

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

PG&E Data Request No.:	OEIS_002-Q12		
PG&E File Name:	WMP-Discovery2022_DR_OEIS_002-Q12		
Request Date:	February 22, 2022	Requester DR No.:	Data Request OEIS-PG&E-22-002
Date Sent:	March 4, 2022	Requesting Party:	Office of Energy Infrastructure Safety
PG&E Witness:		Requester:	Kevin Miller

F. Grid Operations and Protocols

QUESTION 12

Regarding PG&E's response to Maturity Survey question F.III.d (*During PSPS events does the utility's website go down?*):

- a. How many times did PG&E's website go down during PSPS events in 2021? Include associated timeframes for when the website was down, as well as a percentage of time that the website was down during PSPS events.
- b. What is PG&E's plan to decrease the likelihood that the website will go down during PSPS events moving forward?

ANSWER 12

- a. PG&E's website did not go down during any PSPS events in 2021.
- b. In 2022, PG&E plans to continue to leverage the cloud-based website called "Safety and Alerts Center" which was used in 2021. Whenever there is a high volume event, PG&E will redirect website traffic from pge.com to this standalone cloud-based website. The alerts site allows PG&E to handle website traffic spikes while maintaining normal course of business (e.g., customers log into their accounts to view energy statements, pay a bill, submit a service application).