited portion of our territory. Further, after the EOC activated, the forecasted start time of the weather event shifted notably earlier from 04:00 on December 3 to 20:00 on December 2.
48-24 hours	12/1 13:00 PST	<b>40 public safety partner customers and local community representatives</b>	<b>Advanced</b>	PG&E sent advanced notifications to Public Safety Partners identified to be impacted at the time, which included approximately 600 customers in Kern County.
	12/1 16:00 PST	<b>600 customers</b>	<b>Watch</b>	PG&E sent the first Watch notification to distribution-level customers identified in scope in Kern County. <sup>12</sup>
< 24 hours	12/2 09:45 PST	<b>600 customers + 14 local community representatives</b>	<b>Watch</b>	PG&E sent another round of Watch notification messages to the same customers in Kern county.
<b>Imminent</b>	12/2 15:15 PST	<b>600 customers + 14 local community representatives</b>	<b>Warning</b>	PG&E sent the Warning notification messages to the same customers in Kern County.

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

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<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 cover public safety partner notifications sent through PG&E’s agency notification system (more detail in); all values are approximate.

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

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 (and only) Weather All Clear update notifications were sent on December 3, 2020 at approximately 13:15 PST. Note, 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 December 3, 2020 at approximately 13:15 PST and continued through 16:00 PST.

#### 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 December 3, 2020 at approximately 13:30 PST and continued until approximately 16:15 PST.

#### 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 de-energization start date/time. For this event, there were zero false-negative communications.

#### 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>13, 14</sup> For this event, there were zero false-positive communications.

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<sup>13</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>14</sup> In alignment with other California IOUs, PG&E is now reporting false positives based on Warning notifications sent to customers without any subsequent cancellation notice, irrespective of de-energization timing included in 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:**

During PSPS events, Medical Baseline customers receive automated calls, text 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>15</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>16</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>17</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, 33 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 08:30 PST on December 1, 2020 through 10:30 PST on December 2, 2020, PG&E conducted door knocks for those customers who had not confirmed receipt of their automated notifications prior to de-energization. Additionally, at approximately 15:15 PST on December 2, 2020 PG&E conducted Live Agent phone calls to the three (3) 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. One of these phone calls resulted in a confirmed notification; however, the two (2) remaining customers did not confirm receipt of the notification. These customers received an average of 26 attempted notifications, including hourly notification retries, in-person door knock visit and Live Agent calls.

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.

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

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<sup>15</sup> Including Medical Baseline Program customers who are master-metered tenants (e.g., renters or tenants in mobile home park).

<sup>16</sup> Until late evening (approximately 9 pm) or PG&E suspends outreach for the night.

<sup>17</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: Outcomes of Notifications to Impacted Medical Baseline Customers**

Count	Type of Notifications to Impacted Medical Baseline Customers (based on SPID)	Description
33	<b>Total Impacted Medical Baseline Customers</b>	The number of customers de-energized who participate in PG&E's Medical Baseline Program <sup>18</sup>
33	<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>19</sup>
33	<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).
0	<i>Total Notifications Not Delivered</i>	<i>Total Medical Baseline customers without a delivered notification</i>
31	<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).
2	<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. These customers received an average of 26 attempted notifications, including hourly notification retries, in-person door knock visit and Live Agent calls.</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
5	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>20</sup>
3	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.

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.

<sup>18</sup> Excludes counts of Medical Baseline customers that are tenants of a master meter account

<sup>19</sup> See page 30 regarding PG&E's explanation of false-negative communications resulting in no direct notifications.

<sup>20</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

## Media Engagement

From the time PG&E publicly announced the potential PSPS event until customers were restored (between December 1, 2020 and December 3, 2020), PG&E engaged with customers and the public through the media as described below.

- Issued four (4) localized news releases containing information about the PSPS event to Bakersfield media;
- Coordinated directly with two (2) multicultural media organizations with established contracts to issue event updates on their in-language platforms (e.g., radio, TV, social media) in Spanish;
- Handled approximately eight (8) 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; and
- Due to the small scale of this event, maintained a local social media presence in Kern County by providing event updates via Twitter from PG&E's External Communications Representative for Kern County, @PGE\_Katie.<sup>21</sup>

## PG&E Website

During this PSPS event,<sup>22</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). In addition, anyone who entered [pge.com](http://pge.com) was taken to a splash screen on the PSPS event site giving the user a choice of visiting [pge.com](http://pge.com) or the PSPS updates web pages.

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>23</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 December 1, 2020 at 12:00 PST with approximately 1.6 million hits per hour, and the emergency website with PSPS update information peaked on December 3, 2020 at 17:00 PST with approximately 54,000 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 12 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>21</sup> Sample social media posts –

- Restoration Complete Update: [https://twitter.com/PGE\\_Katie/status/1334687032422133760](https://twitter.com/PGE_Katie/status/1334687032422133760)
- Inspection Status Update: [https://twitter.com/PGE\\_Katie/status/1334651197400166401](https://twitter.com/PGE_Katie/status/1334651197400166401)
- Weather All Clear Update: [https://twitter.com/PGE\\_Katie/status/1334610758521528320](https://twitter.com/PGE_Katie/status/1334610758521528320)
- CRC Update: [https://twitter.com/PGE\\_Katie/status/1334545645802237953](https://twitter.com/PGE_Katie/status/1334545645802237953)
- PSPS Warning Update: [https://twitter.com/PGE\\_Katie/status/1334294960615600128](https://twitter.com/PGE_Katie/status/1334294960615600128)
- PSPS Watch Update and Prepare for Outages: [https://twitter.com/PGE\\_Katie/status/1334209575197794307](https://twitter.com/PGE_Katie/status/1334209575197794307)
- PSPS Watch Update: [https://twitter.com/PGE\\_Katie/status/1333941030006251520](https://twitter.com/PGE_Katie/status/1333941030006251520)

<sup>22</sup> From December 1 to December 3, 2020

<sup>23</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 PDF maps 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) and operating hours. CRC locations were also indicated on the PSPS impact map;
- 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.

Since reporting the last PSPS event (October 25, 2020), PG&E added the following new content to our website that was available to customers and the community during this event:

- Address Alerts signup for notifications in 13 languages<sup>24</sup>, as well as English (See [pgealerts.alerts.pge.com/outages/psps-address-alert](http://pgealerts.alerts.pge.com/outages/psps-address-alert) and Figure 14)
- The address-level alerts product was launched in late October 2020 and is intended as a replacement for the PSPS Zip Code Alerts, which were launched in 2019. These alerts 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 meter accounts.

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<sup>24</sup> Thirteen spoken languages are Spanish, Mandarin, Cantonese, Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, and Hmong.

## Figure 14: 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 494,000 unique visitors, 619,000 visits, and 1.8 million total page views. PG&E's emergency website (pgealerts.alerts.pge.com), which includes PSPS event updates webpage,<sup>25</sup> received approximately 31,000 unique visitors, 39,000 visits, and 71,000 total page views.<sup>26</sup>

Of the unique visitors who visited our emergency website, approximately 500 used the Spanish page and 300 used the Chinese page. There were fewer than 100 unique visitors (<0.3 %) to each of the 13 other available translated pages (see Table 5 for more detail)

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<sup>25</sup> The PSPS Event Updates page is at the following link: [pgealerts.alerts.pge.com/updates](https://pgealerts.alerts.pge.com/updates). PG&E also uses the following shortened URL for the same site: [www.pge.com/pspsupdates](https://www.pge.com/pspsupdates)

<sup>26</sup> The emergency website metrics are a subset of the pge.com website traffic reported.

**Table 5: Unique Visitors to the Translated Versions of the PSPS Updates Webpage from December 1-3, 2020**

Language	Unique Visitors <sup>27</sup>	Percent
English	30,102	95.30%
Spanish	529	1.70%
Chinese	268	0.80%
Russian	88	0.30%
Vietnamese	80	0.30%
Japanese	69	0.20%
Korean	62	0.20%
Farsi	57	0.20%
Portuguese	55	0.20%
Punjabi	51	0.20%
Tagalog	45	0.10%
Hindi	43	0.10%
Hmong	43	0.10%
Arabic	38	0.10%
Thai	34	0.10%
Khmer	32	0.10%

#### Other Community Engagement

- **Community Based Organizations (CBO) Engagement:** PG&E partnered with California Foundation for Independent Living Centers (CFILC) and two additional CBO resource partners that offered various services to customers impacted by this event. These partners included, one local Independent Living Centers (ILCs) and one CBO that provided translation support. During the event, six organizations that support PG&E’s Portable Battery Program delivered batteries to eligible customers within the PSPS-impacted counties. The outcomes of these partnerships for this event are described more fully below on page 37.

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. On December 2 and December 3, PG&E hosted additional daily coordination calls with the CBO resource partners supporting the event to 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.

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<sup>27</sup> There is some overlap in unique visitors by language because some visitors viewed webpages in different languages.

- Critical Facility Engagement: This PSPS event affected approximately 40 critical facilities.<sup>28</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>29</sup> that are more likely to experience a PSPS event and did not have an existing backup 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>30</sup> to implement the Disability Disaster Access and Resources (DDAR) Program during the event. Through this program, one local Independent Living Center (ILCs), Independent Living Center of Kern County (ILCKC), provided aid to impacted seniors and/or people with disabilities who rely on power for medical or independent living needs during this event.<sup>31</sup> Through CFILC, PG&E has supported AFN customers with delivery of approximately 920<sup>32</sup> backup portable batteries (since July 2020) to qualifying customers who need power during a PSPS. 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 constituents about the available resources. During this event, CFILC engaged directly with approximately 50 PG&E customers relating to the PSPS event.
- Portable Battery Program: Just before PG&E's first PSPS event on September 2, 2020, PG&E launched its Portable Battery Program (PBP). This program 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. During this event, through partnerships with seven organizations, we delivered over 300 portable batteries to eligible customers, with a total of approximately 3,740 units delivered across the entire PG&E service territory to date.

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<sup>28</sup> Critical facility count based on Service Point IDs (SPIDs) (meters).

<sup>29</sup> These hospitals were identified in partnership with the California Hospital Association (CHA) and Hospital Council of Northern and Central California.

<sup>30</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>31</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>32</sup> The total backup portable batteries include approximately 8 batteries delivered during this event, with the remainder delivered to customers from July until December 1, 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 15 non-English languages.<sup>33</sup> Customers with their language preference set received in-language (translated) notifications. For this event, PG&E sent approximately 10,700 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	10,521	98.5%
Spanish	159	1.49%
Chinese (Mandarin)	3	0.03%
Chinese (Cantonese)	3	0.03%
<b>TOTAL</b>	<b>10,686</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 52,100 calls, of which approximately 600 (1%) were PSPS-related calls. The average response time for the PSPS-related calls was 23 seconds. Approximately 4,300 (8%) of calls handled provided translation services to customers in one of 25 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 coordinated with two (2) multicultural media organizations and one CBO providing in-language outreach. These organizations provided outreach in Spanish, 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 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 the multicultural media organizations and CBO during this event include:

- Lotus Radio in Bakersfield shared social media posts via their two Spanish stations’ social media channels (KIWI and KCHJ) informing customers about the possible PSPS event (see Figure 15 and Figure 16).

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<sup>33</sup> Spanish, Chinese (Cantonese & Mandarin), Vietnamese, Tagalog, Korean, Russian, Japanese, Farsi, Punjabi, Arabic, Khmer, Hmong, Thai, Hindi, and Portuguese.

Figure 15: Image of Social Media Posts by KIWI Radio in Spanish on Instagram



Figure 16: Image of Social Media Post by KCHJ Radio in Spanish on Facebook





## **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 (CCAs) 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 are 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 December 1, 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.

Later that day, PG&E activated its 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 December 3. PG&E’s advanced notification to these partners started at approximately 13:00 on December 1, 2020.

#### **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 CCAs. These notifications included information such as the estimated shutoff and restoration times, as well as links to maps and other information.
- 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. In addition, a PG&E Agency Representative was embedded in the Cal OES State Operations Center.
- Offered remote support from GIS Technical Specialists to help navigate the PG&E GIS tools and maps. Note that 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

No CCAs were impacted by this event; therefore, PG&E did not engage with CCA partners for this 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 November 11, 2020 through December 11, 2020, PG&E received one written complaint related to PSPS from the CPUC. This complaint relates to:

- Concern with accuracy of outage notification

Complaints received are reconciled on a monthly basis and subject to change.

### Claims

As of December 11, 2020, PG&E received zero claims for the December 2, 2020 PPS event.

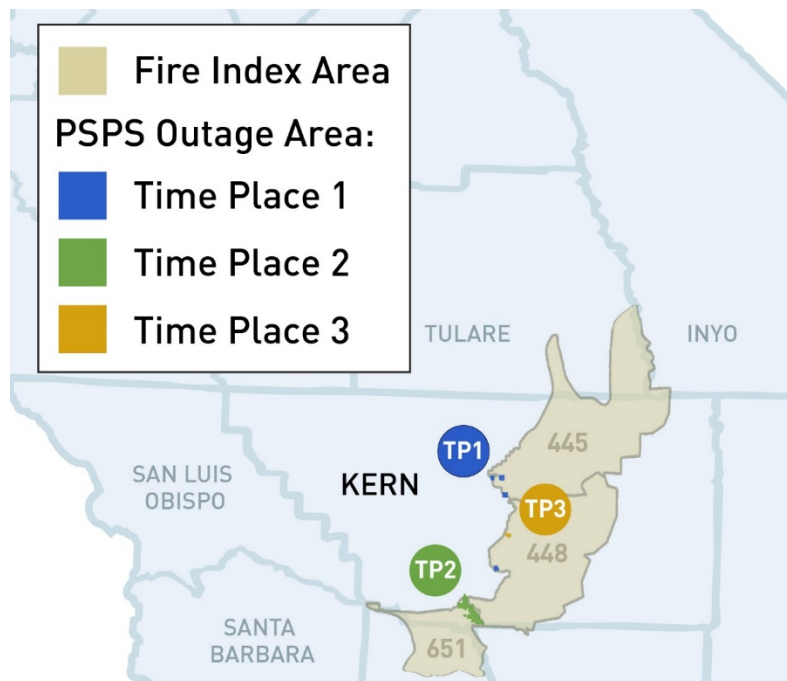
## Section 10 – Power Restoration

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

### **Response:**

During the weather event, 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 17). In some cases, Weather All Clears are issued for portions of FIAs to further increase granularity and allow for earlier customer restoration.

**Figure 17: Map of Fire Index Areas and Time-Places De-energized for December 2-3, 2020 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 restoration PG&E issued a single Weather All Clear and used 38 personnel and three helicopters to identify equipment condition and damages and make necessary repairs prior to restoration. Patrols were conducted on approximately 40 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, and restored 617 customers on December 3, 2020.

**Table 7: Weather All Clear Times**

<b>Impacted FIAs</b>	<b>Weather All Clear Date and Time</b>
FIAs 445, 448, 651	12/3/2020 11:44 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 able to restore all circuits within 24 hours.

## **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, PG&E established one (1) Community Resource Center (CRC) in one (1) county. 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 (including charging for cell phones, laptops and small medical devices), and Wi-Fi and cellular service access. The following supplies were available at each location: water, non-perishable snacks, bagged ice, batteries and blankets. 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 8:00 AM PST to 10:00 PM PST from the time power is shut off until the time electric service is restored. 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.

### **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 and limits on the number of visitors at any time based on capacity limits of the location. At 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**

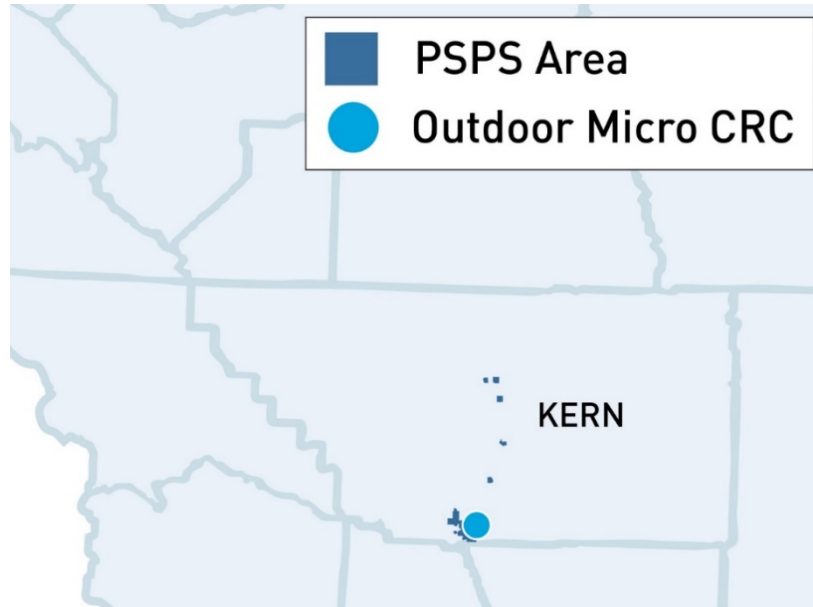
During this PSPS event, PG&E’s dedicated Liaisons closely coordinated with the potentially impacted counties and tribes to review the proposed scope of the event and receive agreement on the selected locations for the CRCs based on the anticipated areas of de-energization. This included phone calls and emails on Tuesday, December 1 to the potentially impacted jurisdiction identified at that time, to share a list of a CRC location and confirm that the jurisdiction wanted CRC mobilization. The CRC location was 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 successfully established CRCs for one (1) impacted tribe with one (1) CRCs, none of which were set up on tribal land.

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). For this event, there was one change to the standard operating hours – from 22:00 PST to 19:30 PST due to the state-level, COVID-19-related 22:00 PST curfew at the time. PG&E coordinated with the local government to gain their agreement to close the site within their jurisdictions.

### Location, Type and Timeline of CRCs

PG&E provided one (1) CRC in Kern County over the course of two days throughout the impacted areas in the territory, as shown in Figure 18. The one CRC was an outdoor microsite located in a parking lot and was ADA-compliant (see image of location in Figure 19).

**Figure 18: Location of Community Resource Centers Available During December 2 – 3, 2020 Event**



**Figure 19: PG&E Outdoor CRC at the Lebec Post Office (Kern County)**



De-energization for affected customers began on the evening of Wednesday, December 2, 2020. PG&E provided updates to the public and local partners on the CRC location, hours of operations and resources available through state agency calls, press releases, website, and social media outlets by customer account representatives in the Kern County local division.

CRCs remained open until service had been restored in Kern County.

- December 2: One CRC was open from 17:00 PST until 21:30 PST.
- December 3: The same CRC was open from 08:00 PST until 17:00 PST as impacted customers in Kern County was fully re-energized by then.



### Customer Visitation

Overall, approximately 318 people visited PG&E's Kern CRC site 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 four circuits (rather than entire circuits), which enabled 3,152 customers to stay energized.

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

This event was approximately 19% 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 approximately 760 customers; but with new models and processes, the PSPS scope impacts under these weather conditions affected Approximately 150 fewer customers than would have been de-energized by the same weather event occurring last year.

### **Meteorological Guidance**

This year PG&E Meteorology has 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. PG&E's meteorological scoping methods reduced the number of customers for this PSPS event by approximately 150 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 2020 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 2020 transmission scoping thresholds caused zero transmission circuits to fall in scope for this PSPS event; if the 2019 transmission scoping thresholds had been used, no additional lines would have been de-energized.

### **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 36 transmission line SCADA-enabled switches in 2020 but none were utilized during this event.

### **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, no distribution switching was used.

### **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

During this event, PG&E used its rented fleet of temporary generators to mitigate the impacts of PSPS on its customers. Temporary generators were used to energize a critical facility: two separate pumping stations at a water agency in Kern County.

### Substation Temporary Generation

PG&E has prepared 60 locations ready to interconnect and use temporary generation<sup>34</sup> to energize certain substations whose transmission sources must be shut off for safety, but which could otherwise safely deliver power to customers. During this event, no substations were in scope for energization.

PG&E is prepared to support customers in future PSPS events with 241.4 MW of temporary generation units staged and ready to energize at 19 substations adjacent to many of our highest fire risk areas, and another 110.1 MW of temporary generation staged at additional locations and in vendor yards for delivery.

### Temporary Microgrids:

There were no temporary microgrids in scope for this event. The objective of temporary microgrids is to enable some community resources to continue serving the surrounding population during PSPS events where it is safe to do so, using pre-installed interconnection hubs to safely and rapidly interconnect temporary generation.

While temporary microgrids do not often support large numbers of customers, the community resources served by the temporary microgrids often include fire stations, local water and waste companies, markets, post offices, and medical facilities. On average, customers served by the temporary microgrids experience de-energization periods of under 30 minutes for the switch-over from grid to microgrid and go-back from microgrid to the grid.

There are currently four microgrids and two temporary microgrid sites that are currently ready for immediate operation and others are in development.

### Backup Power Support:

PG&E used temporary generation to support one critical facility with two separate generator locations. This county water district facility did not have sufficient functioning backup generation to maintain critical operations during the event and reached out to PG&E requesting assistance.

Given the COVID pandemic, PG&E has committed to provide dedicated backup power support<sup>35</sup> to a number of pre-identified community hospitals and COVID care facilities to assure medical care continuity. We made a similar commitment to assure power continuity to all vote tabulation centers within Tiers 2 and 3 High Fire Threat Districts.

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<sup>34</sup> Ready in this context is defined as operational within 48 hours.

<sup>35</sup> In some cases, PG&E has provided refueling services to societal impact customers to support their private generators, rather than providing PG&E-acquired backup generation and fuel.

While as a general policy, PG&E does not offer temporary generation backup power support to individual facilities, we may make exceptions when feasible to respond to circumstances impacting public safety and other important societal impacts. PG&E evaluated and responded to a number of in-event requests in accordance with this policy.

## **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 December 2-3, 2020 PSPS event.

### **Coordination with Neighboring Utilities**

While this event was smaller in scope in terms of customers and miles of overhead infrastructure involved, the event did bring a different dimension of complexity with it – the need to work with our neighboring utilities to de-energize some of our customers on their lines. For this event, we de-energized three (3) customers associated with SCE assets. Though the coordination was successful in safely de-energizing the required infrastructure, focused time and effort on this scenario was required to come up with a defined and coordinated plan that worked for both the utilities – particularly on the identification of isolation points, alignment of circuit names to ensure reference to correct circuits, and timing of de-energization and re-energization. PG&E and SCE have identified this as an area for improvement at broader level and will work to develop and agree on a documented process for coordination specific to the PSPS program with our neighboring utilities, starting with SCE.

## **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**

### Environmental Factors

Historically warm Spring and Summer temperatures and consecutive years of below-normal seasonal rainfall has exacerbated fire potential across California in 2020. Statewide Average Temperature Rankings issued by NOAA indicate the period from May-October this year is the warmest on record in its 126-year temperature record. It was also the 7th driest period out of the last 126 years based on lack of October rainfall and lack of the Southwest monsoon. Additionally, the U.S. Drought Monitor also shows a vast portion of Northern California in the category of Severe to Extreme drought (D2-D3), including the region where the August Complex Fire has burned over 1 million acres. This has led to near-record dry dead fuel moisture values across much of the state, which has likely played substantial role in the over 4 million acres burned by wildfires so far this year.

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

Tuesday December 1: PG&E meteorologists began monitoring a Santa Ana wind event for Kern division in the southern part of the territory. Indications of this offshore wind event showed up numerous days in advance of the event based on a review of available weather models. The ECMWF operational model and other models showed a negative BFL-EDW between 5-8 mb and POMMs 2km resolution model showed wind gusts in excess of 46-58 mph across the Tehachapi range and adjacent terrain coupled with low relative humidity. A review of precipitation revealed that the area received minimal precipitation in the month of November and that fuels as a result were dry. A review of camera data also showed the annual grass crop had not yet arrived.

External agency forecasts and interagency conference calls monitored by the PG&E Meteorology team noted the following.

- During the 08:30 PST interagency conference call hosted by South Ops Predictive Service office in Riverside, CA (SOPS), they stated it will be an offshore wind pattern with dry air already in place. Based on GFS and ECMWF, South Ops was looking at a start time just after sunset on Wednesday and was forecasting a high risk event for winds Thursday and possibly through Friday morning across much of the region. Widespread single digit RH and poor recovery was noted. NWS Oxnard indicated that all current Fire Weather Watches (FWWs) will be upgraded to Red Flag Warnings (RFWs) in the afternoon package. NWS Hanford stated that would likely issue a FWW watch today for Thursday for Grapevine and to match up their timing with Oxnard
- SOPS issued their 7-day Significant Fire Potential Forecast by 08:00 PST, highlighting high risk – significant fire potential for zones SC08, SC09, SC010, and SC011 for Wednesday through Friday due to strong, gusty winds and very low relative humidity. Their forecast discussion stated “NE to E winds will increase 20-30 mph gusts to 50 mph Wed night through Friday. Min relative humidity 5-15% in impacted areas. Little to no relative humidity recovery through early next week.”
- At 12:30 PST, PG&E updated the 7 Day PSPS potential forecast to PSPS Watch for Zone 9 for Thursday and Friday, which is available to the public that described the following: “Summary: A Santa Ana wind event will unfold later this week in Southern California including the Tehachapis and Southern Kern County and the PG&E Emergency Operations Center has been activated to closely monitor the situation. The 7 Day PSPS Forecast now indicates PSPS Watch for Zone 9 Thursday and Friday. The National Weather Service has issued [Fire Weather Watches](#) valid tomorrow through Friday in counties south of the PG&E territory, but additional coverage and upgrades are likely this afternoon. Please stay tuned to future updates. Details: Fair and dry weather is anticipated today as high pressure builds over California with warmer temperatures and northerly winds 15-25 mph in the Sacramento Valley and Sierra foothills. The



dry weather pattern will continue this week with cooler mornings and mild to warm afternoons especially away from the coast. A Santa Ana wind is expected to develop across Southern CA later this week and could result in a period of breezy to gusty southeast winds for the Tehachapis and far southern Kern County Thursday into Friday morning and is being monitored closely. Fair and dry weather will then persist into next week with no signs of any significant precipitation through the next 7 days. November precipitation has improved fuel and soil moisture values for the time being, but the recent and upcoming drying trend could slowly eliminate any gains made in the lower elevations until additional precipitation is received. The [US Drought Monitor](#) still indicates that most of Northern CA is in severe to extreme drought at this time.

- The 12Z weather models continued to trend earlier with event with both the ECM and GFS shifting the onset of gusty offshore winds from Wednesday, December 2 to Thursday, December 3. For example, the November 30 00Z ECM model run showed the Bakersfield to Edwards AFB (BFL-EDW) gradient decreasing rapidly during the morning of December 3. However, each successive model run shifted the timing of the decline earlier with the 00Z December 2 ECM run indicating the gradient would decrease during the day Wednesday (Dec 2) before hitting a minima near -6 mb during the early morning hours of Thursday, December 3. The GFS model showed a similar trend, shifting the timing of the pressure gradient decline from Thursday to Wednesday with a slightly higher minima of approximately -5 mb around midnight December 3. The 3km POMMS model remained fairly consistent with the event timing over the past 24 hours, showing a steady decline of the BFL-EDW gradient during the day Wednesday with a minima around -5 mb occurring near midnight on December 3.
- Given the consensus among both global and high-resolution forecast models regarding the earlier start to the event, an updated distribution scope was delivered to the Planning section. This scope was based on locations near or exceeding PG&E PSPS guidance. The geographical footprint of the scope did not change; however, the timing of the event was updated to reflect an earlier start and end time. Weather start/end time for TP1/TP2 were communicated to begin at 18:00 PST 12/2/2020 ending at 12:00 PST 12/3/2020.

Wednesday, December 2: Weather models continued to advertise a Santa Ana wind event unfolding that would produce a period of critical fire risk. External agency forecasts and interagency conference calls monitored by the PG&E Meteorology team noted the following.

- During the 08:45 PST interagency conference call, South Ops Predictive Service office (SOPS) reported no significant changes with the current forecast. They stated winds will increase tonight before decreasing Thursday PM. The Hanford NWS meteorologist stated that they were in agreement with SOPS' assessment of the risk and stated their RFW looked appropriate to cover the fire risk.
- SOPS issued their 7-day Significant Fire Potential Forecast, highlighting high risk – significant fire potential for SC08, SC09, SC010, and SC011 for Wednesday and Thursday due to strong, gusty winds and very low relative humidity. High risk was now removed from Friday due to the earlier shift in timing based on the latest weather models. Their forecast discussion stated “NE to E winds will increase 20-40 mph gusts to 60 mph Wed night through Friday. Min relative humidity 5-15% in impacted areas. Little to no relative humidity recovery through early next week.”
- At 09:15 PST, PG&E updated the 7-Day PSPS potential forecast to read “A Santa Ana wind event will unfold starting early this evening in Southern California including the Tehachapis and southern Kern County. The PG&E Emergency Operations Center remains activated to closely monitor the situation. The 7 Day PSPS Forecast now indicates PSPS Watch for Zone 9 today and tomorrow. The National Weather Service has upgraded their Fire Weather Watch to a [Red Flag Warning](#) valid Thursday morning until late Friday afternoon. Please stay tuned for

future updates. Details: Fair and dry weather is expected for most of the territory today, however a weather system moving into Southern California will allow for Santa Ana winds to develop early this evening into midday tomorrow, with breezy to gusty southeast winds in the Tehachapis and far southern Kern County. Winds are expected reach 20 – 30 mph with gusts past 50 mph across portions of Kern County, with gusts past 60 mph possible in the Grapevine, Tehachapi Pass and peaks and ridges of the Tehachapi range. These winds will be associated with dry air and fuels in the region remain dry due to a lack of precipitation, leading to elevated fire weather concerns.

- At 13:15 PST, the 7 Day PSPS potential forecast was changed from PSPS Watch to PSPS Warning for zone 9. It stated “A Santa Ana wind event will unfold this evening in Southern California including the Tehachapi’s and southern Kern County. The PG&E Emergency Operations Center remains activated to closely monitor the situation. The 7 Day PSPS Forecast now indicates PSPS Warning for Zone 9 today and tomorrow. A [Red Flag Warning](#) remains in effect from early Thursday morning until late Friday afternoon. Please stay tuned for future updates. Details: Fair and dry weather is expected for most of the territory today, however a weather system moving into Southern California will allow for Santa Ana winds to develop early this evening into midday tomorrow, with breezy to gusty southeast winds in the Tehachapi’s and far southern Kern County. Winds are expected reach 20 – 30 mph with gusts past 50 mph across portions of Kern County, with gusts past 60 mph possible in the Grapevine, Tehachapi Pass and peaks and ridges of the Tehachapi range. These winds will be associated with dry air and fuels in the region remain dry due to a lack of precipitation, leading to fire weather concerns. Fair and dry weather will continue tomorrow outside of Kern, and should hold for the remainder of the week, the weekend and into next week. After November precipitation improved fuel and soil moisture values for a time, the recent dry spell and light offshore flow has begun to reverse these gains and continued dry weather will allow fire season to linger later this year. The [US Drought Monitor](#) still indicates that most of Northern CA is in severe to extreme drought at this time.”
- At 15:30 PST, an initial confirm/abort decision was held to review the latest weather forecast model data, observed wind speeds and gradients. There was no indication the event was arriving weaker than forecast, but another meeting was scheduled to review the data with incident commanders closer to the weather start time.
- PG&E Meteorologist continued to monitor real-time conditions and at 18:30 PST provided another briefing to Incident Commanders during a confirm/abort meeting. The event was arriving as scheduled and no changes were recommended to the weather start time of 20:00 PST.
- Overall, models resolved the strengthening of the BFL-RDD gradient fairly well during the afternoon and evening of Wednesday, December 2. The gradient reached an event magnitude of -6.7 mb at 22:58 PST, which was stronger than models had predicted. 00Z ECM was the closest, which forecast a minima just below -6 mb, while mesoscale models, GFS and both 2km and 3km POMMS forecast a gradient minima closer to -5 mb. Nonetheless, wind observations aligned well with the POMMS forecast both in terms of timing and magnitude. Gusty winds developed along higher elevations of the Tehachapi’s and through favored passes Wednesday afternoon and spread down into the foothills and lower elevations of the southern San Joaquin Valley Wednesday evening. Winds continues to strengthen past midnight into the early morning hours of Thursday, December 3<sup>rd</sup> with widespread gusts of 40-50+ mph were observed across multiple stations from the Tehachapis to Bakersfield, including a wind gust of 72 mph recorded at Pampa Peak Towers Thursday morning at 00:30 PST. Winds began to decrease prior to sunrise but remained gusty across much of the area through the mid-morning hours. Relative humidity was generally in the 10-25% range overnight but expected to drop into the teens and single digits during the day.

Thursday, December 3: PG&E Meteorology continued to monitor forecasts and observed conditions in real-time order to provide the weather all-clear as soon as it was safe to do so.

- At 07:30, PG&E issued the 7-Day PSPS potential forecast, which is available to the public that described the following: “A Santa Ana wind event continues this morning in Southern California including the Tehachapi’s and southern Kern County in the PG&E territory. Winds peaked overnight with gusts reported over elevated terrain generally above 50 mph, with the maximum reading up to 72 mph. Winds are forecast to gradually taper off this morning and PG&E meteorology expects to be able to issue the All-Clear between 10:00 PST and 12:00 PST so crews can begin the restoration process. This time may change based on observed conditions. The PG&E Emergency Operations Center remains activated. The 7-Day PSPS Forecast still indicates PSPS Warning for Zone 9 today due to continued gusty winds. A [Red Flag Warning](#) remains in effect from early this morning until late Friday afternoon. Please stay tuned for future updates. Details: Santa Ana winds continue in portions of Kern County this morning, with 20 – 30 mph south to southeast winds gusting upwards of 50 mph. These winds are associated with dry air, with relative humidity values in the teens. Conditions are expected to begin improving later this morning, generally between 10:00 PST and 12:00 PST, with more settled weather this afternoon. Fair and dry weather will continue today outside of Kern. Fair and dry weather is expected again tomorrow and Saturday, before offshore flow develops across the North late Sunday into early next week. After November precipitation improved fuel and soil moisture values for a time, the recent dry spell and light offshore flow has begun to reverse these gains and continued dry weather will allow fire season to linger later this year. The [US Drought Monitor](#) still indicates that most of Northern CA is in severe to extreme drought at this time.”
- SOPS issued their 7-day Significant Fire Potential Forecast, highlighting high risk with a trigger for “Wind” for SC08, SC09, SC010, and SC011 on Thursday due to strong, gusty winds and very low relative humidity. Their forecast discussion stated “Northeast to east winds of 20 to 40 mph with gusts to 60 mph will surface across the mountains and below the canyons and passes of Southern California this morning. These offshore winds across Southern California will decrease to 15 to 25 mph with gusts to 40 mph by mid-afternoon and then continue through this evening.”
- After the all-clear was declared, PG&E reissued the 7 Day PSPS potential forecast, which is available to the public that described the following: “No Public Safety Power Shutoff (PSPS) events are expected for the next 7 days. A Santa Ana wind event continues to diminish in southern Kern County. Conditions are turning more favorable and PG&E has begun the process of restoration to impacted customers. Conditions will remain breezy with low relative humidity values, and the National Weather Service continues to maintain a [Red Flag Warning](#) that remains in effect until late tomorrow afternoon. Fair and dry weather is expected across the territory tomorrow. A weak front may bring isolated showers to the North Saturday afternoon into Sunday morning, mainly the Humboldt coast but potentially to portions of the North Bay and Northern Sierra as well. Beginning Sunday afternoon, offshore flow will return to the North in the wake of this front, with drier conditions returning to the territory. After November precipitation improved fuel and soil moisture values for a time, the recent dry spell and light offshore flow has begun to reverse these gains and continued dry weather will allow fire season to linger later this year. The [US Drought Monitor](#) still indicates that most of Northern CA is in severe to extreme drought at this time.”

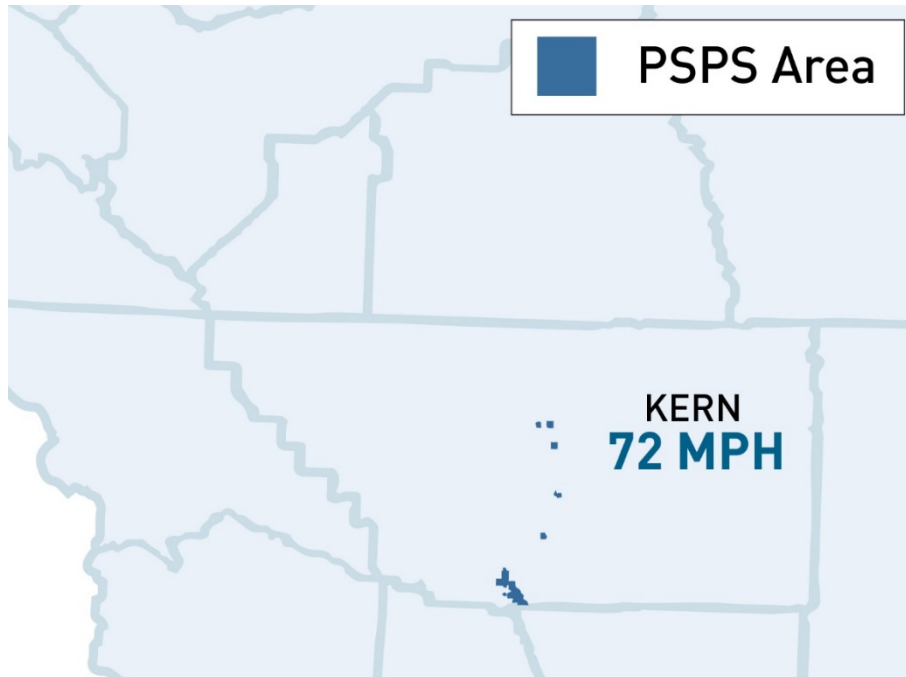
#### Maximum Wind Gusts

Table 8 shows the maximum wind gust recorded by weather stations in each county in PSPS scope. Figure 20 shows the county location of these wind gusts.

**Table 8: Maximum Wind Gusts Recorded December 2-3, 2020 in Kern County**

County	Maximum Wind Gust (mph)	Station ID	Station Name
Kern	72	PG449	Pampa Peak Towers

**Figure 20: 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.

**Table A-1. Distribution Circuits De-Energized During the December 2<sup>nd</sup> – 3<sup>rd</sup> 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
CAL WATER 1102*	2020-12-02 19:05:00	2020-12-03 13:15:00	BAKERSFIELD	Partially Outside HFTD, Tier 2	13	0	10	0	3
LAMONT 1102*	2020-12-02 19:11:00	2020-12-03 13:29:00	BAKERSFIELD	Tier 2	5	0	5	0	0
SCE TEHACHAPI 1101	2020-12-02 17:46:00	2020-12-03 15:50:00	TEHACHAPI	Tier 2	3	2	1	0	0
TEJON 1102*	2020-12-02 19:06:00	2020-12-03 16:04:00	LEBEC	Partially Outside HFTD, Tier 2	594	479	102	33	13
TEJON 1103*	2020-12-02 19:10:00	2020-12-03 13:34:00	ARVIN	Tier 2	2	0	2	0	0
<b>Total</b>					<b>617</b>	<b>481</b>	<b>120</b>	<b>33</b>	<b>16</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 Public Safety Partner Watch	Customer Notifications_PSPS_12032020_A01r1_Advance_Safety_Partner_All_TP2_TP1_20201201-1020	12/1/20 13:08	27	N/A	27
Advanced Public Safety Partner Watch	Agency Notifications_SWN_PSPS_120120_1410_Advanced Notification	12/1/20 14:10	14	N/A	14
48-24 Hour Watch	Customer Notifications_PSPS_12032020_C01_Watch_MBL_CC_TP1_TP2_20201201-1420	12/1/20 16:10	54	33	53
48-24 Hour Watch	Customer Notifications_PSPS_12032020_C01_Watch_Gen_TP1_TP2_20201201-1421	12/1/20 16:14	562	N/A	513
< 24 Hour Watch	Agency Notifications_SWN_PSPS_120220_0804_24 Hour Watch	12/2/20 8:04	14	N/A	14
Medical Baseline Customer Door Knock	Door Knock	12/2/20 8:32	5	5	5
< 24 Hour Watch	Customer Notifications_PSPS_12032020_C02_Watch_MBL_CC_TP1_TP2_TP3_20201202-0031	12/2/20 9:41	54	33	53
< 24 Hour Watch	Customer Notifications_PSPS_12032020_Watch_Gen_TP1_TP2_TP3_20201202-0035	12/2/20 9:44	562	N/A	501
Imminent / Warning	Agency Notifications_SWN_PSPS_12020_1305_Warning	12/2/20 13:05	14	N/A	14
Imminent / Warning	Customer Notifications_PSPS_12032020_D01_Warning_MBL_CC_TP1_TP2_TP3_20201202-0944	12/2/20 15:14	54	33	53
Imminent / Warning	Customer Notifications_PSPS_12032020_D01_Warning_Gen_TP1_TP2_TP3_20201202-1254	12/2/20 15:16	563	N/A	522
Live Agent Calls	Live Agent	12/2/20 15:16	3	3	1
Weather All Clear	Agency Notifications_SWN_PSPS_120320_1225_All Clear	12/3/20 12:25	14	N/A	14
Weather All Clear	INSPECT	12/3/20 13:13	623	33	555
ETOR Update	ETOR	12/3/20 13:17	4	1	4
Restoration Complete	RESTORE	12/3/20 13:26	614	32	558
Restoration Complete	Agency Notifications_SWN_PSPS_120320_1654_Restoration	12/3/20 16:54	14	N/A	14

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

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

# December 2-3, 2020 Public Safety Power Shutoff Event Notifications



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5. Cancellation Notification
6. Weather All Clear
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## General Customer, Critical Facility and Medical Baseline Notifications APP-16

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2. PSPS Watch 1-Day (Automated Notification Approx. One Day Before Event)
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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-7

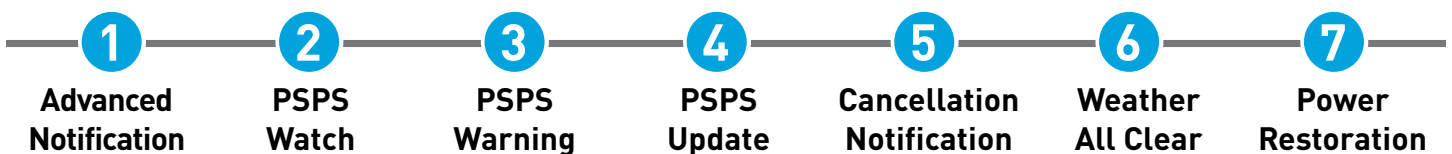
# City, County, Tribal and Community Choice Aggregator (CCA) Notifications

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:

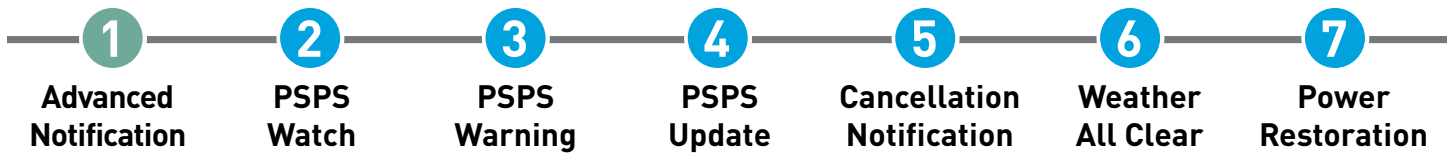
- Calls
- Text Messages
- Emails

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.

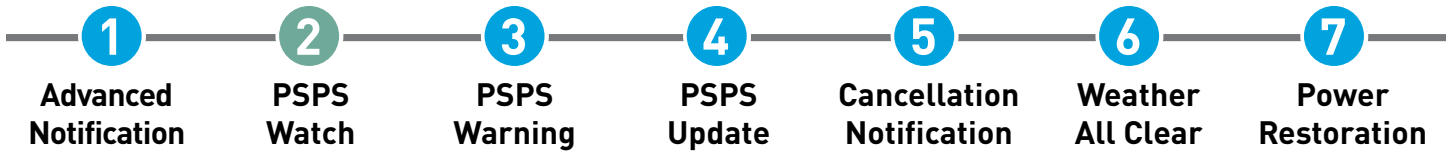
Maps and event information by agency can be found at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

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].

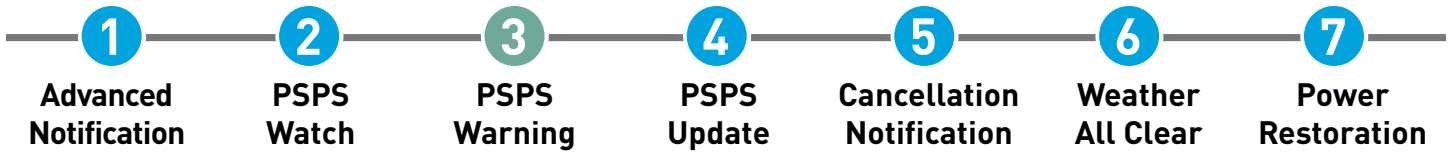
Actual shutoff and restoration times may change depending on weather and equipment conditions. Maps and event information by agency can be found at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

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:

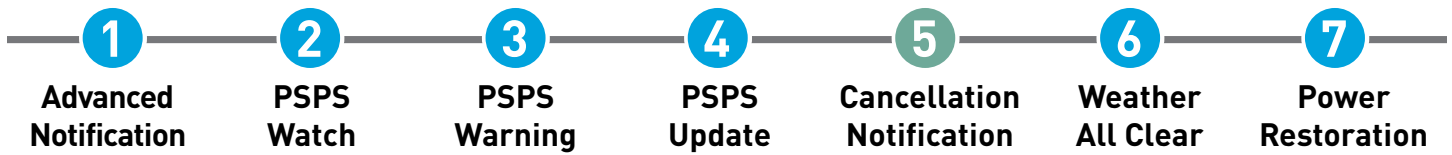
- **ESTIMATED EVENT SHUTOFF:** Starting between [TIME] on [DATE] and [TIME] on [DATE]. We expect weather to improve beginning at [TIME] on [DATE]. After severe weather has passed, we will inspect equipment before restoring power.
- **ESTIMATED EVENT RESTORATION:** [DATE] by [TIME].

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.

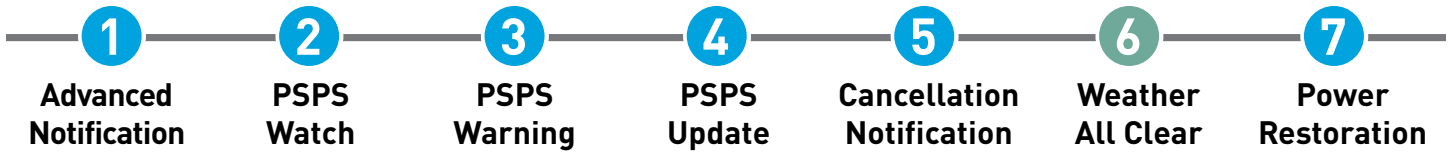
Maps and event information by agency can be found at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

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.

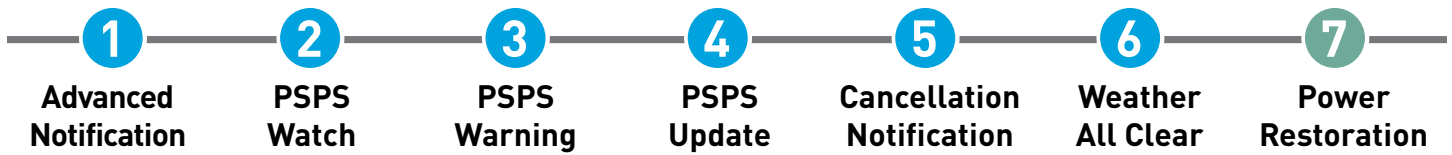
Maps and event information by agency can be found at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

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.*

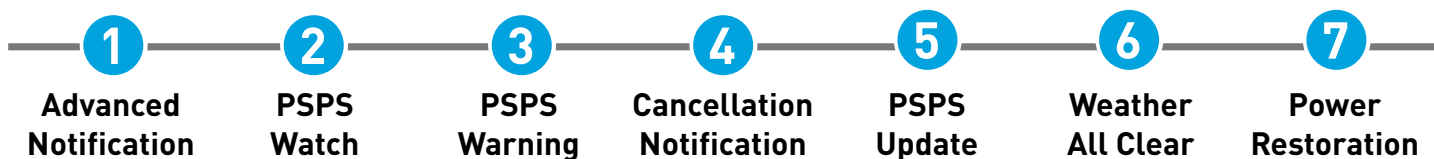
# General Customer, Critical Facility and Medical Baseline Notifications

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.

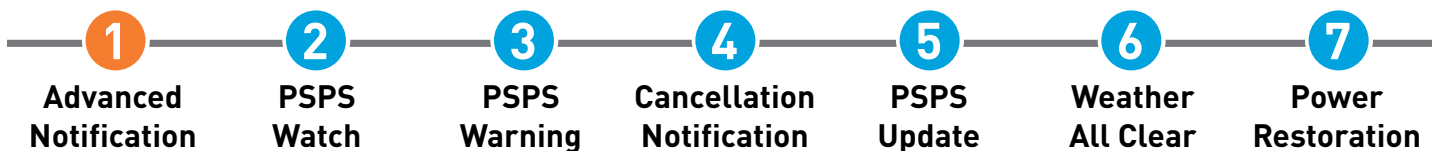
The following outlines the various notifications PG&E will send prior to, during and after a PSPS event:



## 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



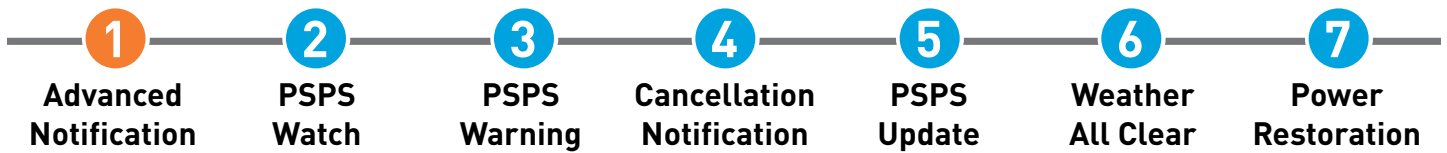
## PHONE/VOICE (SINGLE PREM)

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](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 \*. 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]

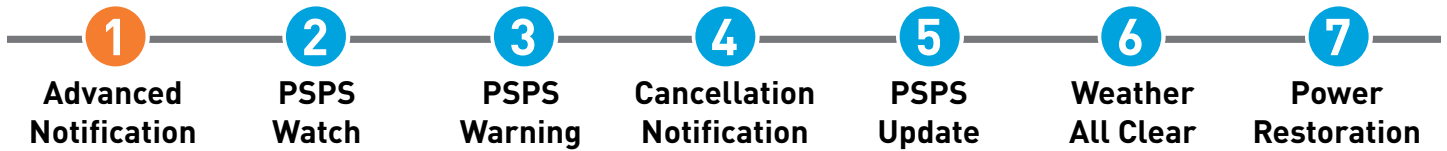
Restoration time may change depending on weather and equipment damage.

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

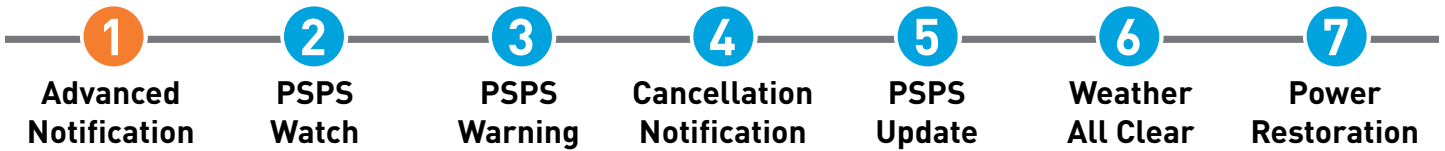
Message sent at [DATE, TIME]

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>

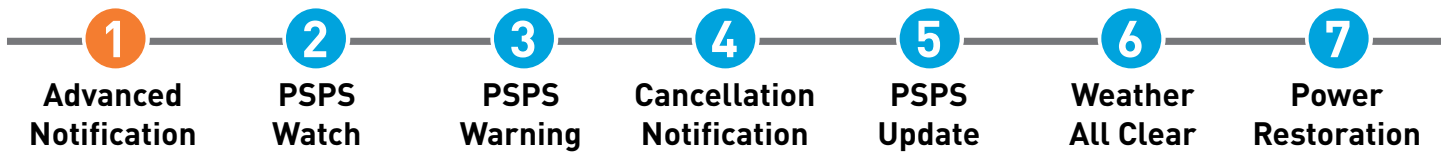
(Repeat for first **50** premises that would be affected)

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,

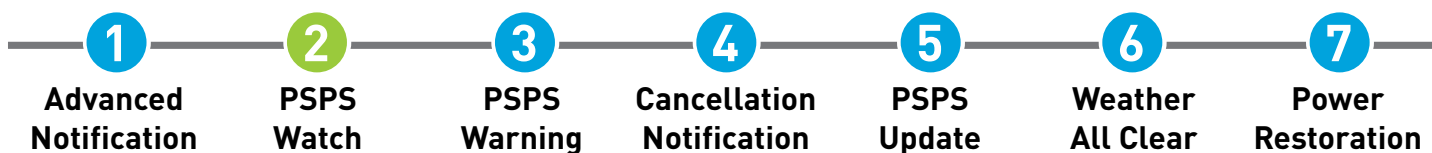
PG&E Customer Service

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



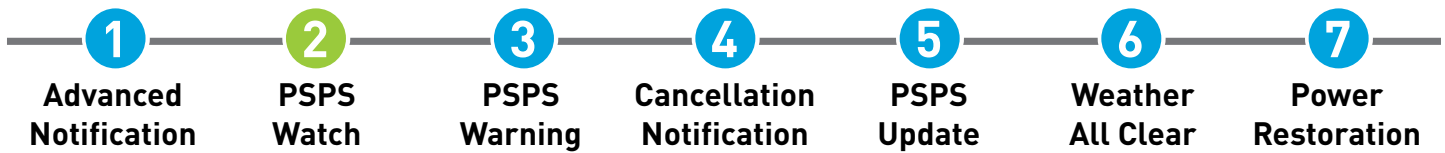
## IVR LIVE (SINGLE PREM)

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](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.

## 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](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.

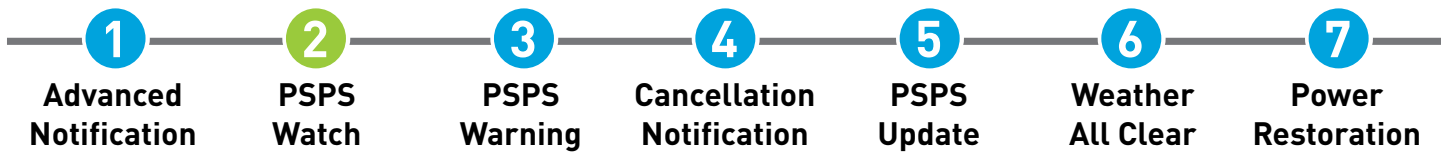
# Medical Baseline Program Participants



## 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] 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,

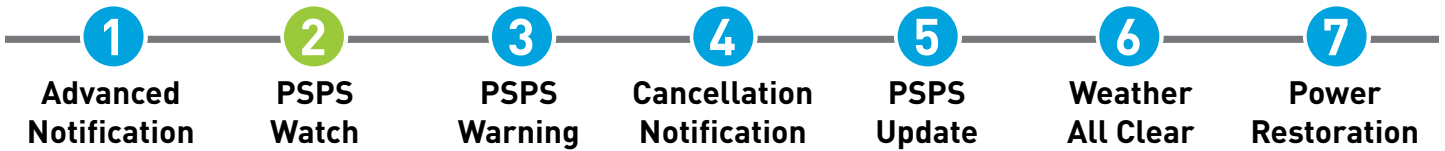
PG&E Customer Service

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.

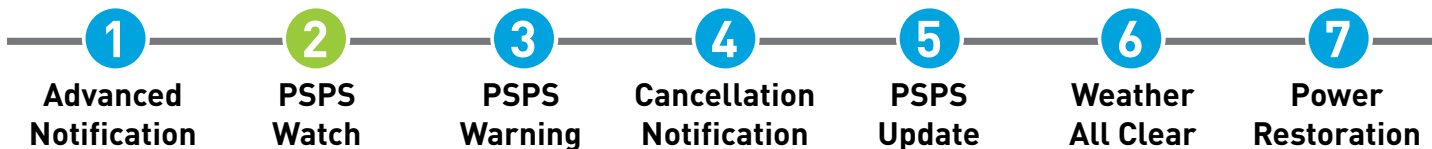
If this is not the correct email address for the addresses provided, please call 1-800-743-5000.

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/pssmaps](https://pge.com/pssmaps).
- 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/pssp](https://pge.com/pssp).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/psspweather](https://pge.com/psspweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

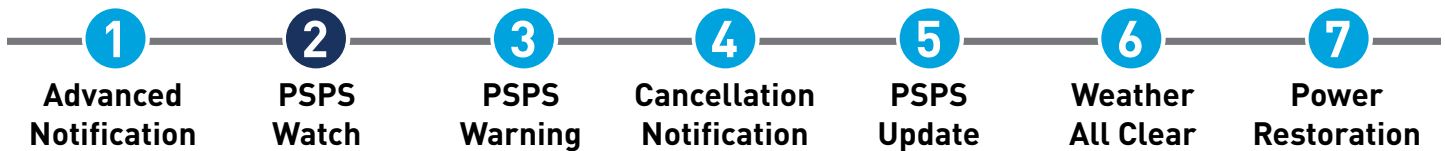
PG&E Customer Service

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



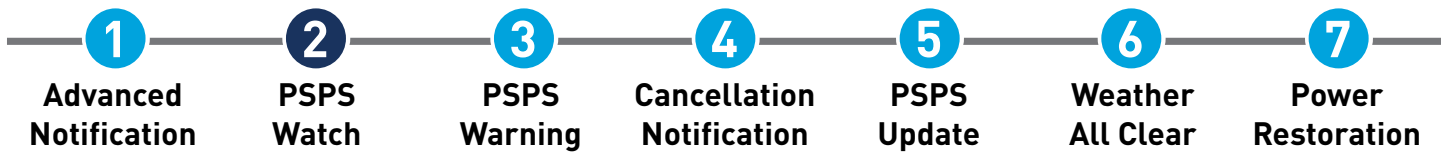
## PHONE/VOICE (SINGLE PREM)

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་ཡི་སྐད་   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,

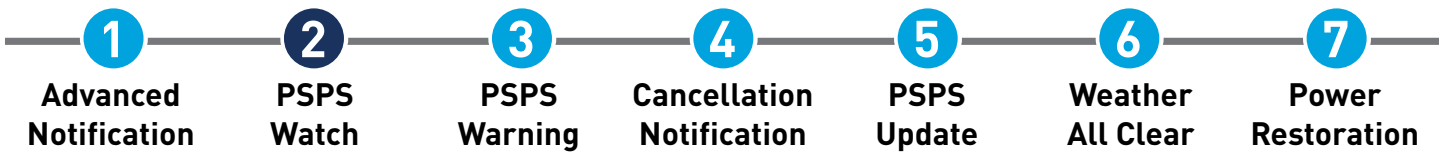
PG&E Customer Service

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.

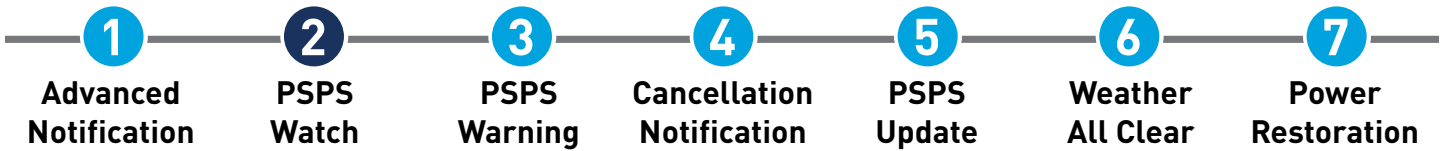
(Repeat for first 50 premises that would be affected)

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](http://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](http://pge.com/disabilityandaging).
- To view city/county level information, 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.*

# Medical Baseline Program Participants



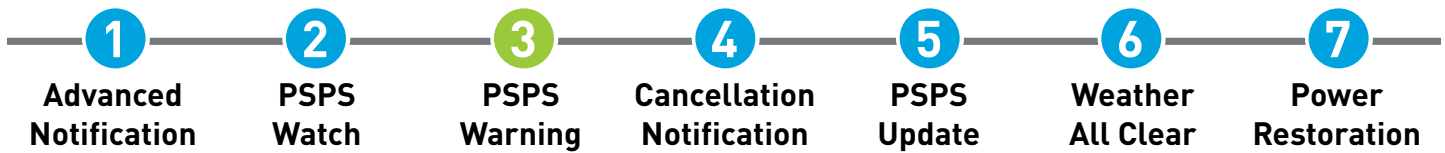
## IVR LIVE (SINGLE PREM)

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)

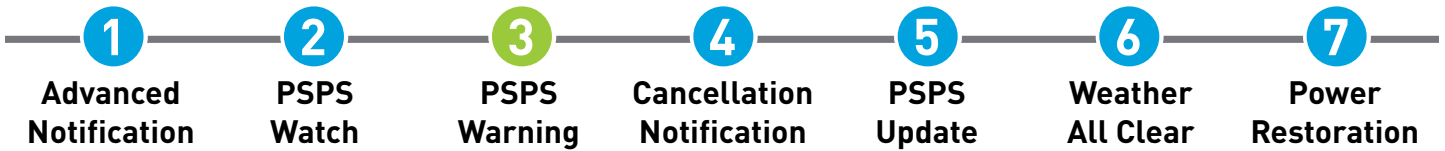
This is PG&E calling on [DAY, DATE] at [TIME] with a PSPS outage alert for Medical Baseline Customers. Shutoffs start between [TIME] and [TIME] for safety. Your response is required. To hear this message in another language call [1-800-XXX-XXXX]. To protect public safety, PG&E has upgraded the Public 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་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]

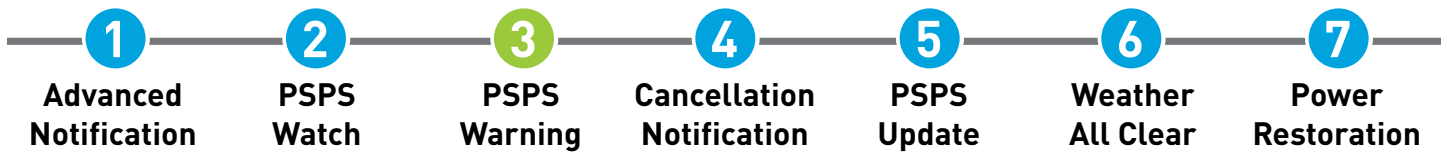
Restoration time may change depending on weather and equipment damage.

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

# 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,

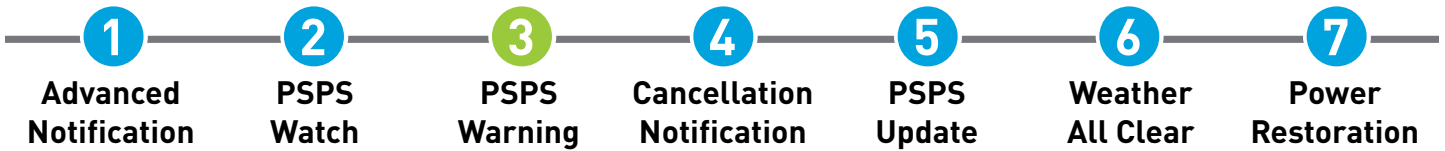
PG&E Customer Service

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    ຊຸ້ນໍ້    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]

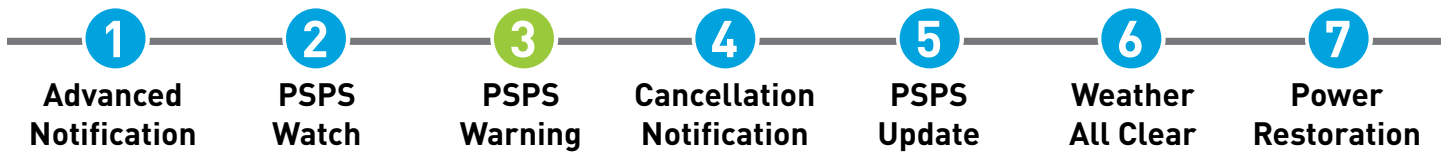
1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change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

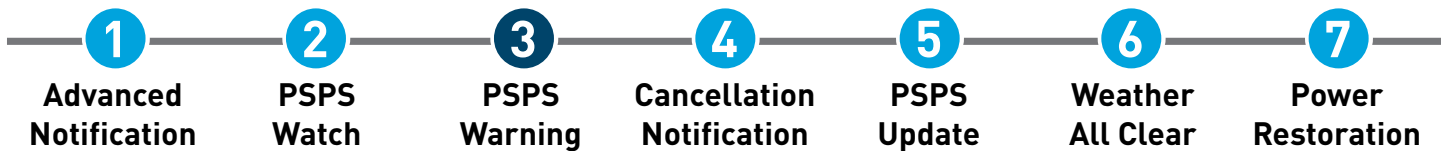
PG&E Customer Service

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



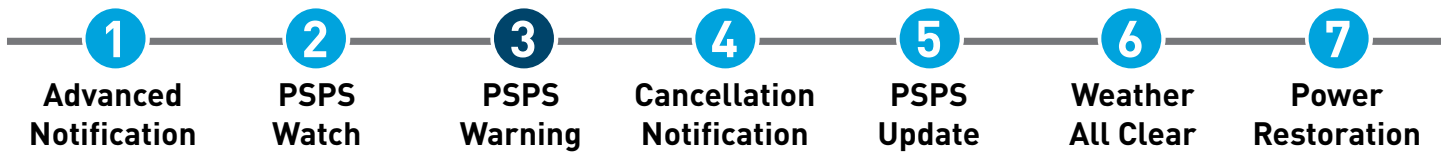
## PHONE/VOICE (SINGLE PREM)

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](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.

## 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](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. 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. 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   عربى   Hmoob   ལྷོ་ཡུལ་   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]

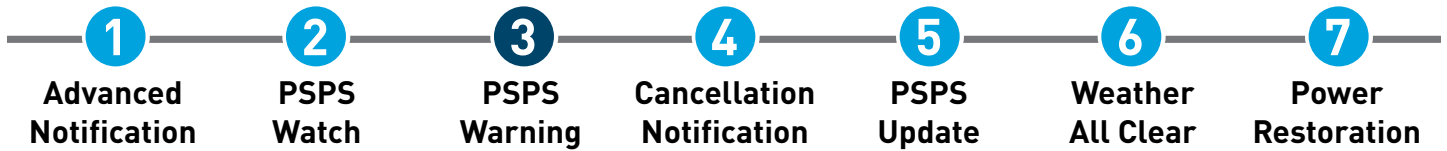
Restoration time may change depending on weather and equipment damage.

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



## 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    عربى    Hmoob    ໂຊງ    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)

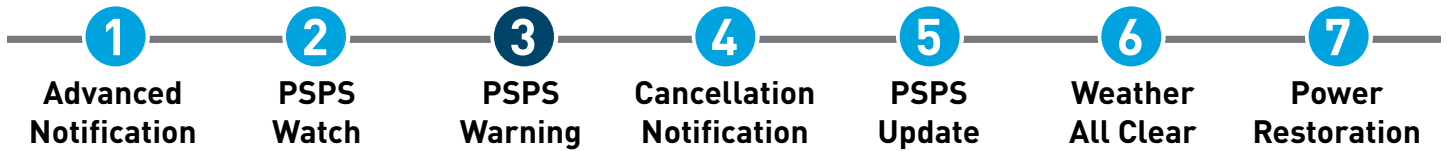
We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. Weather forecasts change frequently.

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



## 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   ໂຊງ   日本語   ਪੰਜਾਬੀ

**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](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.*

## 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   ໂຊງ   日本語   ਪੰਜਾਬੀ

**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:

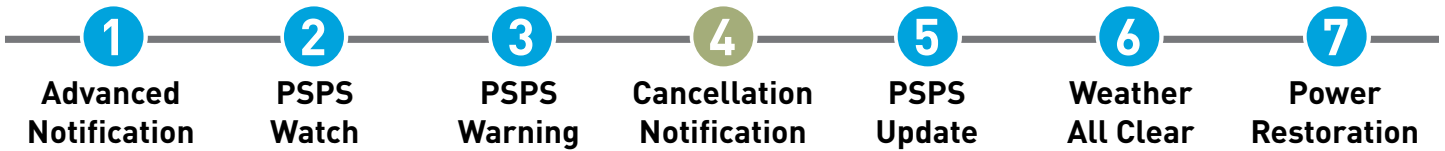
**NUMBER OF METERS CANCELED:** [NUMBER of SPIDs FOR MULTI PREM]

**\*\*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



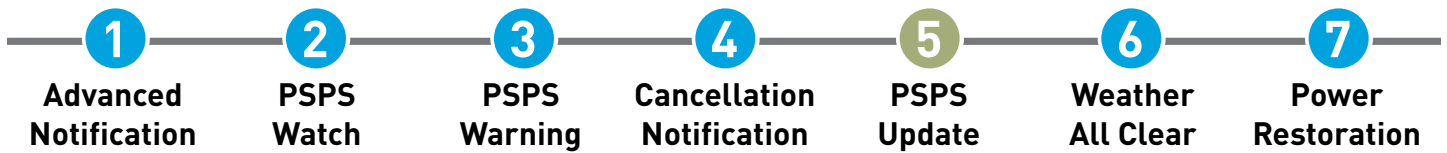
## PHONE/VOICE (SINGLE PREM)

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   ພາສາລາວ   日本語   ਪੰਜਾਬੀ

**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.

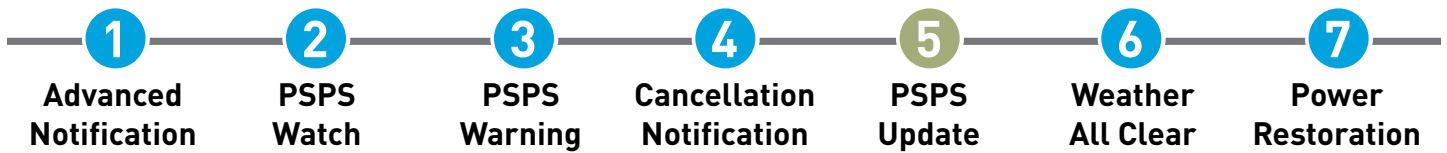
For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

### 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,

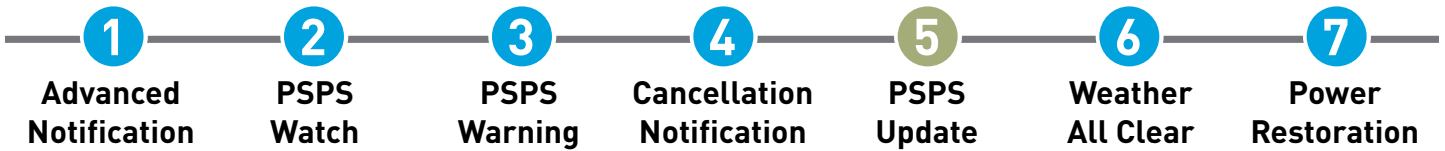
PG&E Customer Service

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:** PSPS Outage Alert: Estimated restoration time

**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:** PSPS 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)

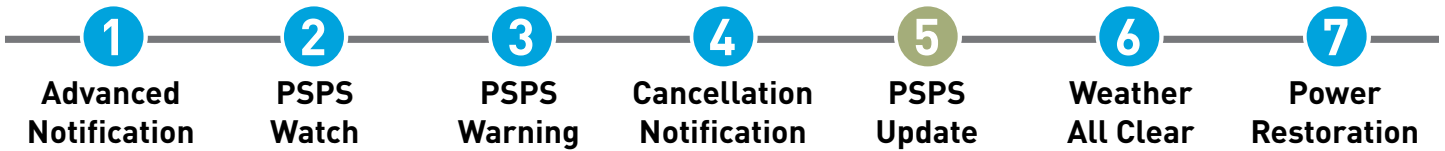
We recommend all customers plan for an extended outage. We will provide daily updates until your power has been restored. Weather forecasts change frequently.

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



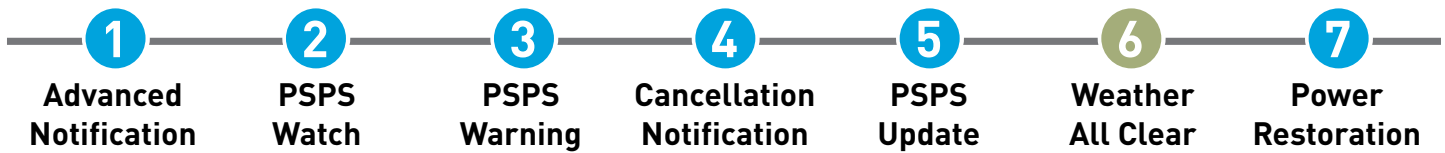
## PHONE/VOICE (SINGLE PREM)

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   عربى   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.

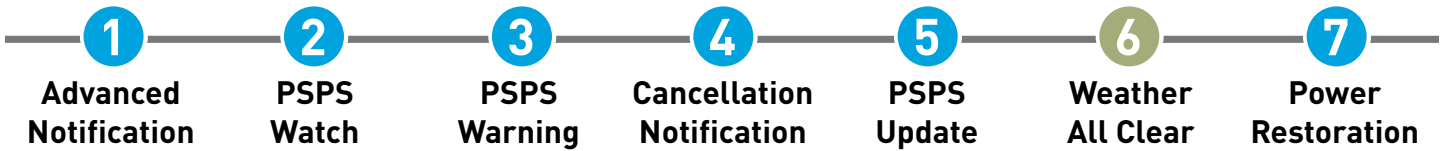
For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

### 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   ພາສາລາວ   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.

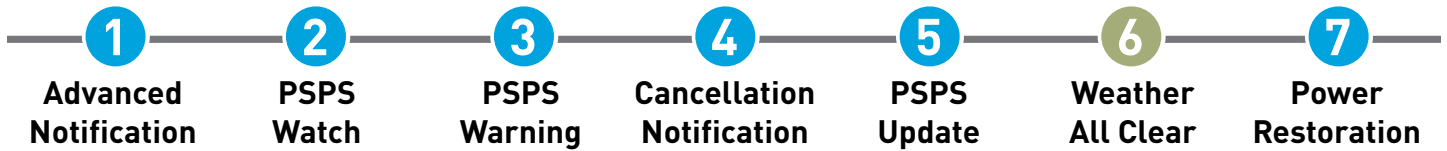
For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

### 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,

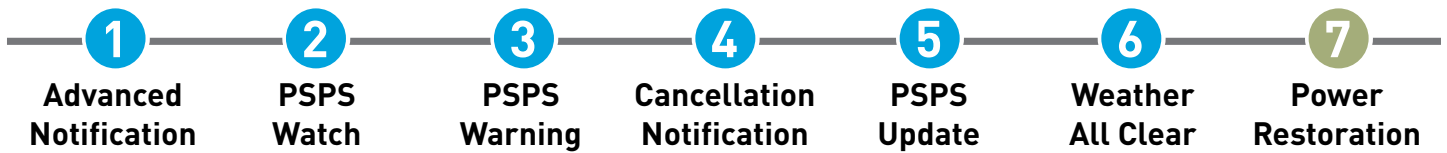
PG&E Customer Service

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]

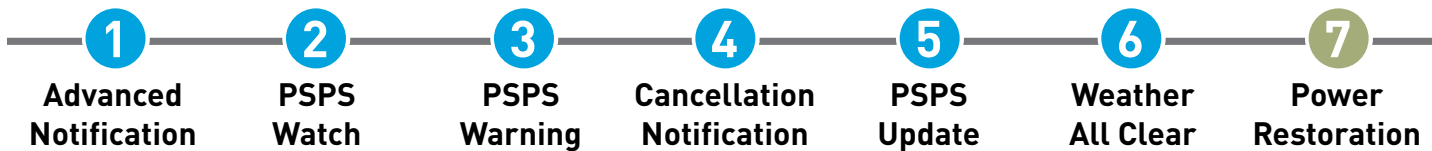
**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[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 apagemos 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.

\*\*\* As-needed only.

# Transmission and Wholesale Customer Notifications

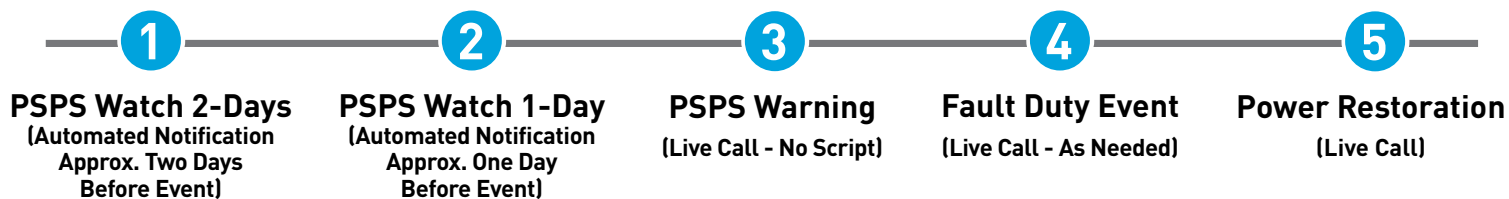
PG&E will make every effort to provide notifications to Transmission-level and Wholesale Customers through:

- Automated/Live Calls
- Text Messages
- Emails

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

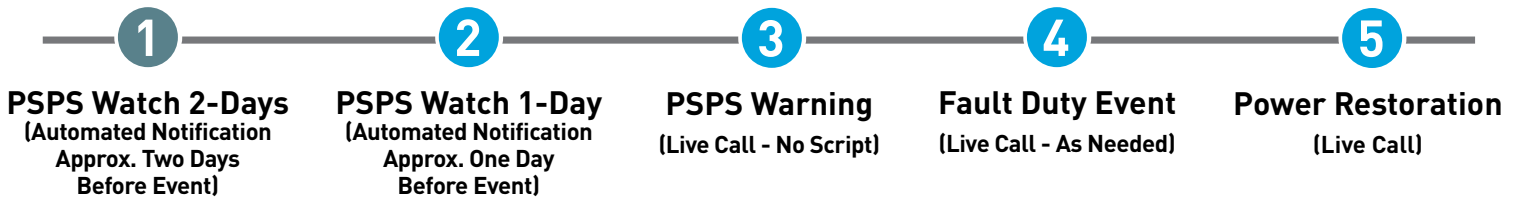
- Critical Infrastructure Lead (CIL) automated notification and/or Customer Relationship Manager leading up to the de-energization
- Grid Control Center (GCC) operators during de-energization and re-energization

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



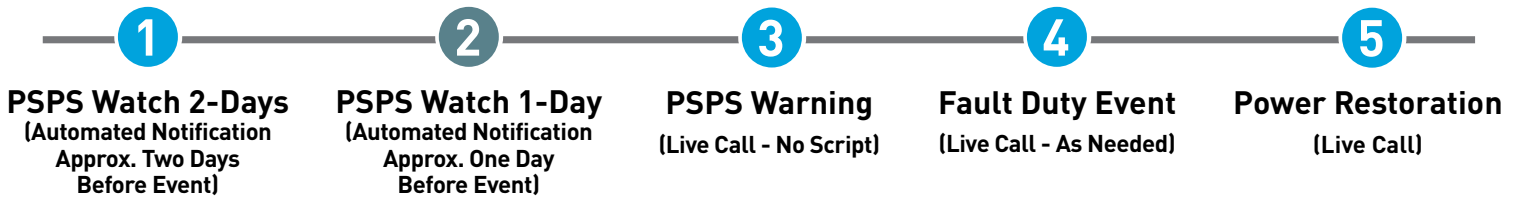


# Transmission and Wholesale Customers



## PHONE (RECORDING)

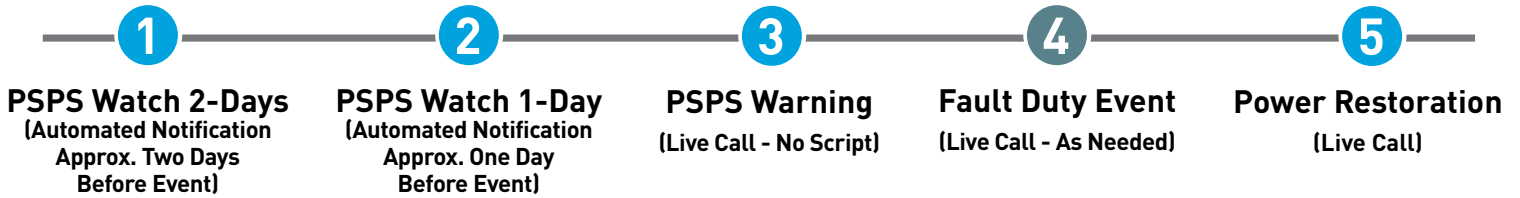
This is an important safety alert from Pacific Gas and Electric Company, calling on [DATE]. Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next [NUMBER OF HOURS] hours and may impact transmission-level electric service. If these conditions persist, PG&E may 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)

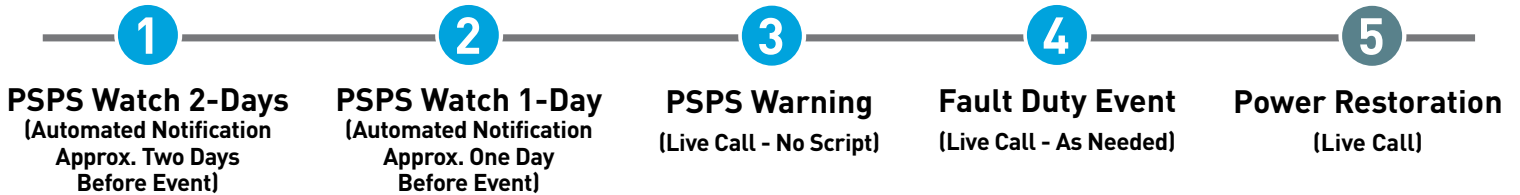
This is an important safety alert from Pacific Gas and Electric Company, calling on [DATE]. Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next [NUMBER OF HOURS] hours and may impact transmission-level electric service. If these conditions persist, PG&E may 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
Cal OES	Regional Coordinator	Tier 2/3 and Zone 1	12/1/2020*
Cal OES	Regional Coordinator	Tier 2/3 and Zone 1	12/1/2020*
Cal OES	Regional Coordinator	Tier 2/3 and Zone 1	12/1/2020*
Cal OES	Regional Coordinator	Tier 2/3 and Zone 1	12/1/2020*
Cal OES	Regional Coordinator	Tier 2/3 and Zone 1	12/1/2020*
Cal OES	Regional Coordinator	Tier 2/3 and Zone 1	12/1/2020*
Kern County	CAO; Designated POC	Tier 2/3 and Zone 1	12/1/2020*
Kern County - Arvin Police Department	Dispatcher	Tier 2/3 and Zone 1	12/1/2020
Kern County - Bakersfield Police Department	Dispatcher	Tier 2/3 and Zone 1	12/2/2020
Kern County - Delano Police Department	Dispatcher	Tier 2/3 and Zone 1	12/3/2020
Kern County - EMS	Medical Health Operational Area Coordinator	Tier 2/3 and Zone 1	12/1/2020*
Kern County - Fire Department	Dispatcher	Tier 2/3 and Zone 1	12/4/2020*
Kern County - Fire Department	Emergency (24-hour)	Tier 2/3 and Zone 1	12/1/2020*
Kern County - OES	Manager; Designated POC	Tier 2/3 and Zone 1	12/1/2020*
Kern County - OES	Emergency (24-hour)	Tier 2/3 and Zone 1	12/2/2020
Kern County - Sequoia National Forest Fire Department	Dispatcher	Tier 2/3 and Zone 1	12/6/2020
Kern County - Sheriff's Office	Dispatcher	Tier 2/3 and Zone 1	12/5/2020
Kern County - Sheriff's Office	Emergency (24-hour)	Tier 2/3 and Zone 1	12/1/2020*
Kern County - Sheriff's Office	General (24-hour)	Tier 2/3 and Zone 1	12/1/2020*
Kern County - Taft Police Department	Dispatcher	Tier 2/3 and Zone 1	12/8/2020
Tejon Indian Tribe	Chairperson	Tier 2/3 and Zone 1	12/2/2020

PACIFIC GAS AND ELECTRIC COMPANY  
APPENDIX E  
SECTION 10 – 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 provides details of the CRC that PG&E mobilized during the December 2-3, 2020 PSPS event, including specific location, dates and times opened and closed, total attendance, and amenities provided.*

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

#	County	Site Name	Address	Day 1 Operating Hours	Day 2 Operating Hours	Total Attendance	Site Type (Indoor, Micro, Mobile)	Amenities Provided
1	Kern	Lebec Post Office	2132 Lebec Road, Lebec, CA 93243	12/02/2020 5:00 PM – 9:30 PM	12/03/2020 8:00 AM – 5:00 PM	318	Outdoor: Micro	Wi-Fi, Restrooms, Blankets, Water and Snacks, Device Charging, Medical Device Charging



**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 December 2-3, 2020, 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 17<sup>th</sup> day of December, 2020

A handwritten signature in black ink that reads "Aaron J. Johnson". The signature is written in a cursive style with a long horizontal flourish at the end.

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AARON JOHNSON  
Vice President, Wildfire Safety and Public  
Engagement  
PACIFIC GAS & ELECTRIC COMPANY