

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

Order Instituting Rulemaking to Examine
Electric Utility De-Energization of Power
Lines in Dangerous Conditions.

Rulemaking 18-12-005

**PACIFIC GAS AND ELECTRIC COMPANY (U 39 E)
UPDATES TO POST-PSPS EVENT REPORTS FOR
JUNE 7-9, 2019, AND SEPTEMBER 23-25, 2019**

ANN H. KIM
KENNETH LEE

Pacific Gas and Electric Company
77 Beale Street, B30A
San Francisco, CA 94105
Telephone: (415) 973-7467
Facsimile: (415) 973-5520
E-Mail: Ann.Kim@pge.com

Dated: February 28, 2020

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UPDATES TO POST-PSPS EVENT REPORTS FOR
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Pacific Gas and Electric Company (PG&E) respectfully submits the attached Updates to its Post-Public Safety Power Shutoff (PSPS) Event Reports for June 7-9, 2019 and September 23-25, 2019,¹ which were filed and served on December 30, 2019, in the above-referenced proceeding.²

I. UPDATES TO ESRB-8 REPORTS

In its December 30, 2019, Post-PSPS Event Report submissions, PG&E anticipated that the updates to its ESRB-8 reports based on reviewed and validated data would include at least the following changes:

- *Section 3 – Outage Data.* Unlike routine outages, PSPS outage events require circuits to be split into multiple sections so field personnel can be deployed to quickly and safely patrol and restore facilities. As such, expert post-event reviews are needed to ensure that the restoration of the multiple sections are accurately reported with the appropriate start and end times (by using smart meter information when available) and to ensure there are no overlapping/duplicate outage events. Post-event, PG&E teams reconcile outage details and categorization to ensure PSPS outages are properly labeled in PG&E’s outage management system and do not include outages driven by other factors such as wind-related outages outside of the PSPS scope.
- *Section 4 – Customer Outage Data.* Counts of customers impacted are based on circuit outage data. As outage data is reconciled, customer count data is adjusted

¹ It should be clarified that the September 2019 PSPS event occurred from September 23-25, not September 25-27. Although the PSPS post-event report correctly states the event dates, the cover letter incorrectly referred to September 25-27.

² On December 30, PG&E also filed and served its Post-PSPS Event Reports for the the October-November 2019 PSPS events (Late Fall 2019 PSPS events). Updates to those reports were filed and served on January 27, 2020.

accordingly.

- *Section 6 – Customer Notifications.* As with customer outage data, customer notification data may require adjustments dependent on the resolution of circuit outage data. Reconciliation of customer outage data to customer notification data is a manual process. Further, the analysis of customers not notified, and the cause for these missed notifications, requires manual review on a case-by-case basis.
- *Section 5 – Damage / Hazard Findings.* The documentation of PSPS-related damages and hazards is a new process for PG&E’s field teams. The change management required for these new procedures is ongoing with each PSPS event. Specifically, field teams are currently reporting damages and hazards found through different formats with different intake processes. In order to ensure characterization of damages and hazards is consistently applied, all field identified items go through several subject matter expert reviews that may require more than 10 days to complete, particularly for larger PSPS events.

Consistent with the above descriptions, the Amended ESRB-8 reports for the June 7-9, 2019 and September 23-25, 2019 PSPS events consist of the following changes³:

June 7-9 PSPS Event

	Report Submitted on June 21, 2019	Amendment Submitted on February 28, 2020
Time, Place and Duration		
Last Customer Restored	6/9/2019 17:45	6/9/2019 17:44
Transmission & Distribution Customers Impacted		
Total Customers Impacted	22,327	22,474
Residential Customers	19,500	19,645
Commercial/Industrial	2,565	2,567
Medical Baseline Customers	1,589	1,571
Customer Notifications		
Customers de-energized and not notified	N/A	1,500
Medical Baseline Customers de-energized and not notified	N/A	50

³ All numbers ending in 00 are approximate.

September 23-25 PSPS Event

	Report Submitted on October 10, 2019	Amendment Submitted on February 28, 2020
Time, Place and Duration		
Location Alpha		
Last Customer Restored	9/24/2020 18:40	9/24/2020 23:52
Location Bravo		
De-energization Start Time	9/25/2020 2:42	9/25/2020 2:46
Transmission & Distribution Customers Impacted		
Location Alpha		
Total Customers Impacted	26,121	21,724
Residential Customers	23,319	19,778
Commercial/Industrial	2,582	1,725
Medical Baseline Customers	1,374	1,426
Other	220	221
Location Bravo		
Total Customers Impacted	49,264	49,102
Residential Customers	12,182	43,720
Commercial/Industrial	1,274	4,989
Medical Baseline Customers	3,077	2,984
Other	396	393
Customer Notifications		
Location Alpha		
Customers de-energized and not notified	N/A	330
Medical Baseline Customers de-energized and not notified	N/A	10
Location Bravo		
Customers de-energized and not notified	N/A	1,700
Medical Baseline Customers de-energized and not notified	N/A	80
Sectionalization		
Circuits Sectionalized	13	19

II. CONCLUSION

PG&E submits the following updated ESRB-8 reports on the following PSPS events:

- Attachment 1: Amended PG&E Public Safety Power Shutoff (PSPS) Report to the CPUC, June 7-9, 2019 De-Energization Event;

- Attachment 2: Amended PG&E Public Safety Power Shutoff (PSPS) Report to the CPUC, September 23-25, 2019 De-Energization Event.

Respectfully Submitted,

ANN H. KIM
KENNETH LEE

By: /s/ Ann H. Kim
ANN H. KIM

Pacific Gas and Electric Company
77 Beale Street, B30A
San Francisco, CA 94105
Telephone: (415) 973-7467
Facsimile: (415) 973-5520
E-Mail: Ann.Kim@pge.com

Dated: February 28, 2020

AMENDED PG&E Public Safety Power Shutoff (PSPS) Report to the CPUC

Event from: 06/07/2019 to 06/09/2019

Executive Summary

On June 8 and 9, 2019, PG&E proactively de-energized portions of its service territory for public safety. This was PG&E's first Public Safety Power Shutoff (PSPS) in 2019. This report describes PG&E's decision-making process, including the conditions leading up to the PSPS event, as well as other data and information required by California Public Utilities Commission (CPUC) regulations.

Approximately 22,000 customers in two locations, the North Bay and the Sierra Nevada Foothills, were impacted by the de-energization, which began at approximately 0600 on June 8 for the North Bay and at approximately 2100 on June 8 for the Sierra Nevada Foothills. As PG&E prepared to take these steps for public safety, we communicated to customers directly and provided warning notification, when and where possible, via automated calls, texts and emails. We also knocked on the doors of medical baseline customers not otherwise reached. The decision to de-energize was made by a designated Officer-in-Charge (OIC) at PG&E's Emergency Operations Center (EOC), which was staffed by PG&E's electric operations, meteorology, customer, public information and government liaison functions, as well as other functions. Once weather conditions improved, PG&E crews visually inspected each mile of impacted power lines to check that they were free from damage and safe to return customers to service. PG&E crews found five instances of wind-related issues, including damage to PG&E service drops and a branch in contact with a power line that PG&E had proactively de-energized. Power was fully restored to all customers in fewer than 24 hours.

Background on PSPS

PG&E knows how much our customers rely on electric service, and the impacts these events can have on them, their families, businesses and communities. PG&E considers temporarily turning off power, based on weather and fire-risk conditions, only in the interest of safety to reduce the risk of wildfire. In response to the rapidly changing environmental conditions in our state, beginning with the 2019 wildfire season, PG&E has expanded its PSPS program to include all electric lines that pass through high fire-threat areas – both distribution and transmission.

As part of the PSPS program, we have reached out to more than 5.4 million electric customers that are served by our electric lines that run through high fire-threat areas. We have communicated to customers through several formats (letter, email, TV and print ads, social media and news stories) that it might be necessary to temporarily turn off power to their neighborhood or community for safety. We have also conducted hundreds of meetings with local civic and community leaders, first responder agencies, and other public safety authorities to make them aware of PSPS as an additional safety precaution. Additional information regarding PG&E's PSPS program can be found at www.pge.com/psps.

PG&E is committed to working together with all stakeholders and communities to help strengthen the resiliency and safety of our state's infrastructure and communities and to further reduce the risk of wildfires. Our PSPS program is just one way PG&E is carrying out that commitment. Our Community Wildfire Safety Program (CWSP) also includes further enhancing vegetation management around power lines, conducting accelerated safety inspections of electric infrastructure in high fire-threat areas and hardening of our electric system.

1. Explanation of decision to de-energize

June 6: At 1700 official public forecasts issued by the National Weather Service (NWS) included a Fire Weather Watch for the Sacramento Valley and Northern San Joaquin Valley and adjacent terrain up to 1,000 feet in elevation for June 7 through June 9 due to the combination of gusty offshore winds, poor overnight moisture recoveries, and dry relative humidity. The Predictive Services unit of the Northern

California Geographic Area Coordination Center (Predictive Services North Ops) also forecast “High Risk” for strong winds and low humidity for approximately the same area: Sacramento Valley and adjacent foothills. “High Risk” forecasts are issued when predicted fuel and weather conditions have historically resulted in a significantly higher than normal chance for a new large fire or for significant growth on existing fires. PG&E’s Meteorology team was also forecasting an offshore (Diablo) wind event to unfold over Northern California from June 7 through June 9 that would escalate fire danger and increase the probability of wind-related outages and damage. PG&E’s Fire Potential Index (FPI), which combines weather (wind, temperature, and relative humidity) and fuels (10hr dead fuel moisture, live fuel moisture, and fuel type) indicated increasing fire danger from June 7 to June 9 due to increased wind, lowering relative humidity, and further drying of 10hr dead fuel moisture. PG&E’s Probability of Outage Producing Winds (OPW) outage probability model was also projecting elevated probability of wind-related outages in areas where FPI was elevated and a Fire Weather Watch and “High Risk” forecast were in effect. Based on this combination of information, PG&E made the decision to activate the EOC starting at 0600 on June 7. PG&E decided to activate the EOC to assemble pre-event analysis and support, to provide logistical and resource coordination, to ensure there was an ultimate decision-maker, to monitor weather forecasts and conditions 24/7, and to coordinate notifications to customers, local communities’ representatives and public safety partners.

June 7: At 0600 official public forecasts still included a Fire Weather Watch from NWS for the Sacramento Valley and Northern San Joaquin Valley and surrounding elevated terrain up to 1,000 feet starting at 0600 on June 8 through the afternoon of June 9, “High Risk” for a similar area from the Predictive Services North Ops for June 7, 8 and 9, as well as areas of “Critical” fire weather in the Sacramento Valley surrounded by “Elevated” fire weather from 0500 on June 8 through 0500 on June 9 from the National Oceanic and Atmospheric Administration (NOAA)/NWS Storm Prediction Center (Storm Prediction Center). PG&E’s Meteorology team identified two periods and regions of wind/fire danger risk in the broader June 7 through June 9 timeframe. The first, the North Bay (Location 1), was expected to unfold starting at approximately 0600 on June 8 and continue through the afternoon of June 8 with the main focus along the west side of the Sacramento Valley and adjacent terrain in Fire Index Areas (FIA) 175 and 177. FIAs 175 and 177 include Napa, Yolo, and Solano counties. The second, the Sierra Nevada Foothills (Location 2), was expected to unfold starting at 2100 or 2200 the night of June 8 and continuing through 1000 or 1200 on June 9 in FIAs 280 and 300. FIA 300 includes Nevada, El Dorado, and Placer counties, while FIA 280 includes Butte and Yuba counties. PG&E’s Meteorology team forecasted potential gusts to 45 mph in some areas with this event, FPI was expected to increase and there was an increased probability of outage activity per PG&E’s OPW model in areas where official public forecasts were also indicating elevated fire danger risk.

At 0930, there were no significant changes to publicly available forecasts from the NWS and the Storm Prediction Center. The Predictive Services North Ops, however, added more forecast areas to “High Risk”, including the Mid Coast to Mendocino area (which covers the North Bay Mountains), as well as the Diablo-Santa Cruz Mountains. This forecast continued to call for “High Risk in NCO5, Southern End of NCO2, and Diablo portion of NCO3B due to strong gusty winds with low RH in areas with mostly cured fine fuels, through midday Sunday [June 9]”, with the most wind-prone spots seeing gusts to 45-55 mph. PG&E Meteorology’s weather forecast data remained relatively unchanged.

Between 0930 and 1000, the NWS Sacramento Weather office upgraded their Fire Weather Watch with a Red Flag Warning for the Sacramento Valley and adjacent terrain up to 1,000 feet due to a combination of gusty winds, low relative humidity and dry vegetation. This warning was in effect starting at 0600 on June 8 through 1700 on June 9. The NWS Bay Area office also issued a Red Flag Warning for the North Bay Mountains (terrain generally 1,000 feet and above) due to gusty offshore winds (the strongest gusts of 40-50 mph were predicted over peaks), and poor relative humidity recoveries. This warning was in effect starting at 2300 on June 7 through 1700 on June 9.

At 1800, official public forecasts from the NWS, the Predictive Services North Ops, and the Storm Prediction Center were unchanged: Red Flag Warnings would go into effect at 2300 on June 7 for the North Bay Mountains, and at 0600 on June 8 for the Sacramento Valley and adjacent terrain up to 1,000 feet. A “High Risk” forecast for zones Sac Valley/ Foothills (NCO5), mid-coast to Mendocino (NCO2), Diablo- Santa Cruz Mountains (NCO3B) from Predictive Services North Ops was still in effect through

June 9, as well as areas of “Critical” fire weather in the Sacramento Valley surrounded by “Elevated” fire weather from 0500 on June 8 through 0500 on June 9 from the Storm Prediction Center. Initial customer notifications went out on June 7 at 1100 for Location 1, and on June 7 at 1233 for location 2.

PG&E’s Meteorology team continued to monitor weather forecast data through the night, which indicated similar strength, timing and magnitude for Location 1, and slightly weaker magnitude for Location 2.

June 8: At 0600, no changes to official public forecasts from the NWS, the Predictive Services North Ops, or the Storm Prediction Center were noted. Real-time weather station data indicated wind gust speeds reaching above 30 mph along the west side of the Sacramento Valley and increasing, as well as gusts in the upper 30s to 40 mph in some stations in elevated terrain adjacent to the west side of the Sacramento Valley. Relative humidities were generally in the 20- 30% range and on track to decrease into the teens as drier air filtered in from the north. At this time, PG&E determined that the benefits of de-energization at Location 1 outweighed potential public safety risks from de-energization, taking into account the lack of sufficient alternatives to de-energization and the ability to mitigate the risks of de-energization through notifications, the implementation of sectionalization, and staging of restoration crews in advance of the event. The OIC had made the decision on June 7 at 1915 to proceed with the de-energization of two circuits in FIAs 175 and 177 in the North Bay starting at approximately 0600 on June 8 if conditions persisted. The de-energization, which impacted Napa, Yolo, and Solano counties, ~~was completed~~ began at approximately 0618 on June 8.

At 1000, official public forecasts from agencies were unchanged: Red Flag Warnings for the North Bay Mountains and Sacramento Valley and adjacent terrain up to 1,000 feet were in effect through 1700 on June 9, “High Risk” for zones NCo5, NCo2, NCo3B from the Predictive Services North Ops was still in effect through June 9, and areas of “Critical” fire weather in the Sacramento Valley surrounded by “Elevated” fire weather from 0500 on June 8 through 0500 on June 9 were forecast from the Storm Prediction Center. PG&E’s Meteorology team observed that forecast models continued to trend weaker on the strength of the winds in the northern Sierra foothills, most notably in FIA 300 and were also trending earlier on the event end time. Wind gusts speeds were still expected to exceed 40 mph across much of FIA 280, and PG&E’s OPW model projected an increased probability of outage activity due to the wind. Based on this information, the OIC made the decision at 1021 to begin preparations to de-energize in FIA 280 and 300.

PG&E’s Meteorology team forecasted winds would generally peak between approximately 0800 and 1200 on June 8 and taper off afterwards along the west side of the Sacramento Valley. At 1400 on June 8, PG&E’s meteorologists observed that wind speeds across and in the vicinity of the de-energized area had decreased below 35 mph and would continue to trend lower through the rest of the evening for the de-energized area in Location 1. Real-time observations from field observers did not note any wind gusts of concern. Based on this information, the OIC made the decision to begin the patrolling process to re-energize Location 1.

At 2030 on June 8, official public forecasts from agencies were unchanged. PG&E’s Meteorology team noted that weather forecast models had continued to decrease in strength for Location 2 and that wind gusts were expected to remain below 35 mph in FIA 300, which had been considered for de-energization earlier in the day. Wind speeds and outage probabilities were still elevated in FIA 280. Real-time data indicated wind speeds increasing and relative humidities generally in the teens. At this time, PG&E determined that the benefits of de-energization outweighed potential public safety risks from de-energization, taking into account the lack of sufficient alternatives to de-energization and the ability to mitigate the risks of de-energization through notifications, community assistance locations, the implementation of sectionalization, and the staging of restoration crews in advance of the event. Based on this information, the OIC made the decision to de-energize 29 circuits and transmission lines in FIA 280, starting at 2100 on June 8, and the decision not to de-energize FIA 300, at that time, and instead monitor conditions in FIA 300 overnight. The de-energization, which impacted Butte County, ~~was completed~~ began at approximately 2043 on June 8.

At 2330 on June 8, official public forecasts from agencies were unchanged. PG&E’s Meteorology team continued to monitor wind speeds in real-time in FIAs 280 and 300. As expected, wind speeds were

remaining below 35 mph in FIA 300, which includes Nevada, El Dorado, and Placer counties. In FIA 280 wind speeds were not materializing as strong as projected, but multiple weather stations were gusting over 30 mph and Jarbo Gap RAWS, a typically windy location, was reporting gusts near 50 mph. Based on observed versus forecasted surface pressure gradients, the weather event was manifesting weaker than expected, thus continuing the weakening trend from the weather forecast models observed over a 24-hour period leading up to the event. Based on this information, the OIC agreed to remove FIA 300 from the scope of further consideration for de-energization. However, PG&E meteorologists continued to monitor wind speeds in FIA 300 for any changes overnight.

June 9: At 0800, official public forecasts from agencies were updated and still showed a Red Flag Warning in the same areas, and “High Risk” in zones NCO2, NCO3B, and NCO5 from the Predictive Services North Ops. PG&E’s Meteorology team had observed wind speeds generally decreasing in FIA 280 since approximately 0500 on June 9. In the 0700 hour, no wind gusts were observed above 30 mph except at Jarbo Gap. PG&E Meteorology team forecasted that winds and the potential for outage activity would continue to decline through the day. Based on this information, the OIC made the decision to begin the patrolling process to re-energize the 29 circuits and transmission lines in FIA 280.

Restoration Summary: PG&E completed re-energization of all North Bay customers at approximately ~~2000~~ 1900 on June 8, and completed re-energization of all Sierra Nevada Foothills customers at approximately 1800 on June 9.

2. Factors considered in decision

No single factor dictates the decision to de-energize. PG&E carefully reviews a combination of factors when determining if power should be turned off for public safety.

As described below, PG&E’s decision to de-energize was based on the imminent and significant risk to public safety caused by forecasted and observed weather and fuel conditions, the lack of adequate alternatives to de-energization and PG&E’s efforts to mitigate the impact of the de-energization, which included notifications, community assistance locations, the advanced staging of restoration crews, and the implementation of sectionalization¹.

Key factors PG&E considered in deciding to de-energize included:

- Red Flag Warnings issued by the NWS indicated critical weather that could result in extreme fire behavior in the Sacramento Valley and adjacent terrain and the North Bay due to the combination of gusty offshore winds, poor overnight moisture recoveries, and dry relative humidity;
- A “High Risk” forecast from the Predictive Services North Ops for the Sacramento Valley-Foothills and Mid Coast to Mendocino area (which covers the North Bay Mountains), as well as the Diablo-Santa Cruz Mountains, due to strong forecasted winds, indicating a significantly higher than normal chance for a new large fire or for significant growth of existing fires;
- A “Critical” fire weather forecast from the Storm Prediction Center for the Sacramento Valley and its vicinity;
- PG&E’s FPI indicating an increased potential for a large fire due to high wind speeds, low relative humidity, and drying of fuels;
- PG&E’s OPW model predicting outage producing winds that could cause outage activity (potential utility ignition sources) in areas where Red Flag Warnings were in place;
- Outage activity observed on PG&E’s system;
- Low humidity levels in the single digits in the Sierra Nevada Foothills and the low teens in the North Bay;
- Real-time data from PG&E’s weather station network;
- Observations from field observers placed strategically in the field;
- Information on existing wildfire incidents from the PG&E Wildfire Safety Operations Center (WSOC);

¹ PG&E is also pursuing long-term alternatives to de-energization, such as system hardening. Such work is in progress.

- Advance notification of affected customers via social media, calls, texts and emails prior to the de-energization;
- The inadequacy of alternatives to de-energization, such as additional patrols and/or vegetation management work before the predicted event time, or use of a safety and infrastructure protection team to create defensible space;
- The ability to de-scope certain circuits where conditions permitted;
- The ability to sectionalize six circuits to minimize impacts to customers;
- The ability of PG&E to open community assistance centers; and
- The ability of PG&E to pre-stage re-energization teams to restore power to customers as efficiently as possible.

3. Time, place, and duration of event

The table below shows each circuit involved in the PSPS event, along with the following for each circuit: whether the areas affected by the de-energization are classified as Zone 1, Tier 2, or Tier 3 communities served; and the date and time² when the last customer on the last segment of the circuit was re-energized.

Table 1.1: Distribution Circuits De-Energized During June 8-9 Event– Amended 2.28.2020

Circuit	HFTD Tier(s)	Start Date and Time	Key Communities	Restoration Date and Time
BANGOR 1101	TIER 3, TIER 2, PARTIALLY OUTSIDE HFTD	06/08/2019 20:45	MARYSVILLE, BANGOR, OREGON HOUSE, BROWNS VALLEY, RACKERBY, OROVILLE, DOBBINS, BROWNSVILLE, LOMA RICA	06/09/2019 12:32
BUTTE 1105*	TIER 3, TIER 2, PARTIALLY OUTSIDE HFTD	06/08/2019 20:55	CHICO	06/09/2019 13:57
CLARK ROAD 1101	TIER 2, PARTIALLY OUTSIDE HFTD	06/08/2019 21:12	OROVILLE	06/09/2019 10:41
CLARK ROAD 1102	TIER 3, TIER 2, PARTIALLY OUTSIDE HFTD	06/08/2019 21:12	OROVILLE, PARADISE	06/09/2019 13:01
MONTICELLO 1101	TIER 2	06/08/2019 06:18	NAPA, LAKE BERRYESSA, SUISUN CITY	06/08/2019 19:04
NOTRE DAME 1104*	TIER 3, TIER 2, PARTIALLY OUTSIDE HFTD	06/08/2019 20:57	FOREST RANCH, CHICO	06/09/2019 14:42
ORO FINO 1101	TIER 3	06/08/2019 21:04	MAGALIA	06/09/2019 17:20
ORO FINO 1102	TIER 3, TIER 2	06/08/2019 21:04	FOREST RANCH, MAGALIA, BUTTE MEADOWS, STIRLING CITY	06/09/2019 17:44
OROVILLE 0402	NON-HFTD	06/08/2019 21:19	OROVILLE	06/09/2019 09:45

² Restoration of circuits takes place in segments. Each segment is patrolled for safety before it is re-energized.

Circuit	HFTD Tier(s)	Start Date and Time	Key Communities	Restoration Date and Time
OROVILLE 0403	NON-HFTD	06/08/2019 21:19	OROVILLE	06/09/2019 09:46
OROVILLE 1101	NON-HFTD	06/08/2019 21:19	OROVILLE	06/09/2019 09:54
OROVILLE 1102	NON-HFTD	06/08/2019 21:19	OROVILLE	06/09/2019 09:51
OROVILLE 1103	NON-HFTD	06/08/2019 21:19	OROVILLE	06/09/2019 09:35
OROVILLE 1104	NON-HFTD	06/08/2019 21:19	OROVILLE	06/09/2019 09:48
PARADISE 1103	TIER 3, TIER 2, PARTIALLY OUTSIDE HFTD	06/08/2019 20:43	PARADISE	06/09/2019 13:52
PARADISE 1104	TIER 3, TIER 2, PARTIALLY OUTSIDE HFTD	06/08/2019 20:53	PARADISE	06/09/2019 14:40
PUTAH CREEK 1102*	TIER 2, PARTIALLY OUTSIDE HFTD	06/08/2019 06:18	WINTERS, VACAVILLE	06/08/2019 18:04
WYANDOTTE 1102	NON-HFTD	06/08/2019 21:19	OROVILLE	06/09/2019 09:40
WYANDOTTE 1103*	TIER 3, TIER 2, PARTIALLY OUTSIDE HFTD	06/08/2019 20:47	OROVILLE, BERRY CREEK	06/09/2019 13:19
WYANDOTTE 1106*	TIER 2, PARTIALLY OUTSIDE HFTD	06/08/2019 20:50	OROVILLE	06/09/2019 09:58
WYANDOTTE 1107*	TIER 3, TIER 2, PARTIALLY OUTSIDE HFTD	06/08/2019 20:43	OROVILLE	06/09/2019 15:43
WYANDOTTE 1109*	TIER 2, PARTIALLY OUTSIDE HFTD	06/08/2019 20:53	OROVILLE, PALERMO	06/09/2019 16:33

*Circuits marked with a single asterisk had only certain higher risk sections de-energized rather than the whole circuit.

**De-energized transmission lines passing through High Fire Threat District (HFTD) areas marked with two asterisks in Table 1 resulted in outages to distribution substations (Oro Fino, Clark Road, Oroville and Bangor). In some instances, this resulted in PSPS impacts to distribution circuits and customers outside HFTD areas.

Table 1.2: Transmission Circuits De-Energized During June 8-9 Event– Amended 2.28.2020

Circuit	HFTD Tier(s)	Start Date and Time	Key Communities	Restoration Date and Time
CENTERVILLE-TABLE MTN-OROVILLE 60KV LINE**	TIER 2, TIER 3, PARTIALLY OUTSIDE HFTD	6/8/2019 21:13	TRANSMISSION LINE	6/9/2019 9:22
CENTERVILLE-TABLE MTN 60KV LINE**	TIER 2, TIER 3, PARTIALLY OUTSIDE	6/8/2019 21:09	TRANSMISSION LINE	6/9/2019 10:15

Circuit	HFTD Tier(s)	Start Date and Time	Key Communities	Restoration Date and Time
	HFTD			
COLGATE-PALERMO 60KV LINE**	TIER 2, PARTIALLY OUTSIDE HFTD	6/9/2019 01:11	TRANSMISSION LINE	6/9/2019 13:09
DESABLA - CENTERVILLE 60KV LINE	TIER 3	6/8/2019 21:04	TRANSMISSION LINE	6/9/2019 9:43
FORKS OF THE BUTTE 60KV TAP**	TIER 3	6/8/2019 21:04	TRANSMISSION LINE	6/9/2019 9:43
PALERMO-OROVILLE #1 60KV LINE**	TIER 2, PARTIALLY OUTSIDE HFTD	6/8/2019 21:19	TRANSMISSION LINE	6/9/2019 9:06
PALERMO-OROVILLE #2 60KV LINE**	TIER 2, PARTIALLY OUTSIDE HFTD	6/8/2019 21:19	TRANSMISSION LINE	6/9/2019 9:38
ORO FINO 60KV TAP**	TIER 3	6/8/2019 21:04	TRANSMISSION LINE	6/9/2019 9:43

4. Customers impacted

There were approximately 22,000 customers whose power was turned off for some period of time during the PSPS event. The table below shows each circuit involved, the total number of customers on each circuit, and the number of customers on each circuit by type.

Table 2.1 – Details of distribution customers impacted by circuit – Amended 2.28.2020

Circuit	Total Number Out	Residential	Commercial / Industrial	Medical Baseline ³	Other
BANGOR 1101	2,290	2,021	231	150	38
BUTTE 1105	190	173	15	8	2
CLARK ROAD 1101	13	0	13	0	0
CLARK ROAD 1102 ⁴	1,039	902	116	61	21
MONTICELLO 1101	1,330	1,097	187	50	46
NOTRE DAME 1104	223	190	30	6	3
ORO FINO 1101	2,281	2,208	71	221	2
ORO FINO 1102	1,950	1,813	125	100	12

³ Medical baseline customer counts overlap with residential and commercial/industrial counts; total equals sum of residential, commercial/industrial and other.

⁴ One Customer on Clark Road 1102 was incorrectly mapped to Loyola 1102 and is included in the Clark Road 1102 count.

Circuit	Total Number Out	Residential	Commercial / Industrial	Medical Baseline ³	Other
OROVILLE 0402	355	203	152	9	0
OROVILLE 0403	245	211	33	12	1
OROVILLE 1101	2,443	2,103	326	201	14
OROVILLE 1102	651	427	224	44	0
OROVILLE 1103	510	471	38	48	1
OROVILLE 1104	1,269	1,150	119	93	0
PARADISE 1103	737	518	218	28	1
PARADISE 1104	670	566	104	40	0
PUTAH CREEK 1102	276	201	50	9	25
WYANDOTTE 1102	146	72	63	5	11
WYANDOTTE 1103	1,602	1,466	127	118	9
WYANDOTTE 1106	164	135	12	12	17
WYANDOTTE 1107	1,912	1,785	102	144	25
WYANDOTTE 1109	2,171	1,933	204	212	34
Total	22,467	19,645	2,560	1,571	262

Table 2.2 – Details of transmission customers impacted by circuit

Circuit	Total Number Out	Residential	Commercial / Industrial	Medical Baseline ⁵	Other
CENTERVILLE-TABLE MTN-OROVILLE 60KV LINE	-	-	-	-	-
CENTERVILLE-TABLE MTN 60KV LINE	1	-	1	-	-
COLGATE-PALERMO 60KV LINE	-	-	-	-	-
DESABLA -	1	-	1	-	-

⁵ Medical baseline customer counts overlap with residential and commercial/industrial counts; total equals sum of residential, commercial/industrial and other.

Circuit	Total Number Out	Residential	Commercial / Industrial	Medical Baseline ⁵	Other
CENTERVILLE 60KV LINE					
FORKS OF THE BUTTE 60KV TAP	1	-	1	-	-
PALERMO-OROVILLE #1 60KV LINE	2	-	2	-	-
PALERMO-OROVILLE #2 60KV LINE	2	-	2	-	-
ORO FINO 60KV TAP	-	-	-	-	-
Total	7		7	-	-

5. Damage to overhead facilities in areas where power was shut off

PG&E personnel patrolled all sections of de-energized PSPS circuits for safety prior to re-energizing. During patrols for the North Bay location, no apparent instances of wind-related issues were found. During patrols for the Sierra Nevada Foothills location, PG&E discovered five instances of wind-related issues across impacted divisions that required remediation prior to re-energizing. These included two instances of damage to PG&E service drops, both of which appear to have been caused by falling vegetation⁶. In each case, PG&E repaired or replaced the damaged equipment prior to re-energizing. In addition to these damaged assets, PG&E personnel discovered three instances of documented hazards (all vegetation-related), such as branches found lying across conductors, which were cleared prior to re-energizing.

Examples of wind-related issues observed during the PSPS patrols are shown in the figures below.

⁶ Damage discovered during PSPS patrols was assessed to determine whether it was attributable to the wind event. Any instances where there was insufficient certainty that the damage occurred due to the wind event have been excluded from these figures.



Figure 1: In Oroville, Butte County, a fallen tree hit a shed and **eable wire service line**. The tree also came into contact with the service drop (not shown).



Figures 2 and 3: In Chico, Butte County, a tree branch landed on a PG&E conductor.



Figures 4-6: In Chico, Butte County, a tree branch landed on a PG&E conductor.

Figure 4 (left): Tree branch on conductor

Figure 5: (middle): Broken tree branch nearby

Figure 6 (right): Broken cable service line nearby

6. Description of customer notice(s)

PG&E proactively reached out to customers who were affected by the event via interactive voice response (IVR) calls, text messaging, email, and personal phone calls. Information was shared on the PG&E website and via social media.

In advance of the anticipated de-energization, PG&E sent notifications to potentially affected priority notification entities for both event locations, the North Bay and Sierra Nevada Foothills, at 0800 on June 7. PG&E did not notify priority notification entities at either location earlier because weather conditions were rapidly changing, and a de-energization event was not previously forecasted.

PG&E's customer notifications are described below, separated by location: The North Bay and the Sierra Nevada Foothills. Copies of notifications sent to customers at both locations are provided hereto as Appendix 1. Customer notifications were primarily delivered in English, with a Spanish option provided for de-energization notifications through IVR calls. On PG&E's website, PG&E published PSPS updates, alerts, instructions for using the PSPS service impact map, and new releases, as well as general outreach and education materials in English, Spanish, and Chinese.

Location 1: The North Bay

In advance of anticipated de-energization planned for approximately 0600 on June 8, PG&E sent notifications to affected customers, including medical baseline customers, at the North Bay location at 1100 on June 7. PG&E did not notify other affected customers at the North Bay location earlier because weather conditions were rapidly changing, and a de-energization event was not previously anticipated based on the available weather forecast. At 1445 on June 7, PG&E initiated in-person visits for those medical baseline customers that did not confirm receipt of PG&E's initial notifications via email, text or IVR. Concurrent with the in-person visits, follow-up calls were made at 1544 on June 7 to medical baseline customers who didn't respond to the first call at 1100 and were not yet notified in person.

In advance of anticipated de-energization, PG&E sent notifications to affected customers at the North Bay location at 2039 on June 7, which indicated their power may be turned off on the morning of June 8. PG&E did not call or text these affected customers closer to the event in order to remain within Federal Communications Commission (FCC) curfew guidelines and time restrictions⁷. PG&E did send customer emails overnight, however, to notify customers through this channel.

When de-energization was initiated, PG&E sent notifications to affected customers at 0800 on June 8 to indicate their power has or will be turned off. PG&E did not notify its affected customers earlier in order to remain within the FCC curfew guidelines.

Immediately before re-energization, PG&E did not send notifications to affected customers to limit notification fatigue and to focus efforts on restoration activity; customers had received a notification at 0800 and a restoration complete notification would be sent later in the same day. Ultimately, when restoration was complete, PG&E notified all affected customers at 2055 on June 8.

Location 2: The Sierra Nevada Foothills

In advance of anticipated de-energization planned for approximately 2100 on June 8, PG&E sent notifications to the initial scope of customers anticipated to be affected in the Sierra Nevada Foothills

⁷ FCC local calling time restrictions are defined as between 0800 and 2100.

locations at 1233 on June 7, which indicated their power may be turned off. PG&E did not notify customers anticipated to be affected at the Sierra Nevada Foothills location earlier because weather conditions were rapidly changing, and a de-energization event was not previously anticipated based on the available weather forecast.

With the scope of the event expanding after the initial notification was sent, another notification was issued to a broader scope of customers at approximately 2030 on June 7. PG&E inadvertently did not meet the FCC curfew guidelines during this notification re-try process,⁸ which resulted in a subset of these customers receiving follow-up notifications in the middle of the night.

At 0800 on June 8, PG&E initiated in-person visits and live agent outcalls for those medical baseline customers that did not confirm receipt of PG&E’s first two notifications via email, text or IVR. At 0827 on June 8, PG&E sent another notification via text, email and IVR to medical baseline customers in an attempt to confirm receipt of notification and to minimize the door knock process.

Pre-de-energization notifications were sent to customers anticipated to be affected at 1710 on June 8, which indicated their power was or will soon be turned off. Due to the changing conditions of the weather and scope of the event, PG&E elected to notify medical baseline customers in the middle of the night, as well as in the following morning on June 9, to attempt to ensure they confirmed receipt of the notification. At 0800 on June 9, all affected customers were notified that their power was shut off.

At 1055 on June 9, a post-weather notification was sent to customers to indicate power remained out for those that were de-energized. Additionally, at 1220 on June 9, PG&E sent a cancellation notification to the population of customers who had received the 24-48 hour advanced notification on June 7, but who were not de-energized in this event.

The final restoration notifications were sent in batches at 1556, 1749 and 1827 in alignment with the step restoration that took place.

Through post de-energization reconciliation, PG&E has identified approximately 1,500 customers (approximately 50 of which are Medical Baseline customers) that were de-energized but not directly notified prior to de-energization. This was primarily due to one of the following reasons:

- No customer contact information on file;
- Customer’s service point identification (SPID) number was not mapped to the local transformer; and
- Abnormal switching configurations whereby customers could be operationally tied to one circuit that was impacted by the PSPS event, but their notifications were sent based on the normal circuit configurations which were not impacted.

7. Local communities’ representatives contacted prior to de-energization

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

Table 3 – Details of local communities’ representatives contacted

Organization/ Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Auburn	Fire Chief	Tier 2/3	6/7/19
Butte County	OES Director	Tier 2/3	6/7/19
Butte County	Fire Chief	Tier 2/3	6/7/19
Butte County	County Administrative Officer	Tier 2/3	6/7/19

⁸ The notification re-try process includes issuing two additional attempts to contact the customer if a successful notification is not confirmed. PG&E describes a successful notification as the message being delivered to customer via automation by phone (live answer and/or answering machine), text or email.

Organization/ Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Butte County	Assistant County Administrative Officer	Tier 2/3	6/7/19
Butte County	Information Services Director	Tier 2/3	6/7/19
Butte County	Emergency Services Officer	Tier 2/3	6/7/19
Butte County	Deputy County Administrative Officer	Tier 2/3	6/7/19
Butte County	Sheriff	Tier 2/3	6/7/19
Butte County	Lieutenant Sheriff	Tier 2/3	6/8/19
Butte County	County Supervisor District 1	Tier 2/3	6/7/19
Butte County	County Supervisor District 2	Tier 2/3	6/7/19
Butte County	County Supervisor District 3	Tier 2/3	6/7/19
Butte County	County Supervisor District 4	Tier 2/3	6/7/19
Butte County	County Supervisor District 5	Tier 2/3	6/7/19
Calistoga	City Manager	Tier 2/3	6/7/19
Chico	City Manager	Tier 2/3	6/7/19
Chico	Public Works Director, Engineering	Tier 2/3	6/7/19
Chico	Public Works Director, Facilities	Tier 2/3	6/7/19
Davis	Battalion Chief	Zone 1	6/7/19
Davis	City Manager	Zone 1	6/7/19
Davis	Fire Marshal	Zone 1	6/7/19
El Dorado County	Sheriff	Tier 2/3	6/7/19
El Dorado County	Office of Health and Human Services	Tier 2/3	6/7/19
El Dorado County	Cal Fire (local)	Tier 2/3	6/7/19
El Dorado County	Central Office	Tier 2/3	6/7/19
El Dorado County	Sheriff's Office	Tier 2/3	6/7/19
El Dorado County	Chair of the Board of Supervisors	Tier 2/3	6/7/19
El Dorado County	Chief Administrative Officer	Tier 2/3	6/7/19
El Dorado County	Fire Chief	Tier 2/3	6/7/19
El Dorado County	OES Director	Tier 2/3	6/7/19
Grass Valley	City Manager	Tier 2/3	6/7/19
Grass Valley	Fire Chief	Tier 2/3	6/7/19
Grass Valley	Comm. Dev. Director	Tier 2/3	6/7/19
Lincoln	City Manager	Zone 1	6/7/19

Organization/ Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Lincoln	Police Chief	Zone 1	6/7/19
Lincoln	City Engineer	Zone 1	6/7/19
Marysville	Police Chief	Zone 1	6/8/19
Marysville	City Manager	Zone 1	6/7/19
Napa County	Chief Executive Officer	Tier 2/3	6/7/19
Napa County	Risk and Emergency Services Manager	Tier 2/3	6/7/19
Napa County	Board of Supervisors Chair	Tier 2/3	6/7/19
Napa County	OES Coordinator	Tier 2/3	6/7/19
Napa County	Cal Fire (local)	Tier 2/3	6/7/19
Napa County	Chief Ops Officer	Tier 2/3	6/7/19
Napa County	Director of Customer Care and Marketing	Tier 2/3	6/7/19
Napa County	Sheriff	Tier 2/3	6/7/19
Napa County	CAL Fire Captain	Tier 2/3	6/7/19
Napa County	Public Affairs Director	Tier 2/3	6/7/19
Napa County	County Executive Officer	Tier 2/3	6/7/19
Napa County	OES Emergency Services Coordinator	Tier 2/3	6/7/19
Nevada County	Main Switchboard	Tier 2/3	6/7/19
Nevada County	Fire Chief	Tier 2/3	6/7/19
Nevada County	CAL Fire Captain	Tier 2/3	6/7/19
Nevada County	Sheriff	Tier 2/3	6/7/19
Nevada County	County Executive Officer	Tier 2/3	6/7/19
Nevada County	OES Director	Tier 2/3	6/7/19
Nevada County	OES Manager	Tier 2/3	6/7/19
Nevada County	OES Admin Analyst	Tier 2/3	6/7/19
Nevada County	Board of Supervisors Chair	Tier 2/3	6/7/19
Office of CA Senator Mike McGuire	Lake County Staffer	Tier 2/3	6/7/19
Office of CA Senator Mike McGuire	Staffer	Tier 2/3	6/7/19

Organization/ Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Governor Gavin Newsom	Senior Advisor for Energy	N/A	6/7/19
Governor Gavin Newsom	Deputy Legislative Secretary	N/A	6/7/19
Office of Assemblymember Brian Dahle	Chief of Staff	N/A	6/7/19
Office of Assemblymember Cecilia Aguiar-Curry	Chief of Staff	N/A	6/7/19
Office of Assemblymember Cecilia Aguiar-Curry	District Director	N/A	6/7/19
Office of Assemblymember Cecilia Aguiar-Curry	Senior Field Representative	N/A	6/7/19
Office of Assemblymember Cecilia Aguiar-Curry	Field Representative	N/A	6/7/10
Office of Assemblymember James Gallagher	Chief of Staff	N/A	6/7/19
Office of Assemblymember Marie Waldron	Chief of Staff	N/A	6/7/19
Office of Assemblymember Frank Biglow	Chief of Staff	N/A	6/7/19
Office of State Senator Jim Nielsen	District Director	N/A	6/7/19
Office of State Senator	Chief of Staff	N/A	6/7/19
Office of Assemblymember Jim Frazier	Legislative Director	N/A	6/7/19
Office of Congressman Doug LaMalfa	Chief of Staff	Tier 2/3	6/7/19
Office of Assembly Speaker Anthony Rendon	Press Secretary	N/A	6/8/19

Organization/ Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Office of Assemblymember Kevin Kiley	Legislative Director	N/A	6/7/19
Office of State Senate Pro Tempore Toni Atkins	Chief Policy Advisory	N/A	6/7/19
Office of Senator Bill Dodd	Chief of Staff	N/A	6/7/19
Office of Senator Bill Dodd	Legislative Director	N/A	6/7/19
Office of Senator Bill Dodd	District Director	N/A	6/7/19
CA State Senate Committee on Utilities and Energy	Consultants (multiple)	N/A	6/7/19
Office of Congressman Doug LaMalfa	Regional Director	Tier 2/3	6/7/19
Office of Congresswoman Doris Matsui	District Director	Zone 1	6/7/19
Office of Congresswoman Doris Matsui	Chief of Staff	Zone 1	6/7/19
Office of Congressman Jared Huffman	Chief of Staff	Tier 2/3	6/7/19
Office of Congressman Jared Huffman	District Director	Tier 2/3	6/7/19
Office of Congressman John Garamendi	District Office Manager	Tier 2/3	6/7/19
Office of Congressman John Garamendi	Chief of Staff	Tier 2/3	6/7/19
Office of Congressman John Garamendi	Deputy Chief of Staff	N/A	6/7/1
Office of Congressman Mike Thompson	District Director	Tier 2/3	6/7/19
Office of Congressman Mike Thompson	Chief of Staff	Tier 2/3	6/7/19
Office of Congressman Mike Thompson	Senior District Director	Tier 2/3	6/7/19

Organization/ Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Office of Congressman Mike Thompson	Deputy Chief of Staff	Tier 2/3	6/7/19
Office of Congressman Mike Thompson	District Staffer	Tier 2/3	6/7/19
Office of Congressman Mike Thompson	Sonoma Rep	Tier 2/3	6/7/19
Office of Congressman Tom McClintock	Constituent Services Officer	Tier 2/3	6/7/19
Office of Congressman Tom McClintock	Chief of Staff	Tier 2/3	6/7/19
Office of Congressman Ro Khanna	District Director	N/A	6/7/19
Office of Representative Barbara Lee	Chief of Staff	N/A	6/7/19
Office of Representative Barbara Lee	District Director	N/A	6/7/19
Office of U.S. Senator Dianne Feinstein	State Director	N/A	6/7/19
Office of U.S. Senator Dianne Feinstein	Constituent Services	N/A	6/7/19
Office of U.S. Senator Dianne Feinstein	Chief of Staff	N/A	6/7/19
Office of U.S. Senator Kamala Harris	State Director	N/A	6/7/19
Office of U.S. Senator Kamala Harris	Constituent Services	N/A	6/7/19
Office of Congressman Mark DeSaulnier	Legislative Director	N/A	6/7/19
Office of Congressman Mark DeSaulnier	Legislative Assistant	N/A	6/7/19
Office of Congressman Mark DeSaulnier	District Representative	N/A	6/7/19
Office of Congressman Mark DeSaulnier	Chief of Staff	N/A	6/7/19

Organization/ Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Office of Speaker Nancy Pelosi	District Chief of Staff	N/A	6/7/19
Office of Speaker Nancy Pelosi	Chief of Staff	N/A	6/7/19
Oroville	City Manager	Tier 2/3	6/7/19
Oroville	Police Chief	Tier 2/3	6/7/19
Paradise	Town Manager	Tier 2/3	6/7/19
Placer County	Fire Captain	Tier 2/3	6/8/19
Placer County	Dispatch Supervisor	Tier 2/3	6/8/19
Placer County	County Executive Officer	Tier 2/3	6/8/19
Placer County	Main Switchboard	Tier 2/3	6/8/19
Placer County	CAL Fire Captain	Tier 2/3	6/8/19
Placer County	Board of Supervisors Chair	Tier 2/3	6/8/19
Placer County	OES Manager	Tier 2/3	6/7/19
Placer County	OES Coordinator	Tier 2/3	6/7/19
Placer County	Sheriff	Tier 2/3	6/8/19
Placer County	Marketing and Government Affairs	Tier 2/3	6/8/19
Placerville	City Manager	Tier 2/3	6/6/19
Robinson Rancheria of Pomo Indians	Emergency Management Director	Tier 2/3	6/7/19
Robinson Rancheria of Pomo Indians	Chief of Police	Tier 2/3	6/7/19
Solano County	Fire Chief	Tier 2/3	6/8/19
Solano County	County Executive Officer	Tier 2/3	6/8/19
Solano County	County Sheriff	Tier 2/3	6/8/19
Solano County	Cal Fire (local)	Tier 2/3	6/8/19
Solano County	Sheriff Dispatch	Tier 2/3	6/8/19
Solano County	OES Emergency Services Manager	Tier 2/3	6/7/19
Solano County	District 4 Supervisor	Tier 2/3	6/8/19
Sonoma	City Manager	Tier 2/3	6/7/19

Organization/ Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Sonoma	City Council, Mayor 2019	Tier 2/3	6/7/19
Sonoma County	County Supervisor District 1	Tier 2/3	6/7/19
Sonoma County	County Supervisor District 2	Tier 2/3	6/7/19
Sonoma County	County Supervisor District 3	Tier 2/3	6/7/19
Sonoma County	County Supervisor District 4	Tier 2/3	6/7/19
Sonoma County	County Supervisor District 5	Tier 2/3	6/7/19
Sonoma County	County Administrator	Tier 2/3	6/7/19
Sonoma County	Tribal Liaison for PG&E	Tier 2/3	6/7/19
Sonoma County	Community Preparedness Program Manager	Tier 2/3	6/7/19
Sonoma County	Emergency Management -- Deputy Director	Tier 2/3	6/7/19
Sonoma County	Emergency Management -- Director	Tier 2/3	6/7/19
Sonoma County	Emergency Coordinator	Tier 2/3	6/7/19
Sonoma County	Communications & Engagement Coordinator	Tier 2/3	6/7/19
Sonoma County	Public Information Officer - Community & Government Affairs	Tier 2/3	6/7/19
Sonoma County	Public Information Officer - Community & Government Affairs	Tier 2/3	6/7/19
Sonoma County	Sheriff's Office	Tier 2/3	6/7/19
Sonoma County	Emergency Coordinator	Tier 2/3	6/7/19
Sonoma County	Sheriff's Office Telecommunications Manager	Tier 2/3	6/7/19
Suisun City	City Manager	Zone 1	6/7/19
Suisun City	Fire Chief	Zone 1	6/8/19
Vacaville	City Manager	Zone 1	6/7/19
Vacaville	Fire Chief	Zone 1	6/7/19
Vacaville	Battalion Chief	Zone 1	6/7/19
West Sacramento	Fire Marshal	Zone 1	6/7/19
Wheatland	City Manager	Zone 1	6/7/19

Organization/ Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Wheatland	City Manager	Zone 1	6/7/19
Wheatland	Police Chief	Zone 1	6/7/19
Wheatland	Fire Chief	Zone 1	6/7/19
Windsor	Mayor	Tier 2/3	6/7/19
Windsor	City Manager	Tier 2/3	6/7/19
Winters	Main Switchboard	Zone 1	6/7/19
Winters	City Manager	Zone 1	6/7/19
Winters	Fire Chief	Zone 1	6/7/19
Winters	Fire Captain	Zone 1	6/7/19
Winters	Fire Captain	Zone 1	6/7/19
Yolo County	Sheriff	Tier 2/3	6/7/19
Yolo County	OES Executive Director	Tier 2/3	6/7/19
Yolo County	OES Program Manager	Tier 2/3	6/7/19
Yolo County	OES Emergency Management Planner	Tier 2/3	6/7/19
Yuba County	Sheriff	Tier 2/3	6/8/2019
Yuba County	Cal Fire (local)	Tier 2/3	6/8/2019
Yuba County	Main Switchboard	Tier 2/3	6/8/2019
Yuba County	Cal Fire (local)	Tier 2/3	6/8/2019
Yuba County	County Health Administrator	Tier 2/3	6/8/2019
Yuba County	Board of Supervisors Chair	Tier 2/3	6/8/2019
Yuba County	County Executive Officer	Tier 2/3	6/8/2019
Yuba County	CAL Fire Captain	Tier 2/3	6/8/2019
Yuba County	OES Manager	Tier 2/3	6/7/19
Yuba County	OES Coordinator	Tier 2/3	6/7/19
Yuba County	OES Emergency Manager	Tier 2/3	6/8/2019

8. Local and state public safety partner engagement

Since 2018, PG&E has been meeting with cities, counties, local agencies and state public safety partners to provide information about potential PSPS events. This outreach expanded in 2019 to reflect the increased scope of the program and ensure local communities are informed. In 2019, PG&E has held approximately 450 meetings with cities, counties, public safety agencies and critical service providers regarding PSPS. In addition, PG&E has also reached out either via email or phone to every city manager and county administrator within our service area (287 total) with information regarding PSPS.

For this PSPS event, PG&E notified state agencies (CPUC, California Office of Emergency Services (Cal OES) and the Department of Forestry and Fire Protection (CAL FIRE)) via email and phone calls once the EOC was activated. Public Safety Answering Points (PSAPs) were notified of potentially impacted communities through live phone calls. Additional outreach took place in the form of automated emails, phone calls and text messages to the contacts listed in Section 7 at regular intervals. During the period in which the EOC was active, conference calls for both state and local agencies were held twice a day to provide real-time information on the event. However, PG&E did make delayed notifications to Public Safety Partners in certain instances for Location 1: (1) PG&E informed the CPUC of the Decision to De-energize in the 1 hour window before de-energization, and not at the time the decision was initially made by the OIC; and (2) PG&E notified other public safety partners in the 1 hour window, not the 1-4 hour window, prior to de-energization. These notifications were not made at the required time in part as a result of uncertainty during the event of whether or not to notify public safety partners during curfew hours. PG&E is developing tools to improve its notification process going forward.

Although PG&E successfully contacted all potentially impacted cities, counties, agencies and critical service providers in advance of shutting off power,⁹ PG&E also identified areas for improved engagement with its public safety partners:

First, because of the changing nature of the weather, some contacts were given fewer than 24 hours of notice. Although PG&E recognizes (and advises cities and counties) that it will not always be able to provide advanced notification within the 24-48 hour window, the goal is to be able to provide notification sooner than was provided for this event.

Second, PG&E received feedback that some cities and counties would prefer that notifications be streamlined and sent to fewer contacts so that they could disseminate as needed. We will be working with these cities and counties to better understand their contact preferences for future events.

Third, PG&E received feedback that maps of potentially impacted areas should be provided sooner. A secure web portal was established to share maps and information on customers and critical facilities with cities, counties, agencies and critical service providers. However, due to the early-season timing of the event, appropriate login credentials had not been established with many cities, counties and agencies to be able to access the secure portal, delaying access to maps. In addition, technical issues related to the secure web portal prevented some users from accessing information. We will be conducting additional outreach to cities, counties, agencies and critical service providers to provide login credentials and user instructions in advance of future events. We have also prepared a separate process for posting maps to the PG&E website for those who are unable to access the portal.

Fourth, the language and process used for notifications with the Cal OES caused concern with state agencies. PG&E has met with Cal OES, CAL FIRE, and the CPUC to discuss the resolution of issues related to notification such as the communication challenges that existed and the operational alignment missing in this event, including adhering to certain Incident Command Structure (ICS) protocols. PG&E will continue to meet with state agencies to improve coordination.

9. Number and nature of complaints received as the result of PSPS event

⁹ All agencies contacted had been provided advanced education about the potential for PSPS events.

At this time, PG&E is unaware of any escalated complaints filed with the CPUC related to this PSPS event.

10. Claims filed because of PSPS event

At this time, PG&E has received one claim relating to the PSPS event. The claim is for food loss.

11. Detailed description of steps taken to restore power

An “all clear” was issued for both PSPS locations by the OIC: the North Bay location at 1400 on June 8, and the Sierra Nevada Foothills location at 0800 on June 9 after winds decreased below outage-producing thresholds. Before the all clear, PG&E had mobilized resources from non-impacted divisions to support the execution of the patrol and re-energization strategy. In support of safe restoration for both locations, PG&E patrolled all facilities to identify any damage before re-energizing. To reduce the outage impact to customers, PG&E utilized helicopter patrols in areas where visibility was not limited by vegetation. Using the Incident Command System (ICS) as a base response framework, each circuit was assigned a taskforce consisting of supervisors, crews, troublemen, and inspectors. This structure allowed PG&E to patrol and perform step restoration in alignment with the impacted centralized control centers¹⁰. Over 1,038 circuit miles (134 miles for the North Bay location and 904 miles for the Sierra Nevada Foothills location) were visually patrolled for safety. PG&E utilized over 157 field personnel and 17 helicopters to identify any safety concerns and make necessary repairs prior to restoration.

12. Sectionalization

During this event, PG&E determined that it could implement PSPS for seven of the in-scope circuits in FIA 280 by sectionalizing and de-energizing only portions of each circuit (as opposed to the full circuit). Those ~~six~~ circuits are marked with a single asterisk in Table 1. This reduced the number of customers impacted by this PSPS event by approximately 8,500 customers.

13. Community Assistance Locations

The table below shows each community assistance location available during the PSPS event.

Table 4 – Details of community assistance locations

PG&E PSPS Location	Location	Address	Location Provider	Date and Times Available	Description of Assistance Available
Location 1 ¹¹	Capell Valley Volunteer Station	1193 Capell Valley Rd Napa, CA 94558	Napa County	06/08/19	Provide charging stations for electronic devices
Location 1	Gordon Valley Volunteer Station	1345 Wooden Valley Cross Rd Napa, CA 94558	Napa County	06/08/19	Provide charging stations for electronic devices
Location 2	Harrison Stadium Parking lot	1674 3rd Avenue	PG&E	06/09/2019 8AM-6PM	Answer customer questions,

¹⁰ Step restoration is when a substation is re-energized and circuits are subsequently safely energized in segments as patrols continue and any necessary repairs are performed. This allows restoration to proceed as safely and efficiently as possible.

¹¹ PG&E did not offer a community assistance location in support of the North Bay location because the scope of the event impacted a limited number of customers, and PG&E anticipated, and customers experienced, a relatively short outage period for this location.

PG&E PSPS Location	Location	Address	Location Provider	Date and Times Available	Description of Assistance Available
		Oroville, CA 95965			provided water, air conditioning, restrooms, and charging stations for electronic devices (i.e., cell phones)
Location 2 ¹²	Sierra College Grass Valley Campus	250 Sierra College Drive Grass Valley CA 95945	PG&E	N/A	N/A

14. Lessons learned from event

Through the course of this de-energization event, PG&E found that procedures for restoration were effective and that sectionalization was successful in minimizing customer impacts.

PG&E identified the following areas for improvement: availability of maps of impacted areas to public safety partners, clarity around agency updates and requested documents, and evaluating the balance between notifying customers in advance of a potential event to provide adequate time to prepare and the reality that changing weather conditions may later revise that scope.

15. Proposed updates to ESRB-8 requirements

PG&E proposed modifications to the de-energization guidelines adopted by Decision (D).19-05- 042 in its comments to the proposed decision and continues to support its stated positions¹³. PG&E continues to work through the implementation of the de-energization guidelines and appreciates that there is opportunity to refine certain aspects of the guidelines, such as the notification process and requirements to public safety partners. PG&E is actively addressing these issues with the CPUC, Cal OES, and CAL FIRE. Phase II of the CPUC’s de- energization proceeding will continue to refine aspects of the de-energization guidelines adopted by D.19-05-042 and Resolution ESRB-8, including the development of a formal post de- energization reporting template. PG&E will continue to be actively engaged in that proceeding.

16. Other relevant information to help the commission’s assessment of reasonableness of decision to de-energize

The table below shows the maximum wind speed recorded at the two event locations.

Table 5 – Maximum wind speeds for Location 1 and Location 2

¹² PG&E assembled a community assistance location for the Sierra Nevada Foothills location at Sierra College Grass Valley Campus. When it was determined a de-energization event would not occur, PG&E disassembled the location and stationed a representative to answer questions if customers attended.

¹³ PG&E’s Opening and Reply Comments on the April 26, 2019 Proposed Decision in Rulemaking (R.) 18- 12-005: <http://pgera.azurewebsites.net/Regulation/ValidateDocAccess?docID=563223>; <http://pgera.azurewebsites.net/Regulation/ValidateDocAccess?docID=563839>

FIA	Station ID	Station Location	Location 1 Max Speed (MPH)	Location 2 Max Speed (MPH)
175	PGE-1018	Keyes Ave	29	
	PGE-1019	Soda Canyon Road Upper	35	
	PGE-1036	Potter Valley	15	
	PGE-1044	Atlas Peak Road	31	
	PGE-1045	Chiles Pope Valley Road	27	
	PGE-1048	Berryessa Knoxville Road	22	
	PGE-1051	Mustang Court	25	
	PGE-1053	Soda Canyon Road	29	
	PGE-1060	Seigler Springs	24	
	PGE-1079	Middletown NW	29	
	PGE-1085	Butts Canyon Road North	26	
	PGE-1096	Emerford Road	33	
	PGE-1097	Trouble Lane	29	
	PGE-1110	Noble Ranch	24	
	PGE-1114	Oak Street	25	
	PGE-1115	Spring Valley Road	36	
	PGE-1125	Cobb Ridge West	36	
	PGE-1127	Steele Canyon Road	26	
	PGE-1128	Old Highway 53	36	
	PGE-1132	Mt St Helena West	61	
	PGE-1183	Big Valley Road	20	
	PGE-1185	Lower Atlas Peak Road	40	
	PGE-1199	Summit Lake	36	
	PGE-1228	Butts Canyon Road South	26	
	PGE-1231	Pope Canyon Road	27	
	PGE-1244	Ida Clayton Road	23	

FIA	Station ID	Station Location	Location 1 Max Speed (MPH)	Location 2 Max Speed (MPH)
	PGE-1255	Hennessy Road South	38	
	PGE-1281	Truitt	32	
	PGE-1303	Healdsburg Hills North	63	
	PGE-1358	Knoxville	45	
	PGE-1383	Walker Ridge	37	
	KELC1	Konocti	23	
	KNXC1	Knoxville Creek	42	
	ATLC1	Atlas Peak	27	
	LKRC1	Lake County RAWS	29	
	177	PGE-1195	Bear Valley Road	43
PGE-1280		Huffmaster Road	34	
PGE-1289		Ladoga Stonyford	31	
PGE-1301		Bartlett Springs Road	43	
PGE-1368		Manzanita Road	31	
PGE-1383		Walker Ridge	37	
BKSC1		Brooks	32	
KEDU		University Airport	32	
KSUU		Travis AFB	36	
KVCB		Vacaville Nut Tree Airport	40	
NWRC1		SAC NWR	32	
WISC1		Conty Line RAWS	40	
280		PGE-1075	De Sabla	
	PGE-1080	Robinson Mills		20
	PGE-1099	Berry Creek		5
	PGE-1134	Forest Ranch		26
	PGE-1145	Lake De Sabla		33
	PGE-1246	Stage Coach Lane		22
	PGE-1264	Bloomer Hill		32

FIA	Station ID	Station Location	Location 1 Max Speed (MPH)	Location 2 Max Speed (MPH)
	PGE-1275	Deer Meadow Road		20
	PGE-1286	Richardson Springs Road		9
	PGE-1288	Kelly Ridge Road		22
	PGE-1290	Webb Creek Circle		23
	PGE-1295	Sunview Drive		23
	PGE-1297	Grand Oak Road		19
	PGE-1300	Clark Road		33
	PGE-1309	Brownsville		23
	PGE-1312	Mission Olive Road		28
	PGE-1333	Skyway Road		32
	PGE-1337	Altina Drive		34
	PGE-1339	Paradise Humboldt Road		20
	PGE-1347	Paradise Highway 191		32
	PGE-1382	Center Gap Road		23
	JBGC1	Jarbo Gap		51
	KOVE	Oroville Airport		17
	CSTC1	Cohasset		20
	KCIC	Chico Airport		10
	BNGC1	Bangor		12
	300	PGE-1332	Garden Bar Road	
PGE-1348		Bar Ranch Road		20
PGE-1349		Cramer Road		9
PGE-1367		Perimeter Road		10
PGE-1381		Morning Dove Lane		29
KAUN		Auburn Airport		8
KBAB		Beale AFB		12
LICC1		Lincoln		15
RRRC1		Reader Ranch		8

APPENDIX

Appendix 1 – Communication Dates, Times and Type

Table A-1. Summary of Location 1 Customer Notifications¹⁴

Starting Date	Type of Notification	Starting Time	Total # Notifications Sent (at the premise level)	Total # of Medical Baseline Notifications	# of Notification Attempts Made	# of Customers with Successful Notification Attempt
06/07/2019	First Notification Alert to Critical Facility / Medical Baseline / General Customer	11:00	1,539	61	2	1,433
06/07/2019	Live Agent Outcall to Medical Baseline	14:45	31	31	1	6
06/07/2019	Door Knock – Medical Baseline	14:45	25	25	1	25
06/07/2019	Second Notification Alert to Medical Baseline	15:44	27	27	2	25
06/07/2019	Third Notification Alert to Medical Baseline	20:30	61	61	2	58
06/07/2019	Second Notification Alert to Critical Facility / General Customer	20:39	1,233	61	2	1,101
06/08/2019	Third Notification Alert to Critical Facility / General Customer	01:31	39	0	1	39

¹⁴ This summary includes an aggregation of all notifications sent, including notifications to a premise that had multiple notification contact points and channels (IVR, text, email).

Starting Date	Type of Notification	Starting Time	Total # Notifications Sent (at the premise level)	Total # of Medical Baseline Notifications	# of Notification Attempts Made	# of Customers with Successful Notification Attempt
06/08/2019	Fourth Notification Alert to Critical Facility / General Customer	02:31	569	0	1	554
06/08/2019	Fourth Notification Alert to Medical Baseline	02:31	33	33	1	31
06/08/2019	First Shutoff Notification to Critical Facility / Medical Baseline / General Customer	08:00	1,539	61	2	1,301
06/08/2019	Restoration Notification	20:55	1,173	60	1	1,001

Table A-2. Summary of Location 2 Customer Notifications¹⁵

Starting Date	Type of Notification	Starting Time	Total # Notifications Sent (at the premise level)	Total # of Medical Baseline Notifications	# of Notification Attempts Made	# of Customers with Successful Notification Attempt
06/07/2019	First (T-48 hours) Notification Alert: First Attempt to Critical Facility / Medical Baseline / General Customer	12:33	20,198	1,249	2	18,221
06/07/2019	First (T-24 hours) Notification Alert: First Attempt–Critical	20:35	30,124	2,007	2	27,627

¹⁵ This summary includes an aggregation of all notifications sent, including notifications to a premise that had multiple notification contact points and channels (IVR, text, email).

Starting Date	Type of Notification	Starting Time	Total # Notifications Sent (at the premise level)	Total # of Medical Baseline Notifications	# of Notification Attempts Made	# of Customers with Successful Notification Attempt
	Facility / Medical Baseline / General Customer [Updated population]					
06/08/2019	Live Agent Outcall to Medical Baseline	08:00	664	664	1	90
06/08/2019	Door Knock to Medical Baseline	08:00	574	574	1	574
06/08/2019	Second (T24-hours) Notification Alert to Medical Baseline	08:27	611	611	2	539
06/08/2019	First Shutoff Notification (T-1-3 Hours) to Critical Facility / Medical Baseline / General Customer [Updated population]	17:10	25,928	1,683	2	22,112
06/09/2019	Subset - First Shutoff Notification (T-1-3 Hours) to Medical Baseline	02:22	321	321	1	225
06/09/2019	Subset - Second Shutoff Notification (T-1-3 Hours) to Medical Baseline	08:00	164	164	2	164

Starting Date	Type of Notification	Starting Time	Total # Notifications Sent (at the premise level)	Total # of Medical Baseline Notifications	# of Notification Attempts Made	# of Customers with Successful Notification Attempt
06/09/2019	Subset - First Shutoff Notification (T-1-3 Hours) to Critical Facility / General Customer	08:00	3,512	22	2	2,286
06/09/2019	Subset - Second Shutoff Notification (T-1-3 Hours) to Medical Baseline	08:02	96	96	1	11
06/09/2019	Post weather notification	10:55	13,431	1,174	1	9,239
06/09/2019	Proactive Shutoff Cancellation	12:20	9,226	509	1	7,516
06/09/2019	Restoration Notification (Time of Restoration)	15:56	10,262	883	1	7,049
06/09/2019	Restoration Notification (Time of Restoration)	17:49	3,951	349	1	2,194
06/09/2019	Restoration Notification (Time of Restoration)	18:27	2,370	194	1	1,875

Table A-3. Location 1 Notification Scripts

Date and Starting Time of Notification	First Notification Alert – Critical Facility
06/07/2019 (11:00)	<p><u>TEXT</u> PG&E Alert: Power is or will soon be shut off for safety due to high fire-danger addr# <<#####>>. Updates and more info: pge.com/wildfiresafety or 800-743-5002</p> <p><u>VOICE</u> “This is an important safety update about your power outage from Pacific Gas and Electric Company. Para español, oprima 2. We have turned off or will soon turn off electricity for safety in the area of your address starting with <<#####>>, due to extreme weather conditions and high fire-danger. Please have your emergency plan and supplies ready. If you have a backup generator, please do a safety check and make sure you have enough fuel to last for a few days. If you have questions about this outage and want to speak to someone at PG&E, please press 0 “zero” to be connected to a customer service representative. We appreciate your patience and will work to restore service after conditions improve and it is safe to do so. We will continue to keep you updated. For more information, visit pge.com/wildfiresafety or call 1-800-PGE-5002. Thank you. Please press 1 to replay this message.”</p> <p><u>EMAIL</u> [Subject Line] PG&E public safety power outage update [Body] Dear Valued Customer, Due to extreme weather conditions and high fire-danger, we have turned off or will soon turn off electricity for safety in the area of your address starting with <<#####>>. Please have your emergency plan and supplies ready. If you have a backup generator, please do a safety check and make sure you have enough fuel to last for a few days. Generator safety tips can be found at pge.com/generatorsafety. We understand how important electric service is to you. We appreciate your patience and will work to restore service after conditions improve and it is safe to do so. We will continue to keep you updated. For more information, please visit pge.com/wildfiresafety or call 1-800-PGE-5002. Thank you for your patience as we work to keep you, your family and the community safe. Pacific Gas and Electric Company</p>
Date and Starting Time of Notification	First Notification Alert – Medical Baseline
06/07/2019 (11:00)	<p><u>TEXT</u> PG&E Alert: Power is or will soon be shut off for safety due to high fire-danger addr# <<#####>>. Updates and more info: pge.com/wildfiresafety or 800-743-5002</p> <p><u>VOICE</u> “This is an important safety update about your power outage from Pacific Gas and Electric Company. Para español, oprima 2. We have turned off or will soon turn off electricity for safety in the area of your address starting with <<#####>>, due to extreme weather conditions and high</p>

	<p>fire-danger. Please be ready with your emergency plan. If you have a backup generator, please do a safety check and make sure you have enough fuel to last for a few days. Keep emergency numbers on hand, and if possible, consider spending time with a friend or relative during an outage. If you have questions about this outage and want to speak to someone at PG&E, please press 0 “zero” to be connected to a customer service representative. We appreciate your patience and will work to restore service after conditions improve and it is safe to do so. We will continue to keep you updated. For more information, visit pge.com/wildfiresafety or call 1-800-PGE-5002. Thank you. Please press 1 to replay this message.”</p> <p><u>EMAIL</u> [Subject Line] PG&E public safety power outage update [Body] Dear Valued Customer, Due to extreme weather conditions and high fire-danger, we have turned off or will soon turn off electricity for safety in the area of your address starting with <<#####>>.</p> <p>Please be ready with your emergency plan. Keep emergency numbers on hand, and if possible, consider spending time with a friend or relative during an outage. If you have a backup generator, please do a safety check and make sure you have enough fuel to last for a few days. Generator safety tips can be found pge.com/generatorsafety. We understand how important electric service is to you. We appreciate your patience and will work to restore service after conditions improve and it is safe to do so. We will continue to keep you updated. For more information, please visit pge.com/wildfiresafety or call 1-800-PGE-5002. Thank you for your patience as we work to keep you, your family and the community safe. Pacific Gas and Electric Company</p>
Date and Starting Time of Notification	First Notification Alert – General Customer
06/07/2019 (11:00)	<p><u>TEXT</u> PG&E Alert: Power is or will soon be shut off for safety due to high fire-danger addr# <<#####>>. Updates and more info: pge.com/wildfiresafety or 800-743-5002</p> <p><u>VOICE</u> “This is an important safety update about your power outage from Pacific Gas and Electric Company. Para español, oprima 2. We have turned off or will soon turn off electricity for safety in the area of your address starting with <<#####>>, due to extreme weather conditions and high fire-danger. Please be ready with your emergency plan. We appreciate your patience and will work to restore service after conditions improve and it is safe to do so. We will continue to keep you updated. If you see a downed power line, assume it is energized and extremely dangerous. Do not touch or try to move it — and keep children and animals away. Report downed power lines immediately by calling 911. For more information, visit pge.com/wildfiresafety or call 1-800-PGE-5002. Thank you. Please press 1 to replay this message.”</p> <p><u>EMAIL</u> [Subject Line] PG&E public safety power outage update [Body] Dear Valued Customer, Due to extreme weather conditions and high fire-danger, we have turned off or will soon turn off electricity for safety in the area of your address starting with</p>

	<p><<####>>. Please be ready with your emergency plan. We appreciate your patience and will work to restore service after conditions improve and it is safe to do so. We will continue to keep you updated. If you see a downed power line, assume it is energized and extremely dangerous. Do not touch or try to move it — and keep children and animals away. Report downed power lines immediately by calling 911. For more information, please visit pge.com/wildfiresafety or call 1-800-PGE-5002. Thank you for your patience as we work to keep you, your family and the community safe. Pacific Gas and Electric Company</p>
Date and Starting Time of Notification	Live Agent Outcall – Medical Baseline
06/07/2019 (14:45)	N/A
Date and Starting Time of Notification	Door Knock – Medical Baseline
06/07/2019 (14:45)	N/A
Date and Starting Time of Notification	Second Notification Alert – Medical Baseline
06/07/2019 (15:44)	<p><u>TEXT</u> PG&E Safety Alert: Extreme weather & high fire-danger may cause power outages at addr# <<####>>. Have emergency plan ready. Reply w/ “1” to verify receipt of text.</p> <p><u>VOICE</u> “This is an important safety alert from Pacific Gas and Electric Company. Para español, oprima 2. Extreme weather conditions and high fire-danger are forecasted in <<COUNTY NAME>> County, starting this <<DAY>>, <<DATE>> and lasting through <<DAY>>, <<DATE>>. These conditions may cause power outages in the area of your address starting with <<####>>. To protect public safety, PG&E may also temporarily turn off power in your neighborhood or community. Please have your emergency plan ready. If you have a backup generator, please do a safety check and make sure you have enough fuel to last for a few days. Keep emergency numbers on hand, and if possible, consider spending time with a friend or relative during an outage. If you have questions about this outage and want to speak to someone at PG&E, please press 0 “zero” to be connected to a customer service representative. If there is an outage, we will work to restore service as soon as it is safe to do so. For more information on how to prepare, please visit pge.com/wildfiresafety or call 1-800-PGE-5002. Thank you. Please press 1 to replay this message.”</p> <p><u>EMAIL</u> [Subject Line] PG&E Safety Alert: Extreme weather conditions and high-fire danger in <<COUNTY NAME>> County expected this week [Body] Dear Valued Customer, Extreme weather conditions and high fire-danger are forecasted in <<COUNTY NAME>> County, starting this <<DAY>>, <<DATE>> and lasting through <<DAY>>, <<DATE>>. These conditions may cause power outages in the area of your address starting with <<####>>. To protect public safety, PG&E may also temporarily turn off</p>

	<p>power in your neighborhood or community. Keep emergency numbers on hand, and if possible, consider spending time with a friend or relative during an outage. Please have your emergency plan ready. If you have a backup generator, please do a safety check and make sure you have enough fuel to last for a few days. Generator safety tips can be found at pge.com/generatorsafety.</p> <p>We understand how important electric service is to you. If there is an outage, we will work to restore service as soon as it's safe to do so.</p> <p>For more information on how to prepare, please visit pge.com/wildfiresafety or call 1-800-PGE-5002.</p> <p>Thank you, Pacific Gas and Electric Company</p>
Date and Starting Time of Notification	Third Notification Alert – Medical Baseline
06/07/2019 (20:30)	<p><u>VOICE</u></p> <p>“This is an important safety alert from Pacific Gas and Electric Company, calling on Friday, June 7. Extreme weather and fire danger conditions are forecasted in the next 24 hours. To protect public safety, PG&E may turn off your power early tomorrow morning, Saturday, June 8. If turned off, power will remain off until weather conditions improve and it is safe to restore service. Please be ready with your emergency plan. If you have a backup generator, please do a safety check and make sure you have enough fuel to last a few days. Outages could last for multiple days. We will continue to monitor conditions and will contact you soon with further updates. Thank you for your patience. For more information, including regular updates, visit pge.com or call 1-800-743-5002. Thank you.”</p>
Date and Starting Time of Notification	Second Notification Alert – Critical Facility / General Customer
06/07/2019 (20:39)	<p><u>VOICE</u></p> <p>“This is an important safety alert from Pacific Gas and Electric Company, calling on Friday, June 7. Extreme weather and fire danger conditions are forecasted in the next 24 hours. To protect public safety, PG&E may turn off your power early tomorrow morning, Saturday, June 8. If turned off, power will remain off until weather conditions improve and it is safe to restore service. Please be ready with your emergency plan. Outages could last for multiple days. We will continue to monitor conditions and will contact you soon with further updates. Thank you for your patience. For more information, including regular updates, visit pge.com or call 1-800-743-5002. Thank you.”</p>
Date and Starting Time of Notification	Third Notification Alert – Critical Facility / General Customer
06/08/2019 01:31	<p><u>EMAIL</u></p> <p>Dear Valued Customer,</p> <p>Extreme weather conditions and high fire-danger are forecasted in <<PREM COUNTY>> County, starting this <<START DAY>>, <<START DATE>> and lasting into <<END DAY>>, <<END DATE>>.</p> <p>These weather conditions may cause power outages in the area of your address starting with <<SERVICE ADDRESS>>. To protect public safety, PG&E may</p>

	<p>also temporarily turn off power during the early morning hours in your neighborhood or community. If the outage occurs overnight, we will not be calling you again before turning off power. We would begin providing updates starting Thursday morning.</p> <p>We understand how important electric service is to you and your family. If there is an outage, we will work to restore service as soon as it is safe to do so. Please have your emergency plan ready. If you see a downed power line, assume it is energized and extremely dangerous. Do not touch or try to move it – and keep children and animals away. Report downed power lines immediately by calling 911.</p> <p>For more information on how to prepare, please visit pge.com/wildfiresafety or call 1-800-PGE-5002.</p> <p>Thank you, Pacific Gas and Electric Company</p>
<p>Date and Starting Time of Notification</p>	<p>Fourth Notification Alert – Critical Facility / General Customer</p>
<p>06/08/2019 (02:31)</p>	<p><u>EMAIL</u> Dear Valued Customer, Extreme weather conditions and high fire-danger are forecasted in <<PREM COUNTY>> County, starting this <<START DAY>>, <<START DATE>> and lasting into <<END DAY>>, <<END DATE>>.</p> <p>These weather conditions may cause power outages in the area of your address starting with <<SERVICE ADDRESS>>. To protect public safety, PG&E may also temporarily turn off power during the early morning hours in your neighborhood or community. If the outage occurs overnight, we will not be calling you again before turning off power. We would begin providing updates starting Thursday morning.</p> <p>We understand how important electric service is to you and your family. If there is an outage, we will work to restore service as soon as it is safe to do so. Please have your emergency plan ready. If you see a downed power line, assume it is energized and extremely dangerous. Do not touch or try to move it – and keep children and animals away. Report downed power lines immediately by calling 911.</p> <p>For more information on how to prepare, please visit pge.com/wildfiresafety or call 1-800-PGE-5002.</p> <p>Thank you, Pacific Gas and Electric Company</p>
<p>Date and Starting Time of Notification</p>	<p>Fourth Notification Alert – Medical Baseline</p>
<p>06/08/2019 (02:31)</p>	<p><u>EMAIL</u> Dear Valued Customer, Extreme weather conditions and high fire-danger are forecasted in <<PREM COUNTY>> County, starting this <<START DAY>>, <<START DATE>> and lasting into <<END DAY>>, <<END DATE>>.</p> <p>These weather conditions may cause power outages in the area of your address starting with <<SERVICE ADDRESS>>. To protect public safety, PG&E may also temporarily turn off power during the early morning hours in your neighborhood or community. If the outage occurs overnight, we will not be calling you again before turning off power. We would begin providing updates starting Thursday morning.</p> <p>Keep emergency numbers on hand, and if possible, consider spending time with a friend or relative during an outage. Please have your emergency plan ready. If you have a backup generator, please do a safety check and make sure you have</p>

	<p>enough fuel to last for a few days. Generator safety tips can be found at pge.com/generatorsafety. We understand how important electric service is to you and your family. If there is an outage, we will work to restore service as soon as it is safe to do so. For more information on how to prepare, please visit pge.com/wildfiresafety or call 1-800-PGE-5002. Thank you, Pacific Gas and Electric Company</p>
Date and Starting Time of Notification	First Shutoff Notification – Critical Facility
06/08/2019 (08:00)	<p><u>TEXT</u> PG&E Alert: Power is or will soon be shut off for safety due to high fire-danger addr# <<#####>>. Updates and more info: pge.com/wildfiresafety or 800-743-5002</p> <p><u>VOICE</u> “This is an important safety update about your power outage from Pacific Gas and Electric Company. Para español, oprima 2. We have turned off or will soon turn off electricity for safety in the area of your address starting with <<#####>>, due to extreme weather conditions and high fire-danger. Please have your emergency plan and supplies ready. If you have a backup generator, please do a safety check and make sure you have enough fuel to last for a few days. If you have questions about this outage and want to speak to someone at PG&E, please press 0 “zero” to be connected to a customer service representative. We appreciate your patience and will work to restore service after conditions improve and it is safe to do so. We will continue to keep you updated. For more information, visit pge.com/wildfiresafety or call 1-800-PGE-5002. Thank you. Please press 1 to replay this message.”</p> <p><u>EMAIL</u> [Subject Line] PG&E public safety power outage update [Body] Dear Valued Customer, Due to extreme weather conditions and high fire-danger, we have turned off or will soon turn off electricity for safety in the area of your address starting with <<#####>>. Please have your emergency plan and supplies ready. If you have a backup generator, please do a safety check and make sure you have enough fuel to last for a few days. Generator safety tips can be found at pge.com/generatorsafety. We understand how important electric service is to you. We appreciate your patience and will work to restore service after conditions improve and it is safe to do so. We will continue to keep you updated. For more information, please visit pge.com/wildfiresafety or call 1-800-PGE-5002. Thank you for your patience as we work to keep you, your family and the community safe. Pacific Gas and Electric Company</p>
Date and Starting Time of Notification	First Shutoff Notification – Medical Baseline
06/08/2019 (08:00)	<p><u>TEXT</u> PG&E Alert: Power is or will soon be shut off for safety due to high fire-danger addr# <<#####>>. Updates and more info: pge.com/wildfiresafety or 800-743-5002</p>

	<p>VOICE “This is an important safety update about your power outage from Pacific Gas and Electric Company. Para español, oprima 2. We have turned off or will soon turn off electricity for safety in the area of your address starting with <<####>>, due to extreme weather conditions and high fire-danger. Please be ready with your emergency plan. If you have a backup generator, please do a safety check and make sure you have enough fuel to last for a few days. Keep emergency numbers on hand, and if possible, consider spending time with a friend or relative during an outage. If you have questions about this outage and want to speak to someone at PG&E, please press 0 “zero” to be connected to a customer service representative. We appreciate your patience and will work to restore service after conditions improve and it is safe to do so. We will continue to keep you updated. For more information, visit pge.com/wildfiresafety or call 1-800-PGE-5002. Thank you. Please press 1 to replay this message.”</p> <p>EMAIL [Subject Line] PG&E public safety power outage update [Body] Dear Valued Customer, Due to extreme weather conditions and high fire-danger, we have turned off or will soon turn off electricity for safety in the area of your address starting with <<####>>. Please be ready with your emergency plan. Keep emergency numbers on hand, and if possible, consider spending time with a friend or relative during an outage. If you have a backup generator, please do a safety check and make sure you have enough fuel to last for a few days. Generator safety tips can be found pge.com/generatorsafety. We understand how important electric service is to you. We appreciate your patience and will work to restore service after conditions improve and it is safe to do so. We will continue to keep you updated. For more information, please visit pge.com/wildfiresafety or call 1-800-PGE-5002. Thank you for your patience as we work to keep you, your family and the community safe. Pacific Gas and Electric Company</p>
<p>Date and Starting Time of Notification</p>	<p>First Shutoff Notification – General Customer</p>
<p>06/08/2019 (08:00)</p>	<p>TEXT PG&E Alert: Power is or will soon be shut off for safety due to high fire-danger addr# <<####>>. Updates and more info: pge.com/wildfiresafety or 800-743-5002</p> <p>VOICE “This is an important safety update about your power outage from Pacific Gas and Electric Company. Para español, oprima 2. We have turned off or will soon turn off electricity for safety in the area of your address starting with <<####>>, due to extreme weather conditions and high fire-danger. Please be ready with your emergency plan. We appreciate your patience and will work to restore service after conditions improve and it is safe to do so. We will continue to keep you updated. If you see a downed power line, assume it is energized and extremely dangerous. Do not touch or try to move it — and keep children and animals away. Report downed power lines immediately by calling 911. For more information, visit pge.com/wildfiresafety or call 1-800-PGE-5002. Thank you. Please press 1 to replay this message.”</p>

	<p><u>EMAIL</u> [Subject Line] PG&E public safety power outage update [Body] Dear Valued Customer, Due to extreme weather conditions and high fire-danger, we have turned off or will soon turn off electricity for safety in the area of your address starting with <<####>>. Please be ready with your emergency plan. We appreciate your patience and will work to restore service after conditions improve and it is safe to do so. We will continue to keep you updated. If you see a downed power line, assume it is energized and extremely dangerous. Do not touch or try to move it – and keep children and animals away. Report downed power lines immediately by calling 911. For more information, please visit pge.com/wildfiresafety or call 1-800-PGE-5002. Thank you for your patience as we work to keep you, your family and the community safe. Pacific Gas and Electric Company</p>
Date and Starting Time of Notification	Restoration Notification
06/08/2019 (20:55)	<p><u>VOICE</u> <i>Live Answer</i> “This is Pacific Gas and Electric Company calling to let you know your power should now be restored in your area. Thank you for your patience. If your power is still out, please call us at 1-800-PGE-5002. Conditions can change quickly. Please be prepared with your emergency plan in the event we need to turn off electricity again to protect public safety. For more information, visit pge.com/wildfiresafety. Please press 1 to replay this message. To stop receiving calls regarding this outage, press 2.”</p> <p><i>Voicemail</i> “This is an important safety update about your power outage from Pacific Gas and Electric Company. Para espanol, oprima 2. Due to extreme weather conditions and high fire-danger, we turned off electricity for safety in the area of your address starting with <<####>>. Power remains out. Please stay vigilant and safe. If you see a downed power line, assume it is energized and extremely dangerous. Do not touch of try to move it – and keep children and animals away. Report downed power lines immediately by calling 911. Crews are inspecting equipment to determine how quickly we can safely restore service to your neighborhood. We will provide updates regarding your estimated restoration time as they are available. For more information, visit pge.com/wildfiresafety or call 1-800-PGE-5002. Thank you. Please press 1 to replay this message. To stop receiving calls regarding this outage, press 2.”</p>

Table A-4. Location 2 Notification Scripts

Date and Starting Time of Notification	First Notification Alert – Critical Facility
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<p>06/07/2019 (12:33)</p>	<p><u>TEXT</u> PG&E Safety Alert: Extreme weather & high fire-danger could cause power outages. Have emergency plan ready. More info: pge.com/wildfiresafety or 800-743-5002</p> <p><u>VOICE</u> “This is an important safety alert from Pacific Gas and Electric Company. Para español, oprima 2. Extreme weather conditions and high fire-danger are forecasted in <<COUNTY NAME>> County, starting this <<DAY>>, <<DATE>> and lasting through <<DAY>>, <<DATE>>. These conditions may cause power outages in the area of your address starting with <<#####>>. To protect public safety, PG&E may also temporarily turn off power in your area. If there is an outage, we will work to restore service as soon as it is safe to do so. Please have your emergency plan and supplies ready. Make sure any backup generators are ready to safely operate and you have enough fuel to last for a few days. If you have questions about this outage and want to speak to someone at PG&E, please press 0 “zero” to be connected to a customer service representative. For more information on how to prepare, please visit pge.com/wildfiresafety or call 1-800-PGE-5002.Thank you. Please press 1 to replay this message.”</p> <p><u>EMAIL</u> [Subject Line] PG&E Safety Alert: Extreme weather conditions and high fire-danger in <<COUNTY NAME>> County expected this week [Body] Dear Valued Customer, Extreme weather conditions and high fire-danger are forecasted in <<COUNTY NAME>> County, starting this <<DAY>>, <<DATE>> and lasting through <<DAY>>, <<DATE>>. These conditions may cause power outages in the area of your address starting with <<#####>>. To protect public safety, PG&E may also temporarily turn off power in your area. Please have your emergency plan and supplies ready. Make sure any backup generators are ready to safely operate and you have enough fuel to last for a few days. Generator safety tips can be found at pge.com/generatorsafety. We understand how important electric service is to you. If there is an outage, we will work to restore service as soon as it’s safe to do so. For more information on how to prepare, please visit pge.com/wildfiresafety or call 1-800-PGE-5002. Thank you, Pacific Gas and Electric Company</p>
<p>Date and Starting Time of Notification</p>	<p>First Notification Alert – Medical Baseline</p>

06/07/2019 (12:33)	<p><u>TEXT</u> PG&E Safety Alert: Extreme weather & high fire-danger could cause power outages. Have emergency plan ready. More info: pge.com/wildfiresafety or 800-743-5002</p> <p><u>VOICE</u> “This is an important safety alert from Pacific Gas and Electric Company. Para español, oprima 2. Extreme weather conditions and high fire-danger are forecasted in <<COUNTY NAME>> County, starting this <<DAY>>, <<DATE>> and lasting through <<DAY>>, <<DATE>>. These conditions may cause power outages in the area of your address starting with <<#####>>. To protect public safety, PG&E may also temporarily turn off power in your neighborhood or community. If there is an outage, we will work to restore service as soon as it is safe to do so. Please have your emergency plan ready. If you have a backup generator, please do a safety check and make sure you have enough fuel to last for a few days. Keep emergency numbers on hand, and if possible, consider spending time with a friend or relative during an outage. If you have questions about this outage and want to speak to someone at PG&E, please press 0 “zero” to be connected to a customer service representative. For more information on how to prepare, please visit pge.com/wildfiresafety or call 1-800-PGE-5002.Thank you. Please press 1 to replay this message.”</p> <p><u>EMAIL</u> [Subject Line] PG&E Safety Alert: Extreme weather conditions and high fire-danger in <<COUNTY NAME>> County expected this week [Body] Dear Valued Customer, Extreme weather conditions and high fire-danger are forecasted in <<COUNTY NAME>> County, starting this <<DAY>>, <<DATE>> and lasting through <<DAY>>, <<DATE>>. These conditions may cause power outages in the area of your address starting with <<#####>>. To protect public safety, PG&E may also temporarily turn off power in your neighborhood or community. Keep emergency numbers on hand, and if possible, consider spending time with a friend or relative during an outage. Please have your emergency plan ready. If you have a backup generator, please do a safety check and make sure you have enough fuel to last for a few days. Generator safety tips can be found at pge.com/generatorsafety. We understand how important electric service is to you. If there is an outage, we will work to restore service as soon as it’s safe to do so. For more information on how to prepare, please visit pge.com/wildfiresafety or call 1-800-PGE-5002. Thank you, Pacific Gas and Electric Company</p>
Date and Starting Time of Notification	First Notification Alert – General Customer
06/07/2019 (12:33)	<p><u>TEXT</u> PG&E Safety Alert: Extreme weather & high fire-danger could cause power outages. Have emergency plan ready. More info: pge.com/wildfiresafety or 800-743-5002</p> <p><u>VOICE</u> “This is an important safety alert from Pacific Gas and Electric Company. Para español, oprima 2. Extreme weather conditions and high fire-danger are forecasted in <<COUNTY</p>

	<p>NAME>> County, starting this <<DAY>>, <<DATE>> and lasting through <<DAY>>, <<DATE>>.</p> <p>These conditions may cause power outages in the area of your address starting with <<####>>. To protect public safety, PG&E may also temporarily turn off power in your neighborhood or community. If there is an outage, we will work to restore service as soon as it is safe to do so.</p> <p>Please have your emergency plan ready. If you see a downed power line, assume it is energized and extremely dangerous. Do not touch or try to move it – and keep children and animals away. Report downed power lines immediately by calling 911.</p> <p>For more information on how to prepare, please visit pge.com/wildfiresafety or call 1-800-PGE-5002.Thank you. Please press 1 to replay this message.”</p> <p><u>EMAIL</u> [Subject Line] PG&E Safety Alert: Extreme weather conditions and high fire-danger in <<COUNTY NAME>> County expected this week [Body] Dear Valued Customer, Extreme weather conditions and high fire-danger are forecasted in <<COUNTY NAME>> County, starting this <<DAY>>, <<DATE>> and lasting through <<DAY>>, <<DATE>>. These conditions may cause power outages in the area of your address starting with <<####>>. To protect public safety, PG&E may also temporarily turn off power in your neighborhood or community. We understand how important electric service is to you and your family. If there is an outage, we will work to restore service as soon as it’s safe to do so. Please have your emergency plan ready. If you see a downed power line, assume it is energized and extremely dangerous. Do not touch or try to move it – and keep children and animals away. Report downed power lines immediately by calling 911. For more information on how to prepare, please visit pge.com/wildfiresafety or call 1-800-PGE-5002. Thank you, Pacific Gas and Electric Company</p>
<p>Date and Starting Time of Notification</p>	<p>Second Notification Alert (T-24 Hours) – Critical Facility – Updated Scope</p>
<p>06/08/2019 (20:35)</p>	<p><u>TEXT</u> PG&E Safety Alert: Extreme weather & high fire-danger could cause power outages. Have emergency plan ready. More info: pge.com/wildfiresafety or 800-743-5002</p> <p><u>PHONE</u> “This is an important safety alert from Pacific Gas and Electric Company. Para español, oprima 2. Extreme weather conditions and high fire-danger are forecasted in <<COUNTY NAME>> County, starting this <<DAY>>, <<DATE>> and lasting through <<DAY>>, <<DATE>>. These conditions may cause power outages in the area of your address starting with <<####>>. To protect public safety, PG&E may also temporarily turn off power in your area. Please have your emergency plan and supplies ready. Make sure any backup generators are ready to safely operate and you have enough fuel to last for a few days.</p>

	<p>If you have questions about this outage and want to speak to someone at PG&E, please press o “zero” to be connected to a customer service representative. If there is an outage, we will work to restore service as soon as it is safe to do so. For more information on how to prepare, please visit pge.com/wildfiresafety or call 1-800-PGE-5002. Thank you. Please press 1 to replay this message.”</p> <p><u>EMAIL</u> [Subject Line] PG&E Safety Alert: Extreme weather conditions and high-fire danger in <<COUNTY NAME>> County expected this week [Body] Dear Valued Customer, Extreme weather conditions and high fire-danger are forecasted in <<COUNTY NAME>> County, starting this <<DAY>>, <<DATE>> and lasting through <<DAY>>, <<DATE>>. These conditions may cause power outages in the area of your address starting with <<#####>>. To protect public safety, PG&E may also temporarily turn off power in your area. Please have your emergency plan and supplies ready. Make sure any backup generators are ready to safely operate and you have enough fuel to last for a few days. Generator safety tips can be found pge.com/generatorsafety. We understand how important electric service is to you. If there is an outage, we will work to restore service as soon as it’s safe to do so. For more information on how to prepare, please visit pge.com/wildfiresafety or call 1-800-PGE-5002. Thank you, Pacific Gas and Electric Company</p>
<p>Date and Starting Time of Notification</p>	<p>Second Notification Alert (T-24 Hours) – Medical Baseline - Updated Scope</p>
<p>06/08/2019 (20:35)</p>	<p><u>TEXT</u> PG&E Safety Alert: Extreme weather & high fire-danger may cause power outages at addr# #####. Have emergency plan ready. Reply w/ “1” to verify receipt of text.</p> <p><u>PHONE</u> “This is an important safety alert from Pacific Gas and Electric Company. Para español, oprima 2. Extreme weather conditions and high fire-danger are forecasted in <<COUNTY NAME>> County, starting this <<DAY>>, <<DATE>> and lasting through <<DAY>>, <<DATE>>. These conditions may cause power outages in the area of your address starting with <<#####>>. To protect public safety, PG&E may also temporarily turn off power in your neighborhood or community. Please have your emergency plan ready. If you have a backup generator, please do a safety check and make sure you have enough fuel to last for a few days. Keep emergency numbers on hand, and if possible, consider spending time with a friend or relative during an outage. If you have questions about this outage and want to speak to someone at PG&E, please press o “zero” to be connected to a customer service representative.</p>

	<p>If there is an outage, we will work to restore service as soon as it is safe to do so. For more information on how to prepare, please visit pge.com/wildfiresafety or call 1-800-PGE-5002. Thank you. Please press 1 to replay this message.”</p> <p><u>EMAIL</u></p> <p>[Subject Line] PG&E Safety Alert: Extreme weather conditions and high-fire danger in <<COUNTY NAME>> County expected this week</p> <p>[Body] Dear Valued Customer,</p> <p>Extreme weather conditions and high fire-danger are forecasted in <<COUNTY NAME>> County, starting this <<DAY>>, <<DATE>> and lasting through <<DAY>>, <<DATE>>.</p> <p>These conditions may cause power outages in the area of your address starting with <<#####>>. To protect public safety, PG&E may also temporarily turn off power in your neighborhood or community.</p> <p>Keep emergency numbers on hand, and if possible, consider spending time with a friend or relative during an outage. Please have your emergency plan ready. If you have a backup generator, please do a safety check and make sure you have enough fuel to last for a few days. Generator safety tips can be found at pge.com/generatorsafety.</p> <p>We understand how important electric service is to you. If there is an outage, we will work to restore service as soon as it’s safe to do so.</p> <p>For more information on how to prepare, please visit pge.com/wildfiresafety or call 1-800-PGE-5002.</p> <p>Thank you, Pacific Gas and Electric Company</p>
<p>Date and Starting Time of Notification</p>	<p>Second Notification Alert (T-24 Hours) – General Customer - Updated Scope</p>
<p>06/08/2019 (20:35)</p>	<p><u>TEXT</u></p> <p>PG&E Safety Alert: Extreme weather & fire-danger may cause power outages to addr# #####. Have your plan ready. More info: pge.com/wildfiresafety or 800-743-5002</p> <p><u>PHONE</u></p> <p>“This is an important safety alert from Pacific Gas and Electric Company. Para español, oprima 2.</p> <p>Extreme weather conditions and high fire-danger are forecasted in <<COUNTY NAME>> County, starting this <<DAY>> and lasting through <<DAY>>.</p> <p>These conditions may cause power outages in the area of your address starting with <<#####>>. To protect public safety, PG&E may also temporarily turn off power in your neighborhood or community. If there is an outage, we will work to restore service as soon as it is safe to do so.</p> <p>Please have your emergency plan ready. If you see a downed power line, assume it is energized and extremely dangerous. Do not touch or try to move it – and keep children and animals away. Report downed power lines immediately by calling 911.</p> <p>For more information on how to prepare, please visit pge.com/wildfiresafety or call 1-800-PGE-5002.Thank you. Please Press 1 to replay this message.”</p>

	<p><u>EMAIL</u></p> <p>[Subject Line] PG&E Safety Alert: Extreme weather conditions and high fire-danger in <<COUNTY NAME>> County expected <<DAY>></p> <p>[Body] Dear Valued Customer,</p> <p>Extreme weather conditions and high fire-danger are forecasted in <<COUNTY NAME>> County starting this <<DAY>>, <<DATE>> and lasting through <<DAY>>, <<DATE>>.</p> <p>These conditions may cause power outages in the area of your address starting with <<#####>>. To protect public safety, PG&E may also temporarily turn off power in your neighborhood or community. We understand how important electric service is to you and your family. If there is an outage, we will work to restore service as soon as it is safe to do so.</p> <p>Please have your emergency plan ready. If you see a downed power line, assume it is energized and extremely dangerous. Do not touch or try to move it – and keep children and animals away. Report downed power lines immediately by calling 911.</p> <p>For more information on how to prepare, please visit pge.com/wildfiresafety or call 1-800-PGE-5002.</p> <p>Thank you, Pacific Gas and Electric Company</p>
<p>Date and Starting Time of Notification</p>	<p>Live Agent Outcall – Medical Baseline</p>
<p>06/08/2019 (08:00)</p>	<p>N/A</p>
<p>Date and Starting Time of Notification</p>	<p>Door Knock – Medical Baseline</p>
<p>06/08/2019 (08:00)</p>	<p>N/A</p>
<p>Date and Starting Time of Notification</p>	<p>Second Notification Alert (T-24 Hours) – Medical Baseline</p>
<p>06/08/19 (08:27)</p>	<p><u>TEXT</u></p> <p>PG&E Safety Alert: Extreme weather & high fire-danger may cause power outages at addr# ####. Have emergency plan ready. Reply w/ “1” to verify receipt of text.</p> <p><u>VOICE</u></p> <p>“This is an important safety alert from Pacific Gas and Electric Company. Para español, oprima 2.</p> <p>Extreme weather conditions and high fire-danger are forecasted in <<COUNTY NAME>> County, starting this <<DAY>>, <<DATE>> and lasting through <<DAY>>, <<DATE>>.</p> <p>These conditions may cause power outages in the area of your address starting with <<#####>>. To protect public safety, PG&E may also temporarily turn off power in your neighborhood or community.</p> <p>Please have your emergency plan ready. If you have a backup generator, please do a safety check and make sure you have enough fuel to last for a few days.</p> <p>Keep emergency numbers on hand, and if possible, consider spending time with a friend or relative during an outage.</p>

	<p>If you have questions about this outage and want to speak to someone at PG&E, please press 0 “zero” to be connected to a customer service representative. If there is an outage, we will work to restore service as soon as it is safe to do so. For more information on how to prepare, please visit pge.com/wildfiresafety or call 1-800-PGE-5002. Thank you. Please press 1 to replay this message.”</p> <p><u>EMAIL</u> [Subject Line] PG&E Safety Alert: Extreme weather conditions and high-fire danger in <<COUNTY NAME>> County expected this week [Body] Dear Valued Customer, Extreme weather conditions and high fire-danger are forecasted in <<COUNTY NAME>> County, starting this <<DAY>>, <<DATE>> and lasting through <<DAY>>, <<DATE>>. These conditions may cause power outages in the area of your address starting with <<#####>>. To protect public safety, PG&E may also temporarily turn off power in your neighborhood or community. Keep emergency numbers on hand, and if possible, consider spending time with a friend or relative during an outage. Please have your emergency plan ready. If you have a backup generator, please do a safety check and make sure you have enough fuel to last for a few days. Generator safety tips can be found at pge.com/generatorsafety. We understand how important electric service is to you. If there is an outage, we will work to restore service as soon as it’s safe to do so. For more information on how to prepare, please visit pge.com/wildfiresafety or call 1-800-PGE-5002. Thank you, Pacific Gas and Electric Company</p>
<p>Date and Starting Time of Notification</p>	<p>First Shutoff Notification (T-1-3 Hours) – Critical Facility</p>
<p>06/08/2019 (17:10)</p>	<p><u>TEXT</u> PG&E Alert: Power is or will soon be shut off for safety due to high fire-danger addr# <<#####>>. Updates and more info: pge.com/wildfiresafety or 800-743-5002</p> <p><u>VOICE</u> “This is an important safety update about your power outage from Pacific Gas and Electric Company. Para español, oprima 2. We have turned off or will soon turn off electricity for safety in the area of your address starting with <<#####>>, due to extreme weather conditions and high fire-danger. Please have your emergency plan and supplies ready. If you have a backup generator, please do a safety check and make sure you have enough fuel to last for a few days. If you have questions about this outage and want to speak to someone at PG&E, please press 0 “zero” to be connected to a customer service representative. We appreciate your patience and will work to restore service after conditions improve and it is safe to do so. We will continue to keep you updated. For more information, visit pge.com/wildfiresafety or call 1-800-PGE-5002. Thank you. Please press 1 to replay this message.”</p> <p><u>EMAIL</u> [Subject Line] PG&E public safety power outage update [Body] Dear Valued Customer, Due to extreme weather conditions and high fire-danger, we have turned off or will soon turn off electricity for safety in the area of your address starting with <<#####>>.</p>

	<p>Please have your emergency plan and supplies ready. If you have a backup generator, please do a safety check and make sure you have enough fuel to last for a few days. Generator safety tips can be found at pge.com/generatorsafety. We understand how important electric service is to you. We appreciate your patience and will work to restore service after conditions improve and it is safe to do so. We will continue to keep you updated.</p> <p>For more information, please visit pge.com/wildfiresafety or call 1-800-PGE-5002. Thank you for your patience as we work to keep you, your family and the community safe.</p> <p>Pacific Gas and Electric Company</p>
<p>Date and Starting Time of Notification</p>	<p>First Shutoff Notification (T-1-3 Hours) – Medical Baseline</p>
<p>06/08/2019 (17:10)</p>	<p><u>TEXT</u> PG&E Alert: Power is or will soon be shut off for safety due to high fire-danger addr# <<#####>>. Updates and more info: pge.com/wildfiresafety or 800-743-5002</p> <p><u>VOICE</u> “This is an important safety update about your power outage from Pacific Gas and Electric Company. Para español, oprima 2. We have turned off or will soon turn off electricity for safety in the area of your address starting with <<#####>>, due to extreme weather conditions and high fire-danger. Please be ready with your emergency plan. If you have a backup generator, please do a safety check and make sure you have enough fuel to last for a few days. Keep emergency numbers on hand, and if possible, consider spending time with a friend or relative during an outage. If you have questions about this outage and want to speak to someone at PG&E, please press 0 “zero” to be connected to a customer service representative. We appreciate your patience and will work to restore service after conditions improve and it is safe to do so. We will continue to keep you updated. For more information, visit pge.com/wildfiresafety or call 1-800-PGE-5002. Thank you. Please press 1 to replay this message.”</p> <p><u>EMAIL</u> [Subject Line] PG&E public safety power outage update [Body] Dear Valued Customer, Due to extreme weather conditions and high fire-danger, we have turned off or will soon turn off electricity for safety in the area of your address starting with <<#####>>. Please be ready with your emergency plan. Keep emergency numbers on hand, and if possible, consider spending time with a friend or relative during an outage. If you have a backup generator, please do a safety check and make sure you have enough fuel to last for a few days. Generator safety tips can be found pge.com/generatorsafety. We understand how important electric service is to you. We appreciate your patience and will work to restore service after conditions improve and it is safe to do so. We will continue to keep you updated. For more information, please visit pge.com/wildfiresafety or call 1-800-PGE-5002. Thank you for your patience as we work to keep you, your family and the community safe.</p> <p>Pacific Gas and Electric Company</p>

Date and Starting Time of Notification	First Shutoff Notification (T-1-3 Hours) – General Customer
06/08/2019 (17:10)	<p><u>TEXT</u> PG&E Alert: Power is or will soon be shut off for safety due to high fire-danger addr# <<####>>. Updates and more info: pge.com/wildfiresafety or 800-743-5002</p> <p><u>VOICE</u> “This is an important safety update about your power outage from Pacific Gas and Electric Company. Para español, oprima 2. We have turned off or will soon turn off electricity for safety in the area of your address starting with <<####>>, due to extreme weather conditions and high fire-danger. Please be ready with your emergency plan. We appreciate your patience and will work to restore service after conditions improve and it is safe to do so. We will continue to keep you updated. If you see a downed power line, assume it is energized and extremely dangerous. Do not touch or try to move it — and keep children and animals away. Report downed power lines immediately by calling 911. For more information, visit pge.com/wildfiresafety or call 1-800-PGE-5002. Thank you. Please press 1 to replay this message.”</p> <p><u>EMAIL</u> [Subject Line] PG&E public safety power outage update [Body] Dear Valued Customer, Due to extreme weather conditions and high fire-danger, we have turned off or will soon turn off electricity for safety in the area of your address starting with <<####>>. Please be ready with your emergency plan. We appreciate your patience and will work to restore service after conditions improve and it is safe to do so. We will continue to keep you updated. If you see a downed power line, assume it is energized and extremely dangerous. Do not touch or try to move it — and keep children and animals away. Report downed power lines immediately by calling 911. For more information, please visit pge.com/wildfiresafety or call 1-800-PGE-5002. Thank you for your patience as we work to keep you, your family and the community safe. Pacific Gas and Electric Company</p>
Date and Starting Time of Notification	First Shutoff Notification (T-1-3 Hours) – Medical Baseline
06/09/2019 (02:22)	<p><u>VOICE</u> “This is an important safety update about your power outage from Pacific Gas and Electric Company. Due to extreme weather conditions and high fire-danger, we turned off electricity for safety in your area and apologize for not notifying you earlier. As part of our efforts to keep our customers and the communities we serve safe during extreme weather conditions, we turned off the power as part of a Public Safety Power Shutoff. Customers should expect and prepare for power to be out for up to 24 to 48 hours after the weather has cleared and we are able to begin inspections of our equipment and safely restore power to your area. Please stay vigilant and safe. If you see a downed power line, assume it is energized and extremely dangerous. Do not touch or try to move it — and keep children and animals away. Report downed power lines immediately by calling 911.</p>

	For more information, visit pge.com/wildfiresafety or call 1-800-PGE-5002. Thank you. Please press 1 to replay this message. To stop receiving calls regarding this outage, press 2.”
Date and Starting Time of Notification	Second Shutoff Notification (T-1-3 Hours) – Medical Baseline
06/09/2019 (08:00)	<p><u>VOICE</u> “This is an important safety update about your power outage from Pacific Gas and Electric Company. Due to extreme weather conditions and high fire-danger, we turned off electricity for safety in your area and apologize for not notifying you earlier. As part of our efforts to keep our customers and the communities we serve safe during extreme weather conditions, we turned off the power as part of a Public Safety Power Shutoff and shortly we will be inspecting our equipment before beginning restoration. Customers should expect and prepare for power to be out for up to 24 to 48 hours after the weather conditions have cleared. Please stay vigilant and safe. If you see a downed power line, assume it is energized and extremely dangerous. Do not touch or try to move it – and keep children and animals away. Report downed power lines immediately by calling 911. For more information, visit pge.com/wildfiresafety or call 1-800-PGE-5002. Thank you. Please press 1 to replay this message. To stop receiving calls regarding this outage, press 2.”</p>
Date and Starting Time of Notification	First Shutoff Notification (T-1-3 Hours) – Critical Facility / General Customer
06/09/2019 (08:00)	<p><u>VOICE</u> “This is an important safety update about your power outage from Pacific Gas and Electric Company. Due to extreme weather conditions and high fire-danger, we turned off electricity for safety in your area and apologize for not notifying you earlier. As part of our efforts to keep our customers and the communities we serve safe during extreme weather conditions, we turned off the power as part of a Public Safety Power Shutoff and shortly we will be inspecting our equipment before beginning restoration. Customers should expect and prepare for power to be out for up to 24 to 48 hours after the weather conditions have cleared. Please stay vigilant and safe. If you see a downed power line, assume it is energized and extremely dangerous. Do not touch or try to move it – and keep children and animals away. Report downed power lines immediately by calling 911. For more information, visit pge.com/wildfiresafety or call 1-800-PGE-5002. Thank you. Please press 1 to replay this message. To stop receiving calls regarding this outage, press 2.”</p>
Date and Starting Time of Notification	Second Shutoff Notification (T-1-3 Hours) – Medical Baseline
06/09/2019 (08:02)	<p><u>VOICE</u> “This is an important safety update about your power outage from Pacific Gas and Electric Company. Due to extreme weather conditions and high fire-danger, we turned off electricity for safety in your area and apologize for not notifying you earlier. As part of our efforts to keep our customers and the communities we serve safe during extreme weather conditions, we turned off the power as part of a Public</p>

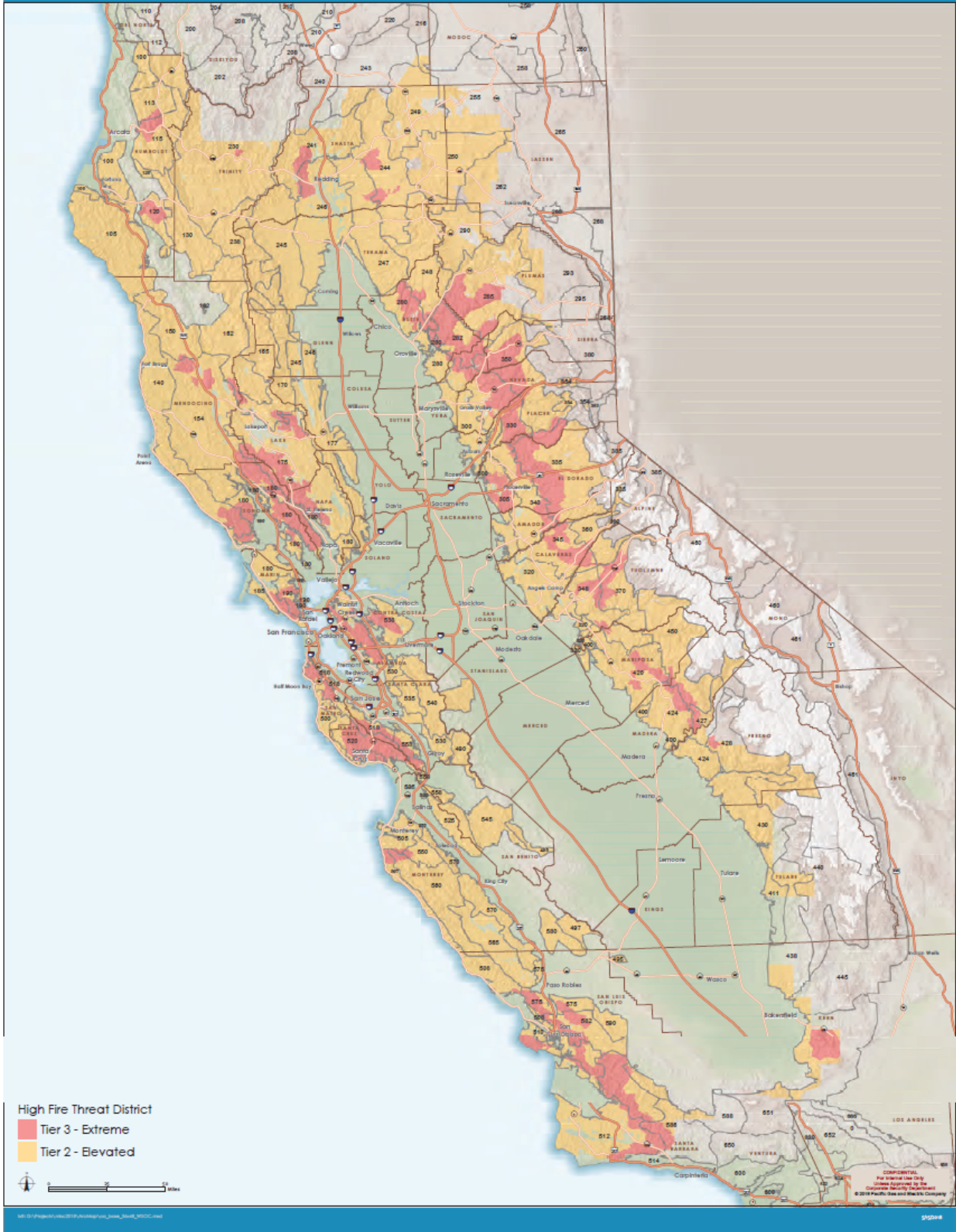
	<p>Safety Power Shutoff and shortly we will be inspecting our equipment before beginning restoration. Customers should expect and prepare for power to be out for up to 24 to 48 hours after the weather conditions have cleared.</p> <p>Please stay vigilant and safe. If you see a downed power line, assume it is energized and extremely dangerous. Do not touch or try to move it — and keep children and animals away. Report downed power lines immediately by calling 911.</p> <p>For more information, visit pge.com/wildfiresafety or call 1-800-PGE-5002. Thank you. Please press 1 to replay this message. To stop receiving calls regarding this outage, press 2.”</p>
Date and Starting Time of Notification	Post Weather Notification
06/09/2019 (10:55)	<p><u>VOICE</u></p> <p>“This is an important safety update about your power outage from Pacific Gas and Electric Company. Due to extreme weather conditions and high fire-danger, we turned off electricity for safety in your area.</p> <p>Power remains out. Please stay vigilant and safe. If you see a downed power line, assume it is energized and extremely dangerous. Do not touch or try to move it — and keep children and animals away. Report downed power lines immediately by calling 911.</p> <p>Crews are inspecting equipment to determine how quickly we can safely restore service to your neighborhood. We will provide updates regarding your estimated restoration time as they are available.</p> <p>For more information, visit pge.com/wildfiresafety or call 1-800-PGE-5002. Thank you. Please press 1 to replay this message. To stop receiving calls regarding this outage, press 2.”</p>
Date and Starting Time of Notification	Proactive Shutoff Cancellation
06/09/2019 (12:20)	<p><u>VOICE</u></p> <p>“This is an important safety update from Pacific Gas and Electric Company. Weather conditions have improved in your area, and we are not planning to turn off electricity for safety in your area. Conditions can change quickly, so please stay prepared with your emergency plan. We are continuing to monitor conditions and will contact you with any further updates.</p> <p>Thank you for your patience. For more information, please visit pge.com/wildfiresafety or call 1-800-PGE-5002. Please press 1 to replay this message.”</p>
Date and Starting Time of Notification	Restoration Notification (Time of Restoration)
06/09/2019 (15:56)	<p><u>VOICE</u></p> <p>“This is Pacific Gas and Electric Company calling to let you know your power should now be restored in your area. Thank you for your patience. If your power is still out, please call us at 1-800-PGE-5002.</p> <p>Conditions can change quickly. Please be prepared with your emergency plan in the event we need to turn off electricity again to protect public safety. For more information, visit pge.com/wildfiresafety.</p> <p>Please press 1 to replay this message. To stop receiving calls regarding this outage, press 2.”</p>

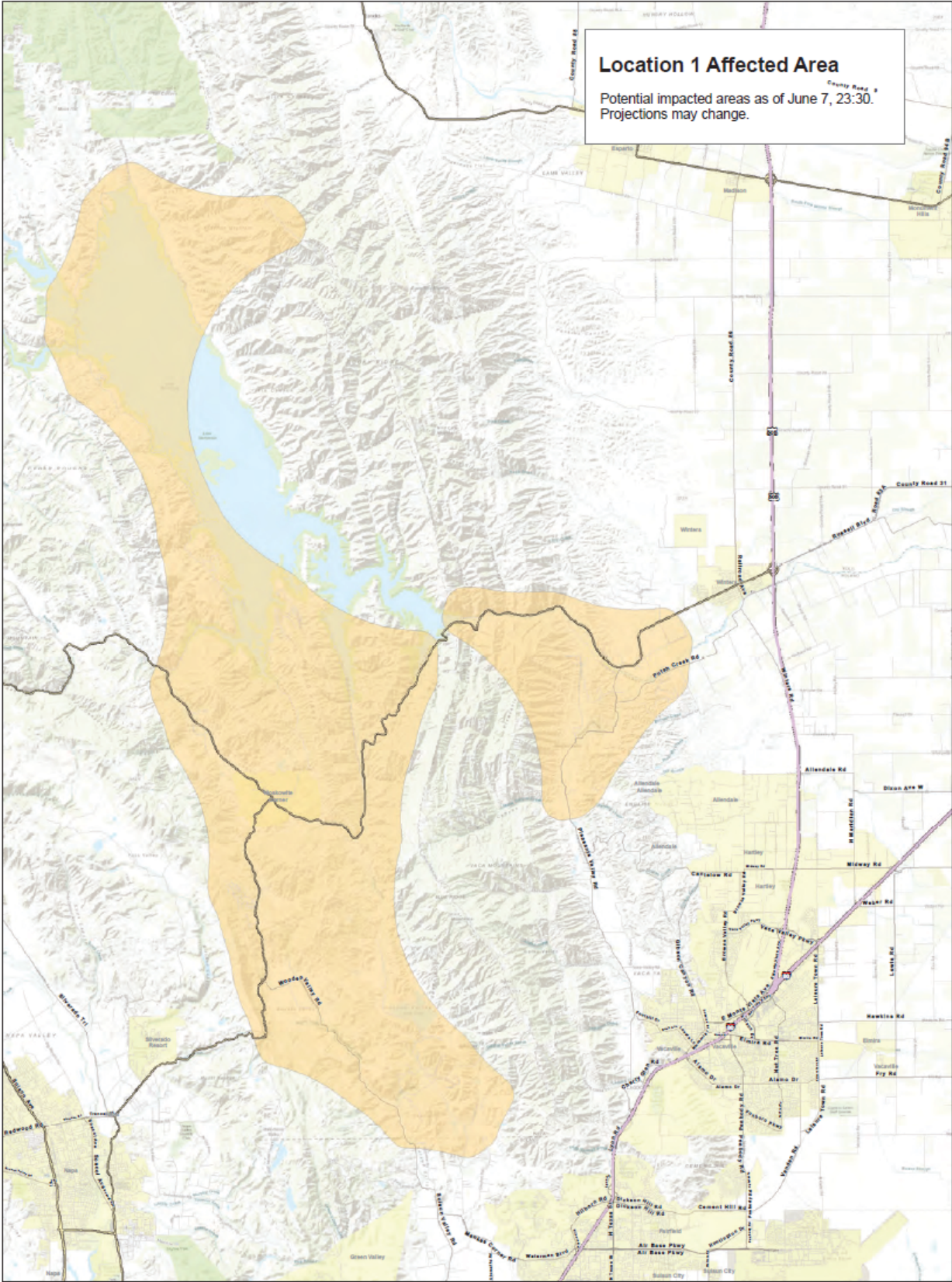
Date and Starting Time of Notification	Restoration Notification (Time of Restoration)
06/09/2019 (17:49)	<p><u>VOICE</u> “This is Pacific Gas and Electric Company calling to let you know your power should now be restored in your area. Thank you for your patience. If your power is still out, please call us at 1-800-PGE-5002. Conditions can change quickly. Please be prepared with your emergency plan in the event we need to turn off electricity again to protect public safety. For more information, visit pge.com/wildfiresafety. Please press 1 to replay this message. To stop receiving calls regarding this outage, press 2.”</p>
Date and Starting Time of Notification	Restoration Notification (Time of Restoration)
06/09/2019 (18:27)	<p><u>VOICE</u> “This is Pacific Gas and Electric Company calling to let you know your power should now be restored in your area. Thank you for your patience. If your power is still out, please call us at 1-800-PGE-5002. Conditions can change quickly. Please be prepared with your emergency plan in the event we need to turn off electricity again to protect public safety. For more information, visit pge.com/wildfiresafety. Please press 1 to replay this message. To stop receiving calls regarding this outage, press 2.”</p>

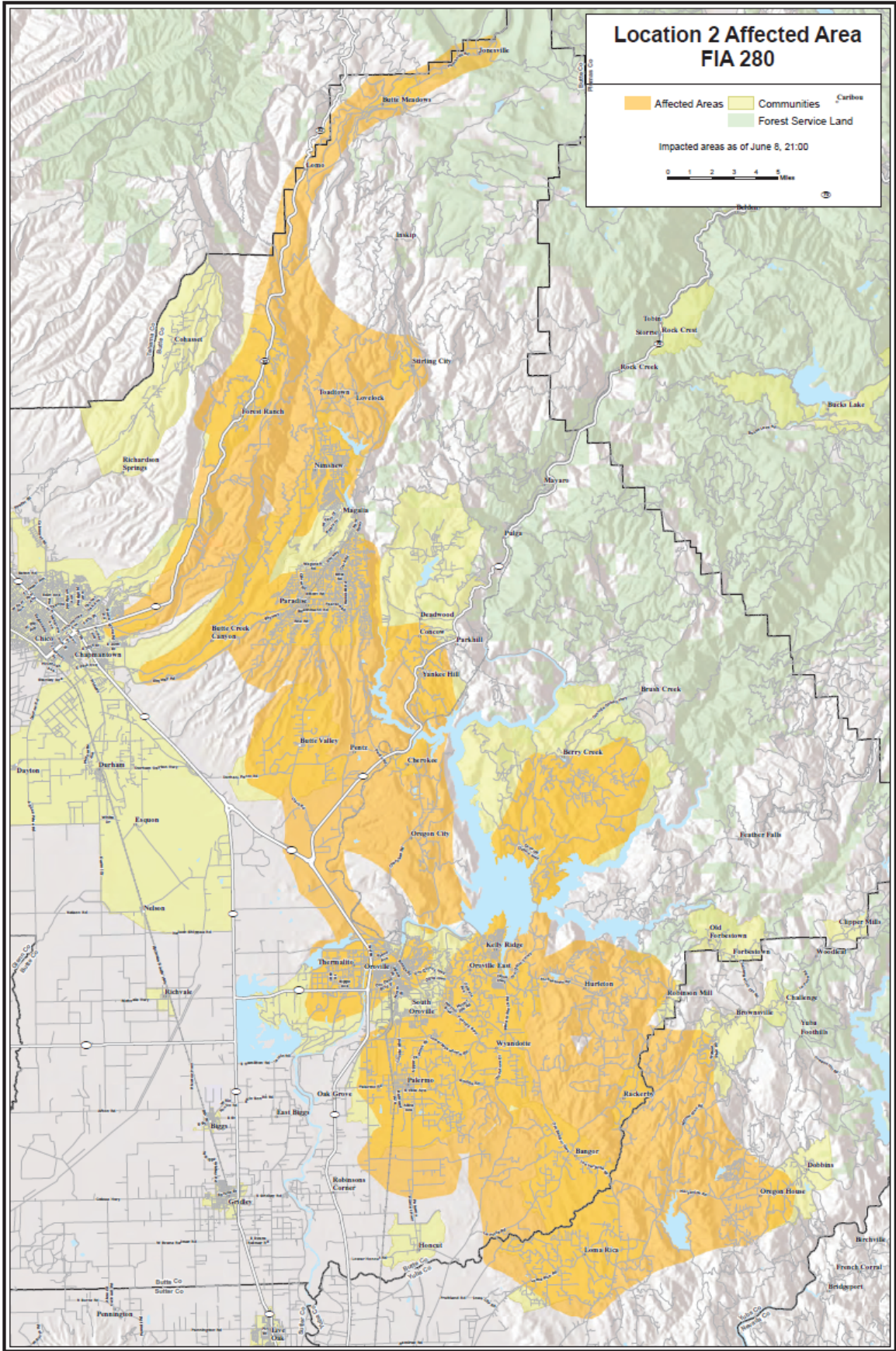
APPENDIX

Fire Index Area Map and Event Location Maps

High Fire Threat Districts & Fire Potential Index Areas







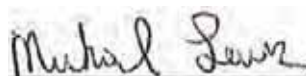
VERIFICATION

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" and I am informed and believe the matter stated therein are true.

I declare under penalty of perjury that the foregoing is true and correct. Executed at San Francisco, California this 20th day of June 2019.

A handwritten signature in black ink that reads "Michael Lewis". The signature is written in a cursive style and is positioned above the printed name.

MICHAEL LEWIS

Senior Vice President, Electric
Operations
PACIFIC GAS AND ELECTRIC
COMPANY