

**PACIFIC GAS AND ELECTRIC COMPANY**  
**Wildfire Mitigation Plans Discovery 2022**  
**Data Response**

PG&E Data Request No.:	OEIS_001-Q03		
PG&E File Name:	WMP-Discovery2022_DR_OEIS_001-Q03		
Request Date:	February 11, 2022	Requester DR No.:	Energy Safety-PG&E WMP 2022 Update-DR-001
Date Sent:	February 16, 2022	Requesting Party:	Office of Energy Infrastructure Safety
PG&E Witness:		Requester:	Kevin Miller

**QUESTION 03**

Under Capability 29, PSPS Operating Model and Consequence Mitigation, Question F.III.b asks “*What share of customers are communicated to regarding forecasted PSPS events?*” PG&E’s 2021 answers indicated higher maturity than PG&E’s answers in 2022.

In 2021 PG&E answered as follows.

Present: iv. “PSPS events are communicated to >99% of affected customers and >99.9% of medical baseline customers in advance of PSPS action.”

As of Jan 1, 2023: iv. “PSPS events are communicated to >99% of affected customers and >99.9% of medical baseline customers in advance of PSPS action”

In 2022 PG&E answered

Present: ii. “PSPS events are communicated to >95% of affected customers and >99% of medical baseline customers in advance of PSPS action”

As of Jan 1, 2023: iii. “PSPS events are communicated to >98% of affected customers and >99.5% of medical baseline customers in advance of PSPS action”

- a. Were the above answers provided in 2022 affected by re-interpreting the question based on benchmarking with SCE and SDG&E as described in PG&E’s cover letter to its Submission of 2022 Wildfire Mitigation Plan Maturity Model Assessment?
- b. From 2021 to 2022, the percentage of affected customers to whom PSPS events are communicated decreased from >99% to >95%. Clarify the reason for this decrease.

**ANSWER 03**

- a. No, PG&E’s response to question F.III.b was not changed based on benchmarking the question.
- b. In 2021, PG&E notified 97.6% of affected customers and approximately 99% (98.7%) of medical baseline customers during PSPS events. With the

understanding that it will be difficult to achieve 100% notification because some customers do not provide their contact information, and notifications to all customers may not be possible due to in-event shifts in weather, we are forecasting option (iii) performance in 2023. To improve performance, PG&E is continuing to send postcards to customers that did not receive PSPS event notifications directly from PG&E due to invalid or missing contact information and encourages customers to update their contact information for future notifications. In 2021, PG&E also transitioned our agency contact information system to a platform that allows city, county, and tribal stakeholders to update their contact information directly in PG&E's system at any point. This transition helps ensure PG&E has the latest agency contact information for PSPS events.