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September 2, 2021

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

Dear Mr. Palmer

As required by Resolution ESRB-8 and in accordance with Ordering Paragraph 1 of California Public Utilities Commission (CPUC) Decision (D.) 19-05-042, Pacific Gas and Electric Company (PG&E) respectfully submits a compliance report for the proactive de-energization event that was initiated on August 17, 2021 and fully restored for those who could receive power on August 19, 2021. Additionally, in this report, PG&E strives to follow Safety and Enforcement Division's draft PSPS Post-Event Reports and Lessons Learned template issued on July 7, 2021 pursuant to CPUC Decision 21-06-034. When available, PG&E will take into account the final PSPS Post-Event Reports and Lessons Learned template for any future de-energization event report submissions. This report has been verified by a PG&E officer in accordance with Rule 1.11 of the Commission's Rules of Practice and Procedure.

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

Sincerely,

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

Meredith E. Allen
Senior Director, Regulatory Relations

Enclosures

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
August 17 - 19, 2021 De-energization Event

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PG&E Public Safety Power Shutoff (PSPS) Report to the CPUC August 17-19, 2021 De-energization Event

Section 1 – Summary and Overview

Section 1.1 - Brief description of the PSPS event starting from the time when the utility's Emergency Operation Center is activated until service to all customers have been restored. (D.21-06-014, page 286, SED additional information request as part of draft PSPS Post Event De-energization template.)

Response:

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

California is shown to have experienced the hottest three-month period of the last 127 years.¹ This has led to extreme drought conditions across the entire PG&E service territory which is further indicated by record low fuel moisture values for this time of year and the resultant fire activity observed shows how receptive and explosive the fuels are at this time. Based on the current state of the fuels, warnings issued from three Federal forecast agencies on the fire risk, and weather forecast models showing a strong wind event between the Tuesday August 17 to Wednesday August 18 timeframe, a Public Safety Power Shutoff (PSPS) event was initiated.

On August 14, PG&E's Meteorology Team noted a potential weather event and notified the on-call Emergency Operations Center (EOC) Incident Commander providing an overview of the potential event. The next day, Sunday, August 15, 2021, 13:00 PDT, PG&E activated its EOC for a potential PSPS event and began notifying state and local Public Safety Partners. On Monday August 16 and Tuesday August 17 PG&E further refined the PSPS scope, notified customers in the affected areas and readied the grid to mitigate the effects of the PSPS event on our customers, and readying Community Resource Centers (CRCs).

On August 17, 2021, 17:00 PDT, PG&E began de-energizing its assets and customers to mitigate catastrophic wildfire risk across the Southern Cascades, Northern Sierra foothills, Sacramento Valley, and elevated terrain of Humboldt and North Bay regions presented by significant wind events coupled with record-dry fuels and low relative humidity. During this PSPS event, PG&E ultimately de-energized 48,155 customers² in nine different Time-Places (TPs)³ throughout 13 California counties.⁴ During this event, PG&E weather stations recorded wind gust speeds of up to 56 mph in areas impacted by the event.

During this event, PG&E prevented the de-energization of more than 100,000 customers through sectionalization and the deployment of temporary generation microgrids. For those customers who

¹ National Climatic Data Center, Statewide Average Temperature Ranks – July 2021.

² Customers refers to active service points (meters).

³ A Time-Place (TP) 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.

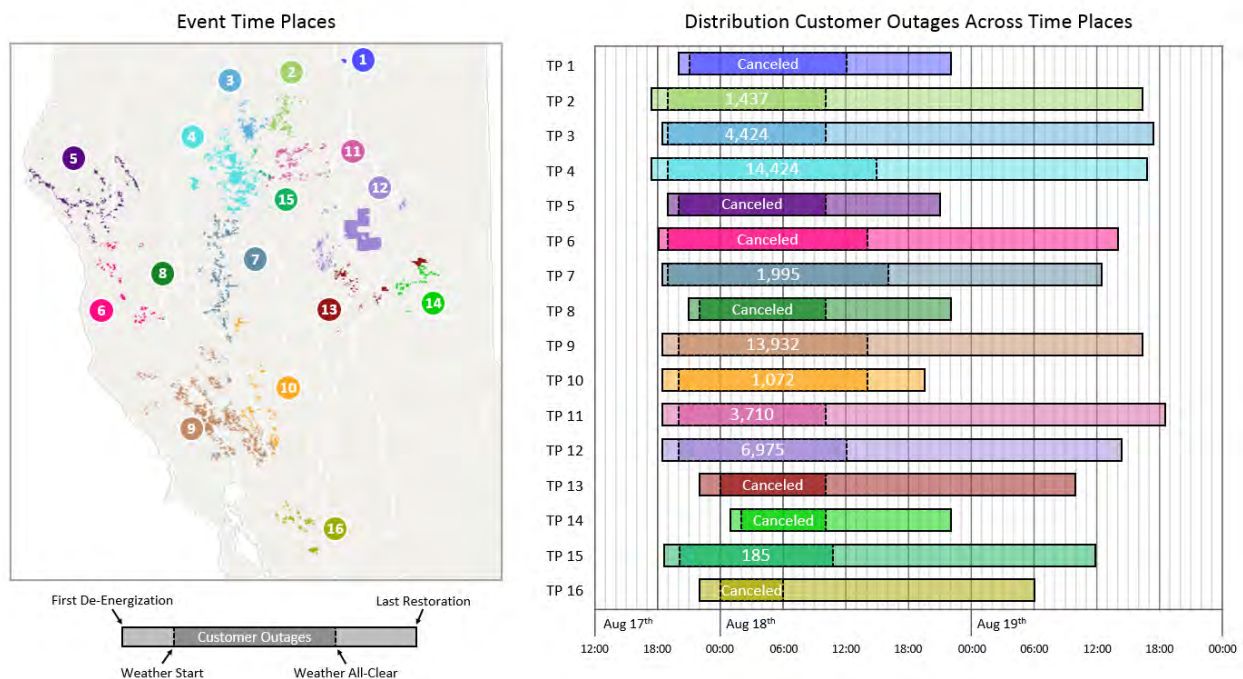
⁴ The information, times, and figures referenced in this report are based on the best available information available at the time of this report's submission. The information, times, and figures herein are subject to revision based on further analysis and validation.

required de-energization, PG&E sent notifications to the customers in scope and contacted more than 400 community representatives to ensure that communities could prepare before the event.

During the event, 34 Community Resource Centers (CRCs) were operated within the impacted counties which hosted more than 3,000 visits over the three-day span. Additionally, PG&E partnered with local organizations to provide more than 150 hotel stays, and food for more than 1,000 customers in need.

Once the wind event had passed and it was safe to patrol and restore, PG&E deployed more than 1,300 ground units and 33 helicopters to patrol roughly 3,600 miles of distribution circuits and impacted assets. This effort identified 10 incidents of damages or hazards resulting from high winds experienced in the de-energized areas, which further indicated the strength of this wind event. PG&E re-energized customers as fast as safely possible; within 24-hours of the wind event, more than 99% of customers had been re-energized despite the challenging situation of ongoing wildfires present.

Figure 1: Event Timelines⁵



⁵ Not displayed is a single customer on TP 12 that was re-energized on August 20th, to maintain a suitable scale for easy readability.

Section 1.2 - A table including the maximum numbers of customers notified and de-energized; number of counties de-energized; number of tribes de-energized; number of Medical Baseline customers de-energized; number of transmission and distribution circuits de-energized; damage/hazard count; number of critical facilities and infrastructure de-energized. (D.21-06-034, Appendix A, page A15, SED additional information request as part of draft PSPS Post Event De-energization template.)

Response:

Table 1 identifies the maximum numbers of customers notified and de-energized; number of counties de-energized; number of tribes de-energized; number of Medical Baseline customers de-energized; number of transmission and distribution circuits de-energized; damage/hazard count; number of critical facilities and infrastructure de-energized.

Table 1: Customers Notified and De-energized

Total Customers			Medical Baseline (MBL) Customers	Number of Counties	Number of Tribes	Number of Circuits			Damage / Hazard Count	Critical Facilities and Infrastructure
Notified	De-energized	Cancelled	De-energized	De-energized	De-energized	Transmission De-energized	Unique Distribution Circuits in Any Version of Scope	Distribution Circuits De-energized		
65,861	48,155	17,669 ⁶	3,856	13	3	3	139	96	6 damages 4 hazards	936

Section 1.3 - A PDF map depicting the de-energized area(s) (SED additional information request as part of draft PSPS Post Event De-energization template.)

Response:

During the PSPS Event, August 17-19, 2021

Ultimately, this PSPS event de-energized approximately 48,155 customers in nine TPs. The final de-energization footprint is shown in Figure 2.

⁶ Of the customers who received cancellation notifications, approximately 40 were ultimately de-energized. Please see page 43 regarding PG&E’s Explanation of De-energization after receiving a Cancellation Notification.

Figure 2: De-energization Footprint Map



Section 1.4 - Provide a narrative describing any mitigation work or actions taken since the previous wildfire season in the de-energized area and how they affected the scope or size of this PSPS event. (SED additional information request as part of draft PSPS Post Event De-energization template.)

Response:

Due to on-going efforts of increasing sectionalizing devices, microgrid deployments, transmission line scoping, and grid mitigation measures by PG&E, this PSPS event affected about 3,600 fewer customers than if PG&E had not made these changes. For more information about PG&E's PSPS Program and work to mitigate frequently impacted circuits, please refer to the [2021 Wildfire Mitigation Plan](#). Additionally, for further detail on the mitigations used during this event, please refer to Section 10 – Mitigations to Reduce Impact.

Section 2 – Decision Making Process

Section 2.1 - A table showing all factors considered in the decision to shut off power for each circuit de-energized, including sustained and gust wind speeds, temperature, humidity, and moisture in the vicinity of the de-energized circuits (Resolution ESRB-8, page 3, SED additional information request as part of draft PSPS Post Event De-energization template.)

Response:

Please see Appendix A for a list of factors considered in the decision to shut off power for each circuit de-energized.

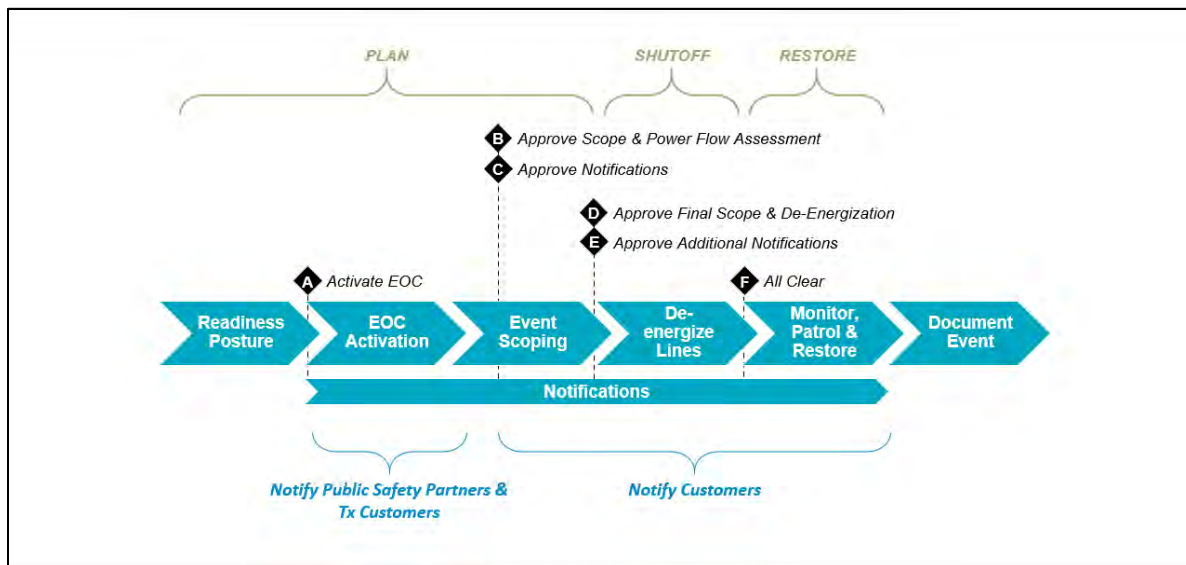
Section 2.2 - Decision criteria and detailed thresholds leading to de-energization. Please also include a PSPS decision-making diagram(s)/flowchart(s) or equivalent along with narrative description (D.19-05-042, Appendix A, page A22, D.21-06-014, page 284, SED additional information request as part of draft PSPS Post Event De-energization template.)

Response:

PSPS Preparation and Scoping Process

This section provides an overview of the details and complexities of the PSPS process as implemented for the August 17-19, 2021 PSPS event. Figure 3 shows at a high level the process PG&E uses to prepare for and conduct a PSPS event.

Figure 3: PG&E's High-level PSPS Process Steps



PSPS Weather Forecasting and Event Scoping

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

The assessments described below begin several days before the weather event is forecasted to take place. PG&E identifies the weather conditions that could create severe fire risk using high-resolution internal and external weather forecasting models as well as data from federal agencies. The company examines external forecasting services and sources, including the European Center for Medium-Range Weather

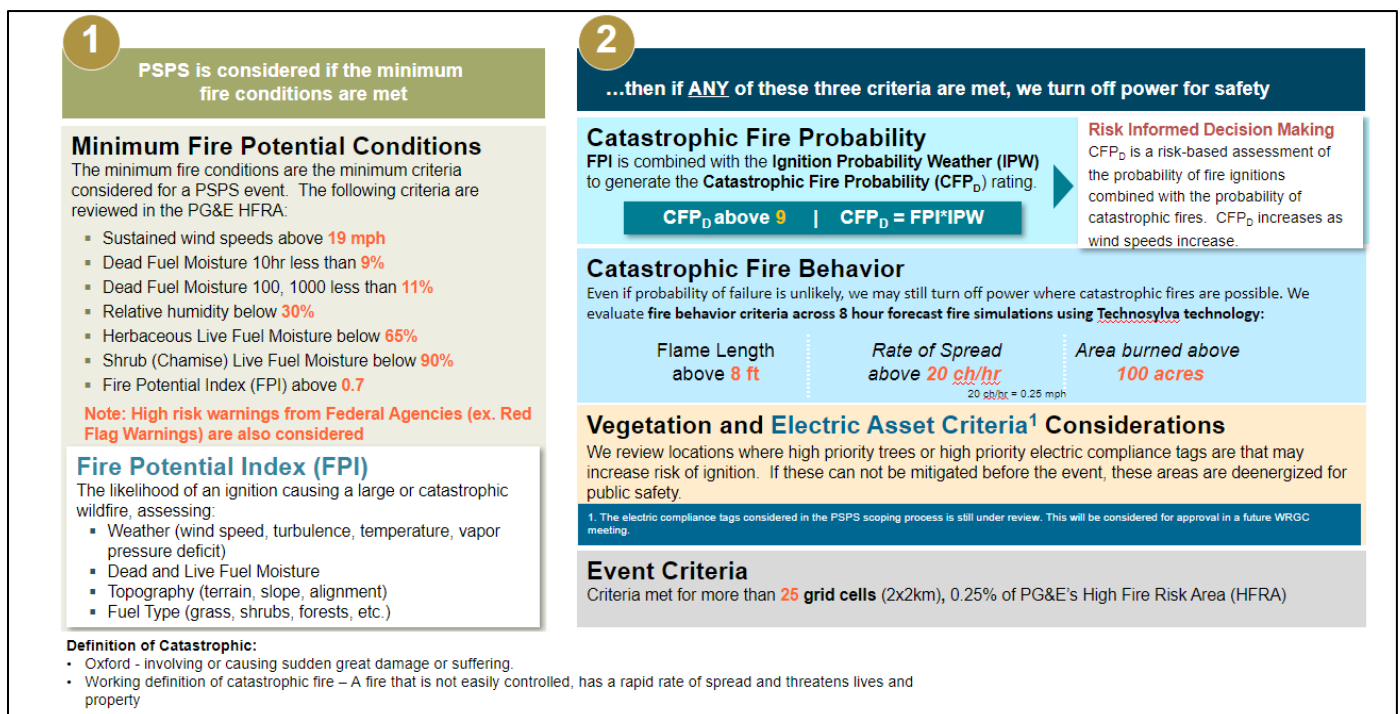
Forecasts (ECMWF), Global Forecast System (GFS), Northern and Southern Operations Predictive Services, and the National Weather Service (NWS). PG&E bases its thresholds and guidance to identify critical fire risk on sophisticated analysis of three decades of historical weather data in and around California, complemented by extensive academic research.

No single factor drives the determination that a PSPS is necessary, as each situation is dynamic and unique. The main drivers of PSPS are described at a high level below. External forecast information from the NWS (e.g., Red Flag Warnings) and other forecast agencies is examined carefully; furthermore, PG&E coordinates with these agencies during high-risk periods to ultimately decide to de-energize portions of the grid for public safety.

There are three key inputs of the meteorological and fuels analysis to determine minimum PSPS criteria for the distribution system:

- Minimum Fire Potential Conditions (mFPC)
- Catastrophic Fire Probability (CFP_D) comprised of the following:
 - Ignition Probability Weather (IPW)
 - Utility Fire Potential Index (FPI)
- Catastrophic Fire Behavior (CFB) (via Fire Spread Simulations from Technosylva)
- Consideration of known high risk vegetation and electric compliance tags
- In addition to the meteorological models described in further detail below, PG&E also evaluates the impacts of de-energization against the risk of wildfire should de-energization not occur. This information is reviewed at key decision points in the PSPS process and informs the ultimate decision to de-energize our customers and our communities.

Figure 4: PSPS Distribution Model Factors



The minimum Fire Potential Conditions (mFPC) are the minimum weather and fuels filter based on relative humidity values, wind speed, and fuel moisture values that must be exceeded for a PSPS to be considered.

The machine learning IPW and FPI models are combined in both space and time to form Catastrophic Fire Probability (CFP_D) output at 2 x 2 km resolution. The CFP_D model provides hourly outputs and highlights locations that have concurrence of an increased probability for large fires and increased probability of wind-related ignitions on the distribution system. Additionally, the Catastrophic Fire Behavior (CFB) criteria are used to identify locations that may have lower probability of ignition but could result in fires that are not easily suppressed and have potentially high consequences.

Distribution PSPS Decision-Making

Step 1: Minimum Fire Conditions/Fire Potential Index

The first step of determining the scope of a PSPS event is evaluating the minimum Fire Potential Conditions. These conditions serve as a first review of weather conditions for PSPS to be considered. This ensures that PSPS is only executed during wind events when the atmospheric conditions and fuels (live and dead) are dry.

A PSPS event will only be evaluated if ALL the following conditions are true in a high fire risk area:

- Sustained wind speeds above 19 mph
- Dead fuel moisture 10-hr less than 9%⁷
- Dead fuel moisture 100-hr., 1000-hr. less than 11%⁸
- Relative Humidity below 30%
- Herbaceous live fuel moisture below 65%
- Fire Potential Index (the Probability of Large or Catastrophic fires given an ignition) above 0.7

These values were established from an examination of historical fire occurrence in the PG&E territory, PSPS sensitivity studies using historical data viewed through the lens of both customer impacts and wildfire risk mitigated, as well as information published by federal agencies regarding fire behavior and criteria used to issue warnings to the public.

Step 2: In-depth review of fire risk

If all the Minimum Fire Conditions in Step 1 are met (high wind speeds, low fuel moisture, low relative humidity, and high fire potential), PG&E conducts an in-depth review of fire risk using three separate measures. If the criteria for any of the measures are met, then PG&E may need to turn off power for safety:

⁷ 10-hr. dead fuel moisture represents the modeled moisture content in dead fuels in the .25 to 1-inch diameter class and the layer of the forest floor about one inch below the surface.

⁸ 100-hr. Dead Fuel Moisture represents the modeled moisture content of dead fuels in the 1-to-3-inch diameter class. It can also be used as a very rough estimate of the average moisture content of the forest floor from three-fourths inch to four inches below the surface. The 100-hr FM value is computed using length of day, maximum and minimum temperature and relative humidity, and precipitation duration in the previous 24 hours. Values can range from 1 to 50 percent. 1,000-hr. dead fuel moisture represents the modeled moisture content in dead fuels in the 3-to-8-inch diameter class and the layer of the forest floor about four inches below the surface. The 1000-hr FM value is based on a running 7-day computed average using length of day, daily temperature and relative humidity extremes (maximum and minimum values) and the 24-hour precipitation duration values. Values can range from 1 to 40 percent.

- 1) Catastrophic Fire Probability: PG&E uses machine learning to assess the likelihood of equipment to fail during a given weather event and the risk of catastrophic wildfires if a failure occurs. This model uses a combination of the Ignition Probability Winds (IPW) Model and the Fire Potential Index (FPI). It is a risk-based assessment that evaluates the probability of an ignition against the probability of catastrophic fires.
- 2) Catastrophic Fire Behavior (CFB): PG&E may de-energize customers where the consequence of a potential wildfire starting would be extreme, even if probability of a power line or equipment failure is low.
- 3) Vegetation and Electric Asset Criteria Considerations: PG&E reviews locations from recent inspections where high-priority tree or electric compliance issues are present that may increase the risk of ignition.

Step 3: Determining the outage area

If weather forecasts indicate a high likelihood of severe fire weather, PG&E identifies the meteorological footprint of severe fire weather and identifies the distribution lines and other assets within that footprint. Power is turned off if any of the criteria listed above are met over a certain geographic area. This happens if the criteria are also meeting an area coverage criterion of more than 25 2x2 km grid cells, or 0.25% of PG&E's High Fire Risk Area (HFRA).

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.

More information on PG&E distribution PSPS decision making process can be found on PG&E's PPS website and Appendix A.

Transmission PPS Decision-Making

In addition to analyzing distribution circuits that may need to be de-energized for safety, PG&E also reviews the transmission lines that traverse those areas where meteorology has identified severe weather conditions. Like PG&E's PPS Distribution protocols, there is no single factor or threshold that will require shutting off power to a transmission circuit. The primary driver for determining which transmission structures and lines should be considered for PPS is the 2020 Large Fire Probability Transmission model (LFP_T). This model is a combination of FPI and an Operability Assessment (OA).

Step 1: Minimum Fire Conditions/Fire Potential Index

PG&E team analyzes the wildfire risk of each transmission line within scope based on forecasted wind speeds and the Utility Fire Potential Index (FPI) as well as structure type, historical outage performance, and recent enhanced inspection information. This informs an initial determination of which transmission lines are at risk and should be in scope for potential de-energization, subject to sectionalization potential. The LFP_T model identifies areas on PG&E's transmission system with high wind-driven outage probability combined with high probability of a large fire if an ignition were to occur.

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.

Step 2: In-depth review of fire risk

PG&E's Large Fire Probability (LFP_T) model identifies areas on PG&E's transmission system with high wind-driven outage probability combined with high probability of a large fire if an ignition were to occur.

On the transmission system, the Transmission Large Fire Probability Model (LFP_T) is the product of PG&E's Transmission Operability Assessment (OA) model and FPI models. The LFP_T model provides hourly fire risk 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 and consequence measures of the impact of a potential wildfire. While additional factors such as vegetation risk based on spatial attributes from LiDAR (e.g., tree height, slope, aspect, outage history, and proximity and placement relative to the line), pending high-priority equipment repairs, and idle line status, are used to estimate the likelihood that each individual transmission structure can withstand varying high wind levels.

Step 3: Determining the outage area

PG&E conducts a Power Flow Analysis on the in-scope transmission lines (if applicable) to analyze any potential downstream impacts of load shedding, coordinates this with the California Independent System Operator (CAISO), and confirms solution feasibility with Transmission System Protection.

Step 4: Reviewing Risk of Public Safety Against Risk of Wildfire

For the distribution and transmission circuits brought into scope from the meteorology models, PG&E reviews the forecasted customer impacts of each circuit against the forecasted wildfire risk of each circuit should an ignition occur on that circuit during the forecasted period of risk. PG&E then shares this analysis during key decision-making points to inform PSPS decision making. More information on this process can be found in Section 2.3.

External Tools and Analysis

During high-risk periods, PG&E meteorologists participate in daily interagency conference calls that commonly include multiple NWS local offices, the NWS western region headquarters, and representatives from the Geographic Area Coordination Center (GACC). This call is hosted by the Northern California or Southern California GACC offices. Agreements with CAL FIRE and United States Forest Service (USFS) leadership allow participation on these calls (although PG&E participation does not influence any forecasts issued by these independent agencies). During these calls, the agencies present their expert assessment on the upcoming period(s) and location(s) of risk, wind speeds and fuel moisture levels, and any other relevant factors to consider. PG&E greatly appreciates these conference calls and the opportunity to coordinate with external and independent forecast agencies on upcoming risk periods. During PSPS events, the lead meteorologist for the event, called the Meteorologist in Charge (MIC), summarizes these forecasts and discussions for the Officer in Charge (OIC), who ultimately makes the decision to execute a PSPS event. If external agencies are not in agreement with PG&E analysis and do not see an upcoming event as high risk for large fires, the OIC may use this intelligence to decide if PSPS is warranted or not.

In addition to this information, PG&E carefully reviews and considers the location of existing fires and where new fires are detected using the Satellite Fire Detection & Alerting System (FDAS), which uses data from six National Oceanic and Atmospheric Administration (NOAA)/NASA satellites to detect fires, and other information compiled (such as intel from field observers) by PG&E's Hazard and Awareness Warning Center (HAWC). If an active fire may require imminent community evacuations, we would consider how best to support those efforts in relation to PSPS decisions.

Below is a list of other sources and tools besides the PG&E PSPS models that are considered for PSPS:

- Fire Weather Watches and Red Flag Warning (NWS - Federal)
- Significant Fire Potential for Wind (GACC, Federal)
- Storm Prediction Center (Federal, part of (NOAA))
- Daily Interagency Conference Call with agencies during high-risk periods

- Field Observer information
- Live weather data from weather stations
- Location of existing fires
- New fires detected – Satellite Fire Detection & Alerting System (FDAS)
- European Centre for Medium Range Weather Forecasts model (ECMWF)
- North American Mesoscale model (NAM)
- High-Resolution-Rapid Refresh-Model (HRRR)
- Global Forecast System (GFS) American global model
- Other weather models

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 in areas that may be safe to keep energized.

PG&E monitors and forecasts weather over a multi-day horizon, so the company can anticipate when a PSPS event may be needed and 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 weather event timing, strength, and potential locations impacted. Weather shifts may force changes to PSPS scope and impacts at any point in time during PSPS planning and execution; this may allow the company to avoid de-energization in some areas if fire-critical conditions lessen but can also cause some areas and customers to move into de-energization scope late in the process if forecasted fire-critical weather footprints change and/or increase. This is driven by the inherent uncertainty in weather forecast models.

Section 2.3 - A thorough and detailed description of the quantitative and qualitative factors it considered in calling, sustaining, or curtailing each de-energization event including any fire risk or PSPS risk modeling results and information regarding why the de-energization event was a last resort, and a specification of the factors that led to the conclusion of the de-energization event.

(D.20-05-051, Appendix A, page 9, SED additional information request as part of draft PSPS Post Event De-energization template.)

Response:

August 17-19, 2021 PSPS Event

On Saturday August 14, 2021 some weather forecast models began to show the potential for a dry, northerly wind event Tuesday night into Wednesday. The PG&E EOC was fully activated on August 15 at 13:00 PDT in preparation for the potential of an early-season offshore wind event that was forecast to develop Tuesday evening through Wednesday afternoon. Some forecast models indicated that dry and breezy north-northeast winds, coupled with record-dry fuels and low relative humidity, would lead to a period of increased fire danger across the Southern Cascades, Northern Sierra foothills, Sacramento Valley and elevated terrain of Humboldt and North Bay regions.

During the morning hours of August 16, federal forecast agencies began to issue warnings for the upcoming event with Fire Weather Watches being issued from the Eureka and Sacramento NWS offices. North Ops Predictive Services also highlighted the event in their forecast discussion and included several areas in High Risk due to wind.

On August 17, at approximately 17:00 PDT it was determined that the upper-level weather system was coming in from the Pacific Northwest on schedule and that the Medford to Redding pressure gradients were tracking with the forecasts. There were 14 Time Places (TPs) at the beginning of the event scoping, with as many as 16 separate TPs considered over the course of the event. Ultimately, only nine TPs were de-energized based on PG&E's fire risk models as described above and their alignment with real time weather conditions.

On August 18, the weather conditions and forecasts were monitored throughout the course of the day to ensure the conditions had reached safe levels and forecasts did not indicate conditions would worsen. A total of 43 zones were declared all-clear at various times as weather conditions subsided in local areas. However, based on weather conditions, five additional zones could not be declared all-clear on Wednesday but were eventually cleared before sunrise on Thursday.

PSPS Scope Adjustments based on high resolution PSPS models guidance

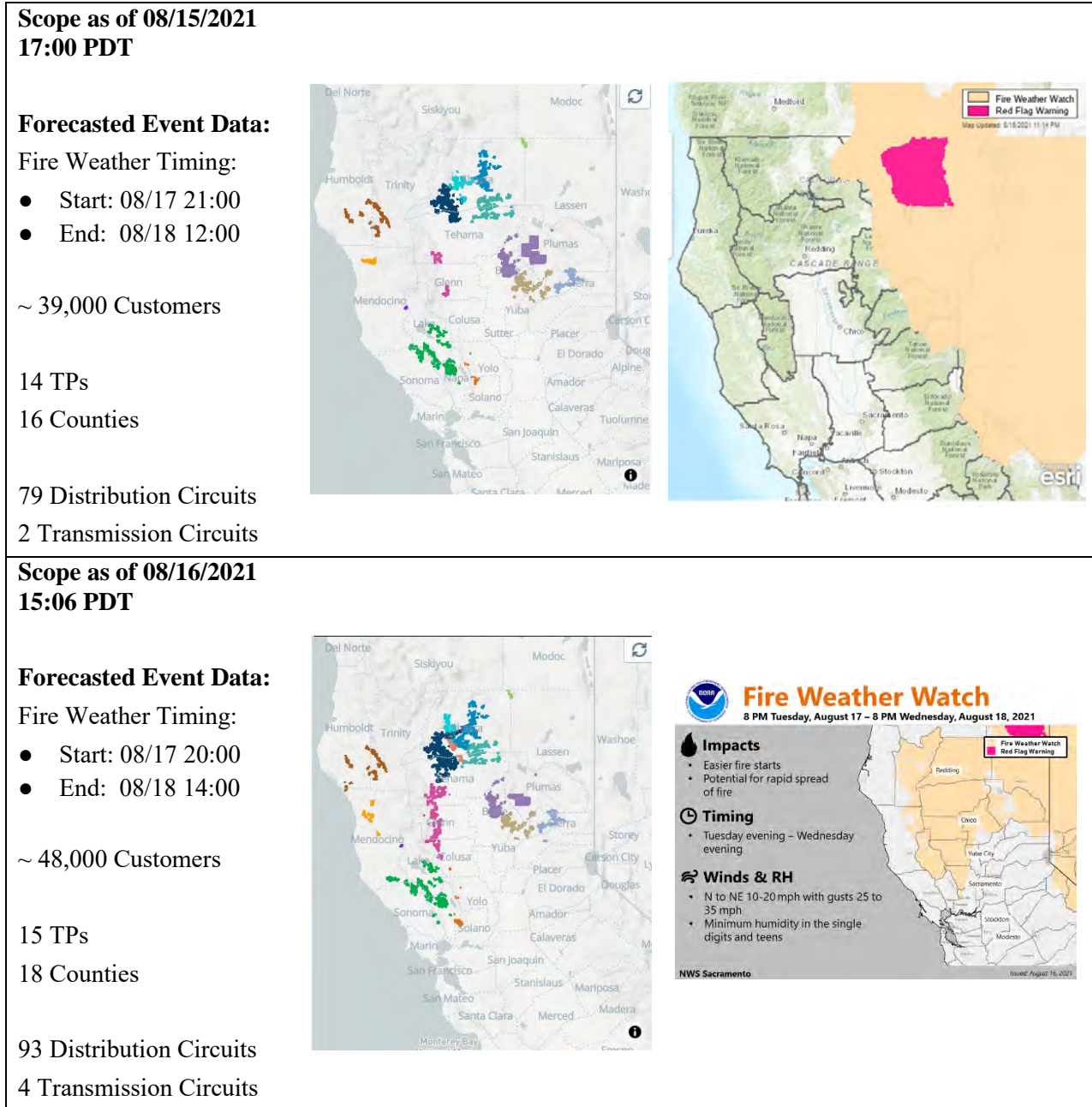
The sections above describe the tools and models that meteorologists consider for the scope of PSPS. As PG&E strives to alert affected Public Safety Partners with as much lead time as possible before an event, longer range weather forecast model data must be used to help determine the location and timing of a PSPS event. Typically, these weather forecasts have more uncertainty about an upcoming weather event the farther out in time they go. This is akin to the well-known Hurricane "cone of uncertainty" in which the potential track of a Hurricane is represented by an area that expands the farther out in time, which resembles an expanding cone. Thus, there is an inherent tradeoff between the farther out the forecasts are for a PSPS event and the uncertainty in the PSPS scope (and notifications of a potential PSPS) and waiting until forecasts are more certain. This ultimately leads to changes in PSPS scope as weather forecast models are updated and the scope is refined.

During PSPS events, meteorologists track weather forecasts over time and compare weather forecast models against one another to gauge the level of uncertainty in the forecast. Forecasts of PSPS are routinely updated heading into an event. On Saturday August 14, meteorologists created the first scope of the event based off the latest high-resolution weather, fuels, PSPS guidance and fire spread simulations that were initialized at 18:00 UTC. The forecast was updated on Saturday, August 15 and again on Sunday, August 16. Each forecasted scope used the latest forecast information that was available at that time regarding the upcoming PSPS event.

As the event unfolds in real-time, meteorologist transition to real-time observations of weather stations, satellite data and pressure gradients to evaluate if the event is unfolding as expected. In many instances, models trend stronger or weaker with each model iteration leading up to an event which ultimately dictates changes in event scope and decisions to move forward with PSPS or whether to cancel the areas in scope.

Figure 5: 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 08/17/2021
08:07 PDT**

Forecasted Event Data:

Fire Weather Timing:

- Start: 08/17 19:00
- End: 08/18 16:00

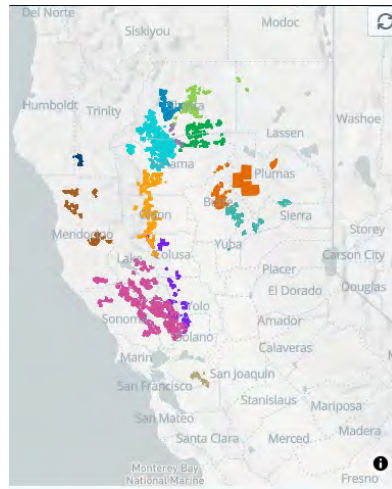
~48,000 Customers

13 TPs

18 Counties

120 Distribution Circuits

3 Transmission Circuits



Red Flag Warning
Tuesday August 17th, 5 PM – Wednesday August 18th, 8 PM, 2021

Impacts

- Easier fire starts
- Potential for rapid spread of fire

Timing

- This evening through Wednesday night

Winds & RH

- North to northeast winds 15-25 mph, gusts to 35 mph
- Minimum daytime humidity 9-15%

NWS Sacramento
Issued August 17, 2021

**Scope as of 08/17/2021
14:00 PDT**

Forecasted Event Data:

Fire Weather Timing:

- Start: 08/17 19:00
- End: 08/18 16:00

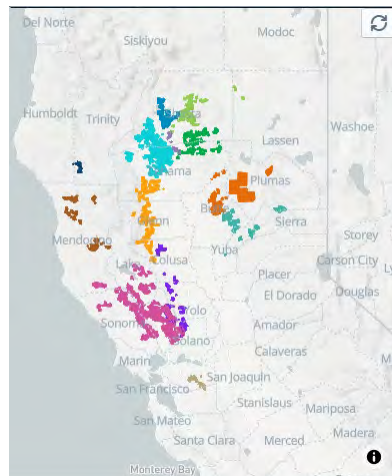
~51,000 Customers

13 TPs

18 Counties

119 Distribution Circuits

3 Transmission Circuits



Red Flag Warning
Tuesday August 17th, 5 PM – Wednesday August 18th, 8 PM, 2021

Impacts

- Easier fire starts
- Potential for rapid spread of fire

Timing

- This evening through Wednesday night

Winds & RH

- North to northeast winds 15-25 mph, gusts to 35 mph
- Minimum daytime humidity 9-15%

NWS Sacramento
Issued August 17, 2021

Scope as of 08/18/2021
05:06 PDT

Forecasted Event Data:

Fire Weather Timing:

- Start: 08/17 19:00
- End: 08/18 16:00

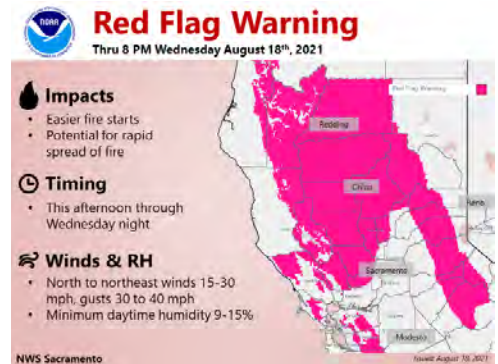
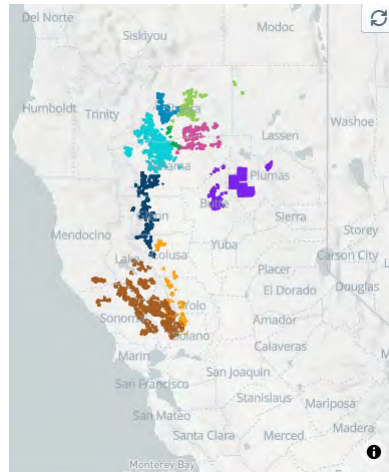
~48,000 Customers

9 TPs

13 Counties

103 Distribution Circuits

3 Transmission Circuits

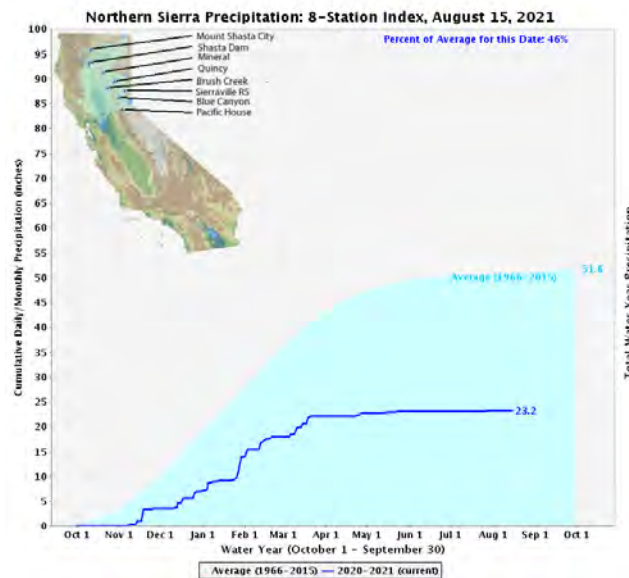


Event Scoping and Preparation

Based on the current state of the fuels, warnings issued from three Federal forecast agencies on the upcoming fire risk, and weather forecast models showing a strong wind event in the Tuesday to Wednesday timeframe, a PSPS event was initiated. The following evidence supported the rationale to initiate a PSPS event:

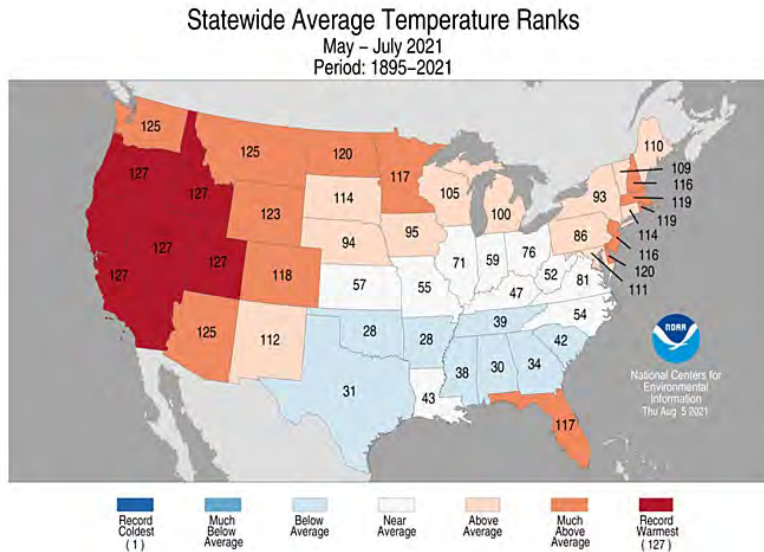
- California precipitation this winter season was well below normal with less than half of the normal precipitation falling across the Northern and Central Sierra according to the California Department of Water Resources. This was combined with an abnormally low snowpack and earlier run-off than normal.

Figure 6: Northern Sierra 8-Station Precipitation Index



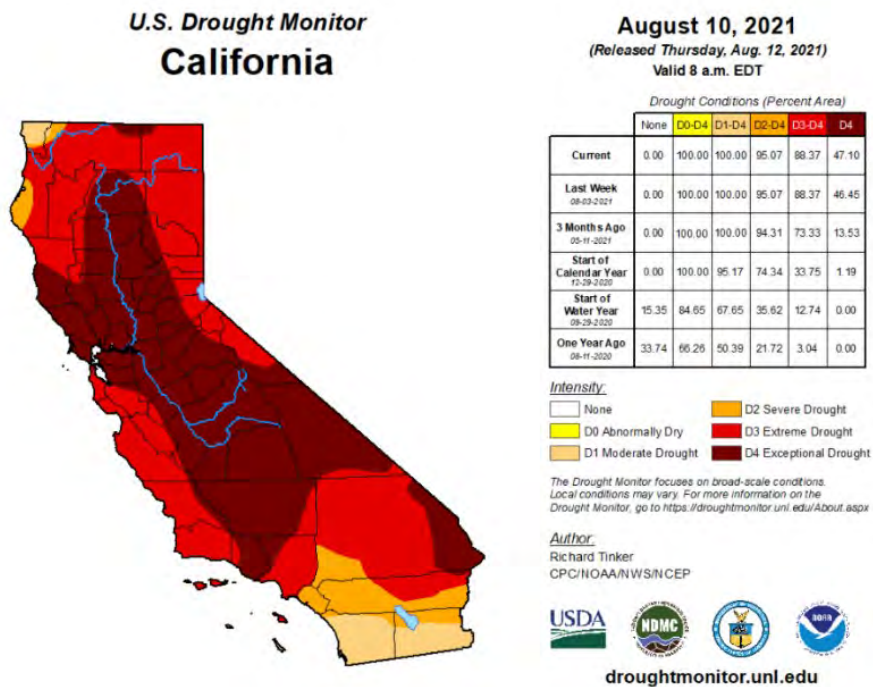
- California has also been abnormally hot over the past three months. The NCDC reports that California observed the warmest three months on record in history, a database that extends 127 years.

Figure 7: NCDC Statewide Average Temperature Ranks for July – December.



- As a result of the abnormally dry conditions and record hot temperatures, the entire PG&E service territory is in extreme to exceptional drought according to the U.S. Drought Monitor.

Figure 8: U.S. Drought Monitor: California. Source: UDSA U.S. Drought Monitor

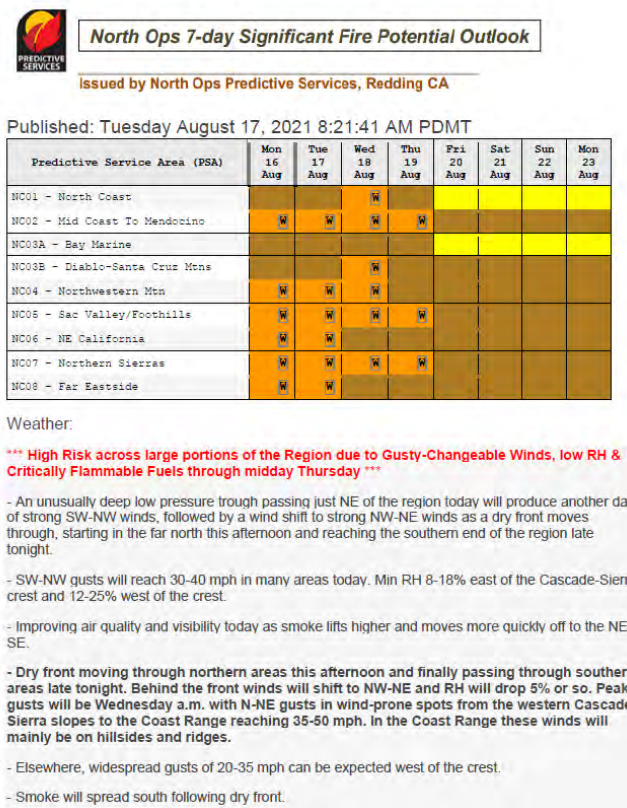


- At the same time, fuel moistures are also setting record low readings across California. The North Ops Predictive Services stated before the PSPS event that “Dead fuel moisture values

will remain extremely low in most PSAs (Predictive Service Areas) ... ERC values (Energy Release Component [a measure of Fire Danger]) will remain above to well above the 90th to 97th percentile in most PSAs with new records for time of year being set in several [PSAs].”

- Extreme fire behavior has been experienced for weeks on several extended incidents such as the Monument, McFarland, Caldor, and Dixie fires proving that the current state of the fuels (extremely dry) is very receptive to fire and explosive fire growth.
- Forecasts of strong winds coupled with low relative humidity (RH) values: High resolution models indicated that wind gusts of 35 – 45 mph with isolated gusts to 50+ mph were possible with this event combined with RH from 15 – 35%.
- Figure 9 depicts forecasts of high risk driven by wind issued from the Federal North Operations Predictive Services. High risk forecasts indicate a critical burn environment that, given an ignition, significant fire growth will occur due to a combination of sufficiently dry fuels and critical weather conditions such as strong winds and low humidity.

Figure 9: Forecasts of High Risk driven by wind issued from the Federal North Operations Predictive Services



- PSPS model guidance: PPS model guidance, which combines the probability of utility ignitions driven by the weather (IPW) and the Fire Potential Index (FPI) showed areas of increased risk above PPS guidance Tuesday night through Wednesday.
- The public safety impacts of de-energizing were considered through assessing the total count of impacted customers, including Medical Baseline customers, critical facilities, and back up generation capabilities of critical facilities that pose societal impact risks if de-energized (e.g., critical infrastructure).

PG&E's EOC teams used the meteorology and distribution scopes developed on August 14, 2021 to develop the initial analyses of customers impacted. As weather forecasts shifted, the team refined and iterated scoping analyses and mitigation strategies before the decision to de-energize was made on August 17, 17:00 PDT.

Starting August 15, 13:00 PDT 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 1.1 million notifications⁹ via customer calls, texts, and emails available in English, with information on how to get event information in 15 non-English languages, referred to herein as “translated languages”. Customers with their language preference set received in-language (translated) notifications.
 - Confirming that affected Medical Baseline customers and Self-Identified Vulnerable customers received notifications, including making in-person visits if confirmation of automated notification was not received.
 - Handling over 68,000 calls in PG&E's call centers, including approximately 2,600 PSPS-related calls.
 - Sharing PSPS impact maps and information on PG&E's website, so that customers could search their address, learn whether they were potentially 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 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 August 17, all PG&E's weather sources and forecasts indicated severe fire weather risk was imminent. Forecasts from federal agencies like the GACC and NWS continued to show critical fire risk.

PG&E reviewed the latest weather information and fire risk analyses and evaluated the alternatives to de-energization for the in-scope PSPS areas the mitigations offered to the customers in scope and the results of the PSPS Risk versus Wildfire Risk for the circuits in scope. The OIC determined that de-energization was a necessary measure to protect public safety and that the risks of catastrophic wildfire outweighed the risk of public safety based upon the information presented.

⁹ Not including doorbell rings and Live Agent phone calls.

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

External PSPS Decision Inputs

Meteorological analyses establish that high winds in California create significant fire threat and exacerbate fire spread. The NWS 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.

PG&E compares its fire risk forecasts against those of external agencies, for validation that there is shared recognition of high fire risk across the California meteorology community. Between August 15 and August 17, PG&E’s analysis of fire risk justifying a PSPS event was validated by numerous sources and warnings:

- North Ops Predictive Services issued their 7-day Significant Fire Potential Outlook showing High Risk for six Predictive Service Areas, which covered most of Northern California.
- Red Flag Warnings from the National Oceanic and Atmospheric Administration –NWS were issued from three local NWS offices: Eureka (Figure 10), Sacramento (Figure 11), and San Francisco Bay Area/Monterey (Figure 12).
- The NOAA’s Storm Prediction Center’s Fire Weather Outlooks indicating Elevated fire-weather conditions across California (Figure 13).
- The NWS summary of weather conditions and hazards supporting severe fire weather risk (Figure 14).

Figure 10: National Weather Service Red Flag Warning Coverage from the Eureka Weather Office.

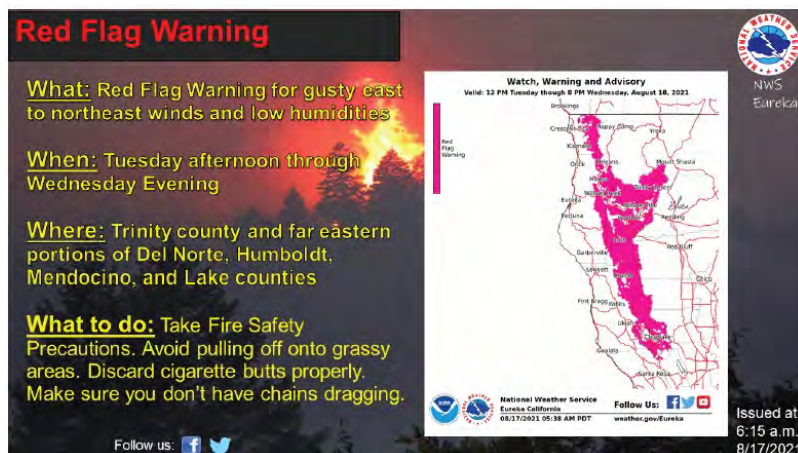


Figure 11: National Weather Service Red Flag Warning Coverage from the Sacramento Weather Office.

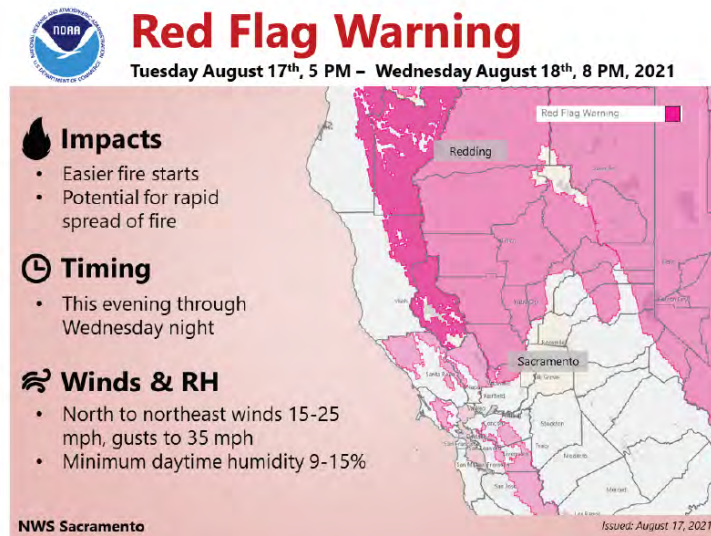


Figure 12: National Weather Service Red Flag Warning Coverage from the San Francisco Bay Area / Monterey Weather Office.



Figure 13: National Oceanic and Atmospheric Administration – Storm Prediction Center (SPC) forecasts of elevated Fire Weather conditions.

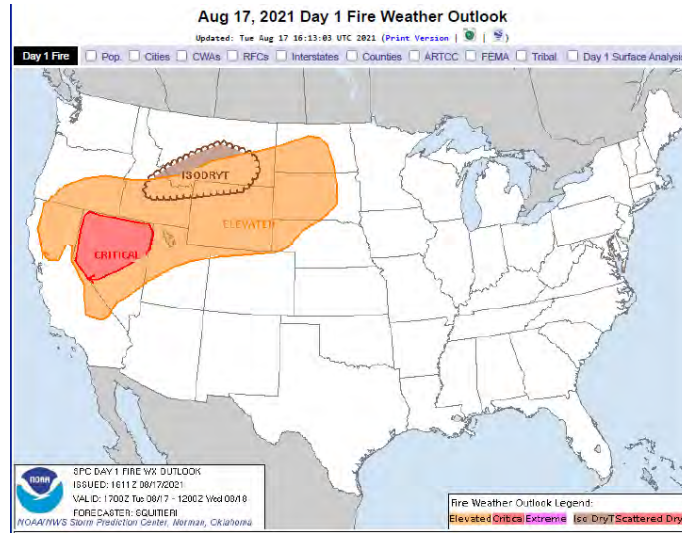


Figure 14: National Weather Service Summary, Weather Conditions and Hazards Supporting Conclusion of Severe Fire Weather Risk on August 17 or 18, 2021

CA Hazards Summary

Last Update Tue Aug 17 2:18pm (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 (MFR) +	Now	Tue Aug 17 10:00pm	5hrs ago
Red Flag Warning (STO) +	Now	Wed Aug 18 8:00pm	3hrs ago
Red Flag Warning (EKA) +	Tue Aug 17 11:00pm	Wed Aug 18 8:00pm	2hrs 29mins ago
Red Flag Warning (EKA) +	Now	Wed Aug 18 8:00pm	2hrs 29mins ago
Red Flag Warning (MTR) +	Tue Aug 17 11:00pm	Wed Aug 18 3:00pm	10hrs ago
Red Flag Warning (REV) +	Now	Tue Aug 17 11:00pm	10hrs ago
Wind Advisory (LOX) +	Now	Tue Aug 17 9:00pm	11hrs ago
Lake Wind Advisory (REV) +	Now	Tue Aug 17 10:00pm	11hrs ago
Beach Hazards Statement (SGX) +	Wed Aug 18 10:00pm	Fri Aug 20 10:00pm	1hrs 57mins ago
Special Weather Statement (REV) +		Wed Aug 18 5:00am	53mins ago
Air Quality Alert (EKA) +		Wed Aug 18 12:00pm	3hrs ago
Air Quality Alert (HNX) +		Wed Aug 18 10:00am	10hrs ago

Marine Areas	Begins	Ends	Last Updated
Hazardous Seas Warning (MFR) +		Fri Aug 20 5:00am	17mins ago
Gale Warning (EKA) +	Now	Wed Aug 18 9:00pm	4hrs ago
Gale Warning (EKA) +	Now	Wed Aug 18 12:00am	4hrs ago
Gale Warning (EKA) +	Now	Thu Aug 19 12:00pm	4hrs ago
Gale Warning (MFR) +		Fri Aug 20 5:00am	17mins ago
Gale Warning (MTR) +	Now	Wed Aug 18 9:00am	14mins ago
Gale Warning (MTR) +	Now	Wed Aug 18 3:00am	14mins ago
Small Craft Advisory (LOX) +	Now	Wed Aug 18 3:00am	4mins ago
Small Craft Advisory (EKA) +	Now	Wed Aug 18 3:00pm	4hrs ago
Small Craft Advisory (MFR) +	Now	Fri Aug 20 5:00am	17mins ago
Small Craft Advisory (MTR) +	Tue Aug 17 3:00pm	Tue Aug 17 9:00pm	14mins ago
Small Craft Advisory (MTR) +	Now	Wed Aug 18 9:00am	14mins ago
Small Craft Advisory (MTR) +	Now	Wed Aug 18 3:00pm	14mins ago
Small Craft Advisory (MTR) +	Now	Wed Aug 18 3:00am	14mins ago
Small Craft Advisory (MTR) +	Now	Tue Aug 17 9:00pm	14mins ago

PG&E also reviews forecasted wind speeds in the potential PSPS-impacted counties to evaluate the need for a PSPS event. Figure 15 also shows the potential Fire Index Areas (FIAs) in PG&E’s service territory for August 17. PG&E scopes its PSPS events within those FIAs with fire risk rating R5-Plus from PG&E’s Utility Fire Potential Index model. The event scope can be compared with other agencies to vet the fire weather risk (Figure 16).

Figure 15: PG&E Utility Potential Fire Index ratings for August 17 – 19, 2021

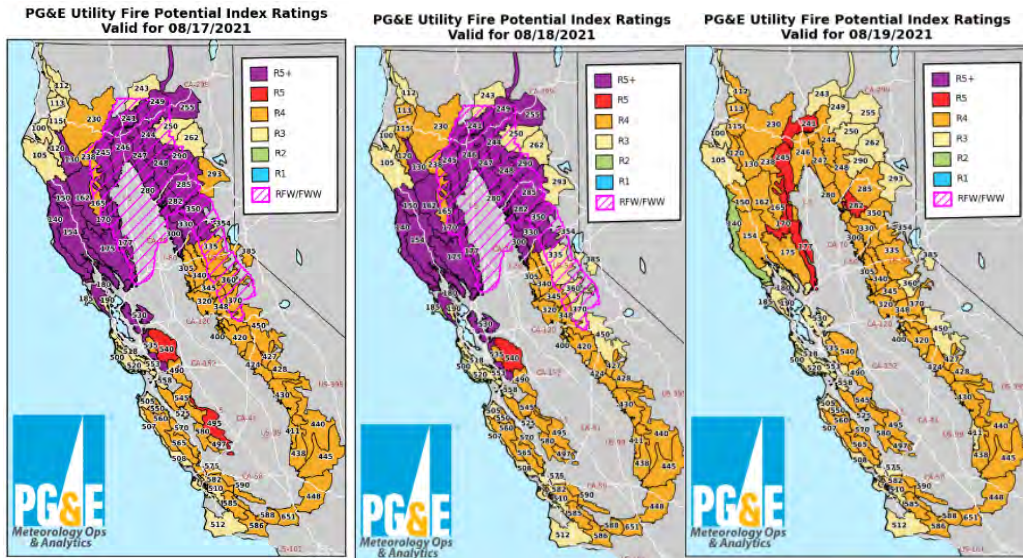
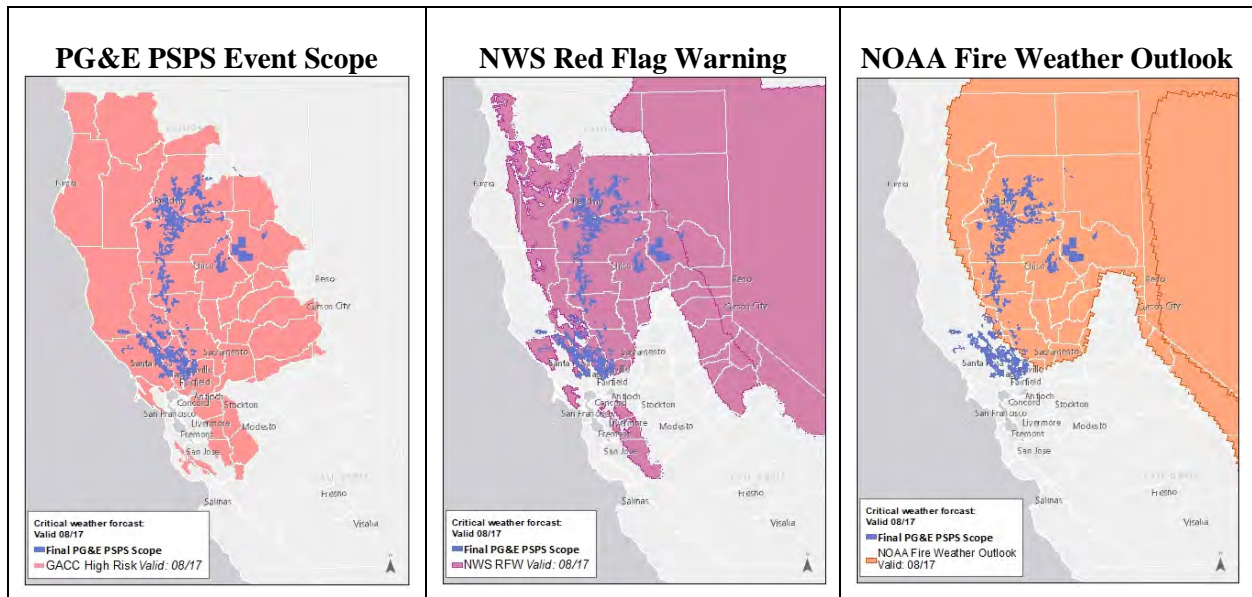


Figure 16: Comparison of Federal Agency Severe Fire Weather Warning Footprints for August 17, 2021



Section 2.4 - An explanation of how the utility determined that the benefit of de-energization outweighed potential public safety risks, and analysis of the risks of de-energization against not de-energizing. The utility must identify and quantify customer, resident, and the public risks and harms from de-energization and clearly explain risk models, risk assessment processes, and provide further documentation on how the power disruptions to customers, residents, and the public is weighed against the benefits of a proactive de-energization (D.19-05-042, Appendix A, page A24, D.21-06-014 page 284, SED additional information request as part of draft PSPS Post Event De-energization template.)

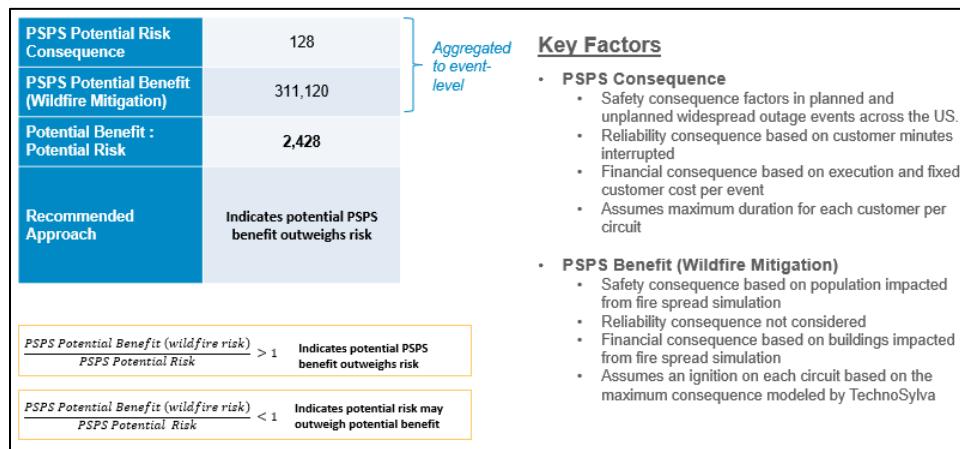
Response:

Risk Models

The PSPS Risk-Benefit tool addresses the regulatory requirements presented in CPUC Decision 21-06-014, which requires California IOUs to quantify the risk/benefits associated with initiating and not initiating a PSPS event for our customers. PG&E incorporates this Risk-Benefit analysis to help inform the PSPS decision-making process. The output of the tool is a ratio that compares the PSPS Potential Benefit of calling an event (i.e., mitigation of catastrophic wildfire risk) to the induced risks associated with an event (i.e., impact to customers resulting from a PSPS outage). Once the data is carefully reviewed, if this ratio is greater than 1, then the projected benefits of initiating a PSPS event outweigh the projected risk, supporting the decision to initiate a PSPS event.

Once the final de-energization scope and impacted circuits for this PSPS event was determined, the available data was inputted into the Risk-Benefit tool along with the Technosylva wildfire simulation outputs to quantify the public safety risk and wildfire risk resulting from the forecasted impacts of the pending weather / PSPS event. During this event the results were presented to the OIC and Incident Commanders to inform the ultimate decision of whether to de-energize the circuits in scope. The results from the PSPS Risk Model supported initiating a PSPS event based on forecasted impact information and indicated that each of the 117 distribution circuits and three transmission circuits in scope surpassed the analysis threshold of 1 to support a PSPS event.

Figure 17: Risk-Benefit Analysis for PSPS



Risk Assessment

The Risk-Benefit tool utilizes the Multi-Attribute Value Function (MAVF) framework, as defined through the Safety Modeling Assessment Proceeding (SMAP D.18-12-014).

The tool’s calculations for risk uses a utility industry-wide standard, non-linear scaling Multi-Attribute Value Function, reflecting our focus on low-frequency/high-consequence risk events without neglecting high-probability/low-consequence risk events. The MAVF, a unitless number that captures the safety, reliability, and financial impact of these risk events, is used to calculate the risk scores for the risk events

in PG&E’s Enterprise Risk Register. Full details of the MAVF methodology are provided through the Risk Assessment and Modeling Phase (RAMP) Report Chapter 3 and General Rate Case (GRC) workpapers in response to Energy Division GRC-2023-PhI_DR_ED_001_Q01Supp01.

MAVF scores outputted by the tool are used to compare risk of PSPS to the risk of wildfires on the potentially impacted circuits being considered for PSPS de-energization. PG&E will continue work to enhance the model as it gains real time experience and work to benchmark models with other Investor-Owned Utilities (IOUs).

To estimate PSPS and Wildfire Risk Scores, the following information is required and is used in calculations to build MAVF risk scores for PSPS and wildfire, which are ultimately weighed against one another:

- **Forecasted Circuits and Customers Impacted:** Identification of final list of the Distribution and Transmission circuits in-scope for PSPS, the number of customers impacted, and the estimated outage duration the customers will face.
- **Technosylva Wildfire Simulation Data:** Fire simulation forecasts on the consequence of a potential wildfire impacts on population and buildings on each circuit for every three hours. These values are based on Technosylva’s sophisticated wildfire modeling, using real-time weather models and state-of-the-art fuel and 8-hour fire spread modeling.

Once the above data is made available, modeling considerations described below are used to estimate the consequence of a 1) potential wildfire risk and 2) PSPS risk at the circuit level. This assessment enables the ability to compare the associated risks between the two scenarios.

Table 2: Modeling Considerations

Risk Type	Wildfire Risk Modeling Considerations	PSPS Risk Modeling Considerations
Safety	Calculated based on maximum population impacts derived from Technosylva wildfire simulation models and a fatality ratio based on National Fire Protection Association (NFPA) data.	Calculated from an estimate of Equivalent Fatalities (EF) per Million Customer Minutes Interrupted (MMCI). EF/MMCI ratio is estimated from previous PG&E PSPS and other large external outage events ¹⁰ .
Reliability	N/A	Calculated directly from the potential number of customers impacted and outage duration based on customer minutes interrupted.
Financial	Calculated based on maximum building impacts derived from Technosylva wildfire simulation models and a cost per structure burned previously evaluated in 2020 RAMP report ¹¹	Calculated based on two financial estimates 1) distribution of a lump sum cost of execution across all relevant circuits and 2) an estimated proxy cost per customer per PSPS event ¹² .

¹⁰ Previous PG&E PSPS events include 2019-2020 events, and other large external outage events include 2003 Northeast Blackout in New York City, 2011 Southwest Blackout in San Diego, 2012 Derecho Windstorms, 2012 Superstorm Sandy, and 2017 Hurricane Irma.

¹¹ See A.20-06-012.

¹² The assumptions used in these calculations, including the proxy cost of \$250 per customer per PSPS event, are subject to be updated and are not intended to prejudice or create precedent with regard to the development of more precise values of resiliency or cost of PSPS metrics being considered in other ongoing proceedings at the California Public Utilities Commission, such as the Risk-Based Decision-Making Rulemaking [R.20.07.013] and the Microgrid and Resiliency Strategies

Section 2.5 - Explanation of alternatives considered and evaluation of each alternative. (D.19-05-042 Appendix A, page A22.)

Response:

Considering 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. Thus, hazard tree mitigation efforts were not considered a sufficient alternative to PSPS.
- Pre-patrols of potentially impacted transmission facilities were also ongoing in the days leading up to the time of de-energization. While pre-patrols can help identify and correct asset tags on impacted transmission lines, even transmission lines in fully healthy condition may still pose a wildfire risk. Thus, pre-patrol of potentially impacted transmission facilities was not a considered a sufficient alternative to PSPS.
- PG&E disabled automatic reclosing in Tier 2/Tier 3 areas. This reduces the ignition risk from attempts to re-energize circuits via automatic reclosing. However, due to the fuel state, the risk of ignition from the initial fault is still too high. Thus, disabling automatic reclosing did not sufficiently reduce risk to avoid the need for PSPS.
- PG&E deployed Safety and Infrastructure Protection Teams (SIPT) crews for real-time observations. While these real-time observations are used to further refine the All-Clear time for patrol and restoration, they do not sufficiently reduce risk to avoid the need for PSPS.

Given the forecasted high wind speeds 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.

Further, PG&E implemented efforts to mitigate adverse impacts on the customers and communities in areas where power shutoffs were likely. These efforts included:

- Employing granular scoping processes to significantly reduce 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 larger amounts of customers in more populated areas.
- PG&E considered the public safety impacts of de-energizing by reviewing the total count of impacted customers and the impact of potential de-energization upon medical baseline

Rulemaking (R.19-09-009). PG&E is temporarily using the \$250 proxy metric for the cost per customer of a PSPS event to align with the proxy value adopted by the other Investor-Owned Utilities and to respond to the Commission's requirement that PG&E's 10-day reports provide a quantified assessment of the relative costs and benefits of PSPS events prior to the development of a full record in other proceedings on this issue. By using the proxy metric for this limited purpose, PG&E does not concede that any particular customer has or will incur costs of this amount due to a particular PSPS event or waive its ability to argue in any particular dispute that the particular costs incurred by a customer due to a PSPS event are different than this proxy. PG&E expects that this cost assumption may be updated as the aforementioned proceedings progress.

customers, critical facilities, back-up generation capabilities of critical facilities that pose societal impact risks if de-energized (e.g., critical infrastructure).

- Utilizing temporary generation to energize customers outside of the forecasted risk 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.
- Providing local Community Resource Centers (CRCs) to support customers in those impacted communities.
- Supporting vulnerable customers through California Foundation for Independent Living Centers (CFILC) and CBO resource partners that offered various services to customers impacted by this event. For further information please see section 6.5.

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

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

Section 3 – De-energized Time, Place, Duration and Customers

Section 3.1 - The summary of time, place, and duration of the event, broken down by phase if applicable (Resolution ESRB-9 page 3, SED additional information request as part of draft PSPS Post Event De-energization template.)

Response:

The PSPS event occurred over the timeframe of August 17 – August 19 in nine different Time-Places located in Butte, Colusa, Glenn, Lake, Lassen, Mendocino, Napa, Plumas, Shasta, Solano, Sonoma, Tehama, and Yolo counties.

Section 3.2 - A zipped geodatabase file that includes PSPS event polygons of de-energized areas. (SED additional information request as part of draft PSPS Post Event De-energization template.)

Response:

Geodatabase file that includes PSPS event polygons of de-energized areas can be found in the attachment, *PGE_PSPS_EVENT_08172021.gdb.zip*.

Section 3.3 - A list of circuits de-energized, with the following information for each circuit. This information should be provided in both a PDF and excel spreadsheet (Resolution ESRB-8, page 3 SED additional information request as part of draft PSPS Post Event De-energization template.)

- **County**
- **De-energization date/time**
- **Restoration date/time**
- **General Order (GO) 95, Rule 21.2-D Zone 1, Tier 2, or Tier 3 classification**
- **Total customers de-energized**
- **Residential customers de-energized**
- **Commercial/Industrial Customers**
- **Medical Baseline customers de-energized**
- **Other Customers**
- **Distribution or transmission classification**

Response:

A total of 48,155 customers were de-energized during the PSPS event. Of the customers de-energized, a total of 48,154 distribution customers were de-energized including 42,686¹³ residential, 3,856 Medical Baseline, 4,387 commercial/industrial, and 1,081 customers in the “Other¹⁴” category. One PG&E defined transmission-level¹⁵ customer was de-energized.

Appendix B lists de-energized circuits and information relating to each.

¹³ Medical Baseline customers are included within the count of residential customers affected.

¹⁴ ‘Other’ includes customers that do not fall under the residential or commercial/industrial categories such as governmental agencies, traffic lights, agricultural facilities, and prisons.

¹⁵ PG&E defines Transmission level customers as customers being served by 60 kV assets or higher. The customer impacted in this event was not under CAISO Control, thus would not meet the definition of a Transmission Customer per D. 21.06.034.

Section 4 – Damages and Hazards to Overhead Facilities

Section 4.1 – Description of all found wind-related damages or hazards to the utility’s overhead facilities in the areas where power is shut off. *(Resolution ESRB-8, page 3, SED additional information request as part of draft PSPS Post Event De-energization template.)*

Response:

On August 17, 2021, weather stations near the PSPS areas recorded wind gusts as high as 56 miles per hour. These are shown in Table 20 and Figure 35 in Section 12 – Other Relevant Information.

During patrols of the de-energized circuits prior to restoring power, PG&E found a total of 10 incidents of wind-related damages (6 cases) or hazards (4 cases). Damages are conditions that occurred during the PSPS event, likely wind-related, necessitating repair or replacement of PG&E’s asset, such as a wire down or a fallen pole, while hazards are conditions that might have caused damages or posed an electrical arcing or ignition risk had PSPS not been executed, such as a tree limb found suspended in electrical wires. The damage and hazard locations are mapped in Figure 19 and illustrated in the figure below.

**Figure 18: Vegetation-Hazard in Napa County
– Tree Branch on Line**



Section 4.2 - Circuit name and structure identifier (if applicable) for each damage or hazard *(SED additional information request as part of draft PSPS Post Event De-energization template.)*

- **County that each damage or hazard was located in** *(SED additional information request as part of draft PSPS Post Event De-energization template.)*
- **Identify if the damage or hazard was in a High Fire-Threat District (HFTD) or non-HFTD.** *(SED additional information request as part of draft PSPS Post Event De-energization template.)*
- **Type of damage/hazard/source of damage.** *(SED additional information request as part of draft PSPS Post Event De-energization template.)*

Response:

A table of damages and hazards within the de-energized areas can be found in Appendix C.

Section 4.3 - A zipped geodatabase file that includes the PSPS event damage points. (SED additional information request as part of draft PSPS Post Event De-energization template.)

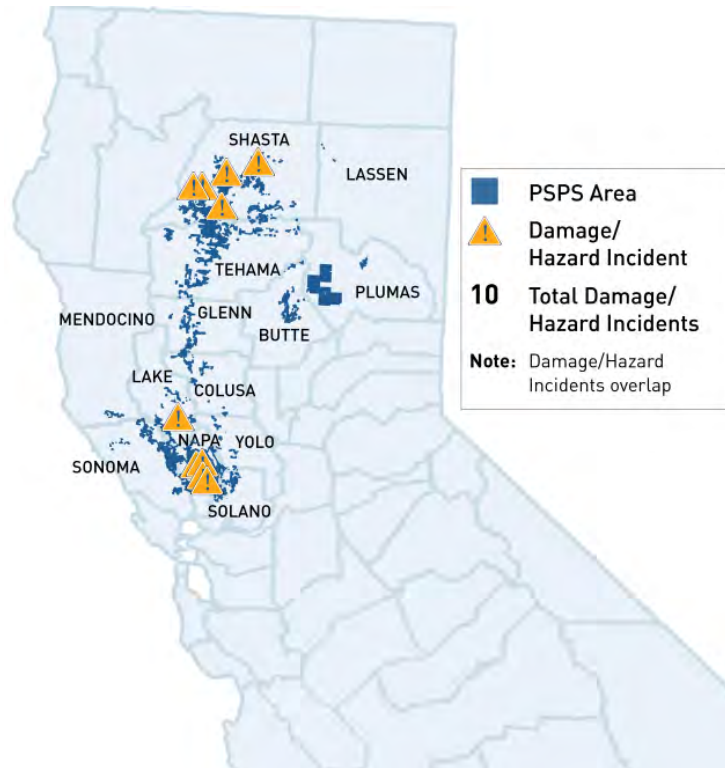
Response:

A zipped geodatabase file that includes the PSPS event damage points can be found in attachment, *PGE_PSPS_EVENT DAMAGES_HAZARDS_08172021.gdb.zip*.

Section 4.4 - A PDF map identifying the location of each damage or hazard. (SED additional information request as part of draft PSPS Post Event De-energization template.)

Response:

Figure 19: Map of Damage/Hazard Incidents in PSPS Footprint During August 17-19 PSPS Event



Section 5 – Notifications

Section 5.1 - A description of the notice to public safety partners, local/tribal governments, and all customers. (Resolution ESRB-8, page 3, SED additional information request as part of draft PSPS Post Event De-energization template.)

Response:

Throughout the PSPS event, PG&E made significant effort to notify Public Safety Partners, local/tribal governments, and impacted customers in accordance with the minimum timelines set forth by the CPUC PSPS Phase 1 Guidelines (D.19-05-042), weather and other factors permitting.

For customers potentially impacted by PSPS late at night or overnight, PG&E did not send automated notifications to customers between the hours of 21:00 and 8:00 PDT as a courtesy to prevent waking up the customers in the middle of the night. PG&E will send notifications during the hours of 21:00 and 8:00 PDT on a case-by-case basis (e.g., calls to Medical Baseline customers not previously notified due to suddenly changing conditions).

Table 3 below provides a description of the notifications to Public Safety Partners, local/tribal governments, and all customers in accordance with the minimum timelines set forth by the CPUC PSPS Phase 1 Guidelines (D.19-05-042).

Table 3: Notification Descriptions

Type of Notification	Recipients	Description
ADVANCED NOTIFICATION: 48-72 hours in advance de-energization	Public Safety Partners and Transmission-level Customers	<p>On Sunday, August 15, PG&E’s Meteorology Team noted a potential weather event.</p> <p>Following PG&E’s activation of its EOC for a potential PSPS event, PG&E completed the following:</p> <ul style="list-style-type: none"> • Submitted a PSPS State Notification Form to Cal OES and sent an email to the CPUC notifying them that PG&E’s EOC has been activated and that PG&E is monitoring for a potential PSPS event. • Sent notifications to other Public Safety Partners¹⁶, and transmission-level customers via call, text, and email; these notifications include the following information: <ul style="list-style-type: none"> ○ Estimated window of the de-energization time. ○ When weather is anticipated to pass. ○ Estimated time of restoration (ETOR). ○ Links to the PSPS Portal and website where event-specific maps and

¹⁶ Other Public Safety partners refers to first/emergency responders at the local, state and federal level, water, wastewater and communication service providers, affected community choice aggregators, publicly-owned utilities/electrical cooperatives, the CPUC, the California Governor’s Office of Emergency Services, and the California Department of Forestry and Fire Protection.

Type of Notification	Recipients	Description
		<p>information are available (for Public Safety Partners only).</p> <ul style="list-style-type: none"> ○ Links to pge.com/psps and pge.com/pspsweather (for transmission-level customers only).
<p>WATCH NOTIFICATION: 24-48 hours in advance of anticipated de-energization</p>	<p>Public Safety Partners, All Customers (including Medical Baseline program customers and Self-Identified Vulnerable (SIV)¹⁷ customers), and Transmission-level Customers</p>	<p>During this time, PG&E completed the following:</p> <ul style="list-style-type: none"> • Submitted a PSPS State Notification Form to Cal OES and sent an email to the CPUC notifying them of a scope change. • Sent notifications to other Public Safety Partners, transmission-level customers, and all customers via call, text, and email; these notifications include the following information: <ul style="list-style-type: none"> ○ Potentially impacted addresses (for customers only). ○ Transmission Substation Name and Line name serving substation (for transmission-level customers only). ○ Estimated window of the de-energization time. ○ When weather is anticipated to pass. ○ Estimated time of restoration (ETOR). ○ Links to the PSPS Portal and website where event-specific maps and information is available (for Public Safety Partners only). ○ Links to PSPS updates webpage with Community Resource Center information, and resources for customers with access and functional needs, including but not limited to information on the Medical Baseline program, Meals on Wheels, language support and the Portal Battery Program (for customers only). • Sent notifications to Medical Baseline program customers, including tenants of master metered accounts, and Self-Identified Vulnerable (SIV) customers every hour until

¹⁷ In accordance with D.12-03-054, customers that are not enrolled or qualify for the Medical Baseline program can “certify that they have a serious illness or condition that could become life threatening if service is disconnected.” PG&E uses this designation to make an in-person visit prior to disconnection. This designation remains on their account temporarily for 90 days and can be extended to 12 months if the customers submit an application.

Type of Notification	Recipients	Description
		<p>the customer confirms receipt of the notification (up to 21:00 PDT or when PG&E halts notifications¹⁸).</p> <ul style="list-style-type: none"> • Sent cancellation notifications to Public Safety Partners and customers removed from scope; this was to inform them that their power would not be shut off. <p>Customer notifications were provided in English, with information on how to get event information in 15 non-English languages, referred to herein as “translated languages”.¹⁹ Customers with their language preference set received in-language (translated) notifications. Public Safety Partner notifications were provided in English.</p>
<p>WARNING NOTIFICATION: 1-4 hours in advance of de-energization, if possible</p>	<p>Public Safety Partners, All Customers (including Medical Baseline program customers and Self-Identified Vulnerable (SIV) customers)</p>	<p>When forecasted weather conditions showed that a safety shutoff was confirmed, and power would be de-energized soon, PG&E completed the following:</p> <ul style="list-style-type: none"> • Submitted a PSPS State Notification Form to Cal OES and sent an email to the CPUC notifying them that PG&E has made the decision to de-energize. • Sent notifications to other Public Safety Partners and customers; these notifications include the same key event timing information and resource links as the “Watch Notification”. • Sent notifications to Medical Baseline program customers, including tenants of master metered accounts, and SIV customers every hour until the customer confirms receipt of the notification (up to 21:00 PDT or when PG&E halts notifications). • Sent cancellation notifications to Public Safety Partners and customers removed from scope; this was to inform them that power would not be shut off. <p>Customer notifications were provided in English, with information on how to get event information in translated</p>

¹⁸ For customers potentially impacted by PSPS late at night or overnight, PG&E, did not send automated notifications to customers between the hours of 2100 and 0800 as a courtesy in order to prevent waking up the customers in the middle of the night. PG&E will send notifications during the hours of 2100 and 0800 on a case-by-case basis (e.g., calls to Medical Baseline due to suddenly changing conditions).

¹⁹ Translated languages refers to Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Tagalog, Korean, Russian, Arabic, Punjabi, Farsi, Japanese, Khmer, Hmong, Thai, Hindi, and Portuguese. A language is prevalent if it is spoken by 1,000 or more persons in the utility’s territory or if it’s spoken by 5 percent or more of the population within a “public safety answering point” in the utility territory (D.20-03-004). Details on the community outreach efforts for PSPS and wildfire-related outreach including efforts to reach all languages prevalent in PG&E’s territory can be found in Section 8.4 of PG&E’s 2021 Wildfire Mitigation Plan Report.

Type of Notification	Recipients	Description
		languages. Customers with their language preference set received in-language (translated) notifications. Public Safety Partner notifications were provided in English.
POWER OFF NOTIFICATION: When de-energization is initiated	Public Safety Partners, All Customers (including Medical Baseline program customers and Self-Identified Vulnerable (SIV) customers), and Transmission-level customers	<p>When shut off was initiated, PG&E completed the following:</p> <ul style="list-style-type: none"> • Submitted a PSPS State Notification Form to Cal OES and sent an email to the CPUC to notify them that power is in the process of being shut off. • Agency Representatives conducted a live call and/or sent an email, as appropriate, to County OES that were within the potential PSPS scope area and select cities and tribes to inform them that customers within their jurisdiction were beginning to be de-energized. • PG&E Grid Control Center (GCC) conducted live agent calls to impacted transmission-level customers. • Sent notification to other Public Safety Partners and customers via phone, text, and email, that included: <ul style="list-style-type: none"> ○ Impacted addresses (for customers only). ○ De-energization time. ○ When weather is anticipated to pass. ○ Estimated time of restoration (ETOR). ○ Links to PSPS updates webpage with Community Resource Center information, and resources for customers with access and functional needs, including but not limited to information on the Medical Baseline program, Meals on Wheels, language support and the Portal Battery Program (for customers only). <p>Customer notifications were provided in English, with information on how to get event information in translated languages. Customers with their language preference set received in-language (translated) notifications. Public Safety Partner notifications were provided in English.</p>
WEATHER “ALL-CLEAR”/ETOR UPDATE NOTIFICATION: Immediately before re-energization begins	Public Safety Partners, All Customers (including Medical Baseline program customers and Self-Identified	<p>After the weather event had passed and the area is deemed safe to begin patrols and restoration, PG&E completed the following:</p> <ul style="list-style-type: none"> • Submitted a PSPS State Notification Form to Cal OES and sent an email to the CPUC notifying them that PG&E is initiating re-energization patrols.

Type of Notification	Recipients	Description
	Vulnerable (SIV) customers), and Transmission-level Customers	<ul style="list-style-type: none"> • Sent notifications to other Public Safety Partners, transmission-level customers²⁰, and customers via phone, text, and email; these notifications included the ETOR. <ul style="list-style-type: none"> ○ Note: Customers can opt out of receiving event update notifications after de-energization has occurred. • Sent “event update” notifications to customers if their ETOR changed; two ways that an ETOR may change include: <ul style="list-style-type: none"> ○ New field or meteorology conditions. ○ Damage was found during patrols and repair is needed. <p>Customer notifications were provided in English, with information on how to get event information in translated languages. Customers with their language preference set received in-language (translated) notifications. Public Safety Partner notifications were provided in English.</p>
RESTORATION NOTIFICATION: When re-energization is complete	Public Safety Partners, All Customers (including Medical Baseline program customers and Self-Identified Vulnerable (SIV) customers), and Transmission-level Customers	<p>PG&E Grid Control Center (GCC) conducted live agent calls to notify impacted transmission-level customers of restoration.</p> <p>Once customers, including Medical Baseline program customers and SIV customers, were restored, they received notifications via phone, text, and email. This was done using an automated process that issued customer notifications every 15 minutes upon restoration of service. Customer notifications were provided in English, with information on how to get event information in translated languages. Customers with their language preference set received in-language (translated) notifications.</p> <p>Once all customers were restored, PG&E submitted the final PSPS State Notification Form to Cal OES, sent an email to the CPUC, and sent a notification to Public Safety Partners via phone, text, and email. Public Safety Partner notifications were provided in English.</p>

²⁰ Transmission lines serving impacted Transmission-level Customers may cut across multiple Fire Index Areas (FIAs) and will only be notified when all those FIAs that the line cuts across have been given the all-clear.

Section 5.2 - Notification timeline including prior to de-energization, initiation, and restoration. The timeline should include the required minimum timeline and approximate time sent. (D.19-05-042, Appendix A, page A8-A9.)

Response:

Table 4 describes PG&E’s notifications sent to customers for this event, including approximate times of notifications in accordance with the minimum timelines set forth by the CPUC PSPS Phase 1 Guidelines (D.19-05-042) sent to local/tribal governments, public safety partners, and customers prior to de-energization, initiation, and restoration. For a description of each message PG&E sent reference Section 5.1 and for templates of each message PG&E sent reference Appendix D.

Table 4: Customer Notification Timeline Summary Prior to De-energization for August 17, 2021 PSPS Event

Event Order	Minimum Timeline ²¹	Notification Sent to:	Approximate Time Sent	Message	Notes
Pre-De-energization (Prior)	72-48 hours	Local/Tribal Governments and CCAs*	8/15/2021 17:43 PDT	Advanced	
		Public Safety Partners**	8/15/2021 17:53 PDT	Advanced	
	48-24 hours	Local/Tribal Governments and CCAs*	8/16/2021 19:08 PDT	Watch	
		Local/Tribal Governments and CCAs*	8/17/2021 10:07 PDT	Watch	
		Local/Tribal Governments and CCAs*	8/17/2021 10:50 PDT	Cancel	Only Local/Tribal Governments and CCAs removed from scope received the cancel notification.
		Public Safety Partners**	8/15/2021 21:07 PDT	Watch	
		Public Safety Partners**	8/16/2021 19:29 PDT	Watch	
		Public Safety Partners**	8/16/2021 20:55 PDT	Cancel	Only Public Safety Partners removed from scope received the cancel notification.
		Public Safety Partners**	8/17/2021 10:44 PDT	Watch	

²¹ Decision 19-05-042, Appendix A, Timing of Notification.

		Public Safety Partners**	8/17/2021 11:07 PDT	Cancel	Only Public Safety Partners removed from scope received the cancel notification.
		All Customers***	8/15/2021 21:07 PDT	Watch	
		All Customers***	8/16/2021 19:29 PDT	Watch	
		All Customers***	8/16/2021 20:55 PDT	Cancel	Only Customers removed from scope received the cancel notification.
		All Customers***	8/17/2021 10:44 PDT	Watch	
		All Customers***	8/17/2021 11:07 PDT	Cancel	Only Customers removed from scope received the cancel notification.
		Transmission-level Customers	8/17/2021 11:15 PDT	Watch	
		Local/Tribal Governments and CCAs*	8/17/2021 15:17 PDT	Warning	
	4-1 hours	Public Safety Partners**	8/17/2021 15:46 PDT	Warning	
		Public Safety Partners**	8/18/2021 10:50 PDT	Cancel	Only Public Safety Partners removed from scope received the cancel notification
		All Customers***	8/17/2021 15:46 PDT	Warning	
		All Customers***	8/18/2021 10:50 PDT	Cancel	Only Customers removed from scope received the cancel notification
		Public Safety Partners**	8/17/2021 20:55 PDT	Power Off	
		All Customers***	8/17/2021 20:55 PDT	Power Off	

		Transmission-level Customers	8/17/2021 15:56 PDT	Power Off	
	Immediately before re-energization	Local/Tribal Governments and CCAs*	8/18/2021 13:36 PDT	Weather All-Clear	
		Local/Tribal Governments and CCAs*	8/18/2021 17:04 PDT	Weather All-Clear	
		Local/Tribal Governments and CCAs*	8/18/21 16:48 PDT	Cancel	Only Local/Tribal Governments and CCAs removed from scope received the cancel notification
		Public Safety Partners**	8/18/2021 12:53 PDT	Weather All-Clear	
		Public Safety Partners**	8/18/2021 12:59 PDT	ETOR Update	
		All Customers***	8/18/2021 12:53 PDT	Weather All-Clear	
		All Customers***	8/18/2021 12:59 PDT	ETOR Update	
		Transmission-level Customers	8/18/2021 13:24 PDT	Weather All-Clear	
Restoration (After)	After re-energization was completed	Local/Tribal Governments and CCAs*	8/19/2021 18:57 PDT	Restore	
		Public Safety Partners**	8/18/2021 12:51 PDT	Restore	
		All Customers***	8/18/2021 12:51 PDT	Restore	
		Transmission-level Customers	8/19/2021 13:10 PDT	Restore	

*A subset of Public Safety Partners, including cities, counties, tribes, and community choice aggregators

**A subset of Public Safety Partners, including water, wastewater, communication service providers and publicly owned utilities/electrical cooperatives

***All Customers, including Medical Baseline program customers and SIV customers

Section 5.3 - For those customers where positive or affirmative notification was attempted, use the following template to report the 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. (D.19-05-042, Appendix A, page A23, SED additional information request as part of draft PSPS Post Event De-energization template.)

When the actual notification attempts made is less than the number of customers that need positive notifications, the utilities must explain the reason. In addition, the utilities must explain the reason of any unsuccessful positive notifications. (SED additional information request as part of draft PSPS Post Event De-energization template.)

Response:

Table 5 includes metrics associated with PG&E notifications provided to those customers where positive or affirmative notification was attempted. PG&E is unable to track and report on notifications made by Public Safety partners as notification systems and/or platforms used by Public Safety partners are out of PG&E’s purview; PG&E describes its engagement with Public Safety partners in Section 6. PG&E encourages Public Safety Partners to magnify PSPS messages on all their platforms.

Table 5: Notifications to customers where positive or affirmative notification was attempted

Category	Total Number of customers ²²	Notification Attempts Made ²³	Timing of Attempts ²⁴	Who made the Notification Attempt	Successful Positive Notification ²⁵
Medical Baseline ²⁶	5,220	13,886 Watch Notifications	08/15/2021 21:07 PDT	PG&E	4,789 Watch Notifications
		4,810 Warning Notifications	8/15/2021 21:11 PDT		3,401 Warning Notifications
		18,696 Overall Notifications	08/15/2021 21:07 PDT		8,190 Overall Notifications
MBL behind a master meter	76	201 Watch Notifications	08/15/2021 21:07 PDT	PG&E	36 Watch Notifications
		65 Warning Notifications	8/15/2021 21:11 PDT		27 Warning Notifications

²² Total number of customers notified where notification was attempted.

²³ Count of Warning Notifications includes doorbell rings and Live Agent phone calls.

²⁴ Initial start time notification was sent.

²⁵ PG&E considers successful positive notifications as those in which the notification was successfully delivered to the customer (i.e., no bounce back) and the customer acknowledges receipt of the notification.

²⁶ Residential tenants of master-metered customers can also qualify for Medical Baseline Quantities. The Medical Baseline category for the purposes of Table 5. Notifications to customers where positive or affirmative notification was attempted does not include Medical Baseline program customers who are master meter tenants.

Category	Total Number of customers ²²	Notification Attempts Made ²³	Timing of Attempts ²⁴	Who made the Notification Attempt	Successful Positive Notification ²⁵
		266 Overall Notifications	08/15/2021 21:07 PDT		63 Overall Notifications
Access and Functional Needs (AFN) ²⁷	10,101	16,496 Watch Notifications	08/15/2021 21:07 PDT	PG&E	4,357 Watch Notifications
		9,436 Warning Notifications	8/15/2021 21:11 PDT		2,956 Warning Notifications
		25,932 Overall Notifications	08/15/2021 21:07 PDT		7,313 Overall Notifications

During the PSPS event, Medical Baseline program customers and SIV customers received automated calls, texts, and emails at the same intervals as the general customer notifications. PG&E provided unique PSPS Watch and PSPS Warning notifications to Medical Baseline program customers²⁸ and SIV customers. Medical Baseline program customers and SIV customers also received additional calls and texts at hourly intervals until the customer confirmed receipt of the automated notifications by either answering the phone, responding to the text, or opening the email. If confirmation was not received, a PG&E representative visited the customer’s home to check on the customer (referred to as the “doorbell ring” process) while hourly notification retries continued.²⁹ If the customer did not answer, the representative left a door hanger at the home to indicate PG&E had visited. In each case, the notification was considered successful.³⁰ At times, PG&E also made Live Agent phone calls in parallel to the automated notifications and doorbell rings, as an additional attempt to reach the customer prior to and/or after de-energization.

Twice daily, using the PSPS Portal, PG&E shared the lists of the Medical Baseline program 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.

²⁷ Access and Functional Needs category includes customers enrolled in CARE or FERA; customers that self-identify to receive an in-person visit before disconnection for non-payment (e.g., vulnerable), customers that self-identify as having a person with a disability in the household (e.g., disabled); customers who self-select to receive utility communications in a non-standard format (e.g., in braille or large print); and customers who indicate a non-English language preference. Although Medical Baseline program customers are considered AFN, for the purposes of Table 5: Notifications to customers where positive or affirmative notification was attempted to Medical Baseline program customers are reflected in separate categories.

²⁸ Including Medical Baseline program customers who are master-metered tenants (e.g., renters or tenants in mobile home park).

²⁹ Until late evening (approximately 21:00) or PG&E suspends outreach for the night to prevent waking up the customers in the middle of the night as a courtesy.

³⁰ For Medical Baseline program customers and SIV customers, the in-person door ring 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, then it is considered “received.”

PG&E is interpreting number of customers that need positive notification as those the company is seeking confirmation of receipt from, namely Medical Baseline program customers and SIV customers. PG&E did not receive positive notification from MBL and/or SIV customers due to the following reasons:

- These Medical Baseline program and SIV customers not having valid contact information on file during the event.
- These Medical Baseline program and SIV customers were unresponsive to the “doorbell ring” process and did not respond to the hourly notification retries. A door hanger was left at these customers’ homes to indicate PG&E had visited.

Section 5.4 - A copy of all notifications with a list of all languages that each type of notification was provided in, the timing of notifications, the methods of notifications and who made the notifications (the utility or local public safety partners). *(D.19-05-042, Appendix A, page A23, SED additional information request as part of draft PSPS Post Event De-energization template.)*

Response:

Please reference Appendix D for templates of notifications PG&E sent during the event via phone, email, and text message.

PG&E provides city/county/tribal/CCA, Public Safety Partner, transmission-level customers, and municipal utility notifications in English only. All other customer notifications were provided in English, with information on how to get event information in translated languages. Customers with their language preference set received in-language (translated) notifications. The notifications were provided to customers in the following customer-set language preferences shown in Table 7.

Timing of notifications sent during this event can be found in Table 5.

Section 5.5 - If the utility fails to provide notifications according to the minimum timelines set forth in D.19-05-042, a breakdown of the notification failure and an explanation of what caused the failure. *(D.21-06-014 page 286)*

Response:

PG&E aims to provide notifications in accordance with D.19-05-042 and D.21-06-014, weather and other factors permitting. It is not always possible to know exactly when a de-energization will occur^[1]; however, PG&E made every effort to provide notifications in accordance with the minimum timelines set forth in D.19-05-042 and additional notification guidelines in D.21-06-014. Due to data limitations at this time, PG&E is unable to provide a full breakdown of the notification failures and explanations of what caused the failures in a manner similar to that suggested in the draft PSPS Post Event De-energization Template. PG&E provides an explanation of identified notification failures below, and following the submission of this report PG&E will work to provide an update on this report’s notification data in the manner required by the PSPS Post-season Report Template in the PSPS Post-season Report. PG&E will also continue to work towards presenting the information in future reports in a manner similar to that suggested in the draft and final PSPS Post Event De-energization template.

Explanation of De-energization with no notice prior to the de]-energization event

For this event, there were approximately 270 customers who did not receive notifications prior to their de-energization start date/time. This was primarily due to:

^[1] D.19-05-042, page 87.

- Customers not having valid contact information on file during the event;
- PG&E discovered an inoperable device so a different sectionalizing device was used;
- Mapping issues incorrectly identifying customers as out of scope.

Explanation of De-energization with no notice at least two hours prior to the de-energization event

For this event, there was one customer who did not receive notifications at least 2 hours prior to their de-energization start date/time. This was primarily due to the customer not having valid contact information on file.

Explanation of cancellation without notice within two hours

This is a situation when a customer was not notified within two hours of the decision to cancel the de-energization event for that customer or that they were removed from scope. For this event, PG&E was not able to send cancel notifications within two hours of the decision to remove them from scope. This was primarily due to issues with the new process PG&E was employing to send notifications for this PSPS event. PG&E is reviewing the issues with our processes and is continuing to work on improving our ability to send cancellation notices within two hours of the decision to cancel the de-energization event or removal from scope.

Section 5.6 - Explain how the utility will correct the notification failures. (D.21-06-014, page 286.)

Response:

PG&E aims to provide notifications in accordance with [D.21-06-014](#), weather and other factors permitting. PG&E will implement a 1-4 hour “Warning” notification to transmission-level customer by September 30, 2021. In addition, PG&E Teams are actively reviewing the scoping and notification processes to find further opportunities to send notifications to all customers in a timelier manner.

PG&E has a dedicated team to correct data quality issues on our assets and will share these issues with them. PG&E is working to update systems to be able to provide notification analysis in the manner suggested in the draft PSPS De-energization Report Template.

After the event, PG&E will send postcards to customers that did not receive a notification directly from PG&E due to invalid or missing contact information and encourage them to update their contact information for future notifications.

Section 5.7 - Enumerate and explain the cause of any false communications citing the sources of changing data. (D.20-05-051, Appendix A, page 4.)

Response:

Explanation of No De-energization after receiving a De-energization Notification

This is a situation where a customer was not de-energized but was notified that de-energization would occur (e.g., received Warning notification), and did not receive a cancellation notice before the de-energization start date/time indicated in their Warning notification. Approximately 560 customers were not de-energized but were notified that de-energization would occur (e.g., received Warning notification), and did not receive a cancellation notice before the de-energization start date/time indicated in their Warning Notification. This occurred primarily due to the following reasons:

- Customers were removed from scope between the hours of 21:00 and 08:00 PDT. PG&E sent these customers cancellation notifications after the de-energization start date/time because the cancellation is not an emergency and as such, PG&E does not send automated notifications to

customers between the hours of 21:00 and 08:00 PDT as a courtesy to prevent waking customers in the middle of the night.

- Customers had already been de-energized due to active fires or other causes prior to the start of the PSPS event.

Explanation of De-energization after receiving a Cancellation Notification

This is a situation where a customer was de-energized after receiving a cancellation notice and no other update notifications indicating the customer was in scope for de-energization.

Approximately 40 customers were de-energized after receiving a cancellation notice. For these customers, no additional notification was provided to indicate that the customer was placed back into scope for de-energization. PG&E was unable to provide additional notification(s) to customers to indicate that the customer was in scope for de-energization primarily due to:

- PG&E was unable to access a device due to a locked gate, so a different sectionalizing device was used.
- PG&E had a short outage due to an inoperable device.

Section 6 – Local and State Public Safety Partner Engagement

Section 6.1 - List the organization names of public safety partners including, but not limited to, local governments, tribal representatives, first responders and emergency management officials, and critical facilities and infrastructure the utility contacted prior to de-energization, the date and time 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 CPUC General Order 95, Rule 21.2-D. (Resolution ESRB-8, page 5, SED additional information request as part of draft PSPS Post Event De-energization template.)

Response:

Please see Appendix E for a list of public safety partners notified with the date and time of the initial notification.

In addition, PG&E notified the CPUC and Cal OES at key milestones throughout the PSPS event either during the daily routine check-ins and during key event milestones.

Section 6.2 - List the names of all entities invited to the utility’s Emergency Operations Center for a PSPS event, the method used to make this invitation, and whether a different form of communication was preferred by any entity invited to the utility’s emergency operation center. (D.21-06-014, page 289.)

Response:

PG&E invited the following entities to virtually embed themselves into PG&E’s EOC through email:

- **State Agencies:** Cal OES and CPUC
- **Counties:** Butte, Glenn, Humboldt, Lake, Lassen, Mendocino, Napa, Nevada, Plumas, Shasta, Sierra, Solano, Sonoma, Tehama, Trinity, Yolo, Yuba
- **Federally Recognized Tribes:** Berry Creek Rancheria, Mooretown Rancheria, Cortina Rancheria, Grindstone Rancheria, Pit River Tribe, Round Valley Reservation

Cal OES and CPUC were virtually embedded into PG&E’s EOC, while the other entities preferred to work with their PG&E point of contact directly.

In June 2021, PG&E sent a letter to water infrastructure and communication service providers within PG&E’s electrical service territory with information on how to request representation during a PSPS at the PG&E EOC in Vacaville or remotely pending the ongoing COVID-19 pandemic and how to request PG&E representation at their jurisdiction’s activated Operations Emergency Center (OEC)³¹. The letter also invited water infrastructure and communication service providers to Daily Systemwide Cooperator Calls that are held at noon daily for each PSPS event to provide situational awareness updates directly from the leadership within PG&E’s EOC. Updates shared during the daily Systemwide Cooperator Calls³² are similar to the content conveyed during the daily operational briefing at PG&E’s EOC and activated OECs. PG&E sent the letter to the following water infrastructure and communication service providers:

³¹ D.19-05-042.

³² The Daily Systemwide Cooperator Calls are open to local and tribal elected officials, staff and emergency managers, telecommunication providers, water agencies, emergency hospitals, publicly owned utilities, community choice aggregators, transportation authorities, and community-based organizations within PGE’s electrical service territory.

- Water Infrastructure Providers:** Amador Water Agency, American Water Works Company Inc, American Water Works Service Company Inc, Aromas Water District, Bear Valley Water District, Bodega Bay Public Utility District, Calaveras County Water District, California Water Service, California Water Service Company, Cambria Community Services District, Central Coast Water Authority, Central Contra Costa Sanitary District, Central Marin Sanitation Agency, Chicken Ranch Rancheria, City and County of San Francisco, City of American Canyon, City of Anderson, City of Antioch, City of Atascadero, City of Benicia, City of Brentwood, City of Buellton, City of Calistoga, City of Chico, City of Cloverdale, City of Corte Madera, City of Eureka, City of Fresno, City of Gilroy, City of Hayward, City of Hollister, City of Jackson, City of King City, City of Morro Bay, City of Mountain View, City of Napa, City of Oakland Public Works, City of Pacifica, City of Paso Robles, City of Petaluma, City of Pismo Beach, City of Pittsburg, City of Pleasanton, City of Redwood City, City of San Bruno, City of San Jose, City of San Juan Bautista, City of San Luis Obispo, City of Santa Clara, City of Santa Cruz, City of Santa Maria, City of Santa Rosa, City of Scotts Valley, City of Sebastopol, City of Soledad, City of Solvang, City of Sutter Creek, City of Vallejo, City of Watsonville, City of Willows, Contra Costa Water District, County of Colusa, County of Madera, County of Mariposa, County of San Luis Obispo, County of Santa Cruz, County of Tuolumne, County of Yolo, Delta Diablo, Dublin San Ramon Services District, East Bay Municipal Utility District, El Dorado Irrigation District, Elk Creek Community Service, Fall River Mills Community Service District, Haskell Creek Tract Association, Hoopa Valley Public Utility District, Laguna County Sanitation District, Lake Don Pedro Community Service District, Lebec County Water District, Marin Municipal Water District, Mi Wuk Village Mutual Water Company, Mineral Mountain Estate, Mission Hills Community Services District, Modesto Irrigation District, Napa Sanitation District, Nipomo Community Services District, Novato Sanitary District, Oakdale Irrigation District, Placer County Water Agency, San Jose Water Company, San Lorenzo Valley Water District, San Rafael Sanitation District, Sausalito Marin City Sanitary District, Scotts Valley Water District, Sewer Agency of Southern Marin, Sierra Conservation Center, Sonoma County Water Agency, Soquel Creek Water District, Stockton East Water District, Tiburon Sanitary District, Tuolumne Utilities District, Vandenberg Village Community Services District, Yocha Dehe Wintun Nation, Yosemite Springs Park Utility Company Inc, Zone 7 Alameda County Flood Control District
- Communication Service Providers:** Altice/Suddenlink, American Tower, AT&T, AT&T Services, Inc, Broadwing Communications LLC, Calaveras Telephone Co, Calneva, CalTel, Cequel III Communications, LLC, Charter Communications, Comcast, Consolidated Communications, ExteNet, Foresthill Telephone, Frontier Communications, Happy Valley Telephone Co, Hornitos Telephone Co. C/O TDS Telecom, Mediacom, Mediacom California LLC, Northland Cable Television Inc, Northland Communications, PGE, Ponderosa Telephone, Qwest/CenturyLink, SBA Towers, Sebastian Corp, Sierra Tel Co Inc, Sierra Telephone, Sprint Corporation, Sprint Spectrum LP, Suddenlink LLC, TDS Telecom, T-Mobile, United States Cellular Corp, US Cellular, Verizon, Volcano Communications, Volcano Vision, Inc, Wave Broadband

Furthermore, PG&E provides communication service providers a dedicated PG&E contact in the EOC known as the Critical Infrastructure Lead (CIL), who will share up-to-date event information and answer specific, individual questions. They can reach the CIL 24/7 during an event by email or phone at PG&E's Business Customer Service Center.

Section 6.3 - A statement verifying the availability to public safety partners of accurate and timely geospatial information, and real time updates to the GIS shapefiles in preparation for an imminent PSPS event and during a PSPS event. (D.21-06-014, page 289.)

Response:

Prior to shutting off power, PG&E sent automated notifications with links to PDF maps and GIS data (i.e., PSPS Portal or PSPS Priority Notice website) to Public Safety Partners at the times outlined in Section 5 of this report. In addition, updated PDF maps and GIS data were uploaded to the PSPS Portal when scope changed, and users were notified via email. For this event, PG&E provided updated PDF maps and GIS layers at:

Table 6: PSPS Portal Time & Date for Map Sharing

Date	Time PDF Maps Shared	Time GIS Layers Shared
8/15/21	13:26 PDT	13:27 PDT
8/15/21	16:50 PDT	16:44 PDT
8/16/21	17:49 PDT	17:42 PDT
8/17/21	08:24 PDT	08:19 PDT
8/17/21	14:38 PDT	14:33 PDT
8/18/21	06:40 PDT	06:30 PDT

- After the EOC was activated, PDF maps and GIS data on the PSPS Portal were accurate and updated in a timely manner following changes to geographic scope or customer impacts.

Section 6.4 - A description and evaluation of engagement with local and state public safety partners in providing advanced outreach and notification during the PSPS event. (D.19-05-042, Appendix, page A23.)

Response:

Below is a description of the engagement with local (i.e., cities, counties, tribes) and state (CPUC, Cal OES, CAL FIRE) public safety partners:

- Submitted the PSPS State Notification Form to Cal OES twice a day (0700 and 1500), if there was a significant change to scope and at least once for each of the five PSPS stages: Activating PSPS Protocols/Potential to De-energize (Stage 1), Decision to De-energize (Stage 2), De-energization Initiated (Stage 3), Initiating Re-energization Patrols (Stage 4) and All PSPS Lines Re-energized (Stage 5); this includes:
 - 8/16/21 at 14:53 PDT
 - 8/16/21 at 18:05 PDT
 - 8/17/21 at 06:57 PDT
 - 8/17/21 at 09:25 PDT
 - 8/17/21 at 15:00 PDT
 - 8/17/21 at 17:58 PDT
 - 8/18/21 at 08:13 PDT
 - 8/18/21 at 09:26 PDT
 - 8/19/21 at 07:00 PDT

- 8/19/21 at 14:23 PDT
- 8/19/21 at 18:50 PDT
- Sent emails to the CPUC at least once for each of the five PSPS stages listed above; this includes:
 - 8/15/21 at 14:08 PDT
 - 8/16/21 at 18:17 PDT
 - 8/17/21 at 09:30 PDT
 - 8/17/21 at 15:00 PDT
 - 8/17/21 at 17:30 PDT
 - 8/17/21 at 19:00 PDT
 - 8/18/21 at 09:30 PDT
 - 8/18/21 at 10:35 PDT
 - 8/19/21 at 18:54 PDT
- Hosted daily State Executive Briefings with Cal OES, CPUC, CAL FIRE, Governor’s Office, U.S. Forest Service, Department of Interior and other state agencies to provide the latest event information and answer questions. Following each meeting, a deck was provided with key event information.
- Hosted the daily Systemwide Cooperators Call, where all Public Safety Partners in the service territory were invited to join to situational awareness.
- 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 local and state agencies to be embedded in PG&E’s EOC, as well as offered PG&E Agency Representatives to be embedded virtually in local EOCs. Due to COVID-19 precautions, PG&E only offered virtual embedded support.
- A dedicated State Operations Center Agency Representative provided ongoing support to Cal OES to ensure all questions were addressed.
- Provided links to the PSPS Portal that included event maps, situation reports, critical facility lists and medical baseline customer lists at each notification and when scope changed. Note that the Situation Report was provided twice a day and at scope changes prior to de-energization and hourly once restoration began.

Regarding engagement with state, local and tribal governments, PG&E aims to provide agencies with accurate and timely event information, so they can prepare and effectively support their communities during a PSPS event. While PG&E will always look to improve, during this event, PG&E was able to complete the outreach tactics noted above to keep agencies informed with the latest event information.

Section 6.5 - Specific engagement with local communities regarding the notification and support provided to the AFN community. (D.20-05-051, Appendix A, page 8, SED additional information request as part of draft PSPS Post Event De-energization template.)

Response:

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) to implement the Disability Disaster Access and Resources (DDAR) Program during the event. Through this program, 5 local Independent Living Center (ILCs) provided aid to impacted seniors and/or people with disabilities who rely on power for medical or independent living needs during this event. Through CFILC, PG&E has supported AFN customers with delivery of approximately 1,541 backup portable batteries (since July 2020) to qualifying customers who need power during a PSPS. During this event, they also provided approximately 150 individuals with hotel stays, transportation for one individual to a hotel, along with 251 food vouchers and approximately 11 gas cards for customers to purchase fuel for their generators. Some of these resources provided through CFILC were an outcome of Medical Baseline customer-related escalations called in to PG&E during the event. CFILC alerted their constituents about the available resources. During this event, CFILC engaged directly with approximately 860 PG&E customers relating to the PSPS event.
- Portable Battery Program: PG&E's Portable Battery Program (PBP) provides free portable battery systems for low-income customers who live in Tiers 2 and 3 High Fire-Threat Districts (HFTDs) and are enrolled in the Medical Baseline program. During this event, through partnerships with 5 organizations, we delivered approximately 205 portable batteries to eligible customers, with a total of approximately 7,109 units delivered across the entire PG&E service territory to date.
- Food Bank Partnerships: PG&E continued to fund local food banks to provide food replacement to families during the event and three days following service restoration. For this event, we partnered with six local food banks³³ that serve 11 of the 13 impacted counties to provide 404 boxes of food replacement for families. We provided fact sheets with details about food bank partnerships at PSPS Community Resource Centers and shared them with CBOs to pass on to clients.
- Meals on Wheels Partnerships: PG&E continued our partnership with Meals on Wheels to provide additional support and services to customers in need during PSPS events. For this PSPS event, we partnered with 12 Meals on Wheels organizations³⁴ that would be able provide services to customers in scope for de-energization in eight counties. After reviewing the impacted area in scope for de-energization, Meals on Wheels provided support to impacted customers in three counties³⁵. In total, we supported 73 seniors with one or two additional meals daily for the

³³ Community Action Agency of Butte County, Redwood Empire Food Bank, Community Action of Napa Valley Food Bank, Dignity Health Connected Living, Food Bank of Contra Costa & Solano, and Yolo Food Bank.

³⁴ Chico Meals on Wheels, Lakeport Senior Center, Middletown Senior Center, Highlands Senior Center, Live Oak Senior Center, Coastal Seniors, Community Action of Napa Valley, Dignity Health Connected Living, Meals on Wheels of Solano County, Council on Aging-Sonoma County, Petaluma People Services, and Tehama County Community Action Agency.

³⁵ Butte County, Lake County, and Shasta County.

duration of the event. Meals on Wheels also completed in-person visits/wellness checks and provided event information to the seniors they serve, including sharing CRC location details.

- **Other Food Partnerships:** PG&E funded Sonoma County Food for Thought to deliver groceries to 10 individuals homebound due to medical conditions.
- **2-1-1 Referral Services:** PG&E has a long-standing relationship with 2-1-1 through our charitable grant program. As of August 13, PG&E has a partnership with the California network of 2-1-1s to connect customers with resources before, during, and after PSPS. For this event, PG&E worked with 2-1-1 to assist customers with resources.

Engagement with Paratransit Agencies

- In accordance with the Phase 3 Guidelines³⁶, PG&E provided proactive notifications to paratransit agencies that may serve all the known transit- or paratransit-dependent persons that may need access to a community resource center during this event. For this PSPS event PG&E provided proactive notifications³⁷ to 12 paratransit agencies. All notifications included a link to the PSPS emergency website event updates page, www.pge.com/pspsupdates and a section called “Additional Resources” with a link to a map showing areas potentially affected by a shutoff.

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 seven non-English languages. Customers with their language preference set received in-language (translated) notifications. The notifications were provided to customers in the following customer-set language preferences shown in Table 7.

Table 7: Customer Notifications Based on Language Preference

Language	Total Notifications ³⁸	Percent
English	1,110,241	99.407%
Spanish	5,237	0.469%
Chinese (Mandarin)	748	0.067%
Chinese (Cantonese)	490	0.044%
Vietnamese	62	0.006%
Hmong	48	0.004%
Tagalog	19	0.002%
Russian	16	0.001%
Total	1,116,861	100%

³⁶ D.21-06-034.

³⁷ For this PSPS event, paratransit agencies received the Watch, Warning, Cancellation, Weather All-Clear, and Restoration notifications.

³⁸ Total notifications do not include doorbell rings and Live Agent phone calls.

- 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. Table 8 includes call center-related metrics associated with this PSPS event.

Table 8: Call Center Support Services³⁹

Total Calls Handled	PSPS Calls Handled	Average Response Time for PSPS-related Calls (seconds)	Number of calls handled by Call Center Translation Services	Number of languages Supported by Call Center Translation Services
68,996	2,591	22	1,161	32

PG&E continued support and engagement with multi-cultural media organizations and in-language CBOs to maximize the reach of in-language communications to the public during the event. Before the PSPS event, we reached out to 23 multicultural media organizations and two CBOs providing in-language outreach. These organizations covered the translated languages above and languages spoken by communities that occupy significant roles in California’s agricultural economy (e.g., Nahuatl). Throughout the event, we shared information and updates on PSPS with these media outlets, including news releases and social media infographics in English, as well as in translated languages and ASL, for their use and distribution. PG&E also shared our new PSPS Language Resources page (www.pge.com/pspslanguagehelp available in 16 languages) with organizations to share with their constituents.

- Highlights from our coordination with multicultural media organizations and CBOs during this event include:
- Social media post on KSXY Radio’s Facebook page in Spanish informing customers in Sonoma, Napa, and Lake counties about the PSPS event. See picture below:

Figure 20: Social Media Post on KSXY Radio Facebook



³⁹ Metrics are provided from August 16, 2021 through August 19, 2021.

- Social media post on KEST-News for Chinese Radio's Facebook page in Chinese informing customers in Sonoma, Napa, Alameda and Contra Costa counties about the PSPS event. See picture below:

Figure 21: Social media post on KEST-News for Chinese Radio's Facebook page



- PPS updates in Korean on KSJZ-Korean American Radio' mobile news app informing customers in all the impacted counties. See picture below:

Figure 22: PPS updates in Korean on KSJZ-Korean American Radio' mobile news app



- Social media post on PAMA One Radio in Portuguese informing customers in Sonora, San Joaquin, Stanislaus, Sacramento, Merced, Madera, Fresno, Tulare, Solano counties about the PSPS event. See picture below:

Figure 23: Social media post on PAMA One Radio in Portuguese



Other Channels of Communication and Additional Community Engagement

- 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.
- PG&E engaged with over 250 “information-based” CBOs during the event, sharing courtesy notification updates, 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.
- CBO resource partners were invited to once-daily cooperator calls for Public Safety Partners, which was hosted by members from PG&E’s EOC who provided a situational update about the

latest scope of the event and an overview of the services available to customers. PG&E hosted additional daily coordination calls with the CBO resource partners supporting the event to 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.

Media Engagement

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

- Issued five news releases containing information and updated details about the PSPS and wind events.
- Identified approximately 225 unique print, online, and broadcast stories.
- Provided regular, ongoing news releases to more than 100 Public Information Officers (PIOs) representing city, county, state, and tribal agencies and to over 6,200 news outlets via Business Wire's national media list, which includes approximately 600 California news outlets. Also, PG&E's Integrated Multicultural Communications team reached out to 50 multi-cultural news outlets.
- Coordinated directly with 23 multicultural media organizations to issue event updates on their in-language platforms (e.g., radio, TV, social media) in over 13 languages, including languages spoken by communities that occupy significant roles in California's agricultural economy (e.g., Mixteco).
- Handled approximately 80 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 20 media interviews to provide situational updates and preparedness messages for the PSPS event.

PG&E Website

During this PSPS event, PG&E placed banners on multiple pages on 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. During this event, the pge.com hit rate peaked on August 16, 2021 at 16:00 with approximately 1,490,000 hits per hour, and the emergency website with PSPS update information peaked on August 17, 2021 at 19:00 with approximately 4,555,861 hits per hour.

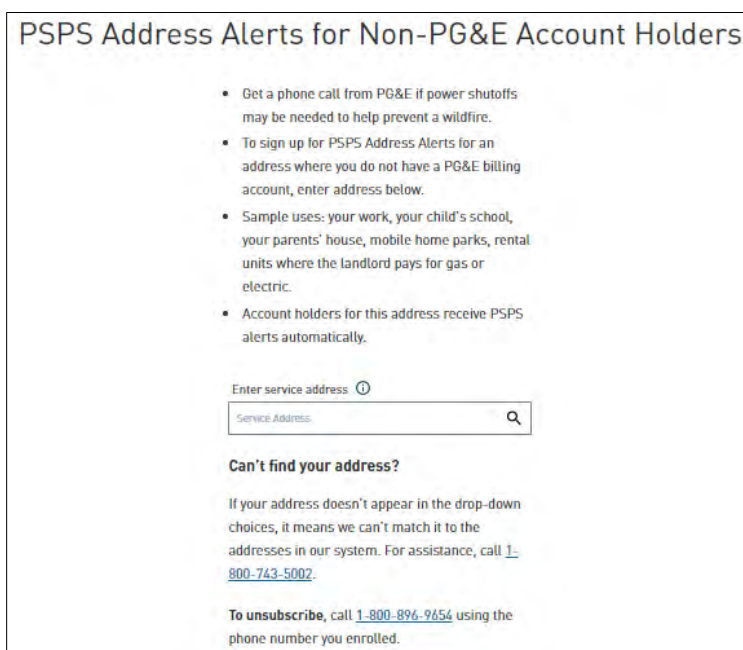
The following content was available on PG&E's PSPS event updates pages or on links from those pages:

- Straightforward, simplified event information available in translated 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.
- Interactive maps in one location where users can toggle between the PSPS planned outage maps and actual outage maps and more detailed, parcel-level view of the areas planned for de-energization.
- Address look-up tool that a customer and the public could use to identify specific PSPS impacts.
- PG&E partners could download pdfs of impacted areas, shape and KMZ files for use with their own mapping applications, and city/county lists with shutoff and restoration summaries.
- Details of Community Resource Centers (CRCs) made available as soon as sites were confirmed (up to two days before de-energization for some locations), including locations listed by county, resources available at each center, type of CRC (e.g., indoor, outdoor), COVID-19

policies, and operating hours. CRC locations were also indicated on the PSPS impact map – this includes the additional CRCs opened to support the wind event.

- Links to additional resources for customers, including links to PG&E’s EV charging locator map, videos in ASL, locations of Independent Living Centers, resources for customers with accessibility, financial, language and aging needs, backup power safety tips, Medical Baseline program information, and more.
- Webpage that describes our language support services for customers during PSPS events available in 16 languages at www.pge.com/pspslanguagehelp.
- Survey to provide input about the website and event communications.
- Address-level alerts that allow non-PG&E-account holders to receive notifications via a phone call or SMS text for any address where they do not receive a bill, such as their workplace or child’s school. This is also valuable communication tool for renters and tenants of master metered accounts. See pgealerts.alerts.pge.com/outages/psps-address-alert and Figure 24. Address Alerts are available in 16 languages, as well as English.

Figure 24: PG&E PSPS Address Alert Sign-Up Webpage



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. PG&E’s emergency website with PSPS event update information was fully translated in the same 15 languages. See

Table 9 for information on PG&E’s web traffic, Table 10 for the number of unique visitors to the translated versions of PGE’s Website (pge.com) for this event, and Table 11 for the number of unique visitors to the translated versions of PG&E’s Emergency Website (pgealerts.alerts.pge.com).

Table 9: PG&E Website Traffic for August 17, 2021 PSPS Event

Web Page	Unique Visitors	Visits	Total Page Views
PG&E’s Website (pge.com)	1,037,462	1,629,247	4,334,099
PG&E’s Emergency Website (pgealerts.alerts.pge.com) ^{40, 41}	370,820	573,031	1,125,014

Table 10: Unique Visitors to the Translated Versions of PG&E’s Website for the August 17, 2021 PSPS Event

Language	Unique Visitors ⁴²	Percent
English	1,000,406	96.43%
Spanish	33,129	3.19%
Chinese	1,907	0.18%
Russian	596	0.06%
Korean	483	0.05%
Vietnamese	295	0.03%
Tagalog	96	0.01%
Portuguese	77	0.01%
Khmer	70	0.01%
Farsi	68	0.01%
Thai	59	0.01%
Japanese	57	0.01%
Arabic	57	0.01%
Hindi	55	0.01%
Punjabi	54	0.01%
Hmong	53	0.01%
Grand Total	1,037,462	100%

⁴⁰ The PSPS Event Updates page is at the following link: pgealerts.alerts.pge.com/updates. PG&E also uses the following shortened URL for the same site: www.pge.com/pspsupdates.

⁴¹ The emergency website metrics are a subset of the pge.com website traffic reported.

⁴² There is some overlap in unique visitors by language because some visitors viewed webpages in different languages.

Table 11: Unique Visitors to the Translated Versions of PG&E’s Emergency Website for the August 17, 2021 PSPS Event

Language	Unique Visitors ⁴³	Percent
English	369,262	99.50%
Spanish	1,256	0.34%
Chinese	367	0.10%
Russian	37	0.01%
Vietnamese	33	0.01%
Tagalog	29	0.01%
Arabic	19	0.01%
Portuguese	18	0.00%
Punjabi	16	0.00%
Thai	16	0.00%
Korean	16	0.00%
Khmer	15	0.00%
Hmong	14	0.00%
Hindi	12	0.00%
Farsi	12	0.00%
Japanese	10	0.00%
Grand Total	371,132	100%

Section 6.6 - Specific engagement with critical facilities and infrastructure such as communication carriers, hospitals, emergency centers, fire departments, and water plants regarding an assessment for the need for backup power. (SED additional information request as part of draft PSPS Post Event De-energization template.)

Response:

PG&E confirms receipt of notifications to all critical facilities providers impacted by a potential PSPS event and engaged directly with 11 critical facilities/infrastructure sites regarding an assessment of the need for backup power via phone and email. These included a hospital, one emergency center, a wastewater treatment plant, and six State of California facilities. All locations had their own backup power or other mitigations in place, with the exception of one water agency that required additional back up generation for domestic water and firefighting, referenced below.

Section 6.7 - Provide the name and email address of a utility contact for customers for each of the following topics: (D.21-06-014, page 300.)

Response:

Any questions related to the information under this item may be directed to TempGenPSPSSupport@pge.com.

⁴³ There is some overlap in unique visitors by language because some visitors viewed webpages in different languages.

7a. Description of the backup generators available for critical facility and infrastructure customers before and during the PSPS.

Response:

Table 12 lists the generators available for critical facility and infrastructure customers before and during the PSPS.

Table 12: Generators available for critical facilities and infrastructure customers

Generator Type	Number of Units	Size (MW)	Run Time (Hrs.) ⁴⁴	Description
Diesel Generator	5	0.125	36	5 units on reserve in Sacramento
Diesel Generator	6	0.15	30	1 unit pre-staged at ICU Hospital, 5 units on reserve in Sacramento
Diesel Generator	5	0.2	29	1 unit pre-staged at ICU Hospital, 4 units on reserve in Sacramento
Diesel Generator	2	0.3	29	2 units staged at two ICU Hospitals
Diesel Generator	4	0.35	25	Reserve in Sacramento
Diesel Generator	1	0.4	21	1 unit pre-staged at ICU Hospital
Diesel Generator	13	0.5	23	6 units pre-staged at two ICU Hospitals, 7 units on reserve in Sacramento
Diesel Generator	3	1.0	21	3 units pre-staged at ICU Hospitals
Diesel Generator	9	1.250	20	1 unit pre-staged at ICU Hospital, 8 on reserve in Sacramento
Diesel Generator	1	1.5	14	1 unit pre-staged at ICU Hospital
Diesel Generator	7	2.0	11	Reserve in Santa Rosa

⁴⁴ Estimated based on a 75% load, barring mechanical failure and refueling the temporary generators have the ability to operate continuously throughout a typical PSPS event.

7b. The capacity and estimated maximum duration of operation of the backup generators available for critical facility and infrastructure customers before and during the PSPS.

Response:

Table 12 lists the power capacity and maximum duration of operation of the generators available for critical facility and infrastructure customers before and during the PSPS.

7c. The total number of backup generators provided to critical facility and infrastructure customer's site immediately before and during the PSPS.

Response:

During and immediately before the PSPS event one backup generator was activated to energize the critical facility and infrastructure customers that did not have an existing mitigation in place.

7d. How the utility deployed this backup generation to the critical facility and infrastructure customer's site.

Response:

Deployment of temporary generation is contingent on the expectation that duration for permanent repairs to be in place is significantly longer than the expected duration of installing back-up generation, that the expected customer outage is equivalent to at least 50,000 customer minutes, and the outage affects a distribution line that serves multiple customers without a backtie⁴⁵.

PG&E has pre-arranged commitments with critical facility and infrastructure customers to provide temporary generation in case of a PSPS event and evaluated requests received during the event according to the prioritization described in section 7.6.e.

7e. An explanation of how the utility prioritized how to distribute available backup generation.

Response:

PG&E prioritizes the deployment of available generation by first meeting existing commitments to individual facilities in the following order.

- a) Intensive care unit (ICU) hospitals, pre-identified by PG&E in partnership with the California Hospital Association (CHA) and Hospital Council of Northern and Central California (HC).
- b) Pandemic Response (PR-1) sites classified as medical stations and shelters.
- c) Additional facilities prepared to support public safety such as but not limited to First/emergency responders at the tribal, local, state and federal level, water, wastewater and communication service providers, affected community choice aggregators, publicly-owned utilities/electrical cooperatives, the CPUC, the California Governor's Office of Emergency Services and the California Department of Forestry and Fire Protection⁴⁶.

Followed by customers with special needs in the following order:

- a) Life support, medical baseline, and temperature sensitive

⁴⁵ 50,000 customer minutes is approximately equivalent to 100 customers for about 8 hours.

⁴⁶ The term "emergency response providers" includes federal, state, and local governmental and nongovernmental public safety, fire, law enforcement, emergency response, emergency medical services providers (including hospital emergency facilities), and related personnel, agencies, and authorities.

b) Large customers, economic damage customers, and danger to health and safety customers

Followed by other customers based on maximizing relief based on the number of customers times expected duration.

7f. Identify the critical facility and infrastructure customers that received backup generation.

Response:

During this event, PG&E used its rented fleet of temporary generators to mitigate the impacts of PSPS on its customers. Four temporary microgrids were utilized that kept the lights on for services supporting community normalcy, one stand-alone facility serving public safety, and three indoor Community Resource Centers (CRCs).

Table 12 describes the generators available for critical facility and infrastructure customers before and during the PSPS.

Critical facility and infrastructure customers that received backup generation are listed in Table 13 below.

Table 13: Critical Facility and Infrastructure Customers Energized with Backup Generation

County	Site Type	Generation Deployed	Duration of Operation	Reason Deployed
Tehama	Water District	0.2 MW	56.25 hours	High risk to environment

Section 7 – Complaints & Claims

Section 7.1 - The number and nature of complaints received as the result of the de-energization event and include claims that are filed against the utility because of de-energization. The utility must completely report all the informal and formal complaints, meaning any expression of grief, pain, or dissatisfaction, from various sources, filed either with CPUC or received by the utility as a result of the PSPS event. (Resolution ESRB-8, page 5, D.21-06-014, page 304.)

Response:

PG&E is working to establish an internal tracking process for complaints in accordance with D.21-06-014. During this PSPS event, PG&E was in the midst of developing our internal tracking process. PG&E is continuing to benchmark and collaborate with other California Investor Owned Utilities to finalize our internal tracking system to ensure accurate presentation of the number of complaints received regarding PSPS events. Reported below are the complaints received and claims filed against PG&E because of PSPS de-energization.

Complaints

For the number and nature of complaints received because of this PSPS event see Table 14.

Table 14: Number and Nature of Complaints due to the August 17, 2021 PPS Event

Nature of Complaints	Number of Complaints
<p>Communications/Notifications Including, but not limited to complaints regarding lack of notice, excessive notices, confusing notice, false alarm notice, problems with getting up-to-date information, inaccurate information provided, not being able to get information in the prevalent languages and/or information accessibility, complaints about website, Public Safety Partner Portal, Representational State Transfer (REST)/Digital Asset Manager (DAM) sites (as applicable).</p>	193
<p>PSPS Frequency/Duration Including, but not limited to complaints regarding the frequency and/or duration of PPS events, including delays in restoring power, scope of PPS and dynamic of weather conditions.</p>	89
<p>Safety/Health Concern Including, but not limited to complaints regarding difficulties experienced by AFN/MBL populations, traffic accidents due to non-operating traffic lights, inability to get medical help, well water or access to clean water, inability to keep property cool/warm during outage raising health concern.</p>	108
<p>General PPS Dissatisfaction/Other Including, but not limited to complaints about being without power during PPS event and related hardships such as food loss, income loss, inability to work/attend school, plus any PPS-related complaints that do not fall into any other category.</p>	174
<p>Outreach/Assistance Including, but not limited to complaints regarding Community Resource Centers, community crew vehicles, backup power, hotel vouchers, other assistance provided by utility to mitigate impact of PPS.</p>	9

Claims

As of August 26, 2021, PG&E received 16 claims for the August 17, 2021 PSPS event. The claims received are broken down into the following categories:

Table 15: Count and Type of Claims Received

Description of Claims	Number of Claims
Business Interruption / Economic Loss	3
Food Loss Only	11
Property Damage	2

Section 8 – Power Restoration

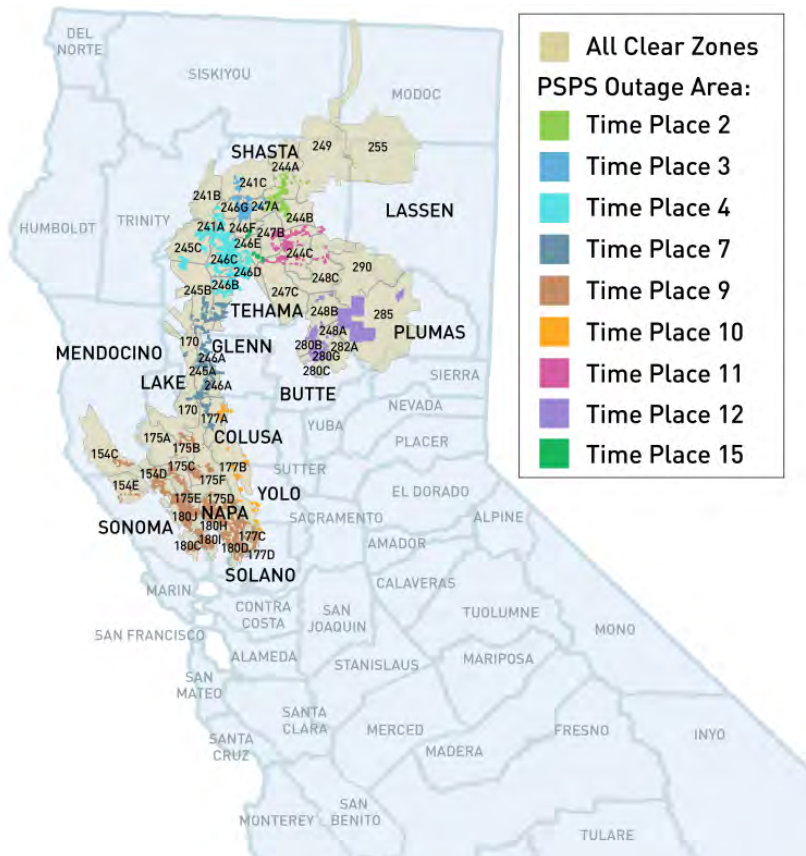
Section 8.1 - A detailed explanation of the steps the utility took to restore power (Resolution ESRB-8 page 5)

Response:

During weather events, the PG&E Incident Command and meteorology teams monitor real-time and forecasted weather conditions based on weather models, weather station data, and field observations while patrol crews and helicopters are pre-positioned in anticipation of the Weather All-Clear to begin patrols. Weather “all-clears” are called based on pre-defined areas geographic areas and mapping of each weather station in each zone to that areas. This is known as the All-Clear Zone methodology. One of the lessons learned from 2020 PSPS events was that the previous method of using Fire Index Areas (FIAs) to issue all-clears could be improved by dividing those areas further. These divided areas are known as All-Clear Zones.

These All-Clear Zones align with known meteorological phenomena, such as mountain tops and wind gaps which may experience longer periods of extreme weather. This allows for further granularity in calling weather “all-clears”, thereby helping areas less prone to wind gusts or adverse conditions to be cleared and then restored more quickly. PG&E monitors the conditions in each of these All-Clear Zones and as they fall below our minimum fire potential conditions the PG&E meteorologists will recommend areas for restoration.

Figure 25: Map of Fire Index Areas & Time-Places De-energized for August 17 - 19, 2021 PSPS Event



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

During restoration, PG&E issued 10 sets of Weather All-Clears and used approximately 1,940 personnel and 30 helicopters to identify equipment condition and damages and make necessary repairs prior to restoration. Patrols were conducted on approximately 3,600 miles of distribution circuits that had been de-energized. Power was restored to customers as patrol completion verified the safe condition of each line.

Section 8.2 - The timeline for power restoration, broken down by phase if applicable (*D.19-05-042, Appendix A, page A24, SED additional information request as part of draft PSPS Post Event De-energization template.*)

Response:

PG&E issued Weather All-Clears for All-Clear Zones at the times noted in Table 16.

Table 16: Weather All-Clear Times

All-Clear Zones	Weather All-Clear Date and Time
154C, 154E, 180C, 180D, 180H, 180I, 249, 255, 280C, 285, 290	8/18/2021 07:58 PDT
170, 175A, 175B, 175C, 175D, 177D, 180J, 241B, 241C, 244B, 245C, 280B	8/18/2021 09:29 PDT
117C, 241A	8/18/2021 10:20 PDT
154D, 248B, 248C	8/18/2021 11:38 PDT
175E, 175F	8/18/2021 12:39 PDT
177B	8/18/2021 14:45 PDT
177A, 244A, 245A, 246A, 246C, 247A	8/18/2021 15:24 PDT
245B, 247B	8/18/2021 16:41 PDT
246B, 246E, 246F, 246G	8/18/2021 17:08 PDT
244C, 246D, 247C, 248A, 280G, 282A	8/19/2021 05:17 PDT

Section 8.3 - 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, using the format below. (D.20-05-051, Appendix A, page 6.)

Response:

PG&E was unable to restore 6 circuits impacting approximately 1,500 customers within 24 hours of the Weather All-Clear. These circuits are listed in Table 17.

Table 17: Circuits PG&E was Unable to Restore within 24 Hours of the Weather All-Clear

Circuit Name	Primary Reason the Utility was Unable to Restore the Circuit Within 24 Hours
REDBUD 1101	Unable to gain access due to the Cache fire.
HIGHLANDS 1102	Unable to gain access due to the Cache fire.
HIGHLANDS 1103	Unable to gain access due to the Cache fire.
BUCKS CREEK 1103	<p>Unable to energize the non-PG&E owned portions of the line prior to customer providing positive confirmation that the lines were safe to restore, for customer-owner primary lines⁴⁷</p> <p>One PG&E customer (powerhouse facility) also required a delayed re-energization, pending completion of inspections required in the facility.</p>
MC ARTHUR 1101	Unable to energize the non-PG&E owned portions of the line prior to customer providing positive confirmation that the lines were safe to restore, for customer-owner primary lines
STILLWATER 1102	Unable to complete air patrol due to visibility resulting in switching to ground patrol

⁴⁷ For customer owner primary Facilities fed by PG&E assets, it is PG&E’s process to receive positive confirmation that the lines downstream of any PG&E asset are safe to re-energize prior to restoring power to the customer’s line.

Section 9 – Community Resource Centers

Section 9.1 - The address of each location during a de-energization event, the location (in a building, a trailer, etc.), the assistance available at each location, the days and hours that it was open, and number of attendance (*Resolution ESRB-8, page 5*)

Response:

During this event, PG&E established 34 Community Resource Centers (CRCs) in 15 counties.

PG&E opens CRCs during a PSPS event to provide affected customers and residents a safe space to access electricity. CRCs are open from 08:00 to 22:00 PDT from the time the power is shut off until customers are restored. Visitors were provided with PSPS event information by dedicated staff, ADA-compliant restrooms and hand-washing stations, physically distanced tables and chairs, power strips to meet basic charging needs for small medical devices and other electronics, snacks, bottled water, and Wi-Fi and cellular service access. For visitors who did not wish to remain on site, “grab and go” bags with a PSPS info card, water, non-perishable snacks, a mobile battery charger, and a blanket were available. Bagged ice was also available at indoor locations.

To communicate CRC availability, 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 California Foundation of Independent Living Centers (CFILC) and our media partners.

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 agree on CRC locations based on the anticipated areas of de-energization. This included phone calls and emails on August 15th through August 17th to the potentially impacted jurisdictions identified at that time, to share lists of CRC locations and confirm that the jurisdiction desired CRCs mobilization. All but one activated CRCs were in locations PG&E, counties, and tribes had collaboratively pre-identified before this wildfire season as desirable CRC locations. These locations have existing contracts in place to activate quickly. The one site that was not pre-identified was in Tehama County. Though there were seven pre-identified potential CRC sites in that county, the new site used during this activation was requested by the county and closer to the impacted areas.

As all customers in a county or impacted area were restored, PG&E coordinated with the local government to gain their agreement to close sites within their jurisdictions.

Nevada, Trinity, Humboldt, Lassen, and Alameda Counties declined to have CRCs set up in their counties. Nevada, Trinity, Lassen, and Alameda declined due to the relatively small scope of impact. Humboldt declined after the county was descope from the PSPS event.

Location, Type and Timeline of CRCs

PG&E provided 34 CRCs total across Butte, Colusa, Contra Costa, Glenn, Lake, Mendocino, Napa, Plumas, Shasta, Sierra, Solano, Sonoma, Tehama, Yolo, and Yuba counties over the course of three days throughout the impacted areas in the territory, as shown in Figure 28, 19 were indoor (hardened) sites, and 15 were outdoor micro or mobile sites (open air tents). All CRCs were in places known to the public. For example, the outdoor CRCs were located in open spaces such as parking lots at schools, churches, a senior center, shopping center, a post office and a park. (See images of locations in Figure 26 and Figure 27).

Figure 26: PG&E Indoor CRC at Presbyterian Church of the Roses in Sonoma County



Figure 27: PG&E Outdoor CRC at Highlands Christian Fellowship in Napa County



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

Customer Visitation

Overall, approximately 3,375 people visited PG&E's 34 CRC sites over the course of this PSPS event. Some customers may return to the CRC across multiple days. See Appendix G for further details on the CRCs mobilized during the PSPS event, including specific locations, dates and times available, and total attendance for each location.

COVID-19 Considerations

PG&E adapted its approach to CRCs to reflect appropriate COVID-19 health considerations and federal, state, and county guidelines, including requiring facial coverings and physical distancing at all sites. At both indoor and outdoor CRCs, supplies were handed out so customers could "grab and go" if they wished to minimize time at the CRC. On site staff perform enhanced sanitizing procedures and residents are asked not to visit CRCs if they are experiencing any symptoms of illness.

Section 9.2 - Any Deviations and explanations from the CRC requirement including operation hours, ADA accessibility and equipment. (SED additional information request as part of draft PSPS Post Event De-energization template.)

Response:

During this event, two CRCs were closed unexpectedly in Lake County when evacuation orders were issued for Clearlake and Clearlake Oaks due to the Cache Fire. The Clearlake Senior Center CRC and Live Oaks Senior Center were evacuated at approximately 15:00 on August 18th. After the threat subsided, the Clearlake Senior Center CRC was reopened on August 19th to continue supporting residents in the area.

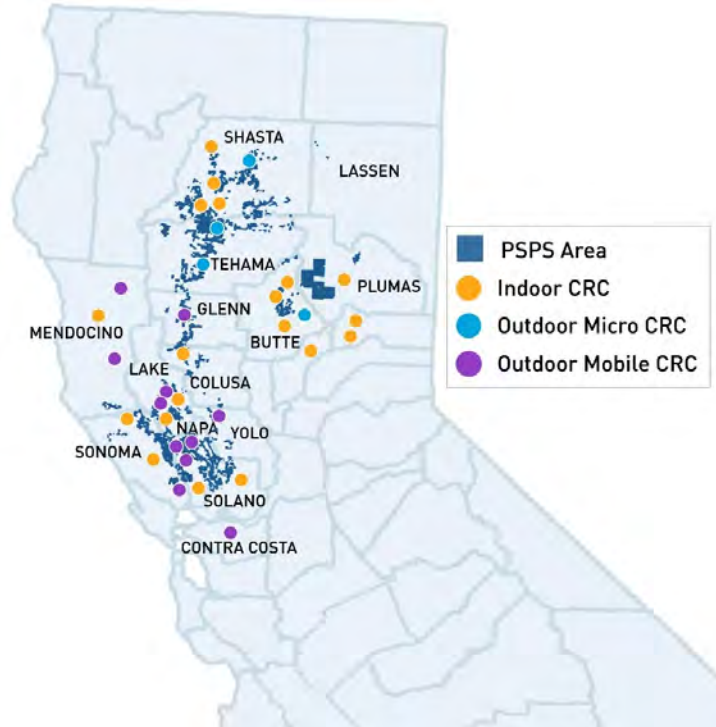
Additionally, there were two outdoor CRC locations on gravel lots. One of these was in Kelseyville on tribal land. Tribal nations are, for the most part, largely exempt from the ADA. The other was in Ukiah. Due to an error in communication, the site was set up across from where it should have been in a gravel lot rather than the correct paved lot. Though both locations had ADA compliant restrooms and handwashing stations, they were not technically ADA compliant because they were on gravel lots. Going forward, the issue with the Ukiah site will be remediated.

Section 9.3 - A map identifying the location of each CRC and the de-energized areas (SED additional information request as part of draft PSPS Post Event De-energization template.)

Response:

PG&E provided 34 CRCs total in Butte, Colusa, Contra Costa, Glenn, Lake, Mendocino, Napa, Plumas, Shasta, Sierra, Solano, Sonoma, Tehama, Yolo and Yuba counties over the course of three days throughout the impacted areas in the territory, as shown in Figure 28.

Figure 28: Location of Community Resource Centers Available During August 17 – August 19, 2021 PPS Event



Section 10 – Mitigations to Reduce Impact

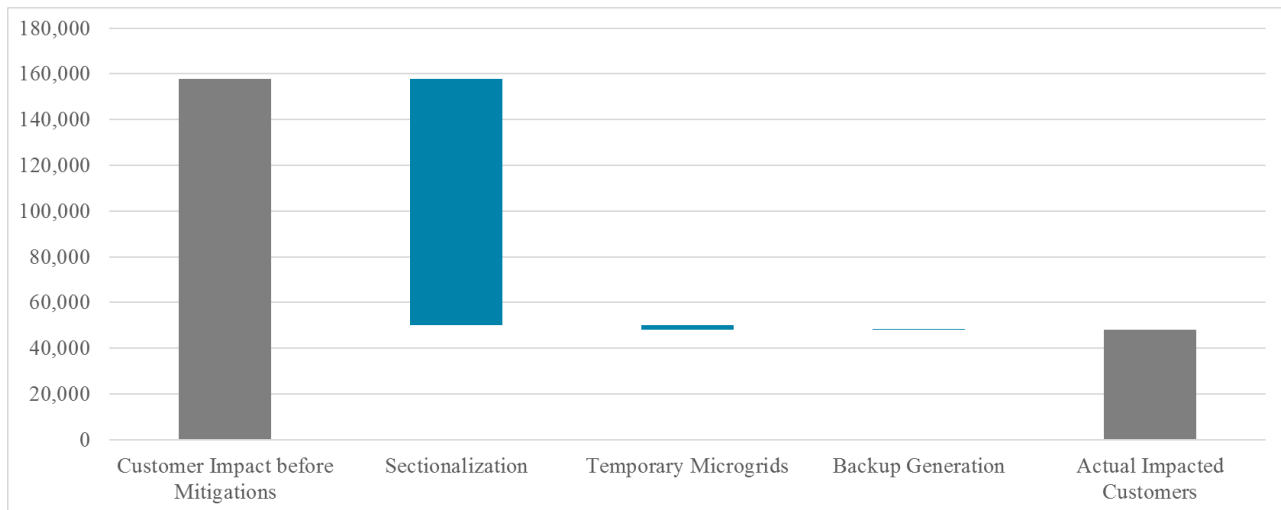
Section 10.1 - Mitigation actions and impacts (both waterfall graph and map) including: sectionalization devices, temporary generation, microgrids, permanent backup generation, transmission switching, covered conductor, and any other grid hardening that mitigated the impact of the event (D.21-06-014, page 285, SED additional information request as part of draft PSPS Post Event De-energization template.)

Response:

Mitigations to Reduce Impact

PG&E employed multiple measures to avoid de-energizing approximately 110,000 customers. Figure 29 depicts the impact each mitigation measure had on the total number of customers.

Figure 29: Reduction in Number of Impacted Customers Driven by Mitigation Efforts



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. Transmission line segmentation was not 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, distribution switching was not used for mitigation.

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. PG&E used sectionalization devices on 84 circuits which reduced the customer impact by approximately 108,000 customers for this event. Of these devices, newly installed “greenfield” devices kept approximately 1,900 customers out of de-energization scope.

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 no transmission islanding was used.

Hardening:

In some areas, PG&E has upgraded poles, framing, and equipment to increase resiliency and reliability, allowing additional customers to remain energized. During this event, no hardened infrastructure was used to mitigate customer de-energization.

Substation Temporary Generation

PG&E has prepared nine locations ready to interconnect and use temporary generation⁴⁸ to energize certain substations whose transmission sources must be shut off for safety, but which could otherwise safely deliver power to customers. PG&E’s temporary generation capability was not required in this event.

Temporary Microgrids:

PG&E safely provided power to portions of four de-energized communities where we pre-installed equipment to safely island and energize temporary microgrids. 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. Table 18 lists the temporary microgrids operated during this PSPS event.

Table 18: Temporary Microgrids

Temporary Microgrid	Generation Deployed	Customers Energized
Shingletown (Shasta County)	1.5 MW	83
Magalia (Butte County)	1.5 MW	34
Calistoga (Napa County)	5.13 MW	1,556
Angwin (Napa County)	0.5 MW	48

⁴⁸ Ready in this context is defined as operational within 48 hours.

Figure 30: Angwin Temporary Microgrid



Figure 31: Shingletown Temporary Microgrid

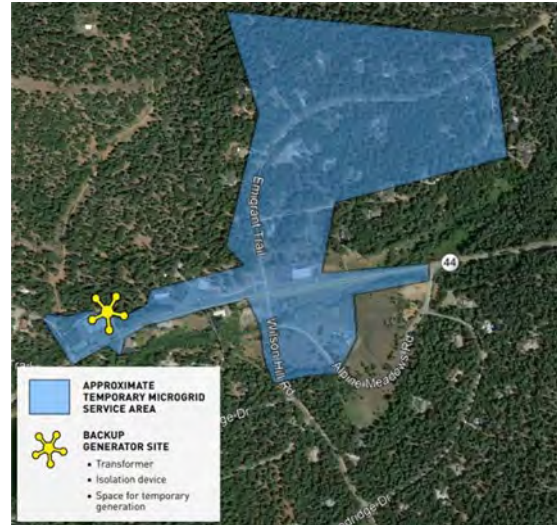


Figure 32: Magalia Temporary Microgrid

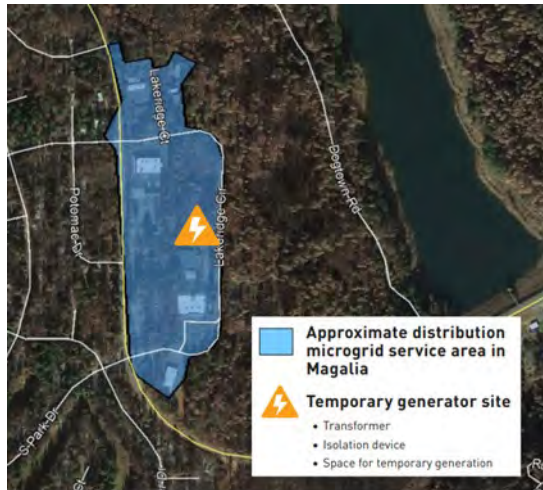
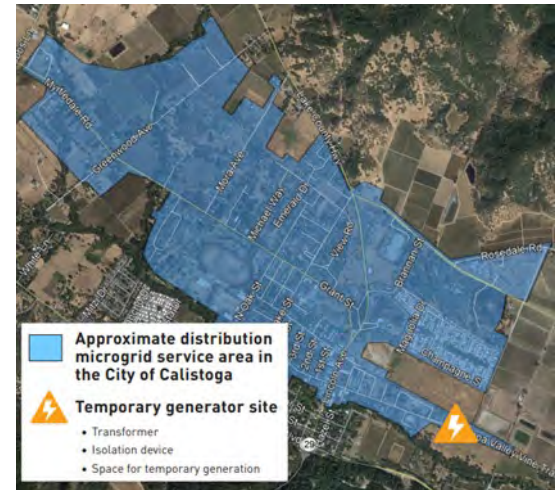


Figure 33: Shingletown Temporary Microgrid



While temporary microgrids do not often support large numbers of customers, the community resources served by the temporary microgrids 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.

Three additional microgrid sites are currently ready for immediate operation and others are in development

Backup Power Support:

PG&E used temporary generation to support one stand-alone customer. Table 13 lists the facilities that received backup power support during the August 17, 2021 PSPS event.

Section 11 – Lessons Learned from this Event

Section 11.1 - Threshold analysis and the results of the utility’s examination of whether its thresholds are adequate and correctly applied in the de-energized areas. (D.21-06-014, page 305-306.)

Response:

This section covers PG&E’s examination of its 2021 PSPS Guidance thresholds adequacy. The information regarding how PSPS Guidance thresholds were correctly applied in the de-energized areas can be found in Section 2 of this report.

To establish PSPS guidance PG&E performed numerous sensitivity studies in backcast mode for calibration and validation. In 2021 this involved running 63 different versions of the combined distribution PSPS guidance through hourly historical data to calibrate PSPS guidance. Through this “lookback” analysis PG&E can evaluate the potential size, scope, and frequency of PSPS events (customer impacts), the days PSPS events would have occurred as well as if historic fires caused by utility infrastructure would have been de-energized.

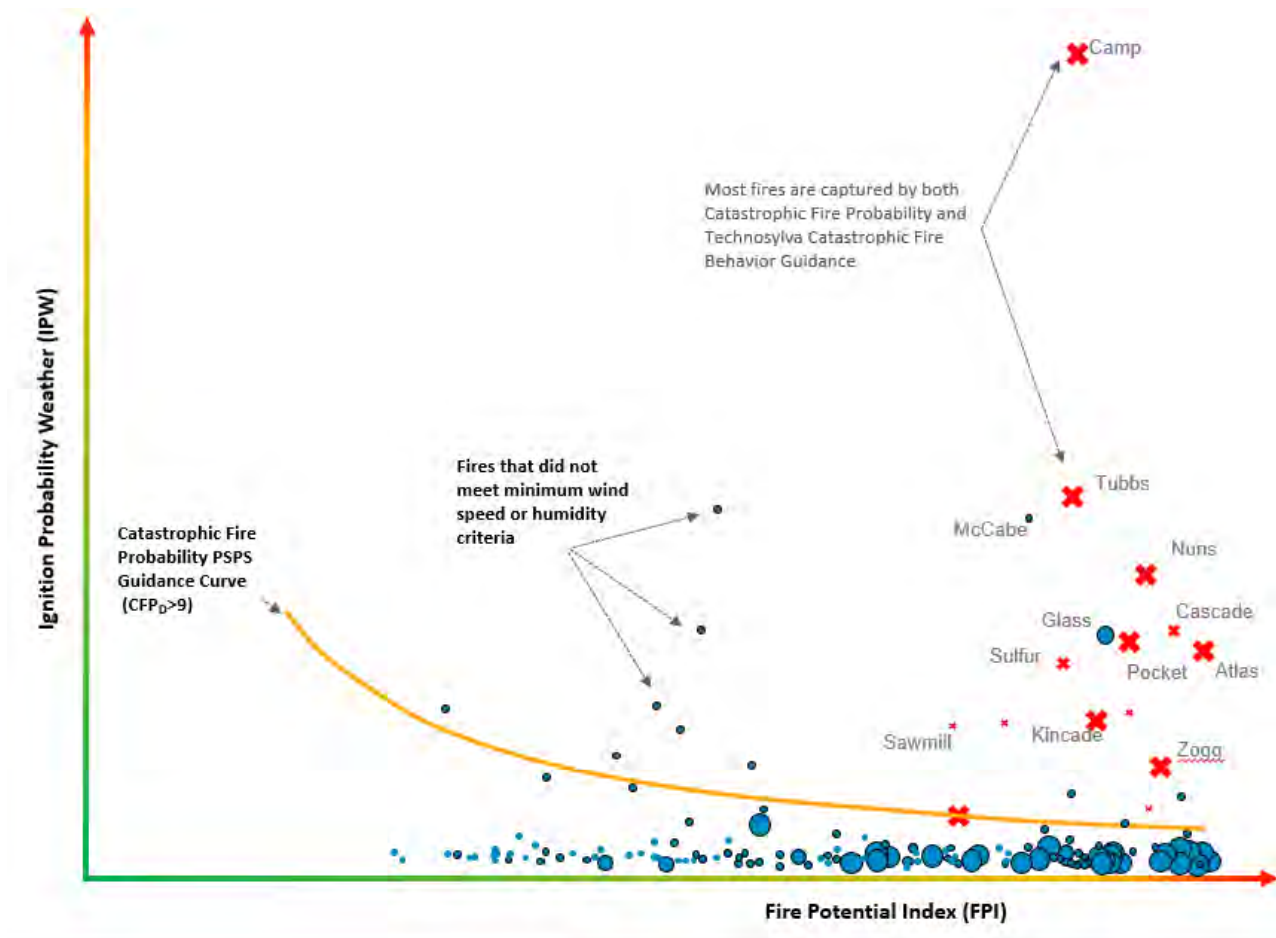
This analysis is a critical step to ensure the most catastrophic incidents of the past are being identified by PSPS guidance whilst considering the significant impacts to customers from PSPS across multiple dimensions (e.g., duration and frequency). Furthermore, this step helps ensure that future PSPS events will capture conditions similarly present during the most catastrophic fires of the past while also balancing impacts to customers. To execute the analysis, PG&E utilizes cloud computing resources to run PSPS model guidance for every hour at every grid cell across the historical dataset to determine the number of times and locations PSPS guidance is exceeded. Each location exceeding guidance is then grouped into events to determine the location and size of each PSPS event given the weather and fuels present at that time under the parameters of the study version. This allows PG&E to determine if synoptic-driven events (e.g., Diablo wind events) are being identified, and if historical fires attributable to PG&E equipment may have been mitigated.

Validation of PSPS Guidance to Capture Wind-Driven Fires

To evaluate if the PSPS guidance captures large, catastrophic wind-driven fires, PG&E built a verification dataset by extracting the PSPS guidance for all fires that have occurred in PG&E’s service territory. Based on the historical review of incidents, verification of event dates and the guidance sensitivity and calibration analysis, a CFP_D value of nine was chosen as the quantitative guidance value to consider for PSPS on the distribution system. The minimum fire potential conditions and CFP_D guidance that is determined from Technosylva was also evaluated in this fashion.

The CFP_D guidance value of nine is shown in Figure 34 respective to recent large fires since 2012. Any fires above the nine line that met the basic minimum fire potential conditions indicate PSPS would have been executed had these models and guidance been in use during these historic events. The historical results show that had this model been deployed and implemented since 2012, the new PSPS protocols would have prevented >21,000 structures from being destroyed and 102 fatalities from fires igniting during high wind conditions. The two fatalities and majority of structures from fires that would not have been captured through PSPS are from the 2015 Butte Fire that ignited during low winds speeds. There were no Federal warnings in effect at the time, including Red Flag Warnings.

Figure 34: CFP_D Guidance



PSPS Model Calibration and Verification

In addition to the sensitivity studies presented above, PG&E also performed extensive verification of the PSPS guidance using several internal and external datasets. The goal of these analyses was to first determine if certain weather events are being captured (e.g., Diablo and offshore wind events), and second to determine if lines that have been implicated in historic catastrophic fires would have been identified by the guidance. The following datasets were used in the analysis:

- National Center for Environmental Prediction (NCEP) North American Regional Reanalysis Archive (NARR) synoptic weather maps [external]
- Climatology of Diablo wind events [internal]
- Historical fire occurrence data compiled by federal agencies [external]
- Hourly high-resolution wind maps from the climatology data set [internal]
- Distribution and transmission outage history [internal]
- Red Flag Warnings from the NWS [external]
- High Risk of potential large fires due to wind from the GACC [external]
- The weather signal database [internal]

- Exploratory and dynamic dashboards created with internal and external data [internal]

The following paragraphs highlight how PG&E leverages external and internal data to verify its PSPS guidance.

NAAR Archive

PG&E has acquired NARR archive data dating back to 1995 and produced over 2 million maps that can be utilized to study past events. These maps are also useful to study the antecedent conditions leading up to the event such as the extent (or not) of precipitation events and heat waves. When the PSPS models are run through the climatology, each event identified is compared against the NARR archive by a meteorologist to determine the large-scale atmospheric features present for each event.

Climatology of Diablo Wind Events

PG&E also leverages the latest academic research on Diablo Wind events that use surface-based observations to create a climatology of Diablo wind events. PG&E adapted the criteria and processed it hour-by-hour through the 31-year weather climatology to determine the frequency, magnitude, and timing of Diablo winds. The output of this analysis was a 31-year calendar of Diablo wind events experienced in the PG&E territory. As it relates to PSPS directly, the strongest Diablo wind events were evaluated to verify if PSPS guidance also selects these days for potential PSPS. Using the days identified by PSPS guidance and the Diablo event list, a high-level comparison was completed to evaluate overlap of the events. Any events that did not meet PSPS guidance were evaluated further using additional data sources described in this section. For example, the NARR archive proved useful, as antecedent conditions such as rainfall before an event and the magnitude of the event could be evaluated.

PG&E's weather signal database

PG&E's Meteorology team built and continues to maintain a 'weather signal' database that flags each day starting January 1, 1995 to present that has experienced any weather-related outages on distribution and the main weather driver (e.g., heat, low-elevation snow, northeast wind, winter storm, etc.). If distribution outage activity is not driven by weather, the day is classified as a "Blue Sky"⁴⁹ day, meaning that weather was not a main driver of outage activity. This dataset combines weather and distribution outage activity that allows rapid filtering of events based on the main weather drivers. To validate PSPS guidance, PG&E used a combination of "Northeast"⁵⁰ wind days and "Blue-Sky" days.

The PSPS guidance was validated against all Northeast wind days in the database. This is similar, but complimentary to the Diablo event analysis as it also accounts for outage activity observed on those days. Events were also compared against Blue Sky days to ensure that PSPS would not be recommended for a high percentage of non-weather-impact days where little to no outage activity was observed.

Red Flag Warnings from the NWS

PG&E also validated PSPS guidance against Red Flag Warnings (RFWs) from the NWS. A Red Flag Warning means warm temperatures, very low humidity, and stronger winds are expected to combine to produce an increased risk of fire danger. These RFWs were collected for the past 6 years (2015 – 2020) in shapefile format and used to evaluate the timing and spatial extent of historical RFWs against PSPS

⁴⁹ The definition of a Blue Sky day is as follows: "Blue Sky Day is defined the same as a non-weather impact day (no or very limited impacts due to weather)".

⁵⁰ Our definition of a Northeast wind day is as follows: "Weather type used when strong offshore (northerly or northeast winds) result in elevated outage activity. This includes Diablo and Santa Ana wind events. An example are the classic offshore winds events where surface high pressure develops in the Upper Great Basin."

guidance. It should be noted that each NWS office in the PG&E territory has different RFW criteria, making direct and quantifiable comparison challenging. However, this dataset is used to evaluate if RFWs were issued when PSPS guidance is met or not. It should be noted that based on historical PSPS analysis that RFWs are expected to occur more frequently and cover a broader area than the area covered by PSPS.

High Risk of potential large fires due to wind from the GACC

PG&E also validated PSPS guidance against historical “High Risk” days from the Federal Geographic Area Coordination Centers (GACCs), also known as Predictive Services. The GACCs issue High Risk Day alerts when fuel and weather conditions are predicted that historically have resulted in a significantly higher than normal chance for a new large fire or for significant growth on existing fires. Examples of critical weather conditions are high winds, low humidity, an unstable atmosphere, and very hot weather. Similar to the RFW analysis, this dataset was used to evaluate if High Risk days were issued when PSPS guidance is high. It should be noted that based on historical PSPS analysis High Risk Days are expected to occur more frequently and cover a broader area than PSPS.

Hourly high-resolution wind maps from PG&E climatology data set

PG&E created hourly maps from high-resolution climatology and a web-based application to display any hour across 30 years. For each event that meets PSPS guidance in the climatology, these maps were evaluated by a meteorologist to better understand the nature of the event, wind speeds, antecedent conditions, and the spatial extent of strong winds. Importantly, forecast wind speeds are available in the same exact format allowing operational meteorologists to put forecast events in perspective with historical events using the same model.

Detailed Event Dashboards

Meteorologists and data scientists utilized the data sources described above to evaluate historical PSPS events hour by hour to verify the locations and times that are being flagged as meeting PSPS guidance.

These dashboards are very useful to determine if historical fire events would have been flagged by PSPS guidance. Meteorologists evaluated these data hourly to verify model performance of the IPW model and suitability for operations. The PSPS guidance can be evaluated spatially using the dashboard map integration, while the size and timing of the event can be evaluated using the timeseries integration.

Section 11.2 - Any lessons learned that will lead to future improvement for the utility (SED additional information request as part of draft PSPS Post Event De-energization template.)

Response:

PG&E collects lessons learned input from staff during and after every PSPS event. The company regularly polls team members to identify best practices and biggest opportunities for improvement. The insights described in Table 19 below have been contributed by individual EOC members and cover the August 17 – August 19, 2021 PSPS event.

Table 19: Lessons Learned from PSPS Event

Lessons Learned from PSPS Event		
Issue	Discussion	Resolution
<p>There was confusion on the nomenclature used for All Clear Zones.</p>	<p>In 2021, PG&E adopted a method of calling Weather “All-Clears” based on reviewing and calling on clears from pre-defined Fire Index Areas. This is known as the All-Clear Zone methodology. Due to the large geographic span of some Fire Index Areas (FIA), PG&E further divided FIAs into pre-defined boundaries, or All Clear Zones, to allow for varying geographic weather conditions within a FIA. These All-Clear Zones align with known meteorological phenomena, such as mountain tops and wind gaps which may experience longer periods of extreme weather. This allows for further granularity in calling weather “all clears”, thereby helping areas less prone to wind gusts or adverse conditions to be cleared and then restored more quickly.</p> <p>While these process and changes were trained on earlier, there was still confusion on the nomenclature used for these All-Clear Zones and in some cases the field personnel misunderstood the suffixes to mean segments of the circuit, thereby causing some uncertainty in the restoration process.</p>	<p>PG&E recognized the need for additional training for field personnel on this process change for calling “All-Clears” to make them more familiar with the process. After the PSPS Event, PG&E practiced this process during the second full scale exercise of 2021 and going forward PG&E plans to undertake more training for field personnel in the short term.</p>
<p>PG&E faced issues when creating Restoration Playbooks after each All Clear Declaration meeting.</p>	<p>During the PSPS event, the technical teams faced issues transferring data from between systems to build out the restoration playbook. A temporary tech down procedure had to be followed to manually enter All Clear information into the Restoration Playbook. This resulted in delay in creating the Restoration Playbooks.</p>	<p>PG&E has recognized that contingency plans need to be implemented to build out a tech down solution for future PSPS events. PG&E plans to rectify the issues associated with the automation process in Foundry, reduce the cycle time for creating the Restoration Playbooks after each All Clear is declared, and further reduce the risk of errors</p>

		<p>and delays in cascading the Restoration Playbook to Field Operations teams. PG&E tested these processes during the second PPS full scale exercise has updated the automated and tech down tools so that they can both be utilized during a PPS event.</p>
<p>PG&E faced issues producing the event scope and subsequent files in a timely manner</p>	<p>Due to further systems integration and the addition of new scoping requirements e.g. tags, PG&E faced issues building the PPS event scope in a timely manner and noticed that processing and production time for relatively quick items had increased from 2020 to 2021.</p>	<p>PG&E has identified performance issues arising from leaving multiple datasets in our 'live production environment' and since removed non-critical datasets from the production environment so that all the computing power can be focused on the items that necessitate immediate processing needs.</p> <p>PG&E has tested these processes during the second full scale exercise of 2021 and performed an analysis on the processing time for each of the sub-process steps so that we can further identify areas for improvement.</p>

Section 12 – Other Relevant Information

**Section 12.1 - This section includes any other relevant information determined by the utility.
Response:**

Maximum Wind Gusts

Table 20 and Figure 35 show the maximum wind gust speeds recorded by weather stations in each county within PSPS scope.

Table 20: Maximum Wind Gusts Recorded August 17, 2021 in Impacted Counties

County	Maximum Wind Gust (mph)	Station ID	Station Name
Butte	56	JBGC1	JARBO GAP
Tehama	55	TCKC1	THOMES CREEK
Sonoma	54	PG132	MT ST HELENA WEST
Yolo	53	PG490	BALD MOUNTAIN TOWER
Shasta	48	PG313	WILSON HILL ROAD - SHASTA
Lake	46	WISC1	COUNTY LINE
Mendocino	44	PG990	CAHTO PEAK
Napa	43	PG358	KNOXVILLE
Glenn	42	PG662	CHROME
Solano	39	PG880	BLUE RIDGE ROAD SOUTH
Colusa	37	PG557	SILLS ROAD
Lassen	35	HDVC1	HIDDEN VALLEY
Plumas	34	PIEC1	PIERCE

Figure 35: Maximum Wind Gusts Recorded August 17, 2021 in Impacted Counties



Section 13 – Recommended updates to the PSPS guidelines

Response:

PG&E recommends modifying or removing the guideline to notify customers at the time when de-energization is initiated. PG&E provides de-energization timeframes in our earlier communications (i.e., advanced notification, watch notification, and warning notification) as described in Section 5.1. Notification scripts for PG&E’s advanced notification, watch notification, and warning notification can be found in Appendix D. Providing a notification at de-energization does not provide any new information to our customers who have just experienced their power going out, further adds to message fatigue unnecessarily and ultimately is not value-add for our customers.

APPENDIX

PACIFIC GAS AND ELECTRIC COMPANY
APPENDIX A
SECTION 2 – DECISION MAKING PROCESS

Circuit Name	cfpd	flame_length_ft_2hr	rate_of_spread_chhr_2hr	area_acres_8hr	ws_mph	wg_ec_mph	ws_mph_50m	temp_2m_f	rh_2m	vpd2m_mb	dfm_10hr	dfm_100hr	dfm_1000hr	lfm_herb	lfm_chamise_new	lfm_woody	prob_large	prob_cat	prob_large_or_cat	sum_tree_ovr	prob_ignition	RFW	GACC_HighRisk	open_psp_tags	transmission_impacts_yes_no
RED BLUFF 1105	17.66	7.97	63.53	4255.8	23.11	47.29	33.57	97.97	8.05	55.78	0.033	0.052	0.05	32.34	68.29	80.47	0.43	0.82	0.92	1126.1	0.00316	YES	YES	YES	NO
REDBUD 1101	17.71	15.81	72.63	7447.4	27.33	57.47	42.23	90.91	7.36	45.81	0.035	0.053	0.05	30.65	68.32	57.86	0.38	0.91	0.98	2121.2	0.00221	YES	YES	YES	NO
REDBUD 1102	11.21	13.25	65.62	6418.5	21.88	45.31	36.74	89.78	7.64	44.27	0.038	0.061	0.055	34.06	66.79	61.5	0.36	0.9	0.98	2285.8	0.00149	YES	YES	YES	NO
RINCON 1101	9.4	4.06	18.14	160.9	18.45	42.89	30.01	90.65	12.38	42.81	0.048	0.076	0.07	41.53	69.13	59.54	0.4	0.86	0.97	25519.6	0.0014	YES	YES	YES	NO
RINCON 1103	9.4	7.27	25.7	711.5	19.94	42.89	31.45	89.62	11.1	42.03	0.046	0.07	0.064	42.68	68.06	58.9	0.41	0.85	0.95	99846.7	0.00142	YES	YES	YES	NO
SILVERADO 2102	24.26	42.35	47.07	1557.4	25.02	53.82	36.39	94.81	7.99	51.58	0.045	0.073	0.071	33.03	62.79	57.59	0.42	0.92	0.98	6713.5	0.00318	YES	YES	YES	NO
SILVERADO 2103	3.18	16.45	41.66	846.3	21.13	35.58	29.98	87.12	11.7	38.92	0.047	0.065	0.059	41.58	66.36	61.06	0.34	0.8	0.94	3255.9	0.00057	YES	YES	YES	NO
SILVERADO 2104	34.97	76.43	65.91	2703.6	23.74	55.8	36.54	95.39	7.43	52.82	0.039	0.058	0.057	32.12	63	57.3	0.43	0.92	0.99	100456.3	0.00535	YES	YES	YES	NO
SONOMA 1103	17.08	8.69	32.06	883.1	24.78	51.58	35.99	90.13	11.3	41.8	0.051	0.077	0.07	39.82	68.02	62.94	0.4	0.88	0.97	9832.1	0.00221	YES	YES	YES	NO
SONOMA 1104	4.66	6.69	31.81	1828.6	20.01	41.35	29.58	91.74	10.81	43.43	0.049	0.062	0.054	39.37	66.63	64.15	0.41	0.78	0.93	10511.2	0.00097	YES	YES	YES	NO
STILLWATER 1101	22.18	12.28	36.34	1744.1	21.52	50.18	31.79	82.56	12.57	33.66	0.034	0.056	0.051	37.87	66.26	72.16	0.39	0.74	0.91	36401.9	0.00323	YES	YES	YES	NO
STILLWATER 1102	19.77	9.85	44.39	3239.1	21.02	44.89	29.88	84.66	11.66	36.18	0.033	0.054	0.05	36.16	67.61	66.01	0.39	0.78	0.92	26610.9	0.00317	YES	YES	YES	NO
TYLER 1105	17.15	8.13	94.89	12744.5	27.71	52.2	34.39	96.96	9.61	54.03	0.033	0.052	0.051	30.13	68.71	68.31	0.44	0.8	0.91	2404.3	0.00265	YES	YES	YES	NO
VACA DIXON 1105	11.79	6	43.55	4530.5	23.44	45.02	28.43	96.85	8.54	54.56	0.04	0.059	0.053	30.1	68.23	58.99	0.38	0.8	0.94	4563.2	0.00231	YES	YES	YES	NO
VACAVILLE 1104	10.31	5.07	28.24	503.9	22.6	46.91	34.57	94.72	10.43	49.99	0.044	0.064	0.057	33.32	64.26	60.37	0.37	0.85	0.95	7433.8	0.0013	YES	YES	YES	NO
VACAVILLE 1108	9.6	6	34.75	1566.8	23.51	48.71	36.48	96.33	8.26	53.64	0.039	0.056	0.05	31.13	65.41	58	0.4	0.87	0.96	7433.8	0.00137	YES	YES	YES	NO
VOLTA 1101	26.35	57.54	50.06	5525.9	24.6	55.6	37.92	84.9	11.25	35.38	0.036	0.055	0.048	30.88	65.27	59.88	0.52	0.78	0.94	96081.9	0.00424	YES	YES	YES	NO
VOLTA 1102	48.6	38.17	122.53	1923.7	23.65	55.54	39.12	80.88	12.47	31.57	0.038	0.057	0.049	35.13	64.71	65.59	0.46	0.74	0.9	156058.2	0.01268	YES	YES	YES	NO
WHITMORE 1101	53.96	82.98	51.1	1896.2	26.47	61.73	43.26	79.98	13.32	30.12	0.036	0.056	0.049	43.98	66.9	82.33	0.46	0.63	0.86	125249.6	0.00912	YES	YES	YES	NO
WILDWOOD 1101	2.54	9.9	35.49	2383.5	14.34	33.27	20.53	90.38	12.11	42.89	0.035	0.053	0.049	30.33	68.56	63.11	0.38	0.91	0.97	942.1	0.00028	YES	YES	YES	NO

Table A-1.2: Description, Units, and Value provided for Factors Considered in the Decision to Shut Off Power for Each Distribution Circuit De-energized During the August 17-21, 2021 PSPS Event

Value	Unit	Value provided	Description
cfpd	Scaled Probability	max	The product of probability of catastrophic fire (Prob_Cat) and IPW - probability of ignition (prob_ignition). This product is called the (CFP _d) Catastrophic Fire Probability distribution model. Scaled by 10 ³ to convert to an integer value.
flame_length_ft_2hr	ft	max	Flame length in feet on fire front for first 2 hours of fire spread simulation from Technoslyva.
rate_of_spread_chhr_2hr	Ch/hr.	max	Rate of fire spread in chains per hour for first 2 hours of fire spread simulation from Technoslyva.
area_acres_8hr	acres	max	Acres burned in the 8-hour fire spread simulation from Technoslyva.
ws_mph	mph	max	Sustained windspeed in miles per hour at 10 meters above ground level.
wg_ec_mph	mph	max	Wind gust in miles per hour at 10 meters above ground level.
ws_mph_50m	mph	max	Sustained windspeed in miles per hour at 50 meters above ground level.
temp_2m_f	F	max	Temperature in Fahrenheit at 2 meters above ground level.
rh_2m	%	min	Relative Humidity in percent at 2 meters above ground level.
vpd2m_mb	mb	max	Vapor pressure deficit at 2 meters above ground level in millibars.
dfm_10hr	fuel moisture fraction	min	Dead Fuel Moisture in 10-hour fuel moisture class. Can be scaled to percentage by multiplying by 100.
dfm_100hr	fuel moisture fraction	min	Dead Fuel Moisture in 100-hour moisture class. Can be scaled to percentage by multiplying by 100.
dfm_1000hr	fuel moisture fraction	min	Dead Fuel Moisture in 1000-hour moisture class. Can be scaled to percentage by multiplying by 100.
lfm_herb	%	min	Live Fuel Moisture Percentage of herbaceous plant species. (% of species that is comprised of water)
lfm_chamise_new	%	min	Live Fuel Moisture Percentage of Chamise (shrub) plant species. (% of species that is comprised of water)
lfm_woody	%	min	Live Fuel Moisture Percentage of woody plant species. (% of species that is comprised of water)
prob_large	Probability	max	Fire Potential Index (FPI) Model Output - Probability of a large fire if an ignition were to occur.
prob_cat	Probability	max	Fire Potential Index (FPI) Model Output - Probability of a catastrophic fire if an ignition were to occur. FPI component of the CFP _D model.
prob_large_or_cat	Probability	max	Fire Potential Index (FPI) Model Output - Probability of a large or catastrophic fire if an ignition were to occur. Utilized in the minimum fire potential conditions.
sum_tree_ovr	ft	max	Sum of tree overstrike in a 2 x 2 km grid cell area in ft.
prob_ignition	Probability	max	2021 Ignition Probability Weather (IPW) Model Output - Probability of Ignition based on the probability of outages by cause. Ignition component of the CFP _D model.
RFW	N/A	Yes/No during event	Red Flag Warning from the Federal National Weather Service.
GACC_HighRisk	N/A	Yes/No during event	High Risk issued by the Federal North or South Operations Predictive Services.
open_psp_tags	N/A	Yes/No During Event	PSPS-Qualified Tags include P1 (tree represents an immediate risk) and P2 (tree is damaged or diseased and could fall into nearby power lines) tree tags and Electric Corrective tags (Priority A - emergency, B - urgent, E - risk-based, and H - hardening projects)
transmission_impacts_yes_no	N/A	Yes/No During Event	Distribution lines that would have been de-energized due to de-energization of upstream transmission lines, regardless of whether those distribution lines would have also been de-energized due to direct distribution PSPS.

Table A-2.1: Factors Considered in the Decision to Shut Off Power for Each Transmission Circuit De-energized During the August 17-21, 2021 PSPS Event

* Please see Table A-2.2 for the description of each column header, as well as the unit and value provided.

** Note: PSPS decision making on Transmission does not occur at a per-circuit level, and instead occurs at the granularity of each transmission structure. These outputs are used in a GIS system and dashboard to visualize the areas of concern by area, which meteorologists and Transmission Asset Health Specialists review to scope the event. This includes a review of lines that have little to no impact to customers and electric grid reliability. The data provided here is representative of our high-resolution weather model data, which is driven by the Weather Research and Forecasting model. It is not inclusive of other model information reviewed by meteorologists that include external, public global and high-resolution weather models. This temporal and areal review of the risk, the operational timeline required to create the scope as well as any areas that were added based on subject matter expertise of meteorologists may lead to some circuits being de-energized that do not strictly exceed PSPS guidance.

Transmission Line Name	Segment	High Fire Risk Area (Y/N)	High Risk Vegetation Present on Circuit (Y/N)	Dead Fuel Moisture 1,000-hr. (%)	Dead Fuel Moisture 100-hr. (%)	Dead Fuel Moisture 10-hr. (%)	FPI	Prob. of Large Fire	Prob. Of Failure	Relative Humidity (%)	Wind Gust (mph)
LOWER LAKE-HOMESTAKE	N/A	YES	NO	5.5	5.9	4.5	0.3684	0.005136	0.013958	18	50
ROCK CREEK-POE	N/A	YES	NO	5.5	6.3	5.5	0.2941	0.000075	0.000258	26	35.3
FULTON-CALISTOGA	CALISTOGA JCT SW 17 --> MIDDLETOWN SW 49	YES	YES	6.4	6.6	5.2	0.3183	0.04759	0.162402	17	43.3
FULTON-CALISTOGA	CALISTOGA JCT SW 19 --> FULTON --> DUNBAR SW 69(NO) (via Lakeville #1)	YES	YES	9.9	10.1	7.4	0.283	0.009508	0.035765	15	41.5

Table A-2.2: Description, Units, and Value provided for Factors Considered in the Decision to Shut Off Power for Each Transmission Circuit De-energized During the August 17-21, 2021 PSPS Event

Value	Unit	Value provided	Description
High Fire Risk Area (Y/N)	N/A	Yes/No During Event	Labeled 'Yes' when Circuit goes through High Fire Risk Area.
High Risk Vegetation Present on Circuit (Y/N)	N/A	Yes/No During Event	High risk vegetation present on the circuit
Dead Fuel Moisture 1,000-hr.	%	Min	Dead Fuel Moisture in 1000-hour moisture class.
Dead Fuel Moisture 100-hr.	%	Min	Dead Fuel Moisture in 100-hour moisture class.
Dead Fuel Moisture 10-hr.	%	Min	Dead Fuel Moisture in 10-hour fuel moisture class.
FPI	Probability	Max	Fire Potential Index (FPI) Model Output - Probability of a catastrophic fire if an ignition were to occur. FPI component of the CFP _D model.
Prob. of Large Fire	Probability	Max	Fire Potential Index (FPI) Model Output - Probability of a large fire if an ignition were to occur.
Prob. Of Failure	Probability	Max	The probability of failure of an individual asset at the forecasted windspeed based on the Operability Assessment fragility curve for that asset.
Relative Humidity	%	Min	Relative Humidity at 2 meters above ground level
Wind Gust (mph)	mph	Max	Wind gust in at 10 meters above ground level

DETERMINING WHEN TO TURN OFF POWER FOR SAFETY

DECISION-MAKING FOR PUBLIC
SAFETY POWER SHUTOFFS



CONTENTS

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OVERVIEW



Pacific Gas and Electric Company's (PG&E) most important responsibility is the safety of our customers and communities. California continues to experience extreme weather and drought, leading to increased wildfire risk and longer wildfire seasons. High winds can cause trees and debris to contact energized lines, damage electric equipment and cause a wildfire. As a result, we may need to turn off power during severe weather to help prevent wildfires. This is called a Public Safety Power Shutoff (PSPS).

We will not take any chances with customer safety, which is why PSPS continues to be a necessary tool as a last resort. We understand losing power disrupts lives. That is why we are listening to our customers and providing more information and better resources to help customers and communities before, during and after PSPS events.

In this document, we'll explore how PG&E evaluates weather and environmental risks that may lead to power shutoff, when we determine a shutoff is necessary for public safety and how we've improved to better support our customers and protect our communities.

Improving the Electric Grid

PSPS events are just one of the steps we are taking to prevent wildfires. We are also working year-round and nonstop to make our system safer and more resilient. These improvements include:



Hardening the electric system with strong poles, covered power lines, targeted undergrounding and remote grids to reduce the need for PSPS events across PG&E's electric system.



Enhancing our vegetation management efforts beyond state standards to manage trees/brush that could cause a wildfire or power outage.



Testing and using new technology to pinpoint how to best prevent and respond to the risk of wildfires.

Why are Public Safety Power Shutoffs Necessary?


Public Safety Power Shutoffs are a last resort measure that PG&E and other utilities take to prevent wildfires during times of high winds, low humidity and dry conditions that could lead to a catastrophic wildfire*.

Nearly one-third of PG&E's power lines run through high fire-threat districts (HFTDs), including:

 **25.5K**
OVERHEAD
DISTRIBUTION MILES

 **5.5K**
OVERHEAD
TRANSMISSION MILES

 **~500K**
PG&E CUSTOMERS
LIVE IN HFTDS

 **90%**
PG&E CUSTOMERS DO NOT LIVE
IN HFTDS AND ARE NOT LIKELY
TO EXPERIENCE PSPS EVENTS



PSPS EVENTS ARE MORE LIKELY BETWEEN
SEPTEMBER AND NOVEMBER WHEN THE
WEATHER IS DRY AND WINDY

**A fire that destroys 100 or more structures and results in a serious injury and/or fatality.*

TOOLS AND TECHNOLOGY TO SUPPORT PSPS DECISION-MAKING



High-Resolution Weather Forecasting

Since 2014, we have partnered with leading weather prediction experts to develop historical datasets and advanced forecast models that can help to predict wildfire behavior.

Using high-resolution weather and fuel moisture forecasting models, we are able to generate five-day lookahead fire potential forecasts that include wind speed, temperature, humidity and fuel moisture.

How do we analyze wildfire risk?

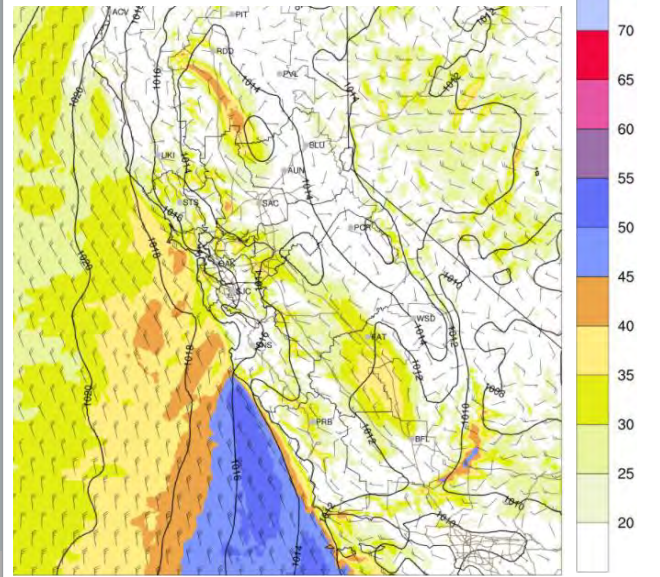
Using historical weather data we can help answer questions such as:

- ① What weather and fuel moisture values are best to predict when large fires will occur or not occur?
- ① Are there fuel moisture values above which large fires do not occur?
- ① Where do Diablo and Santa Ana winds most frequently develop?
- ① Have Diablo wind events increased over the past 30 years?
- ① At what wind speeds do we see an increase in outage activity?

It starts with the weather. State-of-the-art weather forecasting:

- **Determines the historical potential for ignitions** from each analyzed weather event (IPW)
- **Assists with fire model development** and calibration (Fire Potential Index - FPI)
- **Data inputs** improve fire spread modeling (*Technosylva*)
- **Provides guidance** for operation decision-making (PSPS models)

Example 2 x 2 km wind speed output (gusts - MPH)



Fire Spread Analysis Technology

PG&E has undertaken the development of tools and models to better understand the impact of potential ignitions on surrounding areas and communities. PG&E has partnered with *Technosylva*, an external expert in the wildfire modeling field to test and deploy cloud-based wildfire spread model capabilities to better understand where we might need to turn off power.

Each day, PG&E delivers our wildfire conditions datasets to *Technosylva*, who then **perform over 100 million fire spread simulations every three hours out ~5 days**. These simulations provide fire spread scenarios that help to identify circuits that may be at risk during severe weather.

Machine Learning Models

Through partnerships with external experts, we developed our 2021 machine learning models to give us a better understanding of historical weather events and to improve our weather forecasting.

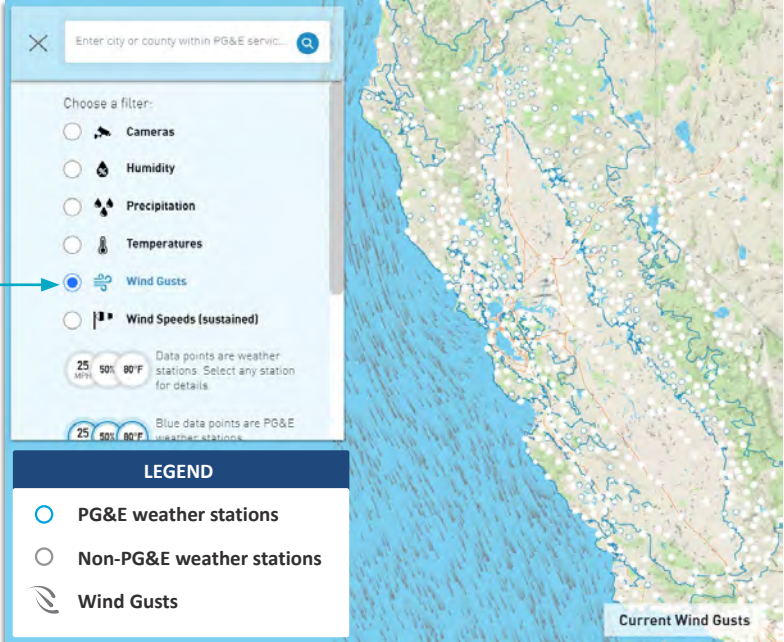
These models use:

- **Precise location data points across our service territory** to conduct hourly weather analyses using high-resolution, historical data
- **Over 100 trillion overall data points** and 20 trillion in PG&E's service area
- **Hourly weather data** such as temperature, relative humidity, wind speed, precipitation, pressure and dead and live fuel moisture
- **Data storage and processing** via the PG&E-Amazon Web Services Cloud




Weather Awareness

PG&E provides current weather conditions, an interactive weather map, forecasts and tools to prepare through our weather page.

- Learn about the role weather plays in a PSPS
- Find our 7-day PSPS potential forecast
- Review criteria to determine a PSPS
- Explore PG&E’s weather map to find:
 - HD camera locations and images
 - Weather station locations and outputs
 - Humidity and precipitation levels
 - Temperature
 - Wind gusts and speeds



Explore all that PG&E’s meteorology department has to offer at: pge.com/weather

Who Makes Up the Team?	What Do We Do?	Who Do We Work With?
		
<ul style="list-style-type: none"> • Leadership from PG&E’s Meteorology and Fire Science, Meteorology Operations and Systems and Analytics • Over 15 team members with backgrounds in meteorology, data science, fire weather analysis, high-resolution weather modeling, cloud-computing and more 	<ul style="list-style-type: none"> • Analyze historic weather patterns to inform future decisions • Create high-resolution weather models used by industry leaders • Utilize one of the world’s largest utility-owned weather station and high-definition camera networks to monitor and forecast wildfire risks • Inform PSPS decision-making 	<ul style="list-style-type: none"> • Our team regularly collaborates with San Jose State’s Fire Weather Research Lab, the University of Madison Wisconsin Space Science and Engineering Center, Technosylva, the National Weather Service, the U.S. Forest Service, Atmospheric Data Solutions, as well as others

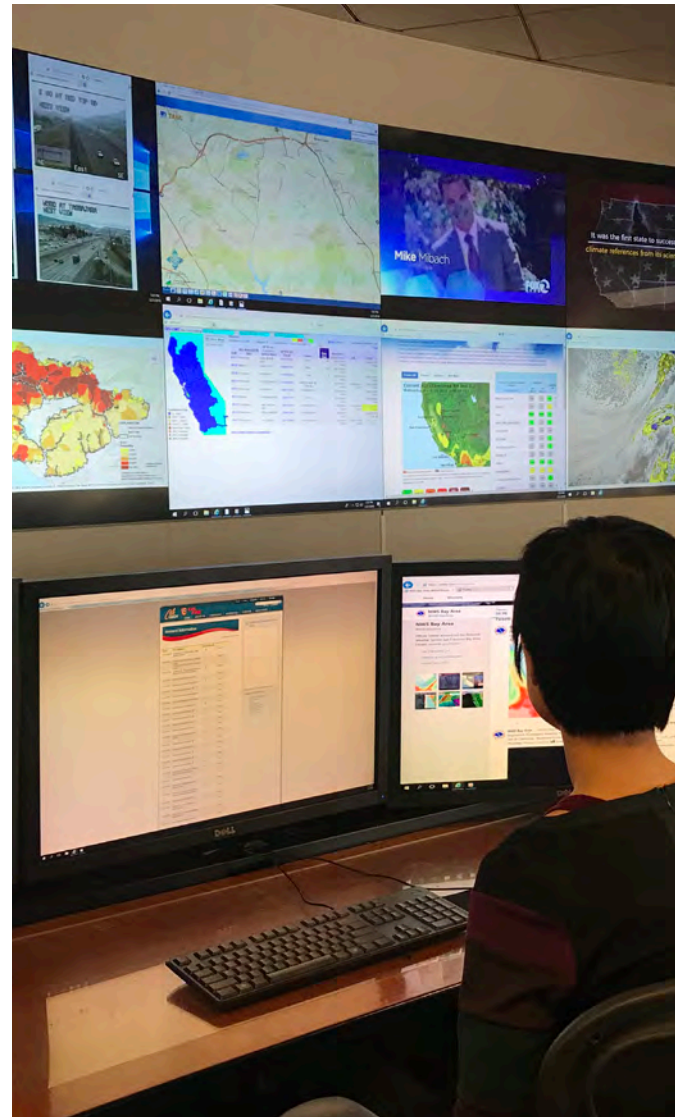
PSPS DECISION-MAKING



How Do We Determine When PSPS is Necessary?

PG&E carefully monitors data from multiple sources to confirm that conditions require a power shutoff for public safety. These sources include weather data and federal forecasts, such as the following:

- High resolution forecasts of the Fire Potential Index, Ignition Probability and Technosylva Fire Spread Simulations
- Weather model forecast data from external sources including American, European and Canadian weather models
- Red Flag Warnings from the National Weather Service
- High Risk forecasts of Significant Fire Potential from the Geographic Area Coordination Center
- Fire weather outlooks from the Storm Prediction Center, which is part of the National Weather Service and National Oceanic and Atmospheric Administration
- Information received on Interagency Conference Calls during high-risk periods
- Field observer information
- Real-time data from weather stations



Tracking Weather in Real Time

PG&E has a dedicated meteorology team that continually tracks weather conditions and potential wildfire risks. Using advanced weather modeling systems and data from our network of more than 1,200 weather stations, this team is able to forecast and track weather conditions in real-time. This includes:



TEMPERATURE



HUMIDITY



WIND SPEEDS



WIND DIRECTION

Distribution System PSPS Decision-Making

When determining whether to turn off power for safety, we start with the distribution system, which has power lines that are closer to communities and generally more susceptible to severe weather threats. The values presented here were developed using 10 years of PG&E's high-resolution climate data to help understand wildfire risk and the potential customer impacts of PSPS events.

In general, there are three steps for determining if a PSPS is necessary. These are explained in further detail below.

1

If **ALL** the minimum fire conditions are met...



High wind speeds



Low fuel moisture



Low relative humidity



High fire potential

2

...we conduct an in-depth review of fire risk using three separate measures:

A. Catastrophic Fire Probability

PG&E uses machine learning to assess the likelihood of equipment to fail during a given weather event and the risk of catastrophic wildfire if a failure occurs. This model uses a combination of the IPW Model and the Fire Potential Index (FPI).

B. Catastrophic Fire Behavior

Even if probability of a power line or equipment failure is unlikely, we may still turn off power where the consequence of a potential wildfire starting would be extreme.

C. Vegetation and Electric Asset Criteria Considerations

We review locations from recent safety inspections of our electric equipment to determine where high-priority tree or electric compliance issues are present that may increase the risk of ignition.

3

If **ANY** of these three measures outlined in step 2 are met, we turn off power for safety


Determining the Outage Area

Each of the three measures is evaluated within a small geographic area (4 square kilometers). If any of the measures are met, circuits within that area are de-energized. Because power lines travel across long distances, customers outside the affected area may also be impacted.

STEP 1 MINIMUM FIRE CONDITIONS/FIRE POTENTIAL INDEX

The first step of determining the scope of a PSPS event is evaluating the minimum Fire Potential Conditions. These conditions serve as a first review of weather conditions for PSPS to be considered. This ensures that PSPS is only executed during wind events when the atmospheric conditions and fuels (live and dead) are dry.

The minimum Fire Potential Conditions includes when **ALL** of the following criteria are met:

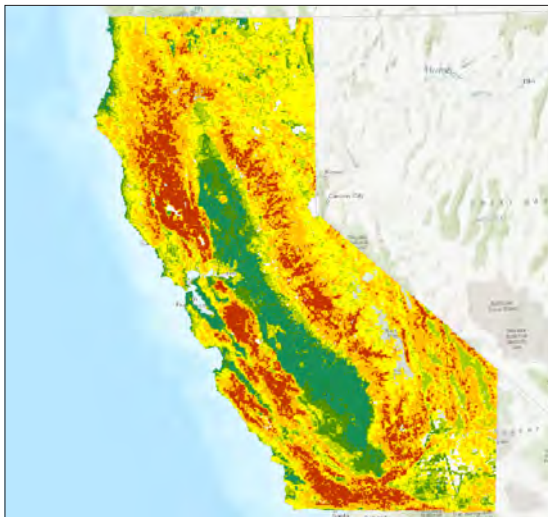
 **>0.7**
Fire Potential Index

 **<30%**
Humidity

 **>19MPH**
Sustained wind speeds

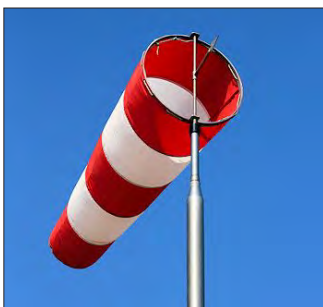
 **<9-11%**
Dead Fuel Moisture

Fire Potential Index



Fire Potential Index (FPI) is used as a daily and hourly tool to drive operational decisions to reduce the risk of utility-caused fires. It has been enhanced in 2019 and again in 2021 with additional data and improved analytic capabilities. The latest iteration of the model is called the 2021 FPI model. The 2021 FPI model is a machine learning model.

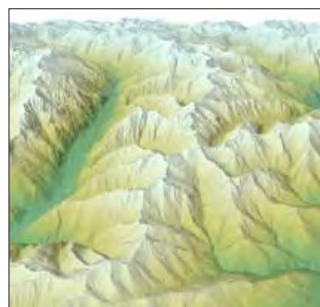
At a high level, the 2021 FPI model combines the following to predict the probability of large and/or catastrophic fires:



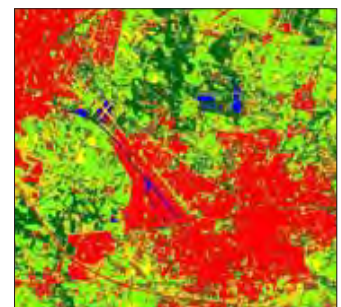
Fire weather parameters
(wind speed, temperature and vapor pressure deficit)



Fuel moisture data
(dead fuel, such as fallen branches and trees, and live fuel, such as growing shrubs and grass)



Topography
(terrain ruggedness, slope, wind-terrain alignment)



Fuel type data
(grass, shrub, timber, urban)

The FPI model outputs the probability that a fire will become large or catastrophic, which is considered as part of the PSPS decision-making process.

STEP 2 IN-DEPTH REVIEW OF FIRE RISK

If all the minimum fire conditions in Step 1 are met, we conduct an in-depth review of fire risk using three separate measures. If the criteria for ANY of these measure are met then we may need to turn off power for safety:

- A. Catastrophic Fire Probability
- B. Catastrophic Fire Behavior
- C. Vegetation and Electric Asset Considerations

Further detail for each of these criterion is below.

A. Catastrophic Fire Probability

The Catastrophic Fire Probability Model (CFP_D) is the primary method of determining whether a PSPS event is necessary. This model combines the probability of fire ignitions due to weather impacting the electric system with the probability that a fire will be catastrophic if it starts. It is the combination of the FPI model described above and the IPW model outlined below.

Ignition Probability Weather Model

When determining the potential for utility-caused ignitions, PG&E uses historical outage data as a primary source of information. An outage generally means that the system has been damaged in some way.

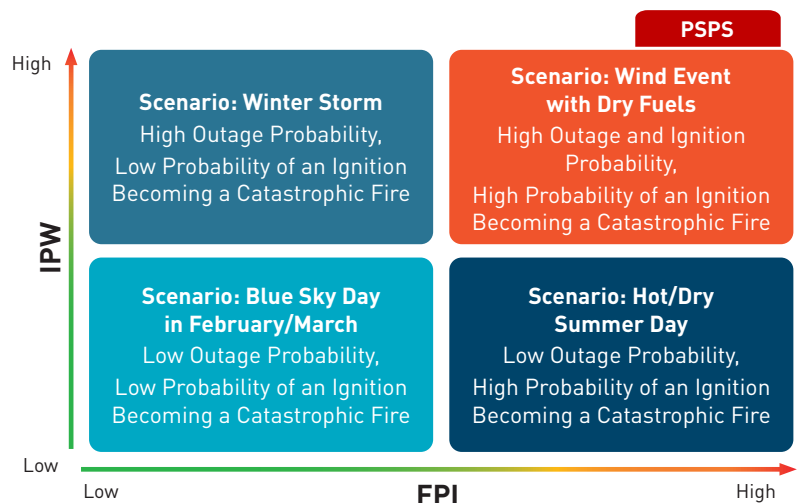
The IPW model, a machine learning model, uses 10 years of weather data to correlate approximately 500,000 outages occurring on PG&E's distribution grid. This data provides the likelihood of an outage for specific circuits during past weather events. The model also uses historical data to identify the outage causes. **This helps because some outages are more likely to cause an ignition than others (i.e., a downed power line has more ignition risk than a blown fuse).**

The IPW model analyzes the potential for several types of outages in a given weather event, as well as the potential for that outage to be the source of an ignition. Some of the causes tracked include vegetation, structural failures, electrical malfunctions, animal or third-party damage and unknown causes.

IPW learns and accounts for changes on the grid from year to year. These include positive changes in performance from EVM, system hardening and well as potentially negative changes due to the drought and other factors.

$$IPW = P(\text{Ignition}) = \sum_{\text{type}}^{\text{cause types}} P(\text{Outage}_{\text{type}}) * P(\text{Ignition}_{\text{type}}|\text{Outage}_{\text{type}})$$

This graph shows how PG&E ranks scenarios based on the IPW risk and the FPI value. Scenarios with a high risk of an IPW and a high FPI value will always warrant a PSPS. However, for the safety of our customers and communities, power may be shut off in other scenarios to avoid catastrophic wildfires.



B. Catastrophic Fire Behavior

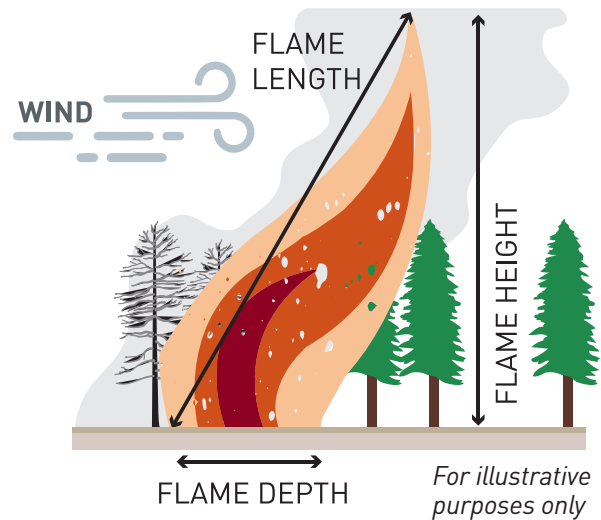
In 2020, PG&E introduced an evaluation of conditions that could lead to a major wildfire, even if there is a lower probability of an outage. In addition to using historical data and machine learning models, PG&E also considers environmental conditions, like dead and dying trees or drought conditions, of significant wildfires. This allows us to capture potential ignition events that are more rare and difficult to forecast such as animal contacts and external debris (e.g., metallic balloons), impacting the electric lines. These locations are only considered once the minimum fire potential conditions are met.

The United States Forest Service Rocky Mountain Research Station, a federal hub of wildfire research, has published documentation that relates the observed and modeled fire behavior to the type of fire suppression efforts that may be effective or ineffective. This includes a study of fireline intensity, which is an analysis of how wildfires can grow and spread.

Fireline intensity is determined by the size components of flames. It is measured as the rate of heat energy released (Btu) per unit length of the fireline (ft) per unit time (s).

It can also be calculated by estimating the flame length, which is the distance measured from the average flame tip to the middle of the base of the fire.

We use potential fireline intensity to evaluate the potential need to turn off power.



The two rows outlined are considered catastrophic fire behavior, which would necessitate a PSPS.

FLAME LENGTH (L)	FIRELINE INTENSITY	INTERPRETATION
ft	Btu/ft/s	
< 4	< 100	<ul style="list-style-type: none"> Fires can generally be attacked at the head of flanks by persons using hand tools Hand line should hold the fire
4-8	100 - 500	<ul style="list-style-type: none"> Fires are too intense for direct attack on the head by persons using hand tools Hand line cannot be relied on to hold the fire Equipment such as dozers, pumpers, and retardant aircraft can be effective
8-11	500 - 1000	<ul style="list-style-type: none"> Fires may present serious control problems - torching out, crowning, and spotting Control efforts at the fire head will probably be ineffective
> 11	> 1000	<ul style="list-style-type: none"> Crowning, spotting, and major fire runs are probable Control efforts at head of fire are ineffective

This chart is reproduced from Andrews, et al., 2011. It shows the relationship of the surface fire flame length, measured in feet (ft), and fireline intensity, measured in British Thermal Units per feet per second (Btu/ft/s), to different methods of fire suppression and their effectiveness.

C. Vegetation and Electric Asset Criteria Considerations

We review locations where high priority trees or electric compliance tags are present that may increase the risk of ignition. If an area is forecast to experience Minimum Fire Conditions and there are known issues with equipment that have not yet been addressed, we may need to turn off power, even if the criteria above are not met. Note that we will make every effort to address these conditions in advance so turning off power is only a last resort.

Priority 1 or Priority 2 Tree Tags

We will turn off power if there are trees with open maintenance tags.



PRIORITY 1 TREES

Must be addressed within
24 hours

- **In contact or showing signs** of previous contact with a primary conductor
- **Actively failing** or at immediate risk of failing and which could strike PG&E's facilities
- **Presenting an immediate risk** to PG&E's facilities



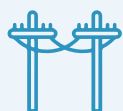
PRIORITY 2 TREES

Must be addressed within
30 days

- **Encroached within** the PG&E minimum clearance requirements
- **Having any other identifiable potential safety issues**, including the ability to strike PG&E facilities, requiring expedited work

Electric Asset Criteria

We will turn off power if there is equipment with open high-risk compliance tags.



REPAIR TAGS

A TAGS

Must be addressed
immediately

B TAGS

Must be addressed within
3 months of identification

E TAGS

Are addressed based
on **priority**

PG&E actively inspects for and schedules work to address these tags. To the extent possible, we take a proactive stance to identify and fix these issues in the areas that may be within a severe weather footprint before a potential PSPS event so we don't have to turn off power.

However, if an area meets event criteria and also has active tags, we will shut off power and prioritize work on these tags immediately.

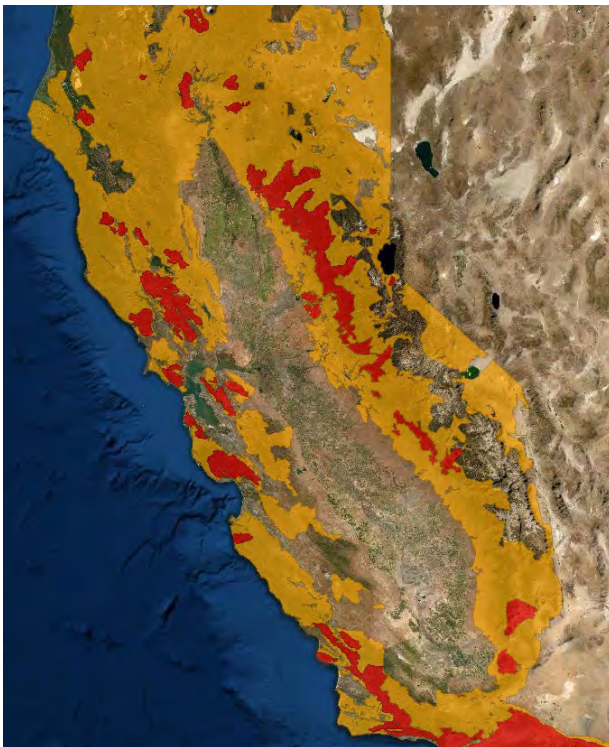
STEP 3 DETERMINING THE OUTAGE AREA

Power is turned off if any of the criteria listed above are met over a certain geographic area. This happens if the criteria are met for more than 25 2x2 km grid cells, or 0.25% of PG&E's High Fire Risk Area (HFRA).

PG&E's High Fire Risk Area Map

This year, PG&E is enhancing its fire risk mapping to more closely align with the risk of catastrophic fire from offshore winds. This led us to re-examine the boundaries of the HFTD map to be more reflective of current conditions.

CPUC HFTD MAP

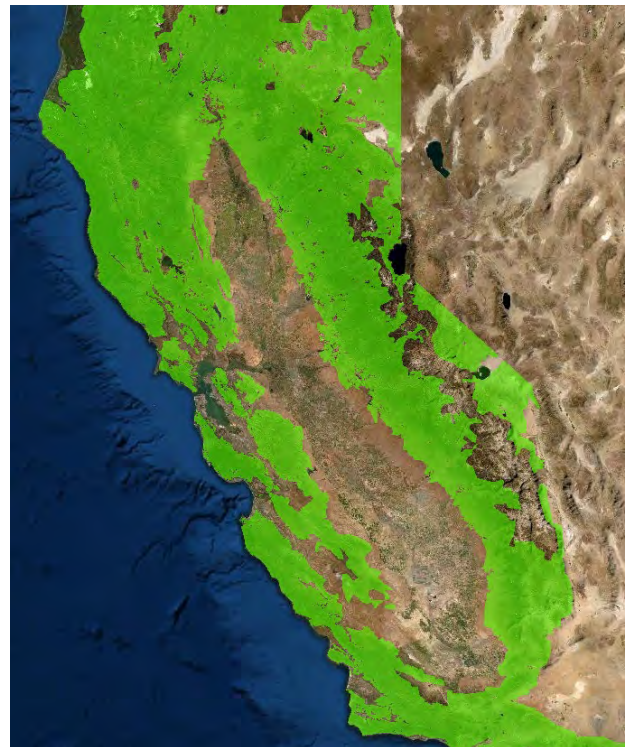


■ HFTD Tier 2 ■ HFTD Tier 3

HFTD Background:

- Built to categorize areas of fire risk, not utility assets – not intended to be used for PSPS scoping
- Since its release in 2018, the map has been used as a general reference guide for where PSPS events may be necessary

PG&E HFRA MAP



■ HFRA

HFRA Background:

- Re-examination of HFTD to align with risk of catastrophic fire from offshore winds and PSPS operations
- Built by making incremental changes around the HFTD boundaries using both computer analysis and on-the-ground observations
- Designed to include all areas of significant fire risk and omit areas where risk may be overstated

Transmission PSPS Decision-Making

In addition to analyzing distribution circuits that may need to be de-energized for safety, we also review the transmission lines that traverse those areas where meteorology has identified severe weather conditions. Transmission lines are like the freeways of the electric system, carrying high-voltage energy across long distances.

There is no single factor or threshold that will require shutting off power to a transmission circuit. The primary driver for determining which transmission structures and lines should be considered for PSPS is the Catastrophic Fire Probability Model (CFP_T). This model is a combination of FPI and an Operability Assessment, which includes the criteria below.

TRANSMISSION LINE PSPS SCOPING CRITERIA



Asset Health and Vegetation Risk

Risk assessment based on vegetation and enhanced inspections for all T-line structures in HFRA's



Induction Assessment

Looking at lines that would create potential for an induction risk



Enhanced Tree Strike Model

Looking at trees that are tall enough to potentially strike lines



Wind Speed Threshold

Determined wind speed threshold based on repair history and asset conditions



CAISO Coordination

Real-time coordination studies with CAISO determine direct and indirect impacts to grid integrity



Public Safety Impact

Grid stability and potential de-energization impacts considered (i.e., non-consequential loss, generation loss)



Safety Shutoff Decision

Decision is made on a transmission structure level that intersects within a weather footprint

Additionally, during rare cases where weather conditions are especially windy and dry that the chance of a wildfire starting would be extremely dangerous, we may need to turn off power to transmission lines even if the equipment is unlikely to fail. This is known as the Catastrophic Fire criteria.

Once PG&E identifies the initial scope, we work with the California Independent Service Operator (CAISO) to ensure the initial scope is workable. This includes analyzing whether it will compromise the power supply to other jurisdictions, utilities or facilities connected to our system. This important step can last several hours, which is why the potential scope of a PSPS may change as we get closer to the forecasted weather event.

Determining When it is Safe to Restore Power

PG&E shuts off power during severe weather to protect public safety. We understand that losing power can disrupt lives. As soon as it is safe to do so, PG&E will begin inspecting our lines and equipment to restore power to all customers within 12 daylight hours.

Weather “All Clear”

Part of determining whether it is safe to begin inspections to restore power is determining that severe weather conditions have passed. PG&E uses weather stations and high-definition cameras across our service territory to monitor weather conditions and fire risks. Using this network of weather stations and advanced weather forecasting technology, we are able to determine when the severe weather has passed and we can begin inspecting for damage on the system.

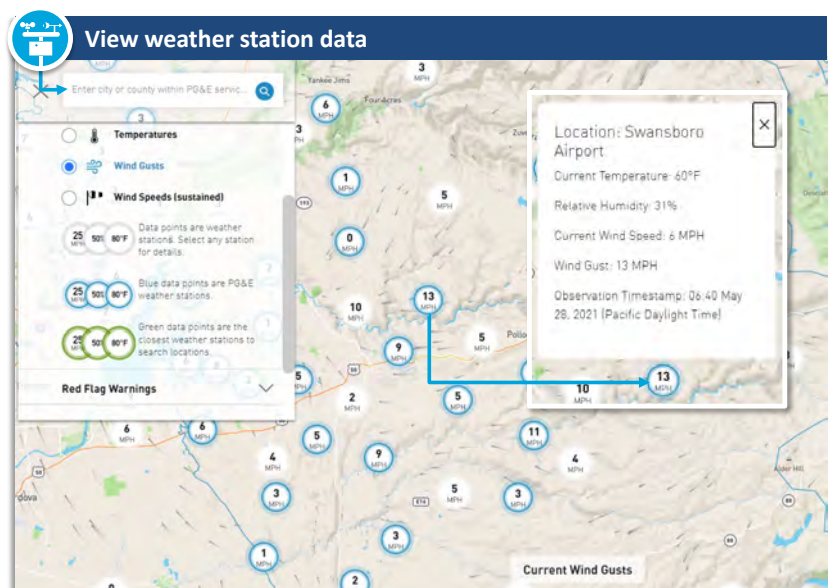
- We are continuing to build **one of the largest utility-owned weather stations networks in the world** which allows us to track temperature, wind speed and humidity in real-time.

✓ Over **1,100 weather stations** installed to date

🎯 Targeting **1,300 weather stations by the end of 2021** which will give us **one station every 20 miles** in high fire-threat areas

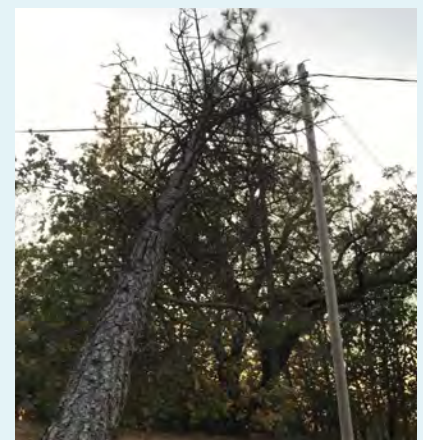
Available through PG&E’s weather map at:

pge.com/weather



Sample Weather Damage in Need of Repair

Following PSPS events, we analyze damage to the system and hazard. Each hazard or instance of damage would have potentially been an ignition source. In 2020, we experienced **257 separate damages/hazards** to our electric equipment in areas that were de-energized over the course of **six PSPS events**.



NOTIFYING CUSTOMERS AND COMMUNITIES



When we know that severe weather is coming that might require a PSPS, we first notify agencies, tribes and critical customers up to three days in advance. We then notify customers through a variety of channels and provide updates at regular intervals.

Direct-to-Customer Outreach

We will attempt to reach customers through automated calls, texts and emails. Note that timing is subject to change based on weather conditions and other real-time, emerging factors.

72-48 hours before power is turned off

ADVANCED NOTIFICATION: After PG&E's EOC is activated, direct contact is made to Cal OES and county OES/tribal contacts. We will also provide an initial notification to agency contacts.

48-24 hours before power is turned off

PSPS WATCH: We will send a notification to agency contacts in advance of sending customer notifications.

12-0 hours before power is turned off

PSPS WARNING: We will send a notification when the decision to de-energize has been made.

Timing is **weather dependent**

CANCELLATION/UPDATE: A notification will be sent if at any time weather conditions change and a PSPS event is cancelled or different areas will be impacted.

Following **weather "all-clear"**

POST-WEATHER EVENT: After severe weather has passed, we will notify agencies that system inspections are underway.

Following **power restoration**

POWER RESTORATION: A notification will be sent once power in a given area has been restored.



We will also use our website ([pge.com/pspsupdates](https://www.pge.com/pspsupdates)), social media, community-based organizations, local news and radio outlets to keep customers informed and updated.

SUPPORT FOR CUSTOMERS AND COMMUNITIES



We know that losing power disrupts lives. That is why we have programs in place to help customers to prepare in advance of a PSPS and to provide support during an event. These include:



PORTABLE BATTERY PROGRAM

Portable batteries are available to low-income Medical Baseline customers who either reside in HFTD areas or have experienced 2+ PSPS events



GENERATOR REBATE PROGRAM

Rebates are available to HFTD customers who:

- Are enrolled in the Medical Baseline Program
- Rely on well water
- Are small, essential (non-critical care) business (i.e., grocery stores, veterinarians)



SAFETY ACTION CENTER

Information and tools to help customers before, during and after an emergency to keep their home, family or business safe.



COMMUNITY RESOURCE CENTERS

Safe, energized locations for customers to charge medical devices and receive basic supplies (i.e., water and snacks) during a PSPS



COMMUNITY-BASED ORGANIZATION SUPPORT

Partnerships with local organizations to provide information and in-language support, portable batteries, hotel stays/food stipends and accessible transportation



FOOD BANK/MEALS ON WHEELS SUPPORT

Providing meal replacements to communities impacted by PSPS outages

Additional Resources



Visit PG&E's YouTube Channel:

www.youtube.com/user/pgevideo

To view more PSPS information, tips to be prepared and other resources



To view webinar slides and recordings, visit

pge.com/firesafetywebinars

For more information

About our wildfire safety efforts and the topics below, visit:

pge.com/wildfiresafety

Or call us at **1-866-743-6589** or email us at wildfiresafety@pge.com

PACIFIC GAS AND ELECTRIC COMPANY

APPENDIX B

SECTION 3 – DE-ENERGIZED TIME, PLACE, DURATION AND CUSTOMERS

Appendix B: DE-ENERGIZED TIME, PLACE, DURATION AND CUSTOMERS

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

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

Table B-1. Circuits De-Energized During the August 17 – August 19, 2021 PSPS Event

Distribution / Transmission	Circuit Name	De-Energization Date and Time (PDT)	Restoration Date and Time (PDT)	Counties	HFTD Tier(s)	Total Customers	Residential Customers	Commercial / Industrial Customers	Medical Baseline Customers	Other Customers
DISTRIBUTION	ANDERSON 1101*	08/17/21 18:04	08/18/21 20:11	SHASTA	Partially Outside HFTD, Tier 2	460	361	96	33	3
DISTRIBUTION	ANDERSON 1103*	08/17/21 18:50	08/18/21 20:40	SHASTA	Partially Outside HFTD, Tier 2	68	63	2	7	3
DISTRIBUTION	ANTLER 1101*	08/17/21 18:21	08/18/21 17:19	SHASTA	Partially Outside HFTD, Tier 3, Tier 2	346	307	32	30	7
DISTRIBUTION	ARBUCKLE 1101*	08/17/21 18:34	08/18/21 16:14	COLUSA	Outside HFTD	3	2	0	0	1
DISTRIBUTION	ARBUCKLE 1104*	08/17/21 18:33	08/18/21 16:45	YOLO, COLUSA	Partially Outside HFTD, Tier 2	12	8	3	0	1
DISTRIBUTION	BIG BEND 1101	08/17/21 19:20	08/19/21 10:54	BUTTE	Tier 3, Tier 2	259	233	24	19	2
DISTRIBUTION	BUCKS CREEK 1103	08/17/21 19:51	08/20/21 10:30	PLUMAS	Partially Outside HFTD, Tier 3, Tier 2	316	265	51	4	0
DISTRIBUTION	BURNEY 1101*	08/17/21 17:32	08/18/21 11:40	SHASTA	Partially Outside HFTD, Tier 3, Tier 2	131	100	25	16	6
DISTRIBUTION	BUTTE 1105*	08/17/21 19:00	08/18/21 14:25	BUTTE	Tier 3	53	51	2	3	0
DISTRIBUTION	CALISTOGA 1101*	08/17/21 18:40	08/18/21 19:56	NAPA, SONOMA	Partially Outside HFTD, Tier 3, Tier 2	1,603	1,256	240	64	107
DISTRIBUTION	CALISTOGA 1102	08/17/21 19:15	08/18/21 20:35	NAPA	Partially Outside HFTD, Tier 3, Tier 2	2,076	1,592	422	63	62
DISTRIBUTION	CALPINE 1144	08/17/21 20:00	08/19/21 09:11	SONOMA, LAKE	Partially Outside HFTD, Tier 3, Tier 2	15	2	13	0	0
DISTRIBUTION	CALPINE 1146	08/17/21 20:00	08/19/21 09:11	SONOMA, LAKE	Outside HFTD	0	0	0	0	0
DISTRIBUTION	CEDAR CREEK 1101	08/17/21 17:34	08/19/21 13:34	SHASTA	Partially Outside HFTD, Tier 3, Tier 2	721	641	74	54	6
DISTRIBUTION	CLARK ROAD 1102*	08/17/21 19:06	08/19/21 10:11	BUTTE	Partially Outside HFTD, Tier 3, Tier 2	490	428	55	50	7
DISTRIBUTION	CLOVERDALE 1102*	08/17/21 19:23	08/18/21 17:39	SONOMA, MENDOCINO	Tier 3, Tier 2	70	46	9	7	15
DISTRIBUTION	CORNING 1101*	08/17/21 19:16	08/19/21 11:46	TEHAMA	Partially Outside HFTD, Tier 2	840	772	65	101	3
DISTRIBUTION	CORNING 1102*	08/17/21 19:08	08/19/21 12:00	TEHAMA	Partially Outside HFTD, Tier 2	286	228	48	13	10
DISTRIBUTION	CORTINA 1101*	08/17/21 18:42	08/18/21 17:22	COLUSA	Tier 2	8	4	4	1	0
DISTRIBUTION	COTTONWOOD 1101*	08/17/21 17:38	08/19/21 13:19	SHASTA, TEHAMA	Partially Outside HFTD, Tier 2	895	831	46	75	18

Distribution / Transmission	Circuit Name	De-Energization Date and Time (PDT)	Restoration Date and Time (PDT)	Counties	HFTD Tier(s)	Total Customers	Residential Customers	Commercial / Industrial Customers	Medical Baseline Customers	Other Customers
DISTRIBUTION	COTTONWOOD 1102*	08/17/21 17:28	08/19/21 12:08	SHASTA	Partially Outside HFTD, Tier 2	962	895	52	97	15
DISTRIBUTION	COTTONWOOD 1103*	08/17/21 17:29	08/19/21 13:04	SHASTA, TEHAMA	Partially Outside HFTD, Tier 2	2,435	2,284	117	230	34
DISTRIBUTION	CRESCENT MILLS 2101*	08/17/21 18:52	08/18/21 11:26	PLUMAS	Partially Outside HFTD, Tier 2	92	79	5	8	8
DISTRIBUTION	CRESTA 1101*	08/17/21 19:18	08/19/21 12:34	BUTTE	Tier 2	1	0	1	0	0
DISTRIBUTION	DESCHUTES 1101*	08/17/21 17:47	08/18/21 19:56	SHASTA	Partially Outside HFTD, Tier 3, Tier 2	253	227	21	18	5
DISTRIBUTION	DESCHUTES 1104*	08/17/21 18:39	08/19/21 10:24	SHASTA	Partially Outside HFTD, Tier 2	389	368	17	26	4
DISTRIBUTION	DUNBAR 1101*	08/17/21 18:41	08/18/21 15:15	SONOMA	Partially Outside HFTD, Tier 3, Tier 2	131	104	21	6	6
DISTRIBUTION	DUNBAR 1102*	08/17/21 18:51	08/18/21 12:08	SONOMA	Partially Outside HFTD, Tier 3, Tier 2	144	123	14	10	7
DISTRIBUTION	DUNBAR 1103*	08/17/21 18:53	08/18/21 13:22	SONOMA	Partially Outside HFTD, Tier 3, Tier 2	253	197	41	7	15
DISTRIBUTION	ELK CREEK 1101*	08/17/21 12:51	08/19/21 12:22	COLUSA, GLENN	Partially Outside HFTD, Tier 2	856	696	132	53	28
DISTRIBUTION	GEYSERVILLE 1101*	08/17/21 19:05	08/18/21 18:57	SONOMA	Partially Outside HFTD, Tier 2	26	17	6	1	3
DISTRIBUTION	GEYSERVILLE 1102*	08/17/21 18:45	08/18/21 16:37	SONOMA	Partially Outside HFTD, Tier 3, Tier 2	297	191	65	5	41
DISTRIBUTION	GIRVAN 1101	08/17/21 17:24	08/19/21 10:47	SHASTA	Partially Outside HFTD, Tier 3, Tier 2	1,207	1,079	124	102	4
DISTRIBUTION	GIRVAN 1102*	08/17/21 17:35	08/19/21 09:18	SHASTA	Tier 3, Tier 2	581	560	20	46	1
DISTRIBUTION	GLENN 1101*	08/17/21 19:17	08/18/21 19:39	GLENN	Partially Outside HFTD, Tier 2	5	3	1	0	1
DISTRIBUTION	HIGHLANDS 1102*	08/17/21 19:18	08/19/21 15:10	LAKE	Tier 3, Tier 2	10	7	3	0	0
DISTRIBUTION	HIGHLANDS 1103*	08/17/21 19:13	08/19/21 15:31	LAKE	Partially Outside HFTD, Tier 2	1,325	1,204	91	110	30
DISTRIBUTION	JAMESON 1102*	08/17/21 19:36	08/18/21 12:48	SOLANO	Tier 2	217	200	17	14	0
DISTRIBUTION	JAMESON 1105*	08/17/21 20:00	08/18/21 12:50	SOLANO	Partially Outside HFTD, Tier 2	66	46	13	3	7
DISTRIBUTION	JESSUP 1101*	08/17/21 17:51	08/19/21 13:31	SHASTA	Partially Outside HFTD, Tier 3, Tier 2	1,459	1,408	49	147	2
DISTRIBUTION	JESSUP 1102*	08/17/21 17:35	08/19/21 16:07	SHASTA	Partially Outside HFTD, Tier 2	1,504	1,448	55	158	1
DISTRIBUTION	JESSUP 1103*	08/17/21 17:28	08/18/21 20:56	SHASTA	Partially Outside HFTD, Tier 2	113	108	5	4	0
DISTRIBUTION	KESWICK 1101	08/17/21 18:42	08/19/21 10:04	SHASTA	Partially Outside HFTD, Tier 3, Tier 2	501	404	94	22	3
DISTRIBUTION	KONOCTI 1108*	08/17/21 19:02	08/18/21 19:04	LAKE	Partially Outside HFTD, Tier 2	707	671	34	57	2
DISTRIBUTION	LAKEVILLE 1102*	08/17/21 19:20	08/18/21 12:57	SONOMA	Tier 2	20	10	6	2	4
DISTRIBUTION	LOGAN CREEK 2102*	08/17/21 19:03	08/18/21 18:05	GLENN	Partially Outside HFTD, Tier 2	8	3	3	0	2

Distribution / Transmission	Circuit Name	De-Energization Date and Time (PDT)	Restoration Date and Time (PDT)	Counties	HFTD Tier(s)	Total Customers	Residential Customers	Commercial / Industrial Customers	Medical Baseline Customers	Other Customers
DISTRIBUTION	MADISON 1105*	08/17/21 19:06	08/18/21 16:43	YOLO	Partially Outside HFTD, Tier 2	31	20	7	1	4
DISTRIBUTION	MADISON 2101*	08/17/21 18:30	08/18/21 19:34	YOLO	Partially Outside HFTD, Tier 2	222	144	32	5	46
DISTRIBUTION	MAXWELL 1105*	08/17/21 18:37	08/18/21 17:59	COLUSA	Partially Outside HFTD, Tier 2	44	29	9	1	6
DISTRIBUTION	MC ARTHUR 1101*	08/17/21 17:46	08/19/21 16:12	LASSEN, SHASTA	Partially Outside HFTD, Tier 2	59	46	13	1	0
DISTRIBUTION	MIDDLETOWN 1101*	08/17/21 19:00	08/19/21 12:13	NAPA, SONOMA, LAKE	Partially Outside HFTD, Tier 3, Tier 2	1,216	1,086	120	62	10
DISTRIBUTION	MIDDLETOWN 1102*	08/17/21 18:45	08/18/21 16:31	LAKE	Partially Outside HFTD, Tier 2	691	674	15	67	2
DISTRIBUTION	MONTICELLO 1101*	08/17/21 18:32	08/18/21 19:34	NAPA, SOLANO	Partially Outside HFTD, Tier 3, Tier 2	932	718	165	54	49
DISTRIBUTION	NAPA 1112*	08/17/21 18:38	08/18/21 13:47	NAPA	Partially Outside HFTD, Tier 2	28	19	6	4	3
DISTRIBUTION	OREGON TRAIL 1102*	08/17/21 18:35	08/18/21 20:01	SHASTA	Tier 2	242	238	4	22	0
DISTRIBUTION	OREGON TRAIL 1103*	08/17/21 18:44	08/19/21 15:16	SHASTA	Partially Outside HFTD, Tier 2	1,130	1,051	71	87	8
DISTRIBUTION	OREGON TRAIL 1104*	08/17/21 18:37	08/18/21 20:42	SHASTA	Partially Outside HFTD, Tier 2	325	314	11	25	0
DISTRIBUTION	ORO FINO 1101*	08/17/21 18:28	08/18/21 17:57	BUTTE	Tier 3	2,290	2,215	70	288	5
DISTRIBUTION	ORO FINO 1102*	08/17/21 19:01	08/18/21 18:17	BUTTE	Partially Outside HFTD, Tier 3, Tier 2	1,185	1,134	49	118	2
DISTRIBUTION	PANORAMA 1101*	08/17/21 17:38	08/18/21 19:39	SHASTA, TEHAMA	Partially Outside HFTD, Tier 2	791	777	14	93	0
DISTRIBUTION	PANORAMA 1102*	08/17/21 19:45	08/19/21 11:56	SHASTA, TEHAMA	Tier 2	19	11	5	0	3
DISTRIBUTION	PARADISE 1104*	08/17/21 19:15	08/18/21 16:23	BUTTE	Partially Outside HFTD, Tier 3, Tier 2	1,301	1,210	91	130	0
DISTRIBUTION	PARADISE 1105*	08/17/21 18:28	08/18/21 14:45	BUTTE	Partially Outside HFTD, Tier 3	881	802	79	81	0
DISTRIBUTION	PARADISE 1106*	08/17/21 18:56	08/18/21 13:28	BUTTE	Tier 3	107	91	16	9	0
DISTRIBUTION	PHILO 1101*	08/17/21 19:28	08/18/21 11:27	MENDOCINO	Partially Outside HFTD, Tier 2	146	108	23	4	15
DISTRIBUTION	PIT NO 7 1101	08/17/21 17:57	08/18/21 21:44	SHASTA	Tier 2	2	1	1	0	0
DISTRIBUTION	PUEBLO 1104*	08/17/21 18:30	08/18/21 13:58	NAPA	Partially Outside HFTD, Tier 2	257	189	49	16	19
DISTRIBUTION	PUEBLO 1105*	08/17/21 18:31	08/18/21 15:01	NAPA	Partially Outside HFTD, Tier 2	117	71	27	5	19
DISTRIBUTION	PUEBLO 2102*	08/17/21 18:21	08/18/21 18:28	NAPA	Partially Outside HFTD, Tier 3	66	51	14	1	1
DISTRIBUTION	PUEBLO 2103*	08/17/21 18:46	08/18/21 19:25	NAPA	Tier 3, Tier 2	216	145	38	4	33
DISTRIBUTION	PUTAH CREEK 1102*	08/17/21 20:51	08/18/21 17:29	YOLO, SOLANO	Partially Outside HFTD, Tier 2	159	114	35	7	10
DISTRIBUTION	PUTAH CREEK 1103*	08/17/21 18:29	08/18/21 15:25	YOLO, SOLANO	Partially Outside HFTD, Tier 2	41	35	2	1	4
DISTRIBUTION	PUTAH CREEK 1105*	08/17/21 18:32	08/18/21 16:42	YOLO	Partially Outside HFTD, Tier 2	9	3	5	0	1

Distribution / Transmission	Circuit Name	De-Energization Date and Time (PDT)	Restoration Date and Time (PDT)	Counties	HFTD Tier(s)	Total Customers	Residential Customers	Commercial / Industrial Customers	Medical Baseline Customers	Other Customers
DISTRIBUTION	RED BLUFF 1101*	08/17/21 17:55	08/19/21 13:05	TEHAMA	Partially Outside HFTD, Tier 2	685	648	27	73	10
DISTRIBUTION	RED BLUFF 1103*	08/17/21 17:40	08/19/21 16:55	TEHAMA	Partially Outside HFTD, Tier 2	214	199	14	23	1
DISTRIBUTION	RED BLUFF 1104*	08/17/21 17:43	08/19/21 13:00	YOLO, TEHAMA	Partially Outside HFTD, Tier 2	865	753	85	76	27
DISTRIBUTION	RED BLUFF 1105*	08/17/21 17:29	08/19/21 11:50	TEHAMA	Partially Outside HFTD, Tier 2	981	918	49	119	14
DISTRIBUTION	REDBUD 1101*	08/17/21 18:52	08/19/21 15:10	LAKE	Partially Outside HFTD, Tier 3, Tier 2	560	513	32	54	15
DISTRIBUTION	REDBUD 1102*	08/17/21 18:45	08/18/21 16:44	LAKE	Partially Outside HFTD, Tier 2	59	41	13	4	5
DISTRIBUTION	RINCON 1101*	08/17/21 19:21	08/18/21 16:01	SONOMA	Tier 3	21	14	7	2	0
DISTRIBUTION	RINCON 1103*	08/17/21 18:55	08/19/21 02:31	SONOMA	Tier 3	281	234	40	12	7
DISTRIBUTION	SILVERADO 2102*	08/17/21 18:38	08/18/21 14:49	NAPA	Partially Outside HFTD, Tier 3, Tier 2	182	112	38	2	32
DISTRIBUTION	SILVERADO 2103*	08/17/21 19:41	08/18/21 16:33	SONOMA	Tier 3	3	0	3	0	0
DISTRIBUTION	SILVERADO 2104*	08/17/21 18:22	08/18/21 23:55	NAPA	Partially Outside HFTD, Tier 3, Tier 2	1,815	1,516	174	93	125
DISTRIBUTION	SONOMA 1103*	08/17/21 19:19	08/18/21 12:43	SONOMA	Tier 3	37	30	3	3	4
DISTRIBUTION	SONOMA 1104*	08/17/21 19:27	08/18/21 13:23	SONOMA	Partially Outside HFTD, Tier 2	184	162	20	6	2
DISTRIBUTION	STILLWATER 1101*	08/17/21 18:56	08/19/21 11:59	SHASTA	Partially Outside HFTD, Tier 2	706	601	99	57	6
DISTRIBUTION	STILLWATER 1102	08/17/21 18:27	08/19/21 17:13	SHASTA	Partially Outside HFTD, Tier 2	1,384	1,338	46	117	0
DISTRIBUTION	TYLER 1105*	08/17/21 18:22	08/19/21 08:05	TEHAMA	Partially Outside HFTD, Tier 2	765	653	70	73	42
DISTRIBUTION	VACA DIXON 1105*	08/17/21 18:26	08/18/21 16:36	SOLANO	Partially Outside HFTD, Tier 2	384	336	41	40	7
DISTRIBUTION	VACAVILLE 1104*	08/17/21 20:36	08/18/21 14:45	SOLANO	Tier 2	25	24	1	2	0
DISTRIBUTION	VACAVILLE 1108*	08/17/21 18:28	08/19/21 09:36	SOLANO	Partially Outside HFTD, Tier 2	295	212	63	18	20
DISTRIBUTION	VOLTA 1101	08/17/21 18:20	08/19/21 16:28	SHASTA, TEHAMA	Partially Outside HFTD, Tier 3, Tier 2	1,126	927	165	69	34
DISTRIBUTION	VOLTA 1102	08/17/21 18:23	08/19/21 18:27	SHASTA	Partially Outside HFTD, Tier 3, Tier 2	2,584	2,393	180	242	11
DISTRIBUTION	WHITMORE 1101*	08/17/21 18:43	08/18/21 19:00	SHASTA	Tier 3, Tier 2	271	241	25	19	5
DISTRIBUTION	WILDWOOD 1101*	08/17/21 17:44	08/18/21 21:45	SHASTA, TEHAMA	Tier 2	6	3	3	0	0
TRANSMISSION	FULTON-CALISTOGA	08/17/2021 18:31	Line Remained De-energized for Planned Project Work	Transmission Line	Tier 2, Tier 3	0	0	0	0	0
TRANSMISSION	LOWER LAKE-HOMESTAKE	08/17/2021 18:32	08/19/2021 13:31	Transmission Line	Tier 2	1 ¹	0	1	0	0
TRANSMISSION	ROCK CREEK-POE	08/17/2021 18:38	08/19/2021 12:48	Transmission Line	Tier 2, Tier 3	0	0	0	0	0
Total						48,155	42,686	4,388	3,856	1,081

¹ PG&E defines Transmission level customers as customers being served by 60 kV assets or higher. The customer impacted in this event was not under CAISO Control, thus would not meet the definition of a Transmission Customer per D. 21.06.034.

PACIFIC GAS AND ELECTRIC COMPANY

APPENDIX C

SECTION 4 – DAMAGE AND HAZARDS TO OVERHEAD FACILITIES

Appendix C: DAMAGE AND HAZARDS TO OVERHEAD FACILITIES

Table C-1. DAMAGES & HAZARDS FOUND WITHIN THE DE-ENERGIZED AREAS

Circuit Name	County	Structure Identifier	Tier 2/3 or Non-HFTD	Damage / Hazard	Type of Damage/Hazard	Description of Damage
PUEBLO 2103	Napa	103781539	Tier 3	Hazard	Vegetation	Tree on primary line removed.
PUEBLO 2103	Napa	102270992	Tier 3	Hazard	Wind Related	Conductor on crossarm.
MIDDLETOWN 1101	Lake	102166579	Tier 3	Hazard	Vegetation	Dead Tree Leaning toward line in between 2 poles. The line is not damaged, but this is a hazard.
KESWICK 1101	Shasta	103923363	Tier 3	Damage	Wind Related	Broken tree wire has snapped and uncurled.
KESWICK 1101	Shasta	103920243	Tier 3	Damage	Wind Related	Wind caused tree wire to break.
PUEBLO 2103	Napa	102269654	Tier 3	Damage	Wind Related	The ground was loose and came off pole.
PUEBLO 2103	Napa	102269729	Tier 3	Hazard	Vegetation	Limb fell on line. The line does not appear to be damaged.
ANDERSON 1101	Shasta	101493379	Tier 2	Damage	Vegetation	Service wire broke off service meter, tree branches contacting service.
STILLWATER 1102	Shasta	101474634	Tier 2	Damage	Vegetation	Tree limb on service removed broke neutral. Neutral was repaired.
CEDAR CREEK 1101	Shasta	101474218	Tier 2	Damage	Wind Related	Conductor wire separated from the conductor. Could arc with high winds, possible separated because of the winds. There was no vegetation on or near the pole.

PACIFIC GAS AND ELECTRIC COMPANY
APPENDIX D
SECTION 4 – CUSTOMER NOTIFICATION SCRIPTS

August 17, 2021

Public Safety Power Shutoff

Event Notifications



TABLE OF CONTENTS

City, County, Tribal and Community Choice Aggregator Notifications App-35

1. Advanced Notification
2. PSPS Watch
3. PSPS Warning
4. Cancellation Notification
5. Weather All Clear
6. Power Restoration

General Customers, Critical Facilities, Medical Baseline Customers and Self-Identified Vulnerable Customer Notifications App-42

1. Advanced Notification*
2. PSPS Watch**
3. PSPS Warning**
4. De-Energization Initiated
5. Cancellation Notification
6. PSPS Update
7. Weather All Clear
8. Power Restoration

Publicly-Owned Utilities, Transmission and Wholesale Customers App-113

1. Transmission Watch
2. Transmission ISL Watch & Fault Duty
3. De-Energization Initiated
4. Transmission Cancellation
5. Transmission All Clear
6. Power Restoration

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

** Medical Baseline Program Participants and Self-Identified Vulnerable Customers receive unique PSPS Watch and PSPS Warning notifications, but all other notifications align with all other customers.

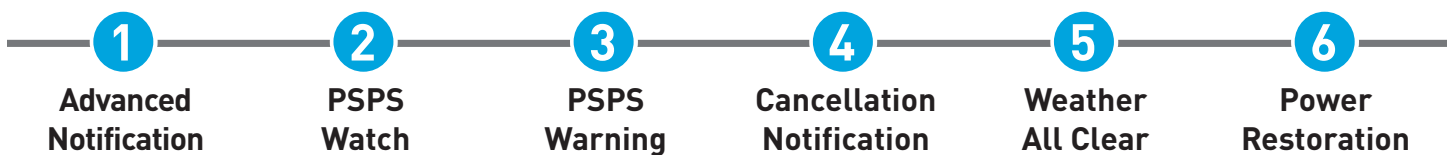
*** As-needed only.

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

PG&E made every attempt to provide notice to cities, counties, tribes, and CCAs, through automated calls, texts and emails.

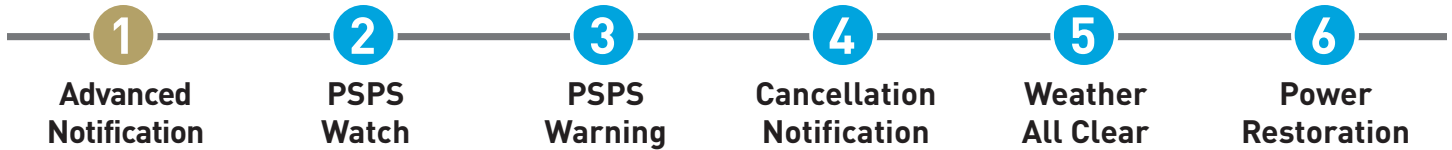
These notifications were sent based on potential PSPS impacts to PG&E's electric service within an agency's jurisdiction and were not tied to a specific PG&E account. Agency contacts also received notifications specific to their accounts, if their service was interrupted during this PSPS event.

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



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

SAMPLE AGENCY NOTIFICATIONS



EMAIL

SUBJECT: PG&E PPS Outage Alert: On [DATE] power shutoffs may be required for safety in [NAME]

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

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

Actual shutoff and restoration times may be delayed depending on weather and equipment conditions. This is an advanced alert for public safety partner use only. Please do not share this information before it is publicly available.

Maps and other event-specific information can be found 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.

IVR VOICE MESSAGE

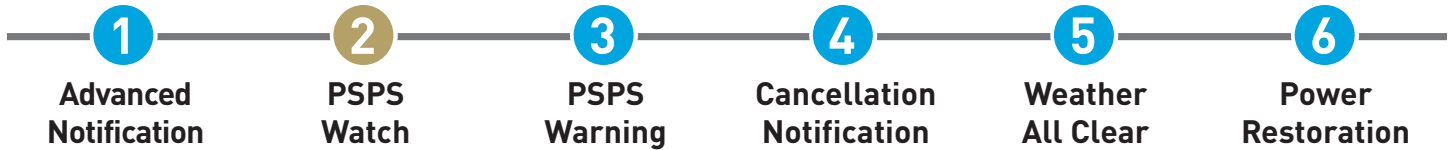
This is PG&E calling on [DATE] with a Public Safety Power Shutoff outage alert. On [DATE], power may be shut off in portions of [NAME] for safety. Due to current weather forecasts, your area is under a Watch for a PSPS. Portions of [NAME] are estimated to begin being shut off between [TIME] on [DATE] and [TIME] on [DATE]. Estimated restoration for your area on [ETOR DATE] by [ETOR TIME]. Actual shutoff and restoration times may be delayed depending on weather or equipment conditions. Maps and other information are available at [URL] and [URL]. These links are for public safety partner use only. We will provide daily updates until the severe weather has passed or power has been restored. 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 in [NAME] on [DATE]. Shutoff estimated to begin between [TIME] on [DATE] and [TIME] on [DATE] and estimated restoration on [ETOR DATE] by [ETOR TIME]. Weather can affect these times. Maps available at [URL] or [URL].

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

SAMPLE AGENCY NOTIFICATIONS



EMAIL

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

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

Actual shutoff and restoration times may be delayed depending on weather and equipment conditions. Maps and other event information can be found at [URL] and [URL]. We recommend all potentially affected communities plan for an extended outage. We will provide daily updates until the severe weather has passed or power has been restored.

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.

IVR VOICE MESSAGE

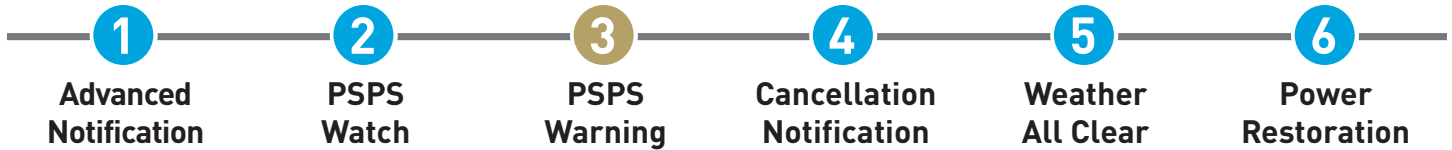
This is PG&E calling on [DATE] with a Public Safety Power Shutoff outage alert. On [DATE], power may be shut off in portions of [NAME] for safety. Due to current weather forecasts, your area is under a Watch for a Public Safety Power Shutoff. Portions of [NAME] are estimated to begin being shut off between [TIME] on [DATE] and [TIME] on [DATE]. The estimated restoration time for your area is on [ETOR DATE] by [ETOR TIME]. Actual shutoff and restoration times may be delayed depending on weather or equipment conditions. Maps and other information are available at [URL] and [URL]. We recommend all potentially affected communities plan for an extended outage. We will provide daily updates until the severe weather has passed or power has been restored.

TEXT

PSPS Outage Alert. We may turn off power for safety in [NAME] on [DATE]. Shutoff estimated to begin between [TIME] on [DATE] and [TIME] on [DATE] and estimated restoration on [ETOR DATE] by [ETOR TIME]. Weather can affect these times. Maps available at [URL] or [URL].

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

SAMPLE AGENCY NOTIFICATIONS



EMAIL

SUBJECT: PG&E PSPS Outage Alert: Shutoffs in [NAME] start beginning [DATE] 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.

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

Actual shutoff and restoration times may be delayed depending on actual weather and equipment conditions. Maps and other event-specific information can be found at [URL] and [URL]. We recommend all affected communities plan for an extended outage. We will provide daily updates until the severe weather has passed or power has been restored.

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.

IVR VOICE MESSAGE

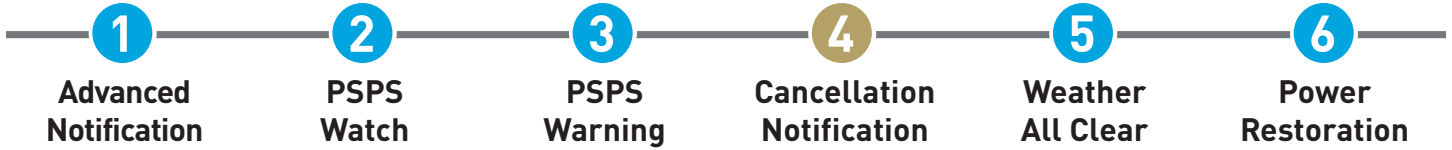
This is PG&E calling on [DATE] with a Public Safety Power Shutoff outage alert. Shutoffs in portions of [NAME] will begin on [DATE]. To protect public safety, PG&E has upgraded the PSPS Watch to a Warning. High temperatures, extreme dryness and high winds will require us to turn off power to help prevent a wildfire. Your area is estimated to be shut off beginning between [TIME] on [DATE] and [TIME] on [DATE]. The estimated restoration time for your area is on [ETOR DATE] by [ETOR TIME]. Actual shutoff and restoration times may be delayed depending on weather and equipment conditions. Maps and other information are available at [URL] and [URL]. We recommend all affected communities plan for an extended outage. We will provide daily updates until the severe weather has passed or power has been restored.

TEXT

PSPS Outage Alert. We will turn off power for safety in [NAME] on [DATE]. Shutoff will begin between [TIME] on [DATE] and [TIME] on [DATE] and estimated restoration on [ETOR DATE] by [ETOR TIME]. Weather can affect these times. Maps for public safety partners available at [URL] or [URL].

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

SAMPLE AGENCY NOTIFICATIONS



EMAIL

SUBJECT: PG&E PSPS Alert: Power shutoff in [NAME] is canceled

Forecasted weather conditions have improved, and we are **NOT** planning to turn off power for public safety in [NAME] on [DATE].

For more information visit [URL] or [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.

IVR VOICE MESSAGE

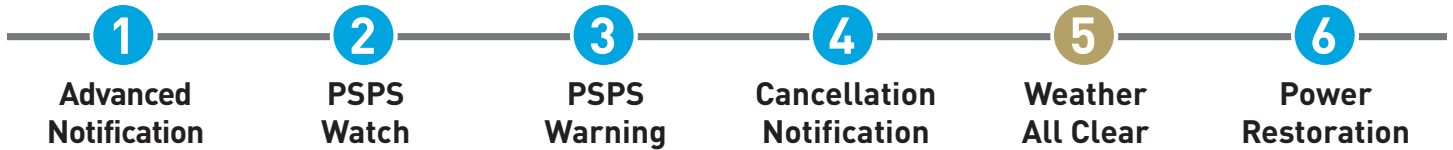
This is PG&E calling on [TIME] with a Public Safety Power Shutoff alert. Forecasted weather conditions have improved, and we are not planning to turn off power for public safety in [NAME] on [DATE]. For more information visit [URL] and [URL].

TEXT

PG&E PSPS Alert. Forecasted weather conditions have improved, and we are not turning off power for public safety in [NAME] on [DATE]. More info: [URL] or [URL].

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

SAMPLE AGENCY NOTIFICATIONS



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.

In [NAME], the estimated restoration is [ETOR DATE] by [ETOR TIME].

For more information visit [URL] or [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.

IVR VOICE MESSAGE

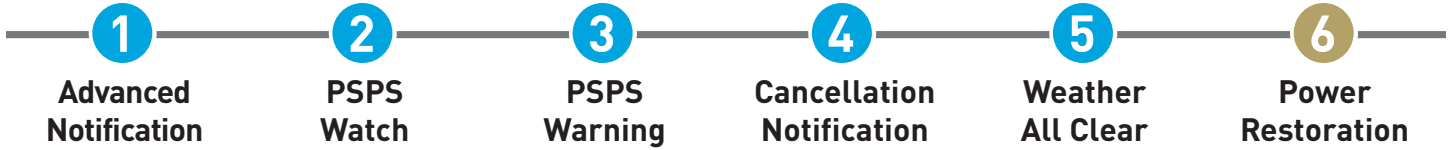
This is PG&E calling on [DATE] with a Public Safety Power Shutoff outage alert. Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power in [NAME]. The estimated restoration time for your area is on [ETOR DATE] by [ETOR TIME]. Restoration times may change depending on weather conditions and equipment damage. Maps and other information are available at [URL] and [URL]. We recommend all affected communities plan for an extended outage. We will provide daily updates until your power has been restored.

TEXT

PSPS Outage Alert. Weather conditions have improved, crews are inspecting equipment and starting repairs in [NAME]. The estimated restoration is on [ETOR DATE] by [ETOR TIME] depending on weather and equipment damage. More info at [URL] or [URL].

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

SAMPLE AGENCY NOTIFICATIONS



EMAIL

SUBJECT: PG&E PSPS Alert: Power restored

Crews have successfully restored power to all customers in [NAME]. 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](#) or call 1-800-743-5002.

For more information visit [\[URL\]](#) or [\[URL\]](#).

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.

IVR VOICE MESSAGE

This is PG&E calling on [System Date Time] with a Public Safety Power Shutoff alert. Crews have successfully restored power to all customers in [NAME]. If you are still receiving reports of outages, please instruct customers to visit [\[URL\]](#) 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 in [NAME]. If you are still receiving reports of outages, please instruct customers to visit [\[URL\]](#) or call 1-800-743-5002.

General Customers, Critical Facilities, Medical Baseline Customers and Self-Identified Vulnerable Customer Notifications

PG&E aimed to reach potentially impacted customers throughout the event via automated calls, texts and emails using contact information on file. Event-specific information was also posted on pge.com and social media channels, as well as provided to local news, radio outlets and community based organizations.





Public Safety Partners that are also classified as a critical facility and were within the event scope area, received an advanced notification with facility and event information. These facilities include police and fire facilities, communication providers, water agencies, and emergency hospitals.

Medical Baseline Program Participants and Self-Identified Vulnerable Customers also received unique PSPS Watch and PSPS Warning notifications. These messages include customized phone calls, 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
-  Customers Supported by PG&E Microgrids
-  Medical Baseline Program Participants and Self-Identified Vulnerable Customers
-  All Customers

Telecom Providers, Water Agencies and Emergency Hospitals



IVR LIVE (SINGLE PREM)

This is P G and E calling Public Safety Partners with an important message. We are issuing an advance-notice Outage Watch for a Public Safety Power Shutoff. On [ESTIMATED SHUTOFF START DATE], power MAY be shut off for safety.

To replay this message at any time, press #.

[AD HOC1]

Due to current weather forecasts, [PREMISE ADDRESS] is under a WATCH for a Public Safety Power Shutoff. Severe weather MAY require us to turn off power to help prevent a wildfire.

ESTIMATED SHUTOFF START TIME: [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

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

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

[AD HOC2]

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power.

If this is not the correct phone number for [PREMISE ADDRESS], press 2.

Press # to repeat this message.

Thank you.

IVR LIVE (MULTI PREM)

This is P G and E calling Public Safety Partners with an important message. We are issuing an advance-notice Outage Watch for a Public Safety Power Shutoff. On [ESTIMATED SHUTOFF START DATE], power MAY be shut off for safety.

To replay this message at any time, press #.

[AD HOC1]

Due to current weather forecasts, [NUMBER of SPIDs FOR MULTI PREM] of your meters are under a WATCH for a Public Safety Power Shutoff. Severe weather MAY require us to turn off power to help prevent a wildfire.

If we turn off power, we estimate the shutoff at [PREMISE ADDRESS #1] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START

CONTINUED ON NEXT PAGE

Telecom Providers, Water Agencies and Emergency Hospitals



IVR LIVE (MULTI PREM) CONT.

[TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return [ETOR DAY], [ETOR DATE] by [ETOR TIME].

We estimate the shutoff at [PREMISE ADDRESS #2] will begin [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

To get shutoff details for all of your affected meters, visit pge.com/myaddresses. On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ].

To repeat instructions, press *.

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

[AD HOC2]

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power.

If this is not the correct phone number for the addresses provided, press 2.

Press # to repeat this message.

Thank you.

IVR VOICE MESSAGE (SINGLE PREM)

This is P G and E calling Public Safety Partners with an important message. We are issuing an advance-notice Outage Watch for a Public Safety Power Shutoff. On [ESTIMATED SHUTOFF START DATE], power MAY be shut off for safety.

[AD HOC1]

Due to current weather forecasts, [PREMISE ADDRESS] is under a Watch for a Public Safety Power Shutoff. Severe weather MAY require us to turn off power to help prevent a wildfire.

ESTIMATED SHUTOFF START TIME: [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

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

CONTINUED ON NEXT PAGE

Telecom Providers, Water Agencies and Emergency Hospitals



IVR VOICE MESSAGE (SINGLE PREM) CONT.

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****

[AD HOC2]

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. If this is not the correct phone number for [PREMISE ADDRESS], call 1-866-743-6589.

Thank you.

IVR VOICE MESSAGE (MUTLI PREM)

This is P G and E calling Public Safety Partners with an important message. We are issuing an advance-notice Outage Watch for a Public Safety Power Shutoff. On [ESTIMATED SHUTOFF START DATE], power MAY be shut off for safety.

[AD HOC1]

Due to current weather forecasts, [NUMBER of SPIDs FOR MULTI PREM] of your meters are under a Watch for a Public Safety Power Shutoff.

Severe weather MAY require us to turn off power to help prevent a wildfire.

If we turn off power, we estimate the shutoff at [PREMISE ADDRESS #1] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return [ETOR DAY], [ETOR DATE] by [ETOR TIME].

We estimate the shutoff at [PREMISE ADDRESS #2] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

To get shutoff details for all of your affected meters, visit pge.com/myaddresses. On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit code [ZZZZ].

To repeat instructions, 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****

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Telecom Providers, Water Agencies and Emergency Hospitals



IVR VOICE MESSAGE (MUTLI PREM) CONT.

[AD HOC2]

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. If this is not the correct phone number for the addresses provided, call 1-866-743-6589. Thank you.

TEXT (SINGLE PREM)

PG&E Advance-Notice PSPS Outage Watch for Public Safety Partners, [SYSTEM DATE]. We MAY turn off power for safety at [PREMISE ADDRESS] on [ESTIMATED SHUTOFF START DATE]. Estimated shutoff: [ESTIMATED SHUTOFF START TIME] [ESTIMATED SHUTOFF END TIME]. Estimated restoration: [ETOR DATE] by [ETOR TIME]. Maps for public safety partners at [URL] or log in at [URL].

SAMPLE BELOW IS 317 CHARACTERS (FITS 320 CHARACTER LIMIT), WITH 25 CHARACTERS MAX FOR THE ADDRESS VARIABLE

PG&E Advance-Notice PSPS Outage Watch for Public Safety Partners, 11/12/20. We MAY turn off power for safety at 1234567 EL ANYWHERE COURT on 11/23/20. Estimated shutoff: 2 am – 4 pm. Estimated restoration: 11/24/20 by 9 am. Maps for public safety partners at pge.com/pspsprioritynotice or log in at pge.com/pspsportal

TEXT (MULTI PREM)

PG&E Advance-Notice PSPS Outage Watch for Safety Partners, [SYSTEM DATE]. We MAY turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est. shutoff as early as: [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END TIME].

Est. restoration: [ETOR DATE] by [ETOR TIME]. Meter list: [pge.bz/12345]
Safety partner maps: [URL] or log in at [URL].

SAMPLE BELOW IS 320 CHARACTERS (FITS 320 CHARACTER LIMIT), WITH UP TO 4 CHARACTERS MAX FOR # OF METERS, up to 12 digits for pge.bz URL

PG&E Advance-Notice PSPS Outage Watch for Safety Partners, 11/20/20. We MAY turn off power for safety to 1234 of your meters. Est. shutoff as early as: 11/22/20 10:30pm – 11:45pm. Est. restoration: 11/24/20 by 10:15am. Meter list: pge.bz/12345 Safety partner maps: pge.com/pspsprioritynotice or log in at pge.com/pspsportal

Telecom Providers, Water Agencies and Emergency Hospitals



EMAIL (SINGLE PREM)

SUBJECT: Advance-Notice PSPS Outage Watch issued for [ESTIMATED SHUTOFF START DATE]

EMAIL PREVIEW TEXT: Public Safety Partners: Severe weather may require a power shutoff to help prevent a wildfire.

HEADLINE: Public Safety Power Shutoff – ADVANCE NOTICE

SUBHEAD: PSPS Outage Watch

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

[AD HOC1]

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

- **ADDRESS:** [PREMISE ADDRESS, CITY, STATE, COUNTY]
- **ESTIMATED SHUTOFF:** [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME] - [ESTIMATED SHUTOFF END TIME]

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

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

- **ESTIMATED RESTORATION:** [ETOR DAY], [ETOR DATE] by [ETOR 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 alert 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.

[AD HOC2]

If this is not the correct email address for [PREMISE ADDRESS], please call 1-866-743-6589.

CONTINUED ON NEXT PAGE

Telecom Providers, Water Agencies and Emergency Hospitals



EMAIL (SINGLE 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.
- For a 7-day Public Safety Power Shutoff forecast, visit pge.com/pspsweather.
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

PG&E Customer Service

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

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: Advance-Notice PSPS Outage Watch issued for [\[ESTIMATED SHUTOFF START DATE\]](#)

EMAIL PREVIEW TEXT: Public Safety Partners: Severe weather may require a power shutoff to help prevent a wildfire.

HEADLINE: Public Safety Power Shutoff – ADVANCE NOTICE

SUBHEAD: PSPS Outage Watch

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

[\[AD HOC 1\]](#)

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 THIS LINK.**

CONTINUED ON NEXT PAGE

Telecom Providers, Water Agencies and Emergency Hospitals



EMAIL (MULTI PREM) CONT.

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.	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END 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.</p>
2.	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END 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.</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 alert 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.

[AD HOC2]

If this is not the correct email address for the addresses provided, please call 1-866-743-6589.

CONTINUED ON NEXT PAGE

Telecom Providers, Water Agencies and Emergency Hospitals



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.
- For a 7-day Public Safety Power Shutoff forecast, visit pge.com/pspsweather.
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

PG&E Customer Service

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

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 and Self-Identified Vulnerable Customers



IVR LIVE (SINGLE PREM)

This is P G and E calling with an important message for Medical Baseline customers. We are issuing an Outage Watch for a Public Safety Power Shutoff.

To continue in English, press 1. To replay this message at any time, press #.

[AD HOC1]

Severe weather MAY require us to turn off power at [PREMISE ADDRESS] to help prevent a wildfire.

IF WE TURN OFF POWER, WE ESTIMATE THE SHUTOFF WILL BEGIN: [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

WE ESTIMATE POWER WILL BE TURNED BACK ON: [ETOR DAY] [ETOR DATE] by [ETOR TIME].

[AD HOC2]

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power.

For more information, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit pge.com/pspsupdates or call 1-800-743-5002.

If this is not the correct phone number for [PREMISE ADDRESS], press 2.

Press # to repeat this message.

Thank you and please stay safe.

IVR LIVE (MULTI PREM)

This is P G and E calling Medical Baseline customers with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff.

To continue in English, press 1. To replay this message at any time, press #.

[AD HOC1]

Severe weather MAY require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire.

If we turn off power, we estimate the shutoff at [PREMISE ADDRESS #1] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

CONTINUED ON NEXT PAGE

Medical Baseline Program Participants and Self-Identified Vulnerable Customers



IVR LIVE (MULTI PREM) CONT.

We estimate the shutoff at [PREMISE ADDRESS #2] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

To get shutoff details for all of your affected meters, visit pge.com/myaddresses. On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ].

To repeat instructions, press *.

[AD HOC2]

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power.

For more information, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit pge.com/pspsupdates or call 1-800-743-5002.

If this is not the correct phone number for the addresses provided, press 2.

Press # to repeat this message.

Thank you and please stay safe.

IVR VOICE MESSAGE (SINGLE PREM)

This is P G and E calling with an important message for Medical Baseline customers. We are issuing an Outage Watch for a Public Safety Power Shutoff. On [ESTIMATED SHUTOFF START DATE], power MAY be shut off for safety. Your response is required.

To hear this message in another language, call 1-800-XXX-XXXX.

[AD HOC1]

Severe weather MAY require us to turn off power at [PREMISE ADDRESS] to help prevent a wildfire.

IF WE TURN OFF POWER, WE ESTIMATE THE SHUTOFF WILL BEGIN: [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

WE ESTIMATE POWER WILL BE TURNED BACK ON: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

As a Medical Baseline customer, we ask that you call 1-800-687-6302 to confirm you have received this message. Again, please call 1-800-687-6302. We will continue to attempt to reach you and may visit your home if you do not call.

[AD HOC2]

CONTINUED ON NEXT PAGE

Medical Baseline Program Participants and Self-Identified Vulnerable Customers



IVR VOICE MESSAGE (SINGLE PREM) CONT.

For more information, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit pge.com/pspsupdates or call 1-800-743-5002.

If this is not the correct phone number for [PREMISE ADDRESS], call 1-866-743-6589.

Thank you and please stay safe.

IVR VOICE MESSAGE (MULTI PREM)

This is P G and E calling with an important message for Medical Baseline customers. We are issuing an Outage Watch for a Public Safety Power Shutoff. Your response is required.

To hear this message in another language, call 1-800-XXX-XXXX.

[AD HOC1]

Severe weather MAY require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire.

If we turn off power, we estimate the shutoff at [PREMISE ADDRESS #1] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

We estimate the shutoff at [PREMISE ADDRESS #2] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

To get shutoff details for all of your affected meters, visit pge.com/myaddresses. On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ].

As a Medical Baseline customer, we ask that you call 1-800-687-6302 to confirm you have received this message. Again, please call 1-800-687-6302. We will continue to attempt to reach you and may visit your home if you do not call.

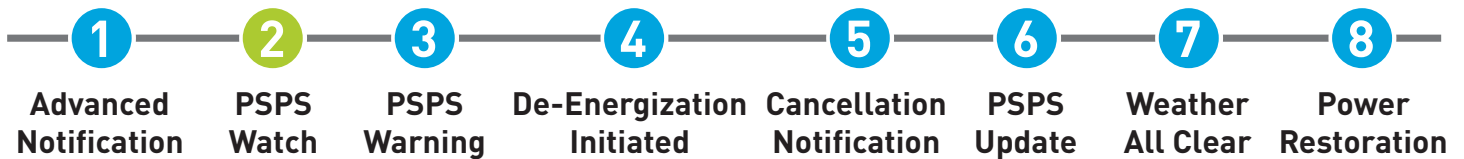
[AD HOC2]

For more information, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit pge.com/pspsupdates or call 1-800-743-5002.

If this is not the correct phone number for the addresses provided, call 1-866-743-6589.

Thank you and please stay safe.

Medical Baseline Program Participants and Self-Identified Vulnerable Customers



TEXT (SINGLE PREM)

PG&E PSPS Outage Alert - Medical Baseline Customers [SYSTEM DATE]: PG&E may turn off power for safety at [PREMISE ADDRESS] on [ESTIMATED SHUTOFF START DATE]. Est shutoff: [ESTIMATED SHUTOFF START TIME] - [ESTIMATED SHUTOFF END TIME]. Est restoration: [ETOR DATE] by [ETOR TIME]. Weather can affect shutoff & restoration. Info & Languages: pge.com/pspsupdates Reply w/ "1" to verify receipt.

TEXT (MULTI PREM)

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

EMAIL (SINGLE PREM)

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

EMAIL PREVIEW TEXT: High winds and dry conditions may require that we turn off power at your location to help prevent a wildfire.

HEADER LINKS:

[español](#) [中文](#) [tiếng việt](#) [Tagalog](#) [한국어](#) [русский язык](#)

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.

[AD HOC1]

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

- **ADDRESS:** [PREMISE ADDRESS, CITY, STATE, COUNTY]
- **ESTIMATED SHUTOFF:** [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME] - [ESTIMATED SHUTOFF END TIME]
Shutoff times may be delayed if winds arrive later than forecast.

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Medical Baseline Program Participants and Self-Identified Vulnerable Customers



EMAIL (SINGLE PREM) CONT.

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

- **ESTIMATED RESTORATION:** [ETOR DAY], [ETOR DATE] by [ETOR 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 alert 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.

[AD HOC2]

If this is not the correct email address for [PREMISE ADDRESS], please call 1-866-743-6589.

For more information visit pge.com/pspsupdates or call 1-800-743-5002.

RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit pge.com/disabilityandaging.
- To view city/county level information, visit pge.com/pspsupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips, visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast, visit pge.com/pspsweather.
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM 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 and Self-Identified Vulnerable Customers



EMAIL (MULTI PREM)

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

EMAIL PREVIEW TEXT: High winds and dry conditions may require that we turn off power at your location to help prevent a wildfire.

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык

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.

[AD HOC1]

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 SPID_s 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: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END 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.</p>
2.	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END 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.</p>

(Repeat for first 50 premises that would be affected)

CONTINUED ON NEXT PAGE

Medical Baseline Program Participants and Self-Identified Vulnerable Customers



EMAIL (MULTI 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 alert 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.

[AD HOC2]

If this is not the correct email address for the addresses provided, please call 1-866-743-6589.

For more information visit pge.com/pspsupdates or call 1-800-743-5002.

RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit pge.com/disabilityandaging.
- To view city/county level information, visit pge.com/pspsupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips, visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast, visit pge.com/pspsweather.
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

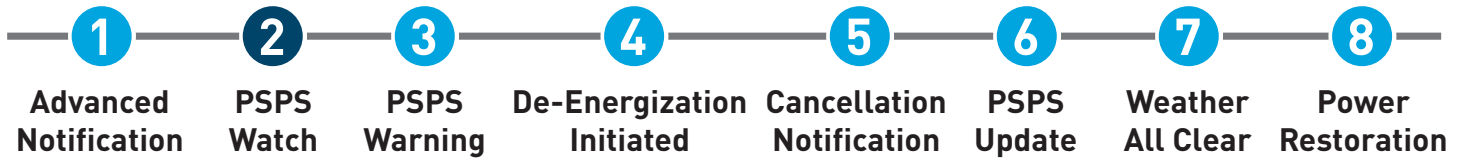
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM 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



IVR LIVE (SINGLE PREM)

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff.

To continue in English, press 1. To replay this message at any time, press #.

[AD HOC1]

Severe weather MAY require us to turn off power at [PREMISE ADDRESS] to help prevent a wildfire.

IF WE TURN OFF POWER, WE ESTIMATE THE SHUTOFF WILL BEGIN: [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

WE ESTIMATE POWER WILL BE TURNED BACK ON: [ETOR DAY] [ETOR DATE] by [ETOR TIME].

[C1/C2]

[AD HOC2]

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power.

For more information, including medical device charging resources, food replacement and other support, visit pge.com/pspsupdates or call 1-800-743-5002.

If this is not the correct phone number for [PREMISE ADDRESS], press 2.

Press # to repeat this message.

Thank you and please stay safe.

IVR LIVE (MULTI PREM)

This is P G & E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff.

To continue in English, press 1. To replay this message at any time, press #.

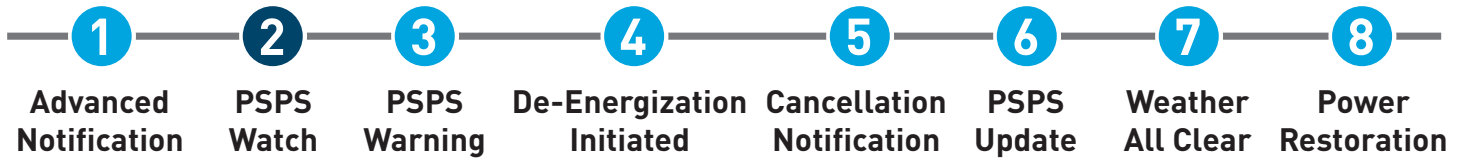
[AD HOC1]

Severe weather MAY require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire.

If we turn off power, we estimate the shutoff at [PREMISE ADDRESS #1] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

CONTINUED ON NEXT PAGE

General Customers



IVR LIVE (MULTI PREM)

We estimate the shutoff at [PREMISE ADDRESS #2] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

To get shutoff details for all of your affected meters, visit pge.com/myaddresses. On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ].

To repeat instructions, press *.

[C1/C2]

[AD HOC2]

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power.

For more information, including medical device charging resources, food replacement and other support, visit pge.com/pspsupdates or call 1-800-743-5002.

If this is not the correct phone number for the addresses provided, press 2.

Press # to repeat this message.

Thank you and please stay safe.

IVR VOICE MESSAGE (SINGLE PREM)

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. On [ESTIMATED SHUTOFF START DATE], your power MAY be shut off for safety.

To hear this message in another language call 1-800-xxx-xxxx.

[AD HOC1]

Severe weather MAY require us to turn off power at [PREMISE ADDRESS] to help prevent a wildfire.

IF WE TURN OFF POWER, WE ESTIMATE THE SHUTOFF WILL BEGIN: [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

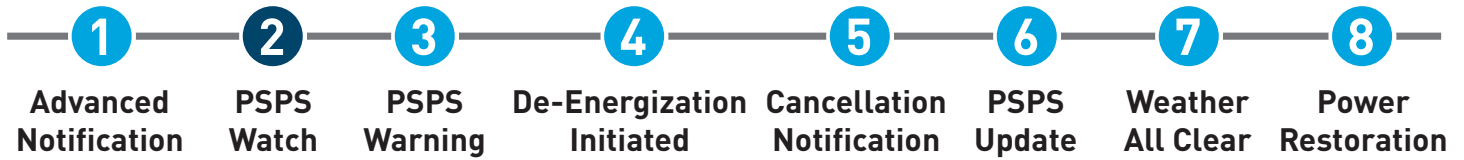
WE ESTIMATE POWER WILL BE TURNED BACK ON: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[C1/C2]

[AD HOC2]

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General Customers



IVR VOICE MESSAGE (SINGLE PREM) CONT.

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power.

For more information, including medical device charging resources, food replacement and other support, visit pge.com/pspsupdates or call 1-800-743-5002.

If this is not the correct phone number for [PREMISE ADDRESS], call 1-866-743-6589.

Thank you and please stay safe.

IVR VOICE MESSAGE (MULTI PREM)

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff.

To hear this message in another language, call 1-800-xxx-xxxx.

[AD HOC1]

Severe weather MAY require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire.

If we turn off power, we estimate the shutoff at [PREMISE ADDRESS #1] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

We estimate the shutoff at [PREMISE ADDRESS #2] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

To get shutoff details for all of your affected meters, visit pge.com/myaddresses. On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code: [ZZZZ].

[C1/C2]

[AD HOC2]

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power.

For more information, including medical device charging resources, food replacement and other support, visit pge.com/pspsupdates or call 1-800-743-5002.

If this is not the correct phone number for the addresses provided, call 1-866-743-6589.

Thank you and please stay safe.

General Customers



TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: Due to weather PG&E may turn off power for safety at [PREMISE ADDRESS] on [ESTIMATED SHUTOFF START DATE]. Est shutoff: [ESTIMATED SHUTOFF START TIME] - [ESTIMATED SHUTOFF END TIME]. Est restoration: [ETOR DATE] by [ETOR TIME] depending on weather & damage. More info & other languages: pge.com/pspsupdates Reply w/ "1" to verify receipt.

TEXT (MULTI PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: PG&E may turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est shutoff: [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END TIME]. Est restoration: [ETOR DATE] by [ETOR TIME] depending on weather & damage. Meters: pge.bz/12345. Info & Other languages: pge.com/pspsupdates Reply w/ "1" to verify receipt.

EMAIL (SINGLE PREM)

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

EMAIL PREVIEW TEXT: High winds and dry conditions may require that we turn off power at your location to help prevent a wildfire.

HEADER LINKS:

[español](#) [中文](#) [tiếng việt](#) [Tagalog](#) [한국어](#) [русский язык](#)

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.

[AD HOC1]

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

- **ADDRESS:** [PREMISE ADDRESS, CITY, STATE, COUNTY]
- **ESTIMATED SHUTOFF:** [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME] - [ESTIMATED SHUTOFF END TIME]
Shutoff times may be delayed if winds arrive later than forecast.

CONTINUED ON NEXT PAGE

General Customers



EMAIL (SINGLE PREM) CONT.

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

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

Restoration time may change depending on weather and equipment damage.

[C1/C2]

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 alert 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.

[AD HOC2]

If this is not the correct email address for [PREMISE ADDRESS], please call 1-866-743-6589.

For more information visit pge.com/pspsupdates or call 1-800-743-5002.

RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit pge.com/disabilityandaging.
- To view city/county level information, visit pge.com/pspsupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips, visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast, visit pge.com/pspsweather.
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM 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 (MULTIPLE PREM)

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

EMAIL PREVIEW TEXT: High winds and dry conditions may require that we turn off power at your location to help prevent a wildfire.

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык

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.

[AD HOC1]

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

[C1/C2]

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.	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END 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.</p>
2.	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END 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.</p>

CONTINUED ON NEXT PAGE

General Customers



EMAIL (MULTIPLE PREM) CONT.

(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 alert 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.

[AD HOC2]

If this is not the correct email address for the addresses provided, please call 1-866-743-6589.

For more information visit pge.com/pspsupdates or call 1-800-743-5002.

RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit pge.com/disabilityandaging.
- To view city/county level information, visit pge.com/pspsupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips, visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast, visit pge.com/pspsweather.
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM 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.

Customers Supported by PG&E Microgrids



IVR VOICE MESSAGE (SINGLE PREM)

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. On [DATE], your power MAY be shut off for safety. To hear this message in another language, call 1-833-208-4167. Severe weather MAY require us to turn off power in your area on [DAY, DATE] to help prevent a wildfire. If a shutoff is required, microgrid backup power will be provided to [PREMISE ADDRESS] to shorten your outage time. We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. For information about microgrids, power for medical or independent living needs, food replacement and more, visit pge.com/pspsupdates or call 1-800-743-5002. If this is not the correct phone number for [PREMISE ADDRESS], call 1-866-743-6589. Thank you and please stay safe.

IVR VOICE MESSAGE (MULTI PREM)

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. On [DATE], your power MAY be shut off for safety. To hear this message in another language, call 1-833-208-4167. Severe weather MAY require us to turn off power in your area on [DAY, DATE] to help prevent a wildfire. If a shutoff is required, microgrid backup power will be provided to [PREMISE ADDRESS] to shorten your outage time. We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. For information about microgrids, power for medical or independent living needs, food replacement and more, visit pge.com/pspsupdates or call 1-800-743-5002. If this is not the correct phone number for [PREMISE ADDRESS], call 1-866-743-6589. Thank you and please stay safe.

Customers Supported by PG&E Microgrids



IVR LIVE (SINGLE PREM)

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. On [DATE], your power MAY be shut off for safety. To continue in English, press 1. Para continuar en Espanol, oprima el numero 3. To continue in Cantonese, press 5. **[[TRANSLATOR, PLEASE TRANSLATE PREVIOUS LINE INTO CANTONESE.]]** For all other languages, press *. To replay this message at any time, press #. Severe weather MAY require us to turn off power in your area on [DAY, DATE] to help prevent a wildfire. If a shutoff is required, microgrid backup power will be provided to [PREMISE ADDRESS] to shorten your outage time. We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. For information about microgrids, power for medical or independent living needs, food replacement and more, visit pge.com/pspsupdates or call 1-800-743-5002. If this is not the correct phone number for [PREMISE ADDRESS], call 1-866-743-6589. Thank you and please stay safe.

IVR LIVE (MULTI PREM)

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. On [DATE], power MAY be shut off for safety. To continue in English, press 1. Para continuar en Espanol, oprima el numero 3. To continue in Cantonese, press 5. **[[TRANSLATOR, PLEASE TRANSLATE PREVIOUS LINE INTO CANTONESE.]]** For all other languages, press *. Severe weather MAY require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. If a shutoff is required, microgrid backup power will be provided to one or more of your meters to shorten outage times. To get outage details for all of your affected meters, visit pge.com/myaddresses. Then, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ]. To repeat instructions, press *. We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. For information about microgrids, power for medical or independent living needs, food replacement and more, visit pge.com/pspsupdates or call 1-800-743-5002. If this is not the correct phone number for the addresses provided, press 2. Press # to repeat this message. Thank you and please stay safe.

Customers Supported by PG&E Microgrids



TEXT (SINGLE PREM)

PG&E PSPS Outage Watch: [DATE]. Power may be turned off in your area [DATE] to prevent a wildfire. If a shutoff is required, we will provide microgrid backup power to [PREMISE ADDRESS] to shorten your outage time. Microgrid info, other languages and more: pge.com/pspsupdates Reply w/ "1" to verify receipt.

TEXT (MULTI PREM)

PG&E PSPS Outage Watch: [DATE]. PG&E may turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters on [ESTIMATED MICROGRID INSTALL SHUTOFF START DATE] to prevent a wildfire. If a shutoff is required, we will provide microgrid backup power to one or more of those locations to shorten outage times. Get outage details for all affected meters: pge.bz/12345 Microgrid info, other languages and more: pge.com/pspsupdates Reply w/ "1" to verify receipt.

EMAIL (SINGLE PREM)

SUBJECT: PSPS Outage Watch issued for [DAY, DATE]

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык
Hmoob عربي ਪੰਜਾਬੀ فارسی 日本語 ལྷོ་ཁྲིམས་ལྷོ་ཁྲིམས་ ไทย Português हिंदी

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Outage Watch

Your area is under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off power in your area on [DAY, DATE] to help prevent a wildfire.

BACKUP POWER WILL BE PROVIDED

If a shutoff is required, microgrid backup power will be provided to your address to shorten your outage time.

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

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. If this is not the correct email address for [PREMISE ADDRESS], please call 1-866-743-6589.

CONTINUED ON NEXT PAGE

Customers Supported by PG&E Microgrids



EMAIL (SINGLE PREM) CONT.

For more information visit pge.com/pspsupdates or call 1-800-743-5002.

RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit pge.com/disabilityandaging.
- To view city/county level information, visit pge.com/pspsupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips, visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast, visit pge.com/pspsweather.
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

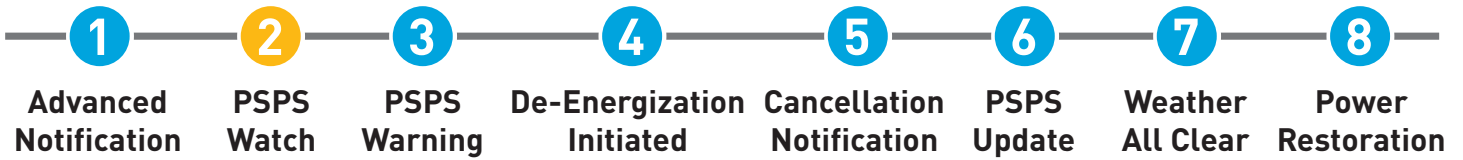
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM 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.

Customers Supported by PG&E Microgrids



EMAIL (MULTI PREM)

SUBJECT: PSPS Outage Watch issued for [DAY, DATE]

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык
 Hmoob عربي ਪੰਜਾਬੀ فارسی 日本語 ไทย Português हिंदी

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Outage Watch

Your area is under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off power in your area on [DAY, DATE] to help prevent a wildfire.

BACKUP POWER WILL BE PROVIDED TO ONE OR MORE OF YOUR METERS

If a shutoff is required, the list below indicates which of your meters will experience an extended PSPS outage and which will receive microgrid backup power to shorten the outage. Note that there are two types of microgrid backup power. One requires a single outage of up to 4 hours, the other requires two outages of up of 4 hours each.

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

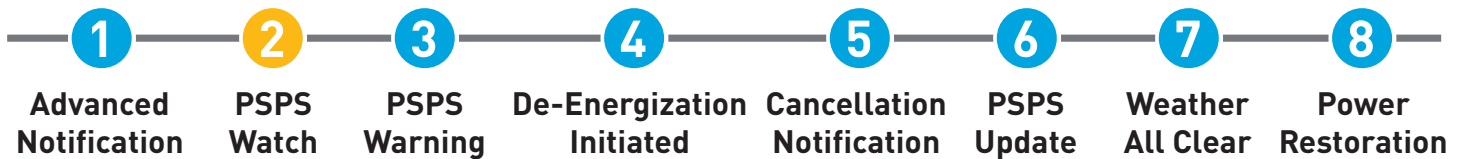
****Due to email size limits a maximum of 50 meter locations is shown****

[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: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END 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.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END 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.

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Customers Supported by PG&E Microgrids



EMAIL (MULTI PREM) CONT.

(Repeat for first 50 premises that would be affected)

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power.

If this is not the correct email address for the addresses provided, please call 1-866-743-6589.

For more information visit pge.com/pspsupdates or call 1-800-743-5002.

RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit pge.com/disabilityandaging.
- To view city/county level information, visit pge.com/pspsupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips, visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast, visit pge.com/pspsweather.
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM 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 and Self-Identified Vulnerable Customers



IVR LIVE (SINGLE PREM)

This is P G and E calling Medical Baseline customers with an important message. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power for safety between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

To continue in English, press 1. To replay this message at any time, press #.

[AD HOC1]

Severe weather WILL require us to turn off power at [PREMISE ADDRESS] to help prevent a wildfire.

WE ESTIMATE THE SHUTOFF WILL BEGIN: [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

WE ESTIMATE THE POWER WILL RETURN: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[AD HOC2]

We'll continue to send updates.

For more information, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit pge.com/pspsupdates or call 1-800-743-5002.

Press # to repeat this message.

Thank you and please stay safe.

IVR LIVE (MULTI PREM)

This is P G and E calling with an important message for Medical Baseline customers. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

To continue in English, press 1. To replay this message at any time, press #.

[AD HOC1]

Severe weather WILL require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire.

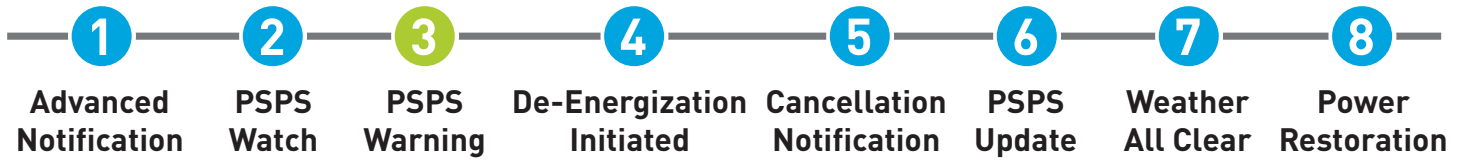
We estimate the shutoff at [PREMISE ADDRESS #1] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

We estimate the shutoff at [PREMISE ADDRESS #2] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

CONTINUED ON NEXT PAGE

Medical Baseline Program Participants and Self-Identified Vulnerable Customers



IVR LIVE (MULTI PREM) CONT.

To get shutoff details for all of your affected meters, visit pge.com/myaddresses. On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ].

To repeat instructions, press *.

[AD HOC2]

We'll continue to send updates.

For more information, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit pge.com/pspsupdates or call 1-800-743-5002.

Press # to repeat this message.

Thank you and please stay safe.

IVR VOICE MESSAGE (SINGLE PREM)

This is P G and E calling Medical Baseline customers with an important message. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power for safety between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. Your response is required.

To hear this message in another language, call 1-800-XXX-XXXX.

[AD HOC1]

Severe weather WILL require us to turn off power at [PREMISE ADDRESS] to help prevent a wildfire.

WE ESTIMATE THE SHUTOFF WILL BEGIN: [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

WE ESTIMATE POWER WILL RETURN: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

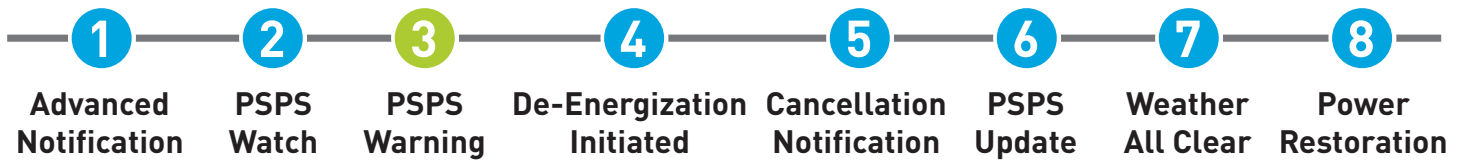
As a Medical Baseline customer, we ask that you call 1-800-687-6302 to confirm you have received this message. Again, please call 1-800-687-6302. We will continue to attempt to reach you and may visit your home if you do not call.

[AD HOC2]

For more information, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit pge.com/pspsupdates or call 1-800-743-5002.

Thank you and please stay safe.

Medical Baseline Program Participants and Self-Identified Vulnerable Customers



IVR VOICE MESSAGE (MULTI PREM)

This is P G and E calling Medical Baseline customers with an important message. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power for safety between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. Your response is required.

To hear this message in another language, call 1-800-XXX-XXXX.

[AD HOC1]

Severe weather WILL require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire.

We estimate the shutoff at [PREMISE ADDRESS # 1] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

To get shutoff details for all of your affected meters, visit pge.com/myaddresses. On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ].

As a Medical Baseline customer, we ask that you call 1-800-687-6302 to confirm you have received this message. Again, please call 1-800-687-6302. We will continue to attempt to reach you and may visit your home if you do not call.

[AD HOC2]

For more information, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit pge.com/pspsupdates or call 1-800-743-5002.

Thank you and please stay safe.

TEXT (SINGLE PREM)

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

Medical Baseline Program Participants and Self-Identified Vulnerable Customers



TEXT (MULTI PREM)

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

EMAIL (SINGLE PREM)

SUBJECT: PSPS Outage Alert: Shutoffs start between [ESTIMATED SHUTOFF START TIME] - [ESTIMATED SHUTOFF END TIME] for safety

EMAIL PREVIEW TEXT: High winds and dry conditions require that we turn off power at your location to help prevent a wildfire.

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык

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.

[AD HOC1]

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

- **ADDRESS:** [PREMISE ADDRESS, CITY, STATE, COUNTY]
- **ESTIMATED SHUTOFF:** [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME] - [ESTIMATED SHUTOFF END TIME]
Shutoff times may be delayed if winds arrive later than forecast.
We expect weather to improve by [ALL CLEAR TIME] on [ALL CLEAR DAY], [ALL CLEAR DATE].
After weather has improved, we will inspect equipment before restoring power.
- **ESTIMATED RESTORATION:** [ETOR DAY], [ETOR DATE] by [ETOR TIME]

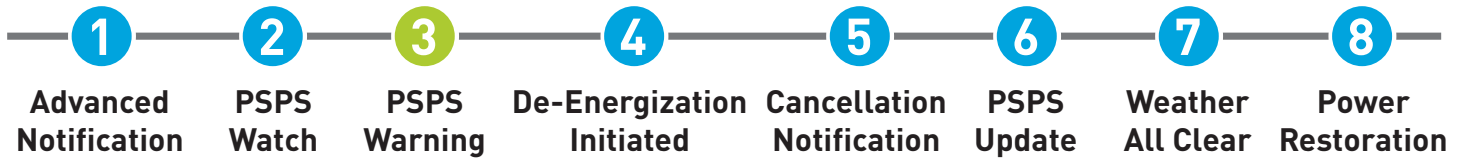
Restoration time may change depending on weather and equipment damage.

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.

[AD HOC2]

CONTINUED ON NEXT PAGE

Medical Baseline Program Participants and Self-Identified Vulnerable Customers



EMAIL (SINGLE PREM) CONT.

For more information visit pge.com/pspsupdates or call 1-800-743-5002.

RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit pge.com/disabilityandaging.
- To view city/county level information, visit pge.com/pspsupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips, visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast, visit pge.com/pspsweather.
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM 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 and Self-Identified Vulnerable Customers



EMAIL (MULTI PREM)

SUBJECT: PSPS Outage Alert: Shutoffs start between [ESTIMATED SHUTOFF START TIME] - [ESTIMATED SHUTOFF END TIME] for safety

EMAIL PREVIEW TEXT: High winds and dry conditions will require that we turn off power at your locations to help prevent a wildfire.

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык

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.

[AD HOC1]

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****

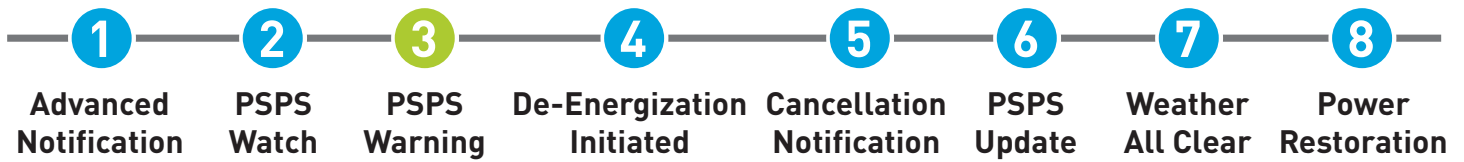
[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END 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.</p>
2.	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END 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.</p>

(Repeat for first 50 premises that would be affected)

CONTINUED ON NEXT PAGE

Medical Baseline Program Participants and Self-Identified Vulnerable Customers



EMAIL (MULTI 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. Weather forecasts change frequently.

For more information visit pge.com/pspsupdates or call 1-800-743-5002.

RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit pge.com/disabilityandaging.
- To view city/county level information, visit pge.com/pspsupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips, visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast, visit pge.com/pspsweather.
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

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

General Customers



IVR LIVE (SINGLE PREM)

This is P G and E calling with an important message. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power for safety between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

To continue in English, press 1. To replay this message at any time, press #.

[AD HOC1]

Severe weather WILL require us to turn off power at [PREMISE ADDRESS] to help prevent a wildfire.

WE ESTIMATE THE SHUTOFF WILL BEGIN: [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

WE ESTIMATE THE POWER WILL RETURN: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[C1/C2]

[AD HOC2]

We'll continue to send updates.

For more information, including medical device charging resources, food replacement and other support, visit pge.com/pspsupdates or call 1-800-743-5002.

Press # to repeat this message.

Thank you and please stay safe.

IVR LIVE (MULTI PREM)

This is P G and E calling with an important message. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

To continue in English, press 1. To replay this message at any time, press #.

[AD HOC1]

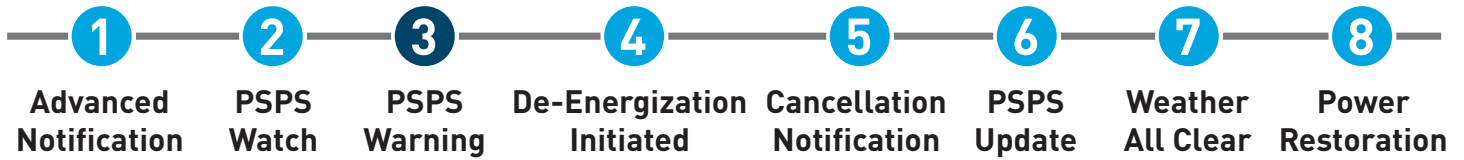
Severe weather WILL require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire.

We estimate the shutoff at [PREMISE ADDRESS #2] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

CONTINUED ON NEXT PAGE

General Customers



IVR LIVE (MULTI PREM) CONT.

To get shutoff details for all of your affected meters, visit pge.com/myaddresses. On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ].

To repeat instructions, press *.

[C1/C2]

[AD HOC2]

We'll continue to send updates.

For more information, including medical device charging resources, food replacement and other support, visit pge.com/pspsupdates or call 1-800-743-5002.

Press # to repeat this message.

Thank you and please stay safe.

IVR VOICE MESSAGE (SINGLE PREM)

This is P G and E calling with an important message. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power for safety between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

To hear this message in another language call 1-800-XXX-XXXX.

[AD HOC1]

Severe weather WILL require us to turn off power at [PREMISE ADDRESS] to help prevent a wildfire.

WE ESTIMATE THE SHUTOFF WILL BEGIN: [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

WE ESTIMATE POWER WILL RETURN: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[C1/C2]

[AD HOC2]

We'll continue to send updates.

For more information, including medical device charging resources, food replacement and other support, visit pge.com/pspsupdates or call 1-800-743-5002.

Thank you and please stay safe.

General Customers



IVR VOICE MESSAGE (MULTI PREM)

This is P G and E calling with an important message. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

To hear this message in another language, call 1-800-XXX-XXXX.

[AD HOC1]

Severe weather WILL require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire.

We estimate the shutoff at [PREMISE ADDRESS #1] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

We estimate the shutoff at [PREMISE ADDRESS #2] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

To get shutoff details for all of your affected meters, visit pge.com/myaddresses. On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ].

[C1/C2]

[AD HOC2]

We'll continue to send updates.

For more information, including medical device charging resources, food replacement and other support, visit pge.com/pspsupdates or call 1-800-743-5002.

Thank you and please stay safe.

TEXT (SINGLE PREM)

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

General Customers



TEXT (MULTI PREM)

PG&E PSPS Outage Alert – [SYSTEM DATE]: PG&E will turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est shutoff: [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME] - [ESTIMATED SHUTOFF END TIME]. Est restoration: [ETOR DATE] by [ETOR TIME] depending on weather & damage. Meters: [pge.bz/12345]. Info & Languages: pge.com/pspsupdates
Reply w/ "1" to verify receipt.

EMAIL (SINGLE PREM)

SUBJECT: PSPS Outage Alert: Shutoffs start between [ESTIMATED SHUTOFF START TIME] - [ESTIMATED SHUTOFF END TIME] for safety

EMAIL PREVIEW TEXT: High winds and dry conditions require that we turn off power at your location to help prevent a wildfire.

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык

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.

[AD HOC1]

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

- **ADDRESS:** [PREMISE ADDRESS, CITY, STATE, COUNTY]
- **ESTIMATED SHUTOFF:** [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME] - [ESTIMATED SHUTOFF END TIME]
Shutoff times may be delayed if winds arrive later than forecast.
We expect weather to improve by [ALL CLEAR TIME] on [ALL CLEAR DAY], [ALL CLEAR DATE].
After weather has improved, we will inspect equipment before restoring power.
- **ESTIMATED RESTORATION:** [ETOR DAY], [ETOR DATE] by [ETOR TIME]

Restoration time may change depending on weather and equipment damage.

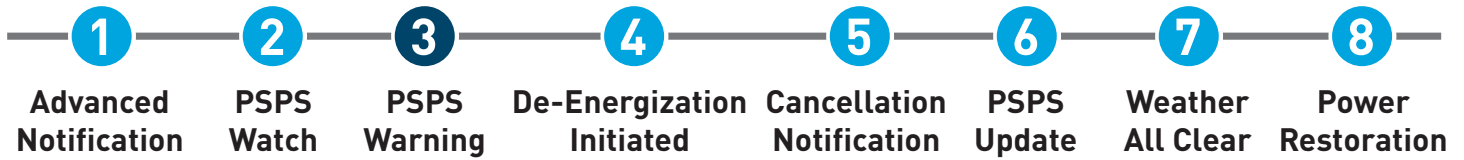
[C1/C2]

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.

[AD HOC2]

CONTINUED ON NEXT PAGE

General Customers



EMAIL (SINGLE PREM) CONT.

For more information visit pge.com/pspsupdates or call 1-800-743-5002.

RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit pge.com/disabilityandaging.
- To view city/county level information, visit pge.com/pspsupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips, visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast, visit pge.com/pspsweather.
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

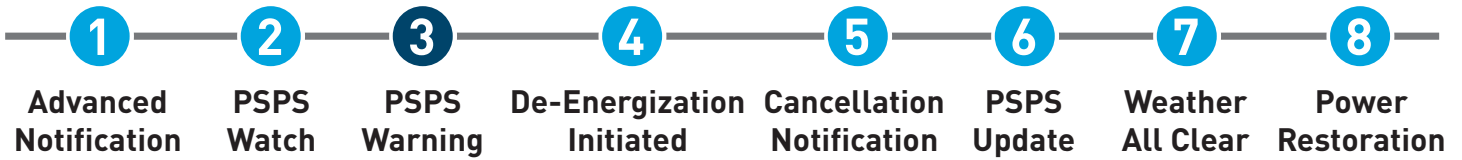
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM 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: Shutoffs start between [ESTIMATED SHUTOFF START TIME] - [ESTIMATED SHUTOFF END TIME] for safety

EMAIL PREVIEW TEXT: High winds and dry conditions will require that we turn off power at your locations to help prevent a wildfire.

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык

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.

[AD HOC1]

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

[C1/C2]

NUMBER OF METERS AFFECTED: [NUMBER of SPID_s 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: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END 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.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END 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]

CONTINUED ON NEXT PAGE

General Customers



EMAIL (MULTI 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. Weather forecasts change frequently.

For more information visit pge.com/pspsupdates or call 1-800-743-5002.

RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit pge.com/disabilityandaging.
- To view city/county level information, visit pge.com/pspsupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips, visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast, visit pge.com/pspsweather.
- If you see a downed power line, assume it is energized and extremely dangerous, and report immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

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

All Customers



IVR LIVE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1.

[AD HOC1]

Power remains off at your location at [PREMISE ADDRESS] to help prevent a wildfire. Crews will restore power as soon as it is safe to do so.

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

This restoration time may change depending on weather conditions and equipment damage.

[C1/C2]

[AD HOC2]

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 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.

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.

Goodbye.

IVR LIVE (MULTI PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1.

[AD HOC1]

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 [PREMISE ADDRESS #1] is [ETOR DAY], [ETOR DATE] by [ETOR TIME].

The estimated restoration time for [PREMISE ADDRESS #2] is [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

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 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 *.

CONTINUED ON NEXT PAGE

All Customers



IVR LIVE (MULTI PREM) CONT.

[C1/C2]

[AD HOC2]

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 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.

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 *.

Goodbye.

IVR VOICE MESSAGE (SINGLE PREM)

This is PG&E calling on [SYSTEM DAY, SYSTEM DATE] at [SYSTEM TIME] with a PSPS outage alert. To hear this message in another language call 1-800-208-4167.

[AD HOC1]

Power remains off at your location at [PREMISE ADDRESS] to help prevent a wildfire. Crews will restore power as soon as it is safe to do so.

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

This restoration time may change depending on weather conditions and equipment damage.

[C1/C2]

[AD HOC2]

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 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.

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, call [X-XXX-XXX-XXXX] from this number.

Goodbye.

All Customers



IVR VOICE MESSAGE (MULTI PREM)

This is PG&E calling on [SYSTEM DAY, SYSTEM DATE] at [SYSTEM TIME] with a PPS outage alert. To hear this message in another language call 1-800-208-4167.

[AD HOC1]

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 [PREMISE ADDRESS #1] is [ETOR DAY], [ETOR DATE] by [ETOR TIME].

The estimated restoration time for [PREMISE ADDRESS #2] is [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

Restoration times may change depending on weather conditions and equipment damage.

To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters, visit pge.com/myaddresses and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted.

[C1/C2]

[AD HOC2]

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 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.

We apologize for the disruption and we appreciate your patience.

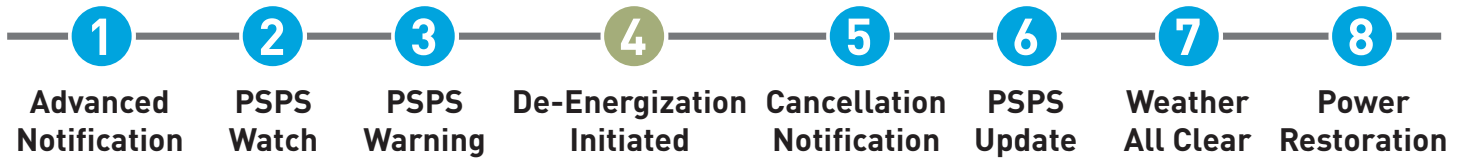
To opt out of call notifications to this number for the remainder of this outage, call [X-XXX-XXX-XXXX] from this number.

Goodbye.

TEXT (SINGLE PREM)

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

All Customers



TEXT (MULTI PREM)

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

EMAIL (SINGLE PREM)

SUBJECT: PSPS Outage Alert: Estimated restoration time

EMAIL PREVIEW TEXT: Power remains off. Get the most current information about your outage.

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык

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.

[AD HOC1]

- **ADDRESS:** [PREMISE ADDRESS, CITY, STATE, COUNTY]
- **ESTIMATED RESTORATION:** [ETOR DAY], [ETOR DATE] by [ETOR 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.

[C1/C2]

[AD HOC2]

For more information visit pge.com/pspsupdates or call 1-800-743-5002.

ADDITIONAL RESOURCES

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit pge.com/disabilityandaging.
- To view city/county level information, visit 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.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast visit pge.com/pspsweather.
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM 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

EMAIL PREVIEW TEXT: Power remains off. Get the most current information about your outage.

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Outage Update

[AD HOC1]

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 RESTORATION: [ETOR DAY],[ETOR DATE] by [ETOR 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 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 your power has been restored. Weather forecasts change frequently.

[C1/C2]

[AD HOC2]

For more information visit 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 a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit pge.com/disabilityandaging.
- To view city/county level information, visit pge.com/pspsupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast visit pge.com/pspsweather.
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

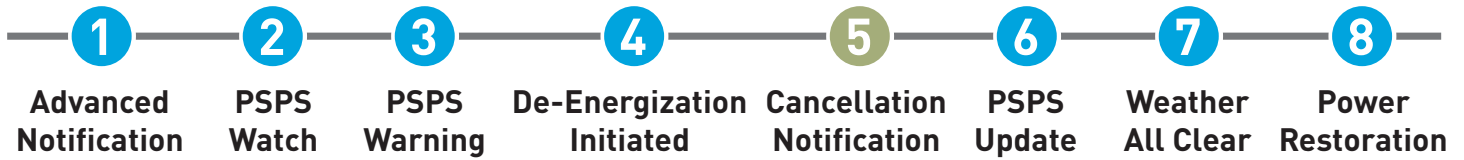
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM 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



IVR LIVE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1.

[AD HOC1]

Forecasted weather conditions have improved and we are not planning to turn off power for public safety at [PREMISE ADDRESS] on [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE].

[AD HOC2]

For more information visit pge.com/pspsupdates or call 1-800-743-5002.

Press # to repeat this message.

Thank you. Goodbye.

IVR LIVE (MULTI PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1.

[AD HOC1]

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: [PREMISE ADDRESS #1], [PREMISE ADDRESS #2], [PREMISE 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 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 *.

[AD HOC2]

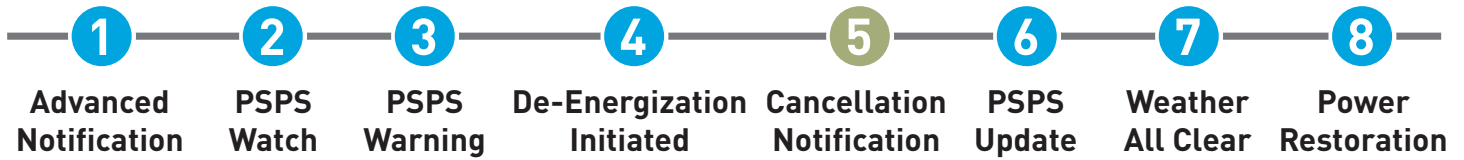
For more information visit pge.com/pspsupdates or call 1-800-743-5002.

Press # to repeat this message.

To repeat how to get details for all of your affected meters, press *.

Thank you. Goodbye.

All Customers



IVR VOICE MESSAGE (SINGLE PREM)

This is PG&E calling on [SYSTEM DAY, SYSTEM DATE] at [SYSTEM TIME] with a PSPS outage alert. To hear this message in another language call 1-800-208-4167.

[AD HOC1]

Forecasted weather conditions have improved and we are not planning to turn off power for public safety at [PREMISE ADDRESS] on [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE].

[AD HOC2]

For more information visit pge.com/pspsupdates or call 1-800-743-5002.

Thank you. Goodbye.

IVR VOICE MESSAGE (MULTI PREM)

This is PG&E calling on [SYSTEM DAY, SYSTEM DATE] at [SYSTEM TIME] with a PSPS outage alert. To hear this message in another language call 1-800-208-4167.

[AD HOC1]

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: [PREMISE ADDRESS #1], [PREMISE ADDRESS #2], [PREMISE ADDRESS #3] will not be turned off.

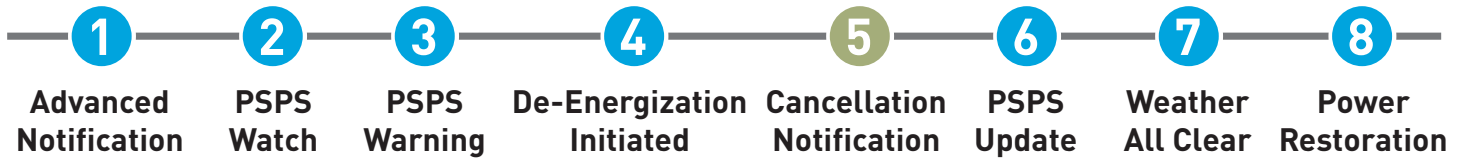
To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your canceled PSPS meters, visit pge.com/myaddresses and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted.

[AD HOC2]

For more information visit pge.com/pspsupdates or call 1-800-743-5002.

Thank you. Goodbye.

All Customers



TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: Forecasted weather conditions have improved & we are not turning off power for public safety at [PREMISE ADDRESS] on [ESTIMATED SHUTOFF START DATE]. More info & other languages: 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 public safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Meter list: pge.bz/12345. More info & other languages: pge.com/pspsupdates

EMAIL (SINGLE PREM)

SUBJECT: PSPS Outage Alert: Your power shutoff is canceled

EMAIL PREVIEW TEXT: Weather has improved, and we do not need to turn off power at your location.

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Outage Cancellation

[AD HOC1]

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

[AD HOC2]

For more information visit pge.com/pspsupdates or call 1-800-743-5002.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM 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) CONT.

SUBJECT: PSPS Outage Alert: Your power shutoff is canceled

EMAIL PREVIEW TEXT: Weather has improved and we do not need to turn off power at some locations.

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Outage Cancellation

[AD HOC1]

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

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

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

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] SHUTOFF CANCELED FOR: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DAY]
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] SHUTOFF CANCELED FOR: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DAY]

(Repeat for first 50 premises that would be affected)

[AD HOC2]

For more information visit pge.com/pspsupdates or call 1-800-743-5002.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM 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



IVR LIVE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1.

[AD HOC1]

Power remains off at your location at [PREMISE ADDRESS] to help prevent a wildfire. Crews will restore power as soon as it is safe to do so.

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

This restoration time may change depending on weather conditions and equipment damage.

[C1/C2]

[AD HOC2]

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 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.

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.

Goodbye.

IVR LIVE (MULTI PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1.

[AD HOC1]

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 [PREMISE ADDRESS #1] is [ETOR DAY], [ETOR DATE] by [ETOR TIME].

The estimated restoration time for [PREMISE ADDRESS #2] is [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

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 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 *.

CONTINUED ON NEXT PAGE

All Customers



IVR LIVE (MULTI PREM) CONT.

[C1/C2]

[AD HOC2]

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 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.

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 *.

Goodbye.

IVR VOICE MESSAGE (SINGLE PREM)

This is PG&E calling on [SYSTEM DAY, SYSTEM DATE] at [SYSTEM TIME] with a PSPS outage alert. To hear this message in another language call 1-800-208-4167.

[AD HOC1]

Power remains off at your location at [PREMISE ADDRESS] to help prevent a wildfire. Crews will restore power as soon as it is safe to do so.

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

This restoration time may change depending on weather conditions and equipment damage.

[C1/C2]

[AD HOC2]

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 or call 1-800-743-5002.

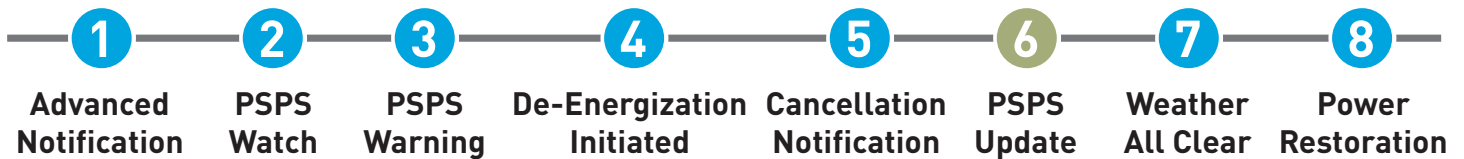
If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit pge.com/disabilityandaging.

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, call [X-XXX-XXX-XXXX] from this number.

Goodbye.

All Customers



IVR VOICE MESSAGE (MULTI PREM)

This is PG&E calling on [SYSTEM DAY, SYSTEM DATE] at [SYSTEM TIME] with a PPS outage alert. To hear this message in another language call 1-800-208-4167.

[AD HOC1]

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 [PREMISE ADDRESS #1] is [ETOR DAY], [ETOR DATE] by [ETOR TIME].

The estimated restoration time for [PREMISE ADDRESS #2] is [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

Restoration times may change depending on weather conditions and equipment damage.

To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters, visit pge.com/myaddresses and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted.

[C1/C2]

[AD HOC2]

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 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.

We apologize for the disruption and we appreciate your patience.

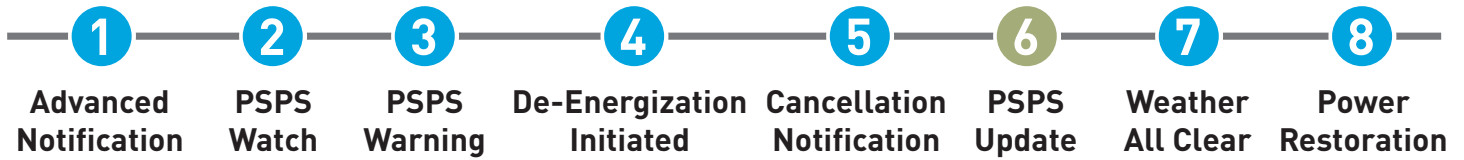
To opt out of call notifications to this number for the remainder of this outage, call [X-XXX-XXX-XXXX] from this number.

Goodbye.

TEXT (SINGLE PREM)

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

All Customers



TEXT (MULTI PREM)

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

EMAIL (SINGLE PREM)

SUBJECT: PSPS Outage Alert: Estimated restoration time

EMAIL PREVIEW TEXT: Power remains off. Get the most current information about your outage.

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык

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.

[AD HOC1]

- **ADDRESS:** [PREMISE ADDRESS, CITY, STATE, COUNTY]
- **ESTIMATED RESTORATION:** [ETOR DAY], [ETOR DATE] by [ETOR 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.

[C1/C2]

[AD HOC2]

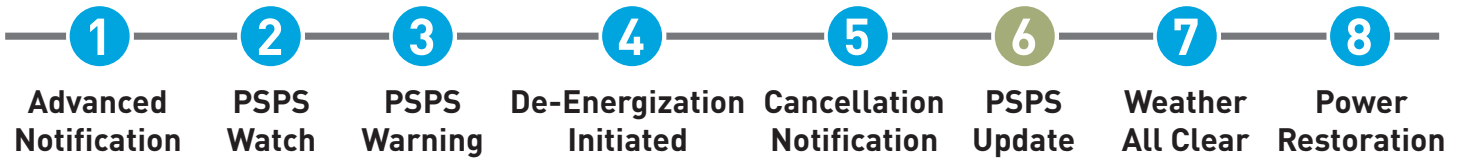
For more information visit pge.com/pspsupdates or call 1-800-743-5002.

ADDITIONAL RESOURCES

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit pge.com/disabilityandaging.
- To view city/county level information, visit 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.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast visit pge.com/pspsweather.
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM 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

EMAIL PREVIEW TEXT: Power remains off. Get the most current information about your outage.

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Outage Update

[AD HOC1]

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 RESTORATION: [ETOR DAY],[ETOR DATE] by [ETOR 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 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 your power has been restored. Weather forecasts change frequently.

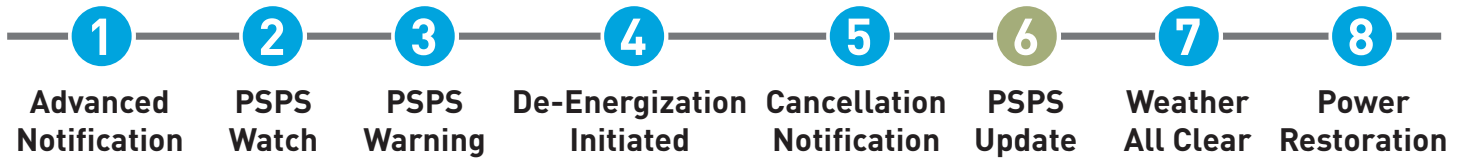
[C1/C2]

[AD HOC2]

For more information visit 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 a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit pge.com/disabilityandaging.
- To view city/county level information, visit pge.com/pspsupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast visit pge.com/pspsweather.
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM 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



IVR LIVE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1.

[AD HOC1]

Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power at your location [PREMISE ADDRESS].

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

This restoration time may change depending on equipment damage.

[C1/C2]

[AD HOC2]

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 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.

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.

Goodbye.

IVR LIVE (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 #.

[AD HOC1]

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 [PREMISE ADDRESS #1] is [ETOR DAY], [ETOR DATE] by [ETOR TIME].

The estimated restoration time for [PREMISE ADDRESS #2] is [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

These restoration times may change depending on equipment damage.

CONTINUED ON NEXT PAGE

All Customers



IVR LIVE (MULTI PREM) CONT.

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 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 *.

[C1/C2]

[AD HOC2]

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 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.

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 *.

Goodbye.

IVR VOICE MESSAGE (SINGLE PREM)

This is PG&E calling on [SYSTEM DAY, SYSTEM DATE] at [SYSTEM TIME] with a PSPS outage alert. To hear this message in another language call 1-800-208-4167.

[AD HOC1]

Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power at your location: [PREMISE ADDRESS]

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

This restoration time may change depending on equipment damage.

[C1/C2]

[AD HOC2]

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 or call 1-800-743-5002.

CONTINUED ON NEXT PAGE

All Customers



IVR VOICE MESSAGE (SINGLE PREM) CONT.

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.

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, call [X-XXX-XXX-XXXX] from this number.

Goodbye.

IVR VOICE MESSAGE (MULTI PREM)

This is PG&E calling on [SYSTEM DAY, SYSTEM DATE] at [SYSTEM TIME] with a PPS outage alert. To hear this message in another language call 1-800-208-4167.

[AD HOC1]

Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power at to [NUMBER of SPIDs FOR MULTI PREM] of your meters.

The estimated restoration time for [PREMISE ADDRESS #1] is [ETOR DAY], [ETOR DATE] by [ETOR TIME].

The estimated restoration time for [PREMISE ADDRESS #2] is [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

These restoration times may change depending on equipment damage.

To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters, visit pge.com/myaddresses and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted.

[C1/C2]

[AD HOC2]

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 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.

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, call [X-XXX-XXX-XXXX] from this number.

Goodbye.

All Customers



TEXT (SINGLE PREM)

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

TEXT (MULTI PREM)

PG&E PSPS Outage Alert [SYSTEM 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: [ETOR DATE] by [ETOR TIME] depending on equipment damage. Meter list: pge.bz/12345. Info & Languages: pge.com/pspsupdates. Reply STOP to stop text alerts for this outage.

EMAIL (SINGLE PREM)

SUBJECT: PSPS Outage Alert: Crews are inspecting equipment

EMAIL PREVIEW TEXT: Weather has improved, and crews are inspecting equipment and starting repairs.

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык

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.

[AD HOC1]

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

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

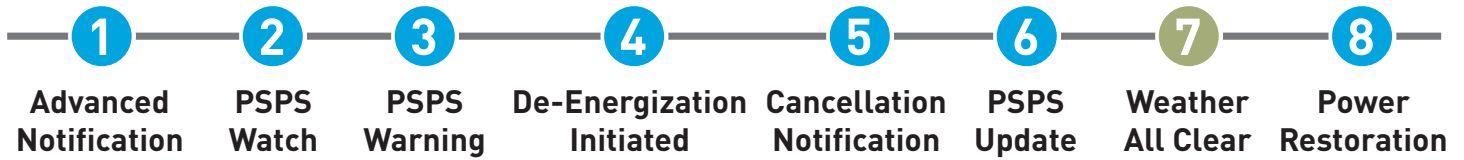
For more information visit pge.com/pspsupdates or call 1-800-743-5002.

[C1/C2]

[AD HOC2]

CONTINUED ON NEXT PAGE

All Customers



EMAIL (SINGLE PREM) CONT.

ADDITIONAL RESOURCES

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit pge.com/disabilityandaging.
- To view city/county level information, visit pge.com/pspsupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips visit pge.com/generatorsafety.
- For generator safety tips visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast visit pge.com/pspsweather.
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM 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

EMAIL PREVIEW TEXT: Weather has improved, and crews are inspecting equipment and starting repairs.

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык

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.

[AD HOC1]

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 RESTORATION: [ETOR DAY], [ETOR DATE] by [ETOR 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 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 will provide daily updates until your power has been restored.

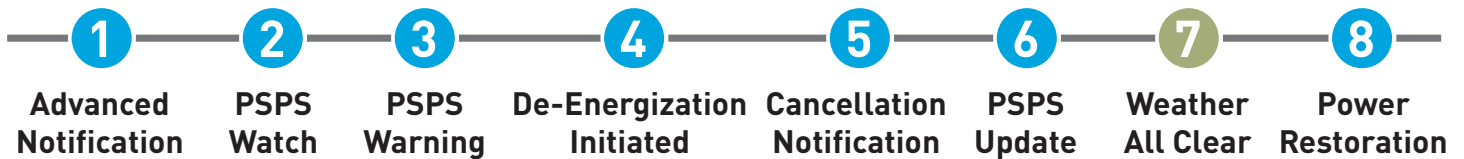
[C1/C2]

[AD HOC1]

For more information visit 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 a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit pge.com/disabilityandaging.
- To view city/county level information, visit pge.com/pspsupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips visit pge.com/generatorsafety.
- For generator safety tips visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast visit pge.com/pspsweather.
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM 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



IVR LIVE (SINGLE PREM)

This is PG&E calling on [SYSTEM DAY, SYSTEM DATE] at [SYSTEM TIME] with a PSPS outage alert. To continue in English press 1.

[AD HOC1]

Crews have successfully restored power at [PREMISE ADDRESS]. If your power is still out in this location, please visit pge.com/outages or call 1-800-743-5002.

[AD HOC2]

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 [SYSTEM DAY, SYSTEM DATE] at [SYSTEM TIME] with a PSPS outage alert. To continue in English press 1.

[AD HOC1]

Crews have successfully restored power to [NUMBER of SPIDs FOR MULTI PREM] of your meters.

The meters at the following addresses: [PREMISE ADDRESS #1], [PREMISE ADDRESS #2], [PREMISE 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 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 or call 1-800-743-5002.

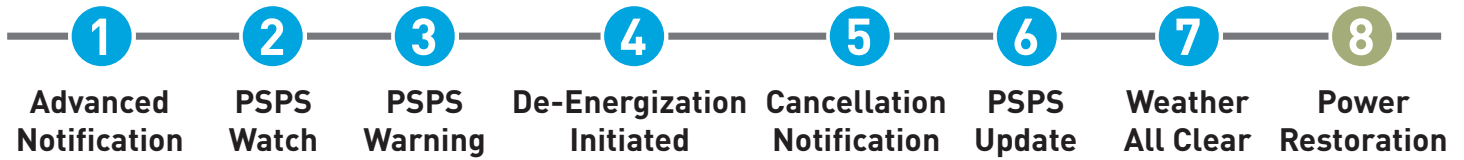
[AD HOC2]

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.

All Customers



TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [SYSTEM 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 or call 1-800-743-5002. For other languages: pge.com/pspsupdates.

TEXT (MULTI PREM)

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

EMAIL (SINGLE PREM)

SUBJECT: PSPS Outage Alert: Power restored

EMAIL PREVIEW TEXT: Power has been restored at your location

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык

HEADLINE: Public Safety Power Shutoff

SUBHEAD: Power Restored

[AD HOC1]

Crews have successfully restored power at: [PREMISE 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 or call 1-800-743-5002.

[AD HOC2]

Thank you,

PG&E Customer Service

Message sent at [DATE, TIME]

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

All Customers



EMAIL (MULTI PREM)

SUBJECT: PSPS Outage Alert: Power restored

EMAIL PREVIEW TEXT: Power has been restored at your locations

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык

HEADLINE: Public Safety Power Shutoff

SUBHEAD: Power Restored

[AD HOC1]

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]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID]
2.	ADDRESS: [PREMISE 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 or call 1-800-743-5002.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM 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.

Publicly-Owned Utilities, Transmission and Wholesale Customers

PG&E made every effort to provide notifications to Publicly-Owned Utilities, Transmission-level customers and Wholesale Customers through automated calls, texts and emails, as well as live calls.

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:



Publicly-Owned Utilities, Transmission and Wholesale Customers

1

Transmission Watch

2

Transmission ISL Watch & Fault Duty

3

De-Energization Initiated

4

Transmission Cancellation

5

Transmission All Clear

6

Power Restoration

EMAIL

SUBJECT: PG&E Transmission PSPS Watch: On [ESTIMATED SHUTOFF START DATE] power shutoffs may be required for safety for [INDUSTRY CLASSIFICATION] substation.

[PG&E LOGO] Public Safety Power Shutoff (PSPS)

[EXCLAMATION LOGO] **PSPS Outage Watch**

Due to current weather forecasts, your substation is currently in scope for a Public Safety Power Shutoff (PSPS) Watch.

[AD HOC1]

When de-energization is imminent, PG&E's Transmission Grid Control Center (GCC) will notify your transmission operators and be available to answer questions. You can reach the GCC at 707-449-6700 for operational questions. For non-operational questions, reach out to eoc-cso-cil-support@pge.com.

IMPACTED SUBSTATION: [INDUSTRY CLASSIFICATION] substation served by [SERVICE DESCRIPTOR] line

- **ESTIMATED SHUT OFF:** Starting between [ESTIMATED SHUTOFF START TIME] on [ESTIMATED SHUT OFF START DATE] and [ESTIMATED SHUTOFF END TIME] on [ESTIMATED SHUT OFF END DATE]

We expect weather to improve beginning at [ALL CLEAR TIME] on [ALL CLEAR DATE]. After severe weather has passed, we will inspect equipment before restoring power.

- **ESTIMATED RESTORATION:** [ETOR DATE] by [ETOR TIME]. Actual shutoff and restoration times may be delayed depending on weather and equipment conditions.

We recommend all potentially affected facilities plan for an extended outage.

[AD HOC2]

Thank you,

PG&E Critical Infrastructure Lead

PSPS RESOURCES

- To learn more about PSPS, including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day PSPS forecast, visit pge.com/pspsweather.

Publicly-Owned Utilities, Transmission and Wholesale Customers

1

Transmission Watch

2

Transmission ISL Watch & Fault Duty

3

De-Energization Initiated

4

Transmission Cancellation

5

Transmission All Clear

6

Power Restoration

IVR VOICE MESSAGE

Hello, this message is from Pacific Gas and Electric regarding [SERVICE DESCRIPTOR] line serving [INDUSTRY CLASSIFICATION] substation. Gusty winds and dry conditions are forecasted to begin around [ESTIMATED SHUTOFF START TIME] on [ESTIMATED SHUTOFF START DATE] with the peak period of fire risk forecasted to last until [ALL CLEAR TIME] on [ALL CLEAR DATE]. The estimated restoration is [ETOR DATE] by [ETOR TIME]. When de-energization is imminent, the Transmission Grid Control Center will notify your transmission operators and be available to answer questions. You can reach the Transmission Grid Control Center at 707-449-6700, for operational questions. For non-operational questions, reach out to 415-973-4760.

We are continuing to monitor conditions and will only turn off power for safety if conditions warrant.

We will continue to keep you informed.

Press # to repeat this message.

Thank you.

Pacific Gas and Electric Emergency Operations Center

Critical Infrastructure Lead

TEXT

PG&E PSPS Outage Alert [SYSTEM DATE]: PG&E may need to turn power off for safety at [INDUSTRY CLASSIFICATION] substation served by [SERVICE DESCRIPTOR] line. When de-energization is imminent, PG&E Transmission Grid Control Center (GCC) will notify your transmission operators and be available to answer questions. You can reach PG&E's GCC by calling 707-449-6700 for operational questions.

SAMPLE BELOW IS 307 CHARACTERS (FITS 320 CHARACTER LIMIT), WITH 25 CHARACTERS MAX FOR THE ADDRESS VARIABLE

PG&E PSPS Outage Alert 11/12/20: PG&E may need to turn power off for safety at Schuller SUB substation served by Logan Creek Line. When de-energization is imminent, PG&E Transmission Grid Control Center GCC will notify your transmission operators and be available to answer questions. You can reach the PG&E's GCC by calling 707-449-6700 for operational questions.

Publicly-Owned Utilities, Transmission and Wholesale Customers

1

Transmission Watch

2

Transmission ISL Watch & Fault Duty

3

De-Energization Initiated

4

Transmission Cancellation

5

Transmission All Clear

6

Power Restoration

EMAIL

SUBJECT: PG&E Transmission PSPS Alert: Fault Duty impact for [INDUSTRY CLASSIFICATION] substation on [ESTIMATED SHUTOFF START DATE].

[PG&E LOGO] Public Safety Power Shutoff (PSPS)

[EXCLAMATION LOGO] **PSPS Outage Watch**

Due to current weather forecasts, your substation is currently under a Watch for a Public Safety Power Shutoff (PSPS).

[AD HOC1]

We do **NOT** expect your facility to lose power during the current PSPS event, but we do anticipate a fault duty drop that should be evaluated for your protective equipment to continue to operate as designed. These events will cause significant power flow deviations that may have a significant impact on the fault duty at your point of interconnection.

- **IMPACTED SUBSTATION:** [INDUSTRY CLASSIFICATION] substation served by [SERVICE DESCRIPTOR] line.
- **CONTACT PG&E SYSTEM PROTECTION:** Please have your facility's Protection Engineer or 3rd party protection contractor contact PG&E System Protection Engineering at 925-328-5090 as soon as possible to obtain the anticipated fault duty needed for protection settings during this event.

We recommend all potentially affected facilities plan for an extended period.

[AD HOC2]

Thank you.

PG&E Critical Infrastructure Lead

PSPS RESOURCES

- To learn more about PSPS, including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day PSPS forecast, visit pge.com/pspsweather.

Publicly-Owned Utilities, Transmission and Wholesale Customers

1

Transmission Watch

2

Transmission ISL Watch & Fault Duty

3

De-Energization Initiated

4

Transmission Cancellation

5

Transmission All Clear

6

Power Restoration

IVR VOICE MESSAGE

Hello This is Pacific Gas & Electric calling regarding grid conditions expected to commence around [ESTIMATED SHUTOFF START TIME] on [ESTIMATED SHUTOFF START DATE] due to Public Safety Power Shutoff events. 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 for your protective equipment to continue to operate as designed. These events will cause significant power flow deviations that may have a significant impact on the fault duty at [INDUSTRY CLASSIFICATION] substation.

Please have your facility's Protection Engineer or 3rd party protection contractor contact PG&E System Protection Engineering at 925.328.5090 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.

P G and E Critical Infrastructure Lead

TEXT

PG&E PSPS Outage Alert [SYSTEM DATE]: We do NOT expect [INDUSTRY_CLASSIFICATION] substation to lose power, but we do anticipate a fault duty drop. Please have your facility's Protection Engineer contact PG&E System Protection Engineering at 925-328-5090 as soon as possible.

SAMPLE BELOW IS 261 CHARACTERS (FITS 320 CHARACTER LIMIT), WITH 50 CHARACTERS MAX FOR THE INDUSTRY_CLASSIFICATION VARIABLE

PG&E PSPS Outage Alert 11/12/20: We do not expect Blue Lake Power substation to lose power, but we do anticipate a fault duty drop. Please have your facility's Protection Engineer contact PG&E System Protection Engineering at 925-328-5090 as soon as possible.

Publicly-Owned Utilities, Transmission and Wholesale Customers



LIVE CALL / VOICE MESSAGE

At this time [XXXX HRS]., I/[NAME], GCC Operator am making this notification to [TRANSMISSION CUSTOMER NAME] that we will begin the process of de-energizing the [LINE NAME] which will impact your facility. I am confirming you are prepared to be de-energized at this time.

Publicly-Owned Utilities, Transmission and Wholesale Customers

1

Transmission Watch

2

Transmission ISL Watch & Fault Duty

3

De-Energization Initiated

4

Transmission Cancellation

5

Transmission All Clear

6

Power Restoration

EMAIL

SUBJECT: PG&E Transmission PSPS Alert: Power shutoff for [INDUSTRY CLASSIFICATION] substation is canceled.

[PG&E LOGO] Public Safety Power Shutoff (PSPS)

[EXCLAMATION LOGO] **PSPS Outage Cancellation**

[AD HOC1]

Forecasted weather conditions have improved and we are NOT planning to turn off power for public safety for [INDUSTRY CLASSIFICATION] substation on [ESTIMATED SHUTOFF START DATE] at [ESTIMATED SHUTOFF START TIME].

Thank you.

PG&E Critical Infrastructure Lead

IVR VOICE MESSAGE

This is Pacific Gas & Electric calling to let you know that forecasted weather conditions have improved and [INDUSTRY CLASSIFICATION] substation is not expected to be de-energized on [ESTIMATED SHUTOFF START TIME] on [ESTIMATED SHUTOFF START DATE].

Thank you.

P G and E Critical Infrastructure Lead

TEXT

PG&E PSPS Outage Alert [SYSTEM DATE]: Power shutoff for [INDUSTRY CLASSIFICATION] substation is canceled

Forecasted weather conditions have improved and we are NOT planning to turn off power for public safety for [INDUSTRY CLASSIFICATION] substation.

Publicly-Owned Utilities, Transmission and Wholesale Customers

1

Transmission Watch

2

Transmission ISL Watch & Fault Duty

3

De-Energization Initiated

4

Transmission Cancellation

5

Transmission All Clear

6

Power Restoration

EMAIL

SUBJECT: PG&E Transmission PSPS Alert: Crews are inspecting lines

[PG&E LOGO] Public Safety Power Shutoff (PSPS)

[EXCLAMATION LOGO] **PSPS Outage All Clear**

Weather conditions have improved, and crews are inspecting lines to determine how quickly we can safely restore power. Depending on damage(s), the estimated restoration is 24 hours from now. When it is safe to energize, PG&E Transmission Grid Control Center will notify your transmission operators and be available to answer questions. You can reach the GCC at 707-449-6700 for operational questions. For non-operational questions, reach out to eoc-cso-cil-support@pge.com.

As a reminder, if you maintain facilities beyond your interconnection point with PG&E, please inspect and perform any necessary repairs of your lines/equipment prior to re-energization.

Thank you,

PG&E Critical Infrastructure Lead

IVR VOICE MESSAGE

This is P G and E calling with a Public Safety Power Shutoff outage alert. Weather conditions have improved, and crews are inspecting lines to determine how quickly we can safely restore power. Depending on damages, the estimated restoration is 24 hours from now. When it is safe to energize, PG&E Transmission Grid Control Center will notify your transmission operators and be available to answer questions. You can reach the GCC at 707-449-6700 for operational questions. For non-operational questions, reach out to 415-973-4760.

As a reminder, if you maintain facilities beyond your interconnection point with PG&E, please inspect and perform any necessary repairs of your lines/equipment prior to re-energization.

Thank you,

PG&E Critical Infrastructure Lead

TEXT

PG&E PSPS Outage Alert: Weather conditions have improved, crews are inspecting lines and restoring power. Depending on damages, estimated restoration is 24 hours from now. As a reminder, if you maintain facilities beyond your interconnection point with PG&E, please inspect and perform any necessary repairs of your lines/equipment prior to re-energization.

Publicly-Owned Utilities, Transmission and Wholesale Customers



LIVE CALL / VOICE MESSAGE

At this time [XXXX HRS]., I/[NAME], GCC Operator am making this notification to you, our [TRANSMISSION CUSTOMER NAME] that we have received an all clear, patrol completed with no trouble found and will be re-energizing the [LINE NAME] which will impact your facility. I am confirming you have all personnel in the clear at this time.

PACIFIC GAS AND ELECTRIC COMPANY
APPENDIX E
SECTION 6 – PUBLIC SAFETY PARTNERS CONTACTED

Table E-1. Public Safety Partners Contacted

Organization/Jurisdiction	Title	HFTD TIER	DATE/TIME CONTACTED
Alameda County	County Administrator	Tier 2, Tier 3, Zone 1	8/17/2021 10:07 PDT
Alameda County	Customer Care Manager	Tier 2, Tier 3, Zone 1	8/17/2021 10:07 PDT
Alameda County	Dublin Police - Technician	Tier 2, Tier 3, Zone 1	8/17/2021 10:07 PDT
Alameda County	Emergency Preparedness Manager	Tier 2, Tier 3, Zone 1	8/17/2021 10:07 PDT
Alameda County	Emergency Preparedness Manager	Tier 2, Tier 3, Zone 1	8/17/2021 10:07 PDT
Alameda County	EMS Disaster and WMD Coordinator	Tier 2, Tier 3, Zone 1	8/17/2021 10:07 PDT
Alameda County	Fire Division Chief	Tier 2, Tier 3, Zone 1	8/17/2021 10:07 PDT
Alameda County	General	Tier 2, Tier 3, Zone 1	8/17/2021 10:07 PDT
Alameda County	General	Tier 2, Tier 3, Zone 1	8/17/2021 10:07 PDT
Alameda County	Local Cal Fire	Tier 2, Tier 3, Zone 1	8/17/2021 10:07 PDT
Alameda County	OES Coordinator	Tier 2, Tier 3, Zone 1	8/17/2021 10:07 PDT
Alameda County	OES EOC Lead	Tier 2, Tier 3, Zone 1	8/17/2021 10:07 PDT
Alameda County	President of the Board	Tier 2, Tier 3, Zone 1	8/17/2021 10:07 PDT
Alameda County	Sheriff	Tier 2, Tier 3, Zone 1	8/17/2021 10:07 PDT
Alameda County	Superintendent of Water Distribution	Tier 2, Tier 3, Zone 1	8/17/2021 10:07 PDT
Alameda County	Watch Commander	Tier 2, Tier 3, Zone 1	8/17/2021 10:07 PDT
Berry Creek Rancheria	Chairman	Tier 2, Tier 3, Zone 1	8/15/2021 14:45 PDT
Butte County	Assistant Director	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Butte County	CAO	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Butte County	Director	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Butte County	General	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Butte County	General	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Butte County	General	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Butte County	General	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Butte County	General	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Butte County	General	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Butte County	General	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Butte County	General	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Butte County	General	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Butte County	General	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Butte County	General	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Butte County	General	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Butte County	General	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Butte County	General CAL FIRE	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Butte County	General Services Director	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Butte County	OES Director	Tier 2, Tier 3, Zone 1	8/15/2021 15:45 PDT
Butte County	Probation Officer	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Butte County	Public Health Director	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT

Organization/Jurisdiction	Title	HFTD TIER	DATE/TIME CONTACTED
Butte County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 18:25 PDT
Butte County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 18:27 PDT
Butte County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 18:29 PDT
Butte County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 18:31 PDT
Butte County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 18:33 PDT
Butte County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 18:35 PDT
Butte County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 18:23 PDT
Butte County	Sheriff	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Butte Tribal Council	Chairman	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Colusa County	Deputy Chief	Tier 2	8/16/2021 19:08 PDT
Colusa County	Director	Tier 2	8/16/2021 19:08 PDT
Colusa County	Division Chief	Tier 2	8/16/2021 19:08 PDT
Colusa County	General	Tier 2	8/16/2021 9:00 PDT
Colusa County	MHOAC	Tier 2	8/16/2021 19:08 PDT
Colusa County	OES Lieutenant	Tier 2	8/16/2021 9:00 PDT
Colusa Rancheria	Chairman	Tier 2	8/16/2021 08:38 PDT
Contra Costa County	Battalion Chief	Tier 2, Tier 3	8/17/2021 10:07 PDT
Contra Costa County	CEO	Tier 2, Tier 3	8/17/2021 10:07 PDT
Contra Costa County	Chair of the Board	Tier 2, Tier 3	8/17/2021 10:07 PDT
Contra Costa County	County Administrator	Tier 2, Tier 3	8/17/2021 10:07 PDT
Contra Costa County	Duty Officer	Tier 2, Tier 3	8/17/2021 10:07 PDT
Contra Costa County	Emergency Planning Coordinator	Tier 2, Tier 3	8/17/2021 10:07 PDT
Contra Costa County	Fire Chief	Tier 2, Tier 3	8/17/2021 10:07 PDT
Contra Costa County	OES Director	Tier 2, Tier 3	8/15/2021 16:30 PDT
Cortina Rancheria	Chairperson	Tier 2	8/16/2021 19:08 PDT
Glenn County	County Administrative Officer	Tier 2	8/15/2021 17:43 PDT
Glenn County	Deputy Director OES	Tier 2	8/15/2021 18:30 PDT
Glenn County	Fire Chief	Tier 2	8/15/2021 17:43 PDT
Glenn County	General	Tier 2	8/15/2021 17:43 PDT
Glenn County	Public Safety Answering Point	Tier 2	8/15/2021 16:54 PDT
Glenn County	Public Safety Answering Point	Tier 2	8/15/2021 18:36 PDT
Glenn County	Sheriff	Tier 2	8/15/2021 17:43 PDT
Glenn County	Unit Chief Tehama-Glenn	Tier 2	8/15/2021 17:43 PDT
Grindstone Rancheria	Chairman	Tier 2	8/16/2021 08:38 PDT
Grindstone Rancheria	Tribal Secretary	Tier 2	8/16/2021 19:08 PDT
Humboldt County	Account Services Manager	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Humboldt County	Corrections Lieutenant	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Humboldt County	County Administrative Officer	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Humboldt County	Director of Power Resources	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Humboldt County	Fire Chief	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Humboldt County	Fire Safe Council	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Humboldt County	General	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT

Organization/Jurisdiction	Title	HFTD TIER	DATE/TIME CONTACTED
Humboldt County	Local Cal Fire	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Humboldt County	MHOAC	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Humboldt County	OES Manager	Tier 2, Tier 3, Zone 1	8/15/2021 15:30 PDT
Humboldt County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 17:05 PDT
Humboldt County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 17:11 PDT
Humboldt County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 17:11 PDT
Humboldt County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 17:20 PDT
Humboldt County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 17:21 PDT
Humboldt County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 17:22 PDT
Humboldt County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 17:22 PDT
Humboldt County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 17:22 PDT
Humboldt County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 17:33 PDT
Humboldt County	State Assembly member	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Humboldt County	State Senator	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Lake County	Battalion Chief	Tier 2, Tier 3	8/15/2021 17:43 PDT
Lake County	Chair of the Board	Tier 2, Tier 3	8/15/2021 17:43 PDT
Lake County	County Administrative Officer	Tier 2, Tier 3	8/15/2021 17:43 PDT
Lake County	Deputy Chief	Tier 2, Tier 3	8/15/2021 17:43 PDT
Lake County	Dispatch	Tier 2, Tier 3	8/15/2021 17:43 PDT
Lake County	Division Chief	Tier 2, Tier 3	8/15/2021 17:43 PDT
Lake County	Lieutenant	Tier 2, Tier 3	8/15/2021 16:00 PDT
Lake County	MHOAC	Tier 2, Tier 3	8/15/2021 17:43 PDT
Lake County	OES Emergency Director; Designated POC	Tier 2, Tier 3	8/15/2021 16:00 PDT
Lake County	Public Safety Answering Point	Tier 2, Tier 3	8/15/2021 17:38 PDT
Lake County	Public Safety Answering Point	Tier 2, Tier 3	8/15/2021 17:40 PDT
Lake County	Public Safety Answering Point	Tier 2, Tier 3	8/15/2021 17:40 PDT
Lake County	Public Safety Answering Point	Tier 2, Tier 3	8/15/2021 17:40 PDT
Lake County	Public Safety Answering Point	Tier 2, Tier 3	8/15/2021 17:45 PDT
Lake County	Sheriff	Tier 2, Tier 3	8/15/2021 17:43 PDT
Lake County	Special Districts Administrator	Tier 2, Tier 3	8/15/2021 17:43 PDT
Lassen County	CAL FIRE	Tier 2, Zone 1	8/15/2021 17:43 PDT
Lassen County	CAO; Designated POC	Tier 2, Zone 1	8/15/2021 17:43 PDT
Lassen County	General	Tier 2, Zone 1	8/15/2021 17:43 PDT
Lassen County	General	Tier 2, Zone 1	8/15/2021 18:30 PDT
Lassen County	MHOAC	Tier 2, Zone 1	8/15/2021 17:43 PDT
Lassen County	Public Safety Answering Point	Tier 2, Zone 1	8/15/2021 17:43 PDT
Lassen County	Public Safety Answering Point	Tier 2, Zone 1	8/15/2021 17:43 PDT
Lassen County	Public Safety Answering Point	Tier 2, Zone 1	8/15/2021 17:43 PDT
Lassen County	Public Safety Answering Point	Tier 2, Zone 1	8/15/2021 17:47 PDT
Mendocino County	Account Executive	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Mendocino County	CEO	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Mendocino County	Commander	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT

Organization/Jurisdiction	Title	HFTD TIER	DATE/TIME CONTACTED
Mendocino County	Director of Customer Care	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Mendocino County	Fire Chief	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Mendocino County	Fire Chief	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Mendocino County	Local Cal Fire	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Mendocino County	OES Manager	Tier 2, Tier 3, Zone 1	8/15/2021 15:30 PDT
Mendocino County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 17:49 PDT
Mendocino County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 17:49 PDT
Mendocino County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 17:51 PDT
Mendocino County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 17:55 PDT
Mendocino County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 17:57 PDT
Mendocino County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 18:45 PDT
Mishewal-Wappo Of Alexander Valley	Chairperson	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Mooretown Rancheria	Casino Operations	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Mooretown Rancheria	Chairman	Tier 2, Tier 3, Zone 1	8/15/2021 14:45 PDT
Napa County	Captain	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Napa County	Captain	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Napa County	Emergency Management	Tier 2, Tier 3, Zone 1	8/15/2021 14:06 PDT
Napa County	Emergency Services Manager	Tier 2, Tier 3, Zone 1	8/15/2021 14:06 PDT
Napa County	General	Tier 2, Tier 3, Zone 1	8/15/2021 14:06 PDT
Napa County	GIS	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Napa County	LNU Command Center	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Napa County	MHOAC	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Napa County	MHOAC	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Napa County	Napa County Fire Chief	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Napa County	Napa County Fire Operations Chief	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Napa County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 17:59 PDT
Napa County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 18:00 PDT
Napa County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 18:04 PDT
Napa County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 18:06 PDT
Napa County	Sheriff	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Napa County	Under-Sheriff	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Nevada County	Division Chief	Tier 2, Tier 3, Zone 1	8/16/2021 19:08 PDT
Nevada County	General	Tier 2, Tier 3, Zone 1	8/16/2021 19:08 PDT
Nevada County	General	Tier 2, Tier 3, Zone 1	8/16/2021 19:08 PDT
Nevada County	Health Officer	Tier 2, Tier 3, Zone 1	8/16/2021 19:08 PDT
Nevada County	OES Director	Tier 2, Tier 3, Zone 1	8/16/2021 19:08 PDT
Nevada County	OES Manager; Designated POC	Tier 2, Tier 3, Zone 1	8/15/2021 15:46 PDT
Pit River Tribes	Chairperson	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Pit River Tribes	OES Director	Tier 2, Tier 3, Zone 1	8/15/2021 14:45 PDT
Pit River Tribes	Tribal Housing Authority	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT

Organization/Jurisdiction	Title	HFTD TIER	DATE/TIME CONTACTED
Plumas County	CAL FIRE	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Plumas County	CAO; Designated POC	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Plumas County	Director	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Plumas County	Dispatch	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Plumas County	Division Chief	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Plumas County	General	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Plumas County	Main Office	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Plumas County	MHOAC	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Plumas County	OES Director	Tier 2, Tier 3, Zone 1	8/15/2021 15:55 PDT
Plumas County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 18:11 PDT
Plumas County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 18:12 PDT
Plumas County	Public Works Director	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Plumas County	USFS PNF Dispatch	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Round Valley Reservation	Chief of Police	Tier 2, Tier 3, Zone 1	8/17/2021 15:27 PDT
Round Valley Reservation	Tribal Business Administrator	Tier 2, Tier 3, Zone 1	8/17/2021 15:27 PDT
Shasta County	CEO; Designated POC	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Shasta County	Chief, County Fire Warden	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Shasta County	Chief, Northern Operations	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Shasta County	District Director	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Shasta County	ECC	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Shasta County	General	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Shasta County	General	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Shasta County	General	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Shasta County	General	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Shasta County	Lieutenant	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Shasta County	MHOAC	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Shasta County	OES	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Shasta County	OES Assistant Director	Tier 2, Tier 3, Zone 1	8/15/2021 18:30 PDT
Shasta County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 18:15 PDT
Shasta County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 18:19 PDT
Shasta County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 18:22 PDT
Shasta County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 18:22 PDT
Shasta County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 18:22 PDT
Shasta County	Sheriff	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Shasta County	Supervisor	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Shasta County	Supervisor	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Shasta County	Undersheriff	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Shebelna Band Of Mendocino Coast Pomo Indians	Chairperson	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Sierra County	Chair of the Board	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Sierra County	Dispatch Supervisor	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT

Organization/Jurisdiction	Title	HFTD TIER	DATE/TIME CONTACTED
Sierra County	Fire Chief	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Sierra County	Fire Chief	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Sierra County	OES Coordinator; Designated POC	Tier 2, Tier 3, Zone 1	8/15/2021 15:46 PDT
Sierra County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 18:21 PDT
Sierra County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 18:28 PDT
Sierra County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 18:28 PDT
Sierra County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 18:28 PDT
Sierra County	Sheriff	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Sierra County	Superintendent	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Sierra County	Supervisor	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Solano County	County Administrator	Tier 2	8/15/2021 17:43 PDT
Solano County	Emergency	Tier 2	8/15/2021 17:43 PDT
Solano County	Emergency	Tier 2	8/15/2021 17:43 PDT
Solano County	Emergency	Tier 2	8/15/2021 15:32 PDT
Solano County	Fire Chief	Tier 2	8/15/2021 17:43 PDT
Solano County	Local Cal Fire	Tier 2	8/15/2021 17:43 PDT
Solano County	Local Cal Fire	Tier 2	8/16/2021 19:08 PDT
Solano County	Public Safety Answering Point	Tier 2	8/15/2021 17:51 PDT
Solano County	Public Safety Answering Point	Tier 2	8/15/2021 18:13 PDT
Solano County	Public Safety Answering Point	Tier 2	8/15/2021 18:28 PDT
Solano County	Public Safety Answering Point	Tier 2	8/15/2021 18:29 PDT
Solano County	Public Safety Answering Point	Tier 2	8/15/2021 18:30 PDT
Solano County	Public Safety Answering Point	Tier 2	8/15/2021 18:42 PDT
Solano County	Public Safety Answering Point	Tier 2	8/15/2021 18:48 PDT
Solano County	Public Safety Answering Point	Tier 2	8/15/2021 18:49 PDT
Sonoma County	CEO	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Sonoma County	Communications & Engagement Coordinator	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Sonoma County	Communications & Engagement Coordinator	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Sonoma County	Community Alert & Warning Manager	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Sonoma County	Costal Valleys EMS	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Sonoma County	County Administrator	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Sonoma County	Deputy Director	Tier 2, Tier 3, Zone 1	8/15/2021 16:20 PDT
Sonoma County	Director of Customer Care	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Sonoma County	Emergency Coordinator	Tier 2, Tier 3, Zone 1	8/15/2021 16:20 PDT
Sonoma County	Emergency Manager	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Sonoma County	EMS Dispatch	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Sonoma County	General	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Sonoma County	Local Cal Fire	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Sonoma County	Main Office	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Sonoma County	MHOAC	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Sonoma County	OES Director	Tier 2, Tier 3, Zone 1	8/15/2021 16:20 PDT

Organization/Jurisdiction	Title	HFTD TIER	DATE/TIME CONTACTED
Sonoma County	Public Health Officer	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Sonoma County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 18:24 PDT
Sonoma County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 18:24 PDT
Sonoma County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 18:29 PDT
Sonoma County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 18:29 PDT
Sonoma County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 18:33 PDT
Sonoma County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 18:35 PDT
Sonoma County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 18:38 PDT
Sonoma County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 18:43 PDT
Sonoma County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 18:45 PDT
Sonoma County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 18:52 PDT
Sonoma County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 18:57 PDT
Sonoma County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 18:59 PDT
Sonoma County	Sheriff	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Sonoma County	Sheriff Dispatch	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Sonoma County	Sheriff's Liaison	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Tehama County	Administrative Analyst	Tier 2	8/15/2021 17:43 PDT
Tehama County	CAO; Designated POC	Tier 2	8/15/2021 17:43 PDT
Tehama County	Communications Supervisor	Tier 2	8/15/2021 17:43 PDT
Tehama County	OES Deputy Director	Tier 2	8/15/2021 17:43 PDT
Tehama County	OES Director	Tier 2	8/15/2021 17:43 PDT
Tehama County	Public Safety Answering Point	Tier 2	8/15/2021 18:17 PDT
Tehama County	Public Safety Answering Point	Tier 2	8/15/2021 18:29 PDT
Tehama County	Public Safety Answering Point	Tier 2	8/15/2021 18:29 PDT
Tehama County	Public Safety Answering Point	Tier 2	8/15/2021 18:32 PDT
Tehama County	Public Safety Answering Point	Tier 2	8/15/2021 18:41 PDT
Tehama County	Public Safety Answering Point	Tier 2	8/15/2021 18:58 PDT
the City of Anderson	City Manager	Tier 2	8/15/2021 17:43 PDT
the City of Anderson	Deputy Public Works Director	Tier 2	8/15/2021 17:43 PDT
the City of Anderson	Fire Chief	Tier 2	8/15/2021 17:43 PDT
the City of Anderson	Lieutenant	Tier 2	8/15/2021 17:43 PDT
the City of Anderson	MOT Director	Tier 2	8/15/2021 17:43 PDT
the City of Anderson	Public Works Superintendent	Tier 2	8/15/2021 17:43 PDT
the City of Calistoga	City Manager; Designated POC	Tier 2, Tier 3	8/17/2021 15:27 PDT
the City of Calistoga	Fire Chief	Tier 2, Tier 3	8/17/2021 15:27 PDT
the City of Calistoga	Mayor	Tier 2, Tier 3	8/17/2021 15:27 PDT
the City of Calistoga	Police Chief	Tier 2, Tier 3	8/17/2021 15:27 PDT
the City of Clearlake	Chief of Police	Tier 2	8/15/2021 17:43 PDT
the City of Clearlake	City Manager; Designated POC	Tier 2	8/15/2021 17:43 PDT
the City of Clearlake	Fire Chief	Tier 2	8/15/2021 17:43 PDT
the City of Clearlake	Mayor	Tier 2	8/15/2021 17:43 PDT
the City of Clearlake	Non-Emergency	Tier 2	8/15/2021 17:43 PDT

Organization/Jurisdiction	Title	HFTD TIER	DATE/TIME CONTACTED
the City of Corning		N/A	8/16/2021 19:08 PDT
the City of Oakley	City Engineer	N/A	8/17/2021 10:07 PDT
the City of Oakley	City Manager	N/A	8/17/2021 10:07 PDT
the City of Oakley	Fire Chief	N/A	8/17/2021 10:07 PDT
the City of Oakley	General Manager	N/A	8/17/2021 10:07 PDT
the City of Oakley	General Manager	N/A	8/17/2021 10:07 PDT
the City of Oroville	City Manager; Designated POC	Tier 2	8/15/2021 17:43 PDT
the City of Oroville	Deputy Chief	Tier 2	8/15/2021 17:43 PDT
the City of Oroville	Mayor	Tier 2	8/15/2021 17:43 PDT
the City of Oroville	Police Chief	Tier 2	8/15/2021 17:43 PDT
the City of Oroville	Vice Mayor	Tier 2	8/15/2021 17:43 PDT
the City of Red Bluff	City Manager; Designated POC	N/A	8/17/2021 15:27 PDT
the City of Red Bluff	Fire Chief	N/A	8/17/2021 15:27 PDT
the City of Red Bluff	Unit Chief	N/A	8/17/2021 15:27 PDT
the City of Saint Helena	City Manager; Designated POC	Tier 2, Tier 3	8/17/2021 15:27 PDT
the City of Saint Helena	Fire Chief	Tier 2, Tier 3	8/17/2021 15:27 PDT
the City of Saint Helena	Police Chief	Tier 2, Tier 3	8/17/2021 15:27 PDT
the City of Santa Rosa	Admin Sergeant	Tier 2, Tier 3	8/17/2021 15:27 PDT
the City of Santa Rosa	Assistant Fire Marshal	Tier 2, Tier 3	8/17/2021 15:27 PDT
the City of Santa Rosa	Battalion Chief	Tier 2, Tier 3	8/17/2021 15:27 PDT
the City of Santa Rosa	Deputy Emergency Preparedness Coordinator	Tier 2, Tier 3	8/17/2021 15:27 PDT
the City of Santa Rosa	Deputy Fire Chief	Tier 2, Tier 3	8/17/2021 15:27 PDT
the City of Santa Rosa	Emergency Preparedness Coordinator; Designated POC	Tier 2, Tier 3	8/17/2021 15:27 PDT
the City of Santa Rosa	Fire	Tier 2, Tier 3	8/17/2021 15:27 PDT
the City of Santa Rosa	Lieutenant	Tier 2, Tier 3	8/17/2021 15:27 PDT
the City of Santa Rosa	Police Chief	Tier 2, Tier 3	8/17/2021 15:27 PDT
the City of Santa Rosa	Public Information Officer	Tier 2, Tier 3	8/17/2021 15:27 PDT
the City of Vacaville	Assistant City Manager	Tier 2	8/17/2021 15:27 PDT
the City of Vacaville	Emergency	Tier 2	8/17/2021 15:27 PDT
the City of Vacaville	General	Tier 2	8/17/2021 15:27 PDT
the City of West Sacramento	Fire Chief	N/A	8/16/2021 19:08 PDT
the City of West Sacramento	Fire Marshal	N/A	8/16/2021 19:08 PDT
the City of West Sacramento	General	N/A	8/16/2021 19:08 PDT
the City of West Sacramento	Non-Emergency	N/A	8/16/2021 19:08 PDT
the City of West Sacramento	Non-Emergency	N/A	8/16/2021 19:08 PDT
the City of Willows	City Manager; Designated POC	N/A	8/15/2021 17:43 PDT
the City of Willows	Non-Emergency	N/A	8/15/2021 17:43 PDT
the City of Yountville	Public Works Director	Tier 3	8/17/2021 15:27 PDT
the City of Yountville	Town Manager; Designated POC	Tier 3	8/17/2021 15:27 PDT
the City of Yountville	Town Manager; Designated POC	Tier 3	8/17/2021 15:27 PDT
the Town of Paradise	Council Member	Tier 2, Tier 3	8/15/2021 17:43 PDT
the Town of Paradise	Council Member	Tier 2, Tier 3	8/15/2021 17:43 PDT
the Town of Paradise	Division Chief, Paradise Fire Chief	Tier 2, Tier 3	8/15/2021 17:43 PDT

Organization/Jurisdiction	Title	HFTD TIER	DATE/TIME CONTACTED
the Town of Paradise	General	Tier 2, Tier 3	8/15/2021 17:43 PDT
the Town of Paradise	General	Tier 2, Tier 3	8/15/2021 17:43 PDT
the Town of Paradise	General	Tier 2, Tier 3	8/15/2021 17:43 PDT
the Town of Paradise	Mayor	Tier 2, Tier 3	8/15/2021 17:43 PDT
the Town of Paradise	Town Manager; Designated POC	Tier 2, Tier 3	8/15/2021 17:43 PDT
the Town of Paradise	Vice Mayor	Tier 2, Tier 3	8/15/2021 17:43 PDT
Trina Marine Guano Family	Representative	Tier 2, Tier 3	8/17/2021 10:07 PDT
Trinity County	CAO; Designated POC	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Trinity County	Health Officer	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Trinity County	Program Manager	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Trinity County	Public Safety Answering Point	Tier 2, Tier 3, Zone 1	8/15/2021 17:30 PDT
Tsungwe Council	Vice Chairman	Tier 2, Tier 3, Zone 1	8/15/2021 17:43 PDT
Yolo County	Board Clerk/Administrative Analyst	Tier 2	8/15/2021 17:43 PDT
Yolo County	Director Customer Care and Marketing	Tier 2	8/15/2021 17:43 PDT
Yolo County	Dispatch	Tier 2	8/15/2021 17:43 PDT
Yolo County	EMS Administrator	Tier 2	8/15/2021 17:43 PDT
Yolo County	Fire Chief	Tier 2	8/15/2021 17:43 PDT
Yolo County	Non-Emergency	Tier 2	8/15/2021 17:43 PDT
Yolo County	OES Coordinator	Tier 2	8/15/2021 17:43 PDT
Yolo County	Public Safety Answering Point	Tier 2, Tier 3	8/15/2021 18:38 PDT
Yolo County	Public Safety Answering Point	Tier 2	8/15/2021 18:47 PDT
Yolo County	Public Safety Answering Point	Tier 2	8/15/2021 18:48 PDT
Yolo County	Public Safety Answering Point	Tier 2	8/15/2021 18:55 PDT
Yolo County	N/A	Tier 2	8/15/2021 15:30 PDT
Yuba County	Board Supervisor	Tier 2, Tier 3	8/15/2021 17:43 PDT
Yuba County	Chief	Tier 2, Tier 3	8/15/2021 17:43 PDT
Yuba County	County Executive Officer	Tier 2, Tier 3	8/15/2021 17:43 PDT
Yuba County	Director	Tier 2, Tier 3	8/15/2021 17:43 PDT
Yuba County	Emergency Manager; Designated POC	Tier 2, Tier 3	8/15/2021 17:43 PDT
Yuba County	General	Tier 2, Tier 3	8/15/2021 17:43 PDT
Yuba County	Health Administrator	Tier 2, Tier 3	8/15/2021 17:43 PDT
Yuba County	Health Officer	Tier 2, Tier 3	8/15/2021 17:43 PDT
Yuba County	Interim Emergency Operations Manager	Tier 2, Tier 3	8/15/2021 17:43 PDT
Yuba County	Public Safety Answering Point	Tier 2, Tier 3	8/15/2021 17:35 PDT
Yuba County	Public Safety Answering Point	Tier 2, Tier 3	8/15/2021 18:33 PDT
Yuba County	Public Safety Answering Point	Tier 2, Tier 3	8/15/2021 18:36 PDT
Yuba County	Public Safety Answering Point	Tier 2, Tier 3	8/16/2021 18:16 PDT
Yuba County	Public Safety Answering Point	Tier 2, Tier 3	8/16/2021 18:16 PDT
ALAMEDA County Communication Facility	SPRINT CORPORATION	N/A	8/14/2021 21:11 PDT
ALAMEDA County Communication Facility	T-MOBILE WEST LLC	N/A	8/14/2021 21:11 PDT
BUTTE County Communication Facility	AT&T MOBILITY	Tier 3	8/14/2021 17:54 PDT
BUTTE County Communication Facility	AT&T MOBILITY LLC	Tier 3	8/14/2021 17:54 PDT
BUTTE County Communication Facility	AT&T SERVICES INC	Tier 2, Tier 3	8/14/2021 17:54 PDT

Organization/Jurisdiction	Title	HFTD TIER	DATE/TIME CONTACTED
BUTTE County Communication Facility	GTE MOBILE NET	Tier 3	8/14/2021 17:54 PDT
BUTTE County Communication Facility	GTE MOBILNET OF CALIFORNIA LIMITED PARTNERSHIP	Tier 3	8/14/2021 17:54 PDT
BUTTE County Communication Facility	GTE MOBILNET OF CALIFORNIA LP	Tier 3	8/14/2021 17:54 PDT
BUTTE County Communication Facility	METRO PCS INC	Tier 3	8/14/2021 17:54 PDT
BUTTE County Communication Facility	SPRINT CORPORATION	Tier 2, Tier 3	8/14/2021 17:54 PDT
BUTTE County Communication Facility	SPRINT NEXTEL CORPORATION	Tier 2, Tier 3	8/14/2021 17:54 PDT
BUTTE County Communication Facility	T-MOBILE WEST LLC	Tier 3	8/14/2021 17:54 PDT
BUTTE County Water and Waste Water Facility	ENTERPRISE RANCHERIA	Tier 2	8/14/2021 17:54 PDT
COLUSA County Communication Facility	AT&T	N/A	8/14/2021 21:11 PDT
COLUSA County Communication Facility	AT&T MOBILITY LLC	Tier 2	8/14/2021 21:11 PDT
COLUSA County Communication Facility	AT&T SERVICES INC	Tier 2	8/14/2021 21:11 PDT
COLUSA County Communication Facility	CITIZENS TELECOMMUNICATIONS OF CALIFORNIA INC.	Tier 2	8/14/2021 21:11 PDT
COLUSA County Communication Facility	FRONTIER COMMUNICATIONS CORPORATION DIP	Tier 2	8/14/2021 21:11 PDT
COLUSA County Communication Facility	GTE MOBILNET OF CALIFORNIA LP	Tier 2	8/14/2021 21:11 PDT
COLUSA County Water and Waste Water Facility	COUNTY OF COLUSA	Tier 2	8/14/2021 21:11 PDT
CONTRA COSTA County Communication Facility	AT&T SERVICES INC	Tier 3	8/14/2021 21:11 PDT
CONTRA COSTA County Communication Facility	COUNTY OF CONTRA COSTA	Tier 3	8/14/2021 21:11 PDT
CONTRA COSTA County Communication Facility	U S COAST GUARD	Tier 3	8/14/2021 21:11 PDT
GLENN County Communication Facility	AMERICAN TOWER CORPORATION	Tier 2	8/14/2021 21:11 PDT
GLENN County Communication Facility	AT&T MOBILITY	Tier 2	8/14/2021 21:11 PDT
GLENN County Communication Facility	AT&T SERVICES INC	Tier 2	8/14/2021 21:11 PDT
GLENN County Communication Facility	GTE MOBILE NET	Tier 2	8/14/2021 21:11 PDT
GLENN County Water and Waste Water Facility	ELK CREEK COMMUNITY SERVICE	Tier 2	8/14/2021 21:11 PDT
HUMBOLDT County Communication Facility	AT&T SERVICES INC	Tier 2	8/14/2021 17:54 PDT
HUMBOLDT County Communication Facility	EDGE WIRELESS LLC	Tier 2	8/14/2021 17:54 PDT
HUMBOLDT County Communication Facility	FRONTIER COMMUNICATIONS CORPORATION DIP	Tier 2	8/14/2021 17:54 PDT
HUMBOLDT County Communication Facility	GTE MOBILNET OF CALIFORNIA LIMITED PARTNERSHIP	Tier 2	8/14/2021 17:54 PDT
HUMBOLDT County Communication Facility	UNITED STATES CELLULAR CORP	Tier 2	8/14/2021 17:54 PDT
LAKE County Communication Facility	AT&T MOBILITY LLC	Tier 2	8/14/2021 17:54 PDT
LAKE County Communication Facility	AT&T SERVICES INC	Tier 2, Tier 3	8/14/2021 17:54 PDT
LAKE County Communication Facility	GTE MOBILNET OF CALIFORNIA LIMITED PARTNERSHIP	Tier 2	8/14/2021 21:11 PDT
LAKE County Communication Facility	GTE MOBILNET OF CALIFORNIA LP	Tier 3	8/14/2021 17:54 PDT
LAKE County Communication Facility	MEDIACOM CALIFORNIA LLC	N/A	8/14/2021 17:54 PDT
LAKE County Communication Facility	US CELLULAR	Tier 2	8/14/2021 21:11 PDT
LASSEN County Communication Facility	FRONTIER COMMUNICATIONS CORPORATION DIP	Tier 2	8/14/2021 21:11 PDT
MENDOCINO County Communication Facility	AT&T SERVICES INC	Tier 2, Tier 3	8/14/2021 21:11 PDT
MENDOCINO County Communication Facility	EDGE WIRELESS LLC	Tier 2	8/14/2021 21:11 PDT
MENDOCINO County Communication Facility	FRONTIER COMMUNICATIONS CORPORATION DIP	Tier 2	8/14/2021 17:54 PDT
MENDOCINO County Communication Facility	GTE MOBILNET OF CALIFORNIA LIMITED PARTNERSHIP	N/A	8/14/2021 17:54 PDT
MENDOCINO County Communication Facility	GTE MOBILNET OF CALIFORNIA LP	Tier 2	8/14/2021 21:11 PDT
MENDOCINO County Communication Facility	T MOBILE OMNI POINT COMMUNICATIONS	Tier 2	8/14/2021 17:54 PDT
MENDOCINO County Communication Facility	T-MOBILE CO NISC	Tier 2	8/14/2021 21:11 PDT
MENDOCINO County Communication Facility	T-MOBILE USA INC	Tier 2	8/14/2021 21:11 PDT

Organization/Jurisdiction	Title	HFTD TIER	DATE/TIME CONTACTED
MENDOCINO County Communication Facility	US CELLULAR	Tier 2	8/14/2021 21:11 PDT
NAPA County Communication Facility	AT&T MOBILITY LLC	Tier 2, Tier 3	8/14/2021 17:54 PDT
NAPA County Communication Facility	AT&T SERVICES INC	Tier 2, Tier 3	8/14/2021 17:54 PDT
NAPA County Communication Facility	CALIFORNIA HIGHWAY PATROL	Tier 2	8/14/2021 17:54 PDT
NAPA County Communication Facility	CITY OF NAPA	Tier 3	8/14/2021 17:54 PDT
NAPA County Communication Facility	GTE MOBILNET OF CALIFORNIA LIMITED PARTNERSHIP	N/A	8/14/2021 21:11 PDT
NAPA County Communication Facility	GTE MOBILNET OF CALIFORNIA LP	Tier 2	8/14/2021 21:11 PDT
NAPA County Communication Facility	SPRINT CORPORATION	Tier 2	8/14/2021 21:11 PDT
NAPA County Communication Facility	SPRINT NEXTEL CORPORATION	Tier 3	8/14/2021 21:11 PDT
NAPA County Communication Facility	T-MOBILE WEST CORPORATION	Tier 3	8/14/2021 17:54 PDT
NAPA County Water and Wastewater Facility	CITY OF CALISTOGA	N/A	8/14/2021 21:11 PDT
NEVADA County Communication Facility	AT&T SERVICES INC	Tier 3	8/14/2021 21:11 PDT
PLUMAS County Communication Facility	AT&T SERVICES INC	Tier 2, Tier 3	8/14/2021 17:54 PDT
PLUMAS County Communication Facility	CALIFORNIA HIGHWAY PATROL	Tier 2	8/14/2021 17:54 PDT
PLUMAS County Communication Facility	FRONTIER COMMUNICATIONS CORPORATION DIP	Tier 2	8/14/2021 21:11 PDT
PLUMAS County Communication Facility	SPRINT CORPORATION	Tier 3	8/14/2021 17:54 PDT
PLUMAS County Communication Facility	US DEPARTMENT OF AGRICULTURE	Tier 2	8/14/2021 17:54 PDT
SHASTA County Communication Facility	AT&T	Tier 3	8/14/2021 17:54 PDT
SHASTA County Communication Facility	AT&T MOBILITY LLC	Tier 2, Tier 3	8/14/2021 17:54 PDT
SHASTA County Communication Facility	AT&T SERVICES INC	Tier 2, Tier 3	8/14/2021 17:54 PDT
SHASTA County Communication Facility	CHARTER COMMUNICATIONS HOLDING COMPANY LLC	Tier 2, Tier 3	8/14/2021 17:54 PDT
SHASTA County Communication Facility	CINGULAR WIRELESS SERVICES, INC	Tier 2	8/14/2021 17:54 PDT
SHASTA County Communication Facility	FRONTIER COMMUNICATIONS	Tier 2	8/14/2021 21:11 PDT
SHASTA County Communication Facility	FRONTIER COMMUNICATIONS CORPORATION DIP	Tier 2, Tier 3	8/14/2021 17:54 PDT
SHASTA County Communication Facility	GTE MOBILNET OF CALIFORNIA LIMITED PARTNERSHIP	Tier 2	8/14/2021 17:54 PDT
SHASTA County Communication Facility	GTE MOBILNET OF CALIFORNIA LP	Tier 2, Tier 3	8/14/2021 17:54 PDT
SHASTA County Communication Facility	HAPPY VALLEY TELEPHONE CO	Tier 2	8/14/2021 17:54 PDT
SHASTA County Communication Facility	METRO PCS INC	Tier 2	8/14/2021 17:54 PDT
SHASTA County Communication Facility	SPRINT CORPORATION	Tier 2, Tier 3	8/14/2021 17:54 PDT
SHASTA County Communication Facility	SPRINT NEXTEL CORPORATION	Tier 2	8/14/2021 17:54 PDT
SHASTA County Communication Facility	TDS TELECOM	Tier 2	8/14/2021 17:54 PDT
SHASTA County Communication Facility	T-MOBILE WEST LLC	Tier 2, Tier 3	8/14/2021 21:11 PDT
SHASTA County Communication Facility	US DEPARTMENT OF AGRICULTURE	Tier 2	8/14/2021 17:54 PDT
SHASTA County Communication Facility	VERIZON WIRELESS	Tier 2	8/14/2021 17:54 PDT
SIERRA County Communication Facility	AT&T MOBILITY LLC	Tier 3	8/14/2021 17:54 PDT
SIERRA County Communication Facility	AT&T SERVICES INC	Tier 2, Tier 3	8/14/2021 17:54 PDT
SIERRA County Communication Facility	CALIFORNIA HIGHWAY PATROL	Tier 3	8/14/2021 17:54 PDT
SIERRA County Communication Facility	US DEPARTMENT OF AGRICULTURE	Tier 3	8/14/2021 17:54 PDT
SIERRA County Water and Waste Water Facility	DOWNIEVILLE PUBLIC UTILITIES DISTRICT	Tier 3	8/14/2021 17:54 PDT
SIERRA County Water and Waste Water Facility	HASKELL CREEK TRACT ASSOCIATION	Tier 1	8/14/2021 17:54 PDT
SOLANO County Communication Facility	AMERICAN TOWER CORP	Tier 2	8/14/2021 21:11 PDT
SOLANO County Communication Facility	AT&T MOBILITY LLC	N/A	8/14/2021 21:11 PDT
SOLANO County Communication Facility	AT&T SERVICES INC	Tier 2	8/14/2021 17:54 PDT

Organization/Jurisdiction	Title	HFTD TIER	DATE/TIME CONTACTED
SOLANO County Communication Facility	GTE MOBILNET OF CALIFORNIA LIMITED PARTNERSHIP	Tier 2	8/14/2021 21:11 PDT
SONOMA County Communication Facility	AT&T	Tier 3	8/14/2021 21:11 PDT
SONOMA County Communication Facility	AT&T MOBILITY LLC	Tier 2, Tier 3	8/14/2021 17:54 PDT
SONOMA County Communication Facility	AT&T SERVICES INC	Tier 2, Tier 3	8/14/2021 17:54 PDT
SONOMA County Communication Facility	CALIFORNIA HIGHWAY PATROL	Tier 2	8/14/2021 21:11 PDT
SONOMA County Communication Facility	FRONTIER COMMUNICATIONS CORPORATION DIP	Tier 3	8/14/2021 21:11 PDT
SONOMA County Communication Facility	GTE MOBILNET OF CALIFORNIA LIMITED PARTNERSHIP	N/A	8/14/2021 21:11 PDT
SONOMA County Communication Facility	SPRINT CORPORATION	Tier 2, Tier 3	8/14/2021 17:54 PDT
SONOMA County Communication Facility	T-MOBILE WEST LLC	Tier 2	8/14/2021 21:11 PDT
TEHAMA County Communication Facility	AT&T MOBILITY	Tier 2	8/14/2021 21:11 PDT
TEHAMA County Communication Facility	AT&T MOBILITY LLC	Tier 2	8/14/2021 17:54 PDT
TEHAMA County Communication Facility	AT&T SERVICES INC	Tier 2	8/14/2021 17:54 PDT
TEHAMA County Communication Facility	CHARTER COMMUNICATIONS HOLDING COMPANY LLC	Tier 2	8/14/2021 21:11 PDT
TEHAMA County Communication Facility	FRONTIER COMMUNICATIONS CORPORATION DIP	Tier 2	8/14/2021 17:54 PDT
TEHAMA County Communication Facility	GTE MOBILNET OF CALIFORNIA LIMITED PARTNERSHIP	Tier 2	8/14/2021 21:11 PDT
TEHAMA County Communication Facility	GTE MOBILNET OF CALIFORNIA LP	Tier 2	8/14/2021 17:54 PDT
TEHAMA County Communication Facility	SPRINT CORPORATION	Tier 2	8/14/2021 21:11 PDT
TEHAMA County Communication Facility	SPRINT NEXTEL CORPORATION	Tier 2	8/14/2021 21:11 PDT
TEHAMA County Communication Facility	T-MOBILE WEST LLC	Tier 2	8/14/2021 21:11 PDT
TEHAMA County Communication Facility	VERIZON WIRELESS	Tier 2	8/14/2021 21:11 PDT
TEHAMA County Other Facility	AT&T SERVICES INC	N/A	8/14/2021 21:11 PDT
TRINITY County Communication Facility	FRONTIER COMMUNICATIONS CORPORATION DIP	Tier 2	8/14/2021 17:54 PDT
TRINITY County Communication Facility	GTE MOBILNET OF CALIFORNIA LIMITED PARTNERSHIP	N/A	8/14/2021 17:54 PDT
YOLO County Communication Facility	AT&T MOBILITY LLC	Tier 2	8/14/2021 17:54 PDT
YOLO County Communication Facility	AT&T SERVICES INC	N/A	8/14/2021 17:54 PDT
YOLO County Communication Facility	GTE MOBILNET OF CALIFORNIA LP	Tier 2	8/14/2021 17:54 PDT
YOLO County Communication Facility	SPRINT CORPORATION	Tier 2	8/14/2021 17:54 PDT
YUBA County Communication Facility	AT&T SERVICES INC	Tier 3	8/14/2021 17:54 PDT
YUBA County Communication Facility	VERIZON	Tier 3	8/14/2021 17:54 PDT

PACIFIC GAS AND ELECTRIC COMPANY

APPENDIX F

SECTION 8 – ALL CLEAR ZONE MAP

Appendix F: ALL CLEAR ZONE MAP

Figure F-1. All Clear Zone Map



PACIFIC GAS AND ELECTRIC COMPANY

APPENDIX G

SECTION 9 – COMMUNITY RESOURCE CENTER LOCATIONS

Appendix G: List of PG&E Community Resource Centers

The table below provided details of the 34 CRCs that PG&E mobilized during the August 17-19 PSPS event, including specific locations, dates and times opened and closed, total attendance for each location, and amenities provided.

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

#	County	Site Name	Address	Operating Hours			Total Visitors	Site Type (Indoor, Micro)	Amenities Provided
				Day 1 Aug-17	Day 2 Aug-18	Day 3 Aug-19			
1	Butte	Berry Creek Elementary	286 Rockefeller Rd, Berry Creek, CA 95916	17:00-22:00	08:00-22:00	08:00-13:00	3	Micro	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
2	Butte	Magalia Pines Baptist Church	14098 Skyway Rd, Magalia, CA 95954	17:00-22:00	08:00-22:00	08:00-13:00	216	Indoor	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging, Cooling & Heating, Ice
3	Butte	Southside Oroville Community Center	2959 Lower Wyandotte Rd, Oroville, CA 95966	17:00-22:00	08:00-22:00	08:00-13:00	13	Indoor	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging, Cooling & Heating, Ice
4	Butte	Paradise Parks and Recreation Center (aka Terry Ashe Center)	6626 Skyway, Paradise, CA 95969	17:00-22:00	08:00-22:00	08:00-13:00	50	Indoor	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging, Cooling & Heating, Ice
5	Colusa	Stonyford Community Center/Hall	229 Market St, Stonyford, CA 95979	17:00-22:00	08:00-22:00	08:00-13:00	203	Indoor	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging, Cooling & Heating, Ice
6	Contra Costa	St. Bonaventure Catholic Church	5562 Clayton Rd, Concord, CA 94521	17:00-22:00	08:00-13:00	N/A	3	Mobile	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
7	Glenn	Elk Creek Junior Senior High School	3430 Co Rd 309, Elk Creek, CA 95939	17:00-22:00	08:00-22:00	08:00-13:00	108	Mobile	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
8	Lake	Clearlake Senior Community Center	3245 Bowers Ave, Clearlake, CA 95422	17:00-22:00	08:00-22:00	08:00-13:00	84	Indoor	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging, Cooling & Heating, Ice
9	Lake	Live Oaks Senior Center	12502 Foot hill Blvd, Clearlake Oaks, CA 95423	17:00-22:00	08:00-15:00	N/A	14	Mobile	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
10	Lake	Mountain Lion's Club (also known as Little Red Schoolhouse)	15780 Bottlerock Rd, Cobb, CA 95426	17:00-22:00	08:00-22:00	08:00-13:00	149	Indoor	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging, Cooling & Heating, Ice
11	Lake	Scotts Valley Band of Pomo Indians Red Hills Property	7130 Red Hills Rd, Kelseyville, CA 95451	19:00-22:00	08:00-22:00	08:00-13:00	18	Mobile	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
12	Mendocino	Keith's Market IGA	76201 Covelo Rd, Covelo, CA 95428	17:00-22:00	08:00-13:00	N/A	32	Mobile	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
13	Mendocino	Harwood Hall	44400 Willis Ave, Laytonville, CA 95454	17:00-22:00	08:00-13:00	N/A	35	Indoor	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device

#	County	Site Name	Address	Operating Hours			Total Visitors	Site Type (Indoor, Micro)	Amenities Provided
				Day 1 Aug-17	Day 2 Aug-18	Day 3 Aug-19			
									Charging, Cooling & Heating, Ice
14	Mendocino	Ukiah Empty Lot	1775 N State St, Ukiah, CA 95482	19:00-22:00	08:00-13:00	N/A	27	Mobile	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
15	Napa	Pacific Union College	35 La Jota Dr, Angwin, CA 94508	17:00-22:00	08:00-22:00	N/A	236	Mobile	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
16	Napa	Highlands Christian Fellowship	970 Petrified Forest Rd, Calistoga, CA 94515	17:00-22:00	08:00-22:00	N/A	492	Mobile	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
17	Napa	Crosswalk Community Church	2590 1st St, Napa, CA 94558	17:00-22:00	08:00-22:00	N/A	8	Indoor	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging, Cooling & Heating, Ice
18	Napa	Saint Helena Catholic School	1255 Oak Ave, St. Helena, CA 94574	17:00-22:00	08:00-22:00	N/A	28	Mobile	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
19	Plumas	Quincy Elks Lodge 1884	2004 E Main St, Quincy, CA 95971	17:00-22:00	08:00-22:00	08:00-13:00	82	Indoor	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging, Cooling & Heating, Ice
20	Shasta	Anderson (Frontier) Senior Center	2081 Frontier Trail, Anderson, CA 96007	17:00-22:00	08:00-22:00	08:00-13:00	122	Indoor	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging, Cooling & Heating, Ice
21	Shasta	Happy Valley Community Center	5400 Happy Valley Rd, Anderson, CA 96007	17:00-22:00	08:00-22:00	08:00-13:00	128	Indoor	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging, Cooling & Heating, Ice
22	Shasta	Lakehead Lions Hall	20814 Mammoth Dr, Lakehead, CA 96051	17:00-22:00	08:00-22:00	08:00-13:00	6	Indoor	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging, Cooling & Heating, Ice
23	Shasta	Mercy Oaks	100 Mercy Oaks Dr, Redding, CA 96003	17:00-22:00	08:00-22:00	08:00-13:00	61	Indoor	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging, Cooling & Heating, Ice
24	Shasta	Hill Country Health and Wellness Center	29632 CA-299, Round Mountain, CA 96084	17:00-22:00	08:00-22:00	08:00-13:00	355	Micro	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
25	Sierra	Lower Alleghany Volunteer Fire Dept	514 Miners St, Alleghany, CA 95910	17:00-22:00	08:00-13:00	N/A	15	Indoor	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging, Cooling & Heating, Ice
26	Sierra	Downieville Community Hall	327 Main St, Downieville, CA 95936	17:00-22:00	08:00-13:00	N/A	24	Indoor	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging, Cooling & Heating, Ice
27	Solano	Solano Community College - Vacaville	2001 N Village Pkwy, Vacaville, CA 95688	17:00-22:00	08:00-22:00	08:00-13:00	42	Indoor	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging, Cooling & Heating, Ice

#	County	Site Name	Address	Operating Hours			Total Visitors	Site Type (Indoor, Micro)	Amenities Provided
				Day 1 Aug-17	Day 2 Aug-18	Day 3 Aug-19			
28	Sonoma	Cloverdale Citrus Fairgrounds	1 Citrus Fair Dr, Cloverdale, CA 95425	17:00-22:00	08:00-22:00	N/A	8	Indoor	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging, Cooling & Heating, Ice
29	Sonoma	Presbyterian Church of the Roses	2500 Patio Ct., Santa Rosa, CA 95409	19:00-22:00	08:00-22:00	N/A	10	Indoor	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging, Cooling & Heating, Ice
30	Sonoma	First Congregationa l Church of Sonoma	252 W Spain St, Sonoma, CA 95476	19:00-22:00	08:00-22:00	N/A	65	Mobile	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
31	Tehama	Noland Park	19001 Bowman Rd, Cottonwood, CA 96022	17:00-22:00	08:00-22:00	08:00-13:00	214	Micro	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
32	Tehama	Rancho Tehema Association	17605 Park Terrace Rd, Rancho Tehama, CA 96021	17:00-22:00	08:00-22:00	08:00-13:00	472	Micro	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
33	Yolo	United States Postal Service	7575 CA-16, Guinda, CA 95637	17:00-22:00	08:00-22:00	N/A	40	Mobile	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
34	Yuba	Alcouffe Center	9185 Marysville Rd, Oregon House, CA 95962	17:00-22:00	08:00-13:00	N/A	13	Indoor	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging, Cooling & Heating, Ice

VERIFICATION

I, undersigned, say:

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

I have read the foregoing “PG&E Public Safety Power Shutoff Report to the CPUC” for the events of August 18-19, 2021, and I am informed and believe the matters stated therein to be true.

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

Executed at San Ramon, California this 2nd day of September, 2021.



SUMEET SINGH
CHIEF RISK OFFICER
PACIFIC GAS & ELECTRIC COMPANY