

# PSPS Post-Event Experience Survey: 2021 Summary

Event Dates:

August 17-19, 2021

September 20-21, 2021

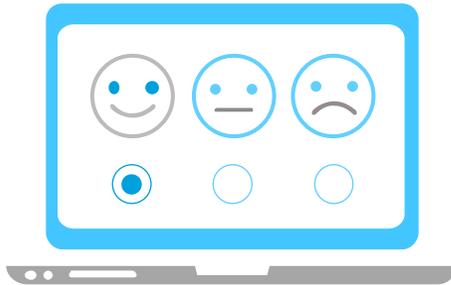
October 11-12 and 14-16, 2021





# Survey Methodology & Objectives

An online survey was conducted with customers impacted by Public Safety Power Shutoff(s) to gauge customer experience and identify improvement opportunities.



Online Survey  
Length: 6-9 minutes

## Aug. 17<sup>th</sup>-19<sup>th</sup> PSPS



Fieldwork Period

**Completed Surveys**  
Deenergized: 2,266

Response Rate: 11%

## Sep. 20<sup>th</sup>-21<sup>st</sup> PSPS



Fieldwork Period

For the September PSPS, we also surveyed customers who received notification(s) but were not deenergized

**180 Completed Surveys\***  
Deenergized: 86  
Notifications Only: 94

Response Rate  
Deenergized 14%  
Notification Only 5%

*\*Due to the low number of completed surveys for the September PSPS, results should be interpreted with caution and as directional only.*

## Oct. 11<sup>th</sup>-12<sup>th</sup>, Oct. 14<sup>th</sup>- 16<sup>th</sup> PSPS



Fieldwork Period

For the October PSPS events, we also surveyed customers who received notification(s) but were not deenergized, as well as some SMB customers (53 SMB and 562 RES)  
Confidential

**615 Completed Surveys**  
Deenergized: 472  
Notifications Only: 143

Response Rate  
Deenergized 13%  
Notification Only 3%

# Post-Event Survey Results: 10/11 and 10/14 PSPS

Customers  
deenergized:

Oct 11-12: **23,504**

Oct 14-16: **666**

**615 total surveys completed\***

Deenergized: 472

Notified Only: 143

\*both October events captured in one survey

## Deenergized customers' opinions of PG&E's handling of the recent PSPS event:

August  
n = 2,266

September  
n = 86

**47%** negative

**53%** negative

**29%** positive

**28%** positive

**25%** neutral

**20%** neutral

**October**

n = 472

**36%** negative

**41%** positive

**24%** neutral

### Top Themes:

- The October PSPS events showed **significant improvement in customer opinion** compared to the August and September events, both for deenergized and notified-only customers.
- The areas that had the **greatest improvement** were:
  - **Providing an accurate estimate of when your power would be restored**
  - **Providing resources to those with disabilities, medical, or other critical needs**
- There is still **generally a low awareness and usage of resources**. Customers suggested the way we could improve informing them about resources was via **text notifications, email, or mail/pamphlet**. Some customers also noted there is a lot of information to sift through.
- **Notified but not deenergized customers continue to have a better opinion** of PG&E's handling of events
- The most common verbatim comments were about **lost food and added costs**, such as buying gas for generators and the desire for reduced rates/bill credit or a generator rebate.
- Compared to prior events, fewer customers commented about not experiencing windy conditions