

# Public Safety Power Shutoff Event Notifications



**AUGUST 2023**

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

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

Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

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# PUBLIC SAFETY POWER SHUTOFF OVERVIEW

High winds can cause tree branches or debris to contact energized electric lines, which could damage our equipment and cause a wildfire. As a result, we may need to turn off power during severe weather to help prevent wildfires. This is called a Public Safety Power Shutoff (PSPS).

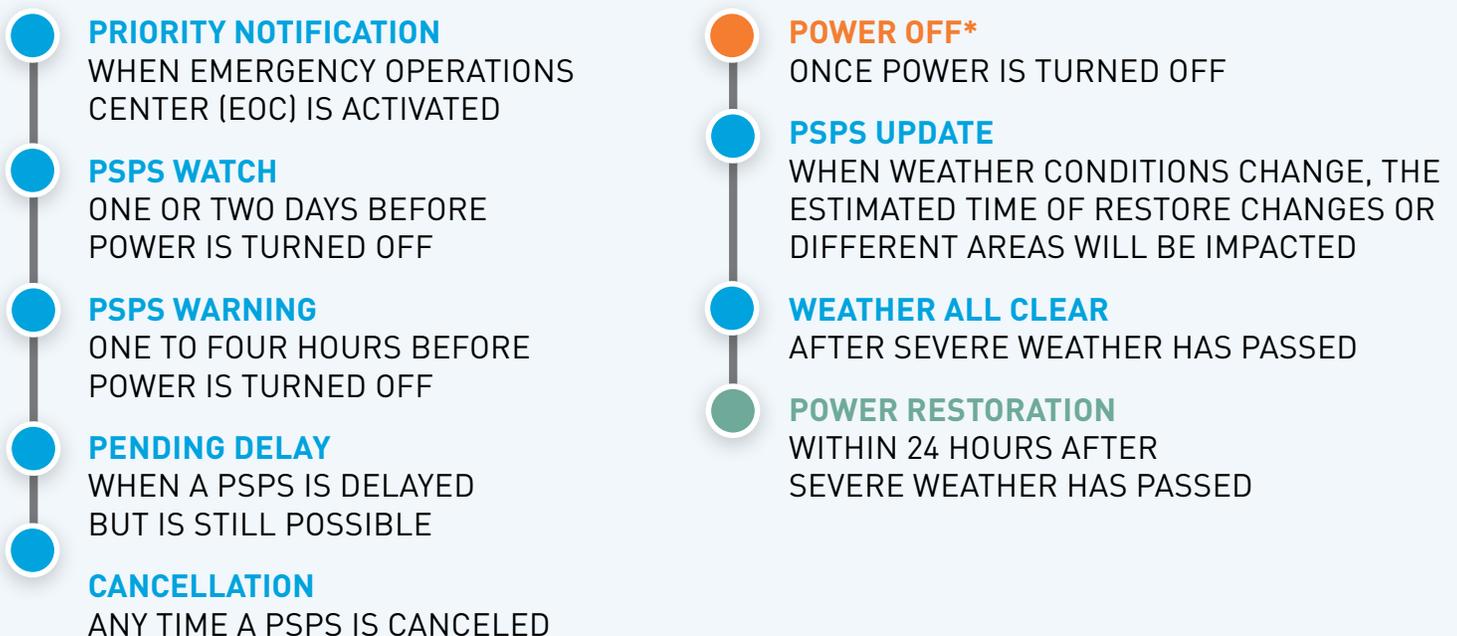
PG&E will not take any chances with customer safety. The sole focus of a PSPS is to keep our customers safe. For the safety of our customers and communities, PSPS continues to be a necessary tool as a last resort.

This document includes the notifications scripts that PG&E may send to potentially impacted Public Safety Partners, critical facilities and customers at key intervals before, during and after a potential PSPS event. Please note these are samples only, subject to change and do not include all potential notifications. These scripts do not include planned outreach to the California Office of Emergency Services, California Public Utilities Commission, Office of the Governor and other key emergency service providers. In-language PSPS customer notifications are currently available in 16 languages, including: English, Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong, Thai, Hindi and Portuguese. We also pre-record general notification messaging in American Sign Language to serve those who are deaf and hard of hearing. Refer to [page 98-99](#) for a more detailed description of PG&E's in-language PSPS notification practices.

## PSPS Event Notifications

When possible, PG&E will provide notifications to potentially impacted customers two days, one day and just prior to shutting off power. Customers will also be notified when their power has been restored. Advanced notifications are also made to Public Safety Partners as soon as PG&E's Emergency Operations Center (EOC) is activated.

**NEW IN 2022:** PSPS notifications will be provided via call, text and/or email both day and night, as needed. This includes "Warning," "Cancellation," "Power Off," "Restoral" and "All Clear" notifications.



\*For general customers only since notification is address-specific.

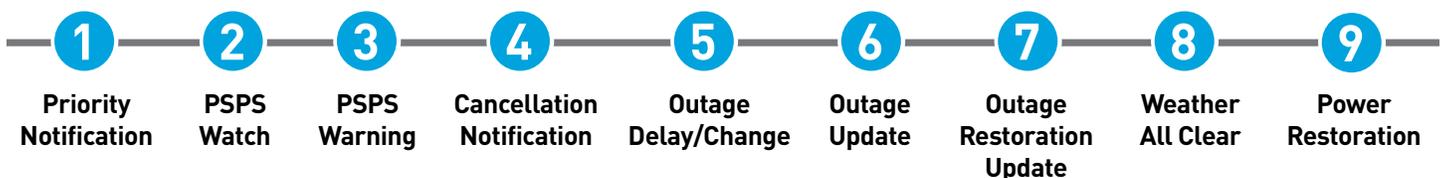
# City, County, Tribal and Community Choice Aggregator (CCA) Notifications

PG&E will make every attempt to provide notice to cities, counties, tribes, CCAs, first responders and other agencies in advance of notifying customers through:

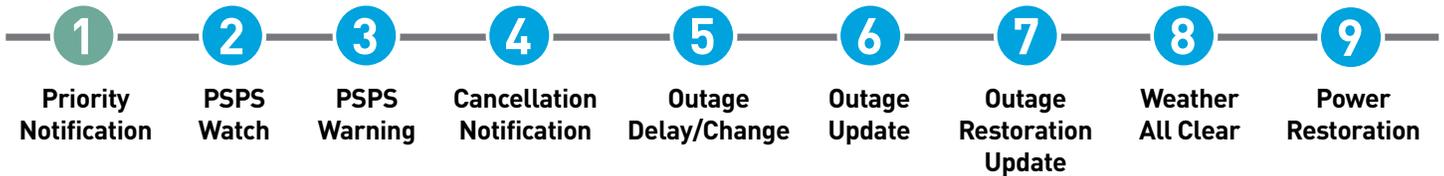
- Calls
- Text Messages
- Emails

These notifications are sent based on potential PSPS impacts to PG&E electric service within an agencies jurisdiction and are not tied to a specific PG&E account. Agencies will also receive notifications specific to their accounts if their service may be interrupted during a PSPS event.

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



# City, County, Tribal and CCA



## PHONE/VOICE

This is P G and E calling on [DATE] at [TIME] with a Public Safety Power Shutoff alert. Due to current weather forecasts, portions of [CUSTOMER NAME] your area is under a Watch for a Public Safety Power Shutoff. Portions of [CUSTOMER NAME] are estimated to shut off starting [TIME] on [DATE] through [TIME] on [DATE]. Restoration for your area is estimated on [DATE] by [TIME]. Actual shutoff and restoration times may vary depending on weather or equipment conditions. We will provide daily updates until the severe weather has passed or power has been restored. Visit p g e dot com forward slash p s p s portal for more information. This link is for public safety partner use only.

## TEXT

PSPS PSPS Alert: We may turn off power for safety in [CUSTOMER NAME]. Shutoff estimated to begin between [TIME] on [DATE] through [TIME] on [DATE]. Restoration for your area is estimated on [DATE] by [TIME]. Weather can affect these times. More info: [pge.com/pspsportal](https://pge.com/pspsportal).

## EMAIL

**SUBJECT:** PG&E PSPS Alert: Power shutoffs may be required for safety in [CUSTOMER NAME].

Due to current weather forecasts, your area is currently under a Watch for a PSPS.

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

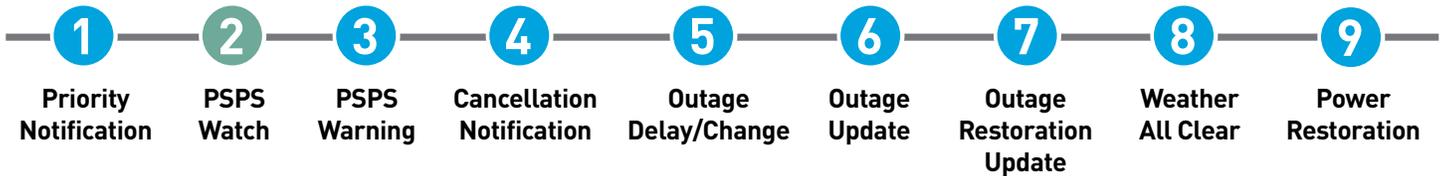
Actual shutoff and restoration times may vary depending on weather and equipment conditions. This is an advanced alert for public safety partner use only. Please do not share this information before it is publicly available. We will provide daily updates until the severe weather has passed or power has been restored. Visit [pge.com/pspsportal](https://pge.com/pspsportal) for more information.

Message sent at [SYSTEM DATE / TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# City, County, Tribal and CCA



## PHONE/VOICE

This is P G and E calling on [DATE] with a Public Safety Power Shutoff alert. Due to current weather forecasts, portions of [CUSTOMER NAME] your area is under a Watch for a Public Safety Power Shutoff. Portions of [CUSTOMER NAME] are estimated to shut off starting [TIME] on [DATE] through [TIME] on [DATE]. Restoration for your area is estimated on [DATE] by [TIME]. Actual shutoff and restoration times may vary depending on weather or equipment conditions. We will provide daily updates until the severe weather has passed or power has been restored. Visit p g e dot com forward slash p s p s portal for more information.

## TEXT

PSPS PSPS Alert: We may turn off power for safety in [CUSTOMER NAME]. Shutoff estimated to begin between [TIME] on [DATE] through [TIME] on [DATE]. Restoration for your area is estimated on [DATE] by [TIME]. Weather can affect these times. More info: pge.com/pspsportal.

## EMAIL

**SUBJECT:** PG&E PSPS Alert: Power shutoffs may be required for safety in [CUSTOMER NAME].

Due to current weather forecasts, your area is currently under a Watch for a PSPS.

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

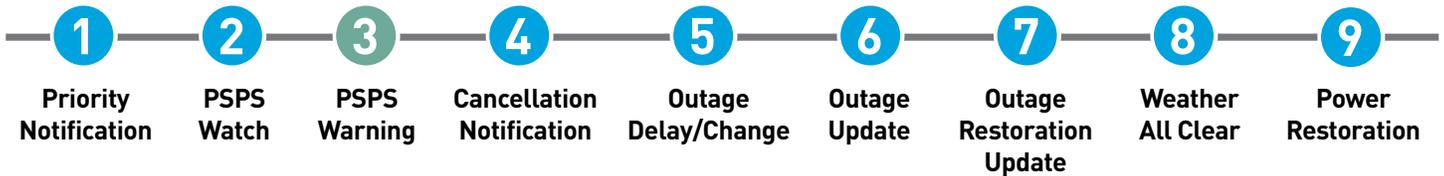
Actual shutoff and restoration times may vary depending on weather and equipment conditions. We recommend all potentially affected communities plan for an extended outage. We will provide daily updates until the severe weather has passed or power has been restored. Visit pge.com/pspsportal for more information.

Message sent at [SYSTEM DATE / TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# City, County, Tribal and CCA



## PHONE/VOICE

This is P G and E calling on [DATE] at [TIME] with a Public Safety Power Shutoff alert. Shutoffs in portions of [CUSTOMER NAME] will begin on [DATE]. High temperatures, extreme dryness and high winds will require us to turn off power to help prevent a wildfire. Portions of [CUSTOMER NAME] are estimated to shut off beginning between << [TIME] on << [DATE] through [TIME] on [DATE]. The estimated restoration time for your area is on [DATE] by [TIME]. Actual shutoff and restoration times may vary depending on weather and equipment conditions. We will provide daily updates until the severe weather has passed or power has been restored. Visit p g e dot com forward slash p s p s portal and p g e dot com forward slash p s p s updates for maps and other information.

## TEXT

PG&E PSPS Alert: We will turn off power for safety in [CUSTOMER NAME]. Shutoff estimated starting [TIME] on [DATE] through [TIME] on [DATE]. Restoration is estimated on [DATE] by [TIME]. Weather can affect these times. Maps for public safety partners available at pge.com/pspsportal or pge.com/pspsupdates.

## EMAIL

**SUBJECT:** PG&E PSPS Alert: Power shutoff expected in [CUSTOMER NAME]

To protect public safety, PG&E has upgraded the PSPS to a Warning. High temperatures, extreme dryness and high winds will require us to turn off power to help prevent a wildfire.

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

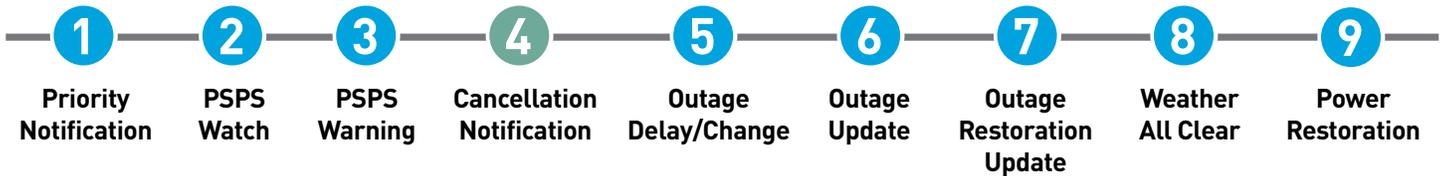
Actual shutoff and restoration times may vary depending on actual weather and equipment conditions. We recommend all affected communities plan for an extended outage. We will provide daily updates until the severe weather has passed or power has been restored. Visit pge.com/pspsportal for more information.

Message sent at [SYSTEM DATE / TIME]

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# City, County, Tribal and CCA



## PHONE/VOICE

This is P G and E calling on [DATE] at [TIME] with a Public Safety Power Shutoff alert. Forecasted weather conditions have improved, and we are not planning to turn off power for public safety in [CUSTOMER NAME] on [DATE]. We are continuing to monitor weather conditions. It is still important to continue to be prepared for extended outages. Visit p g e dot com forward slash p s p s portal and p g e dot com forward slash p s p s updates for more information.

## TEXT

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

## EMAIL

**SUBJECT:** PG&E PSPS Alert: Power shutoff cancelled in [CUSTOMER NAME]

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

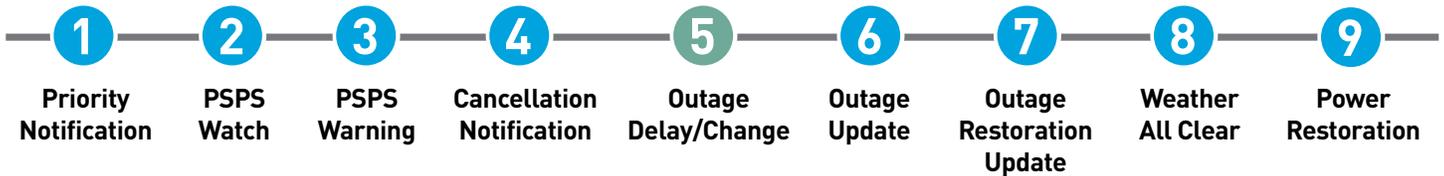
We are continuing to monitor weather conditions. It is still important to continue to be prepared for extended outages. Visit pge.com/pspsportal or pge.com/pspsupdates for more information.

Message sent at [SYSTEM DATE / TIME]

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# City, County, Tribal and CCA



## PHONE/VOICE

This is P G and E calling on [DATE] at [TIME] with a Public Safety Power Shutoff alert. Weather conditions have changed and the PSPS outage in [CUSTOMER NAME] will be delayed. We are monitoring conditions and will share updates, as soon as possible. We will also provide daily updates until the severe weather has passed or power has been restored. Visit p g e dot com forward slash p s p portal and p g e dot com forward slash p s p s updates for more information.

## TEXT

PG&E PSPS Alert: Forecasted weather conditions have changed for your area and the outage in [CUSTOMER NAME] will be delayed. We are monitoring conditions and will share updates, as soon as possible. More info: [pge.com/pspsportal](http://pge.com/pspsportal) or [pge.com/pspsupdates](http://pge.com/pspsupdates).

## EMAIL

**SUBJECT:** PG&E PSPS Alert: Power shutoff delayed in [CUSTOMER NAME]

Weather conditions have changed and the PSPS outage in [CUSTOMER NAME] will be delayed. We are closely monitoring the weather conditions in your area and will share an updated shutoff and estimated restoration time, as soon as possible.

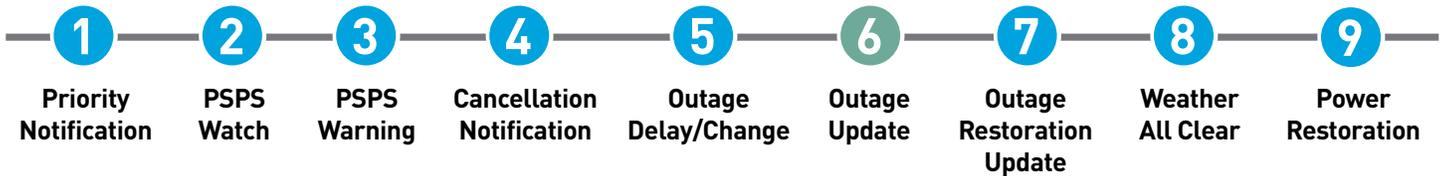
We will provide daily updates until the severe weather has passed or power has been restored. Visit [pge.com/pspsportal](http://pge.com/pspsportal) and [pge.com/pspsupdates](http://pge.com/pspsupdates) for more information.

Message sent at [SYSTEM DATE / TIME]

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# City, County, Tribal and CCA



## PHONE/VOICE

This is P G and E calling on [DATE] at [TIME] with a Public Safety Power Shutoff alert. Weather conditions have changed and the PSPS outage in [CUSTOMER NAME] will be delayed. Shutoff is now estimated starting [TIME] on [DATE] through [TIME] on [DATE]. Restoration for your area is estimated on [DATE] by [TIME]. Weather can affect these times. We will provide daily updates until the severe weather has passed or power has been restored. Visit p g e dot com forward slash p s p s portal and p g e dot com forward slash p s p s updates for more information.

## TEXT

PG&E PSPS Alert: Weather conditions have changed in [CUSTOMER NAME]. Shutoff is now estimated starting [TIME] on [DATE] through [TIME] on [DATE]. Restoration estimated on [DATE] by [TIME]. Weather can affect these times. More info: pge.com/pspsportal or pge.com/pspsupdates.

## EMAIL

**SUBJECT:** PG&E PSPS Alert: Updated timing of power shutoffs in [CUSTOMER NAME]

Weather conditions have changed for your area.

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

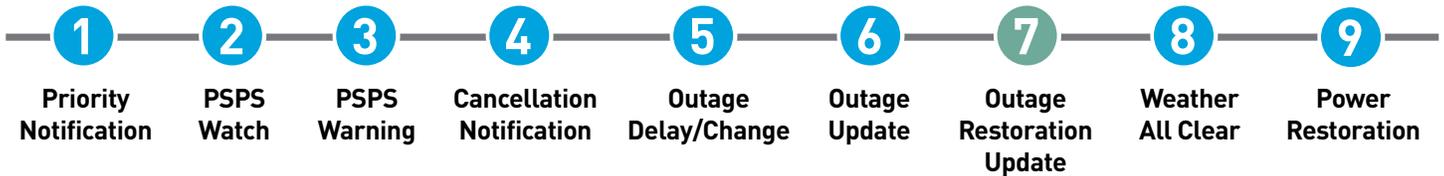
Actual shutoff and restoration times may vary depending on actual weather and equipment conditions. Visit pge.com/pspsportal and pge.com/pspsupdates for more information.

Message sent at [SYSTEM DATE / TIME]

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# City, County, Tribal and CCA



## PHONE/VOICE

This is P G and E calling on [DATE] at [TIME] with a Public Safety Power Shutoff alert. Power remains off in portions of [CUSTOMER NAME] to help prevent a wildfire. Crews will restore power as soon as it is safe to do so. Restoration for your area is estimated on [DATE] by [TIME]. Restoration times may vary depending on weather conditions and equipment damage. We will provide daily updates until your power has been restored. Visit [p g e dot com forward slash p s p s portal](http://pge.com/forward/slash/p/s/p/portal) and [p g e dot com forward slash p s p s updates](http://pge.com/forward/slash/p/s/p/updates) for more information.

## TEXT

PSPS Outage Alert. Power remains off in [CUSTOMER NAME] to help prevent wildfires. Restoration is estimated on [DATE] by [TIME]. Weather can affect these times. More info at [pge.com/pspsportal](http://pge.com/pspsportal) or [pge.com/pspsupdates](http://pge.com/pspsupdates).

## EMAIL

**SUBJECT:** PG&E PSPS Alert: Updated estimated restoration time for [CUSTOMER NAME]

Power remains off in your area to help prevent a wildfire. We apologize for the disruption, and we appreciate your patience. Crews will restore power as soon as it is safe to do so.

In [CUSTOMER NAME], we expect weather to improve by [TIME] on [DATE]. After the severe weather has passed and it is safe to do so, we will inspect equipment before restoring power. The estimated restoration is on [DATE] by [TIME].

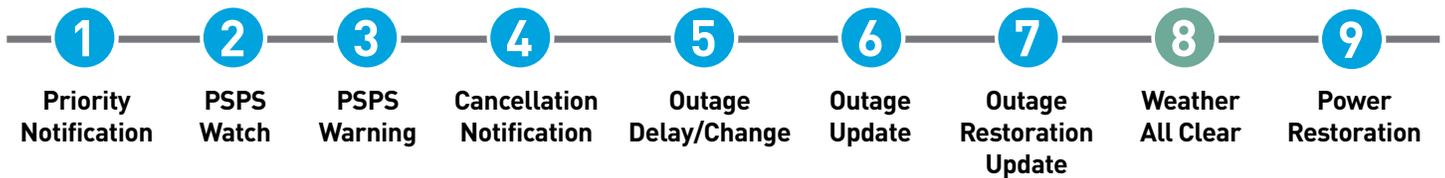
Actual restoration times may vary depending on actual weather and equipment conditions. Visit [pge.com/pspsportal](http://pge.com/pspsportal) or [pge.com/pspsupdates](http://pge.com/pspsupdates) for more information.

Message sent at [SYSTEM DATE / TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# City, County, Tribal and CCA



## PHONE/VOICE

This is P G and E calling on [DATE] at [TIME] with a Public Safety Power Shutoff alert. Weather conditions have improved, and crews are inspecting equipment in [CUSTOMER NAME] to determine how quickly we can safely restore power. Restoration for your area is estimated on [DATE] by [TIME]. Restoration times may vary depending on equipment damage. We will provide daily updates until your power has been restored. Visit at [pge.com/pspsportal](http://pge.com/pspsportal) and [pge.com/pspsupdates](http://pge.com/pspsupdates) for more information.

## TEXT

PG&E PSPS Alert: Weather conditions have improved, crews are inspecting equipment in [CUSTOMER NAME]. Restoration is estimated on [DATE] by [TIME]. Equipment damage can affect these times. More info: [pge.com/pspsportal](http://pge.com/pspsportal) or [pge.com/pspsupdates](http://pge.com/pspsupdates).

## EMAIL

**SUBJECT:** PG&E PSPS Outage Alert: Crews are inspecting equipment in [CUSTOMER NAME]

Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power. We apologize for the disruption, and we appreciate your patience.

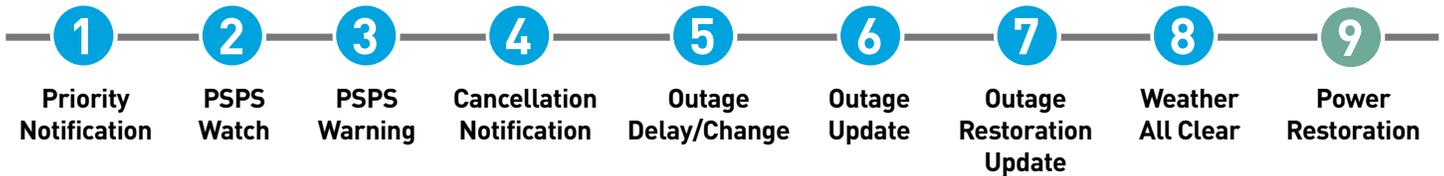
In [CUSTOMER NAME], the estimated restoration is [DATE] by [TIME]. Actual restoration times may vary depending on equipment damage. Visit [pge.com/pspsportal](http://pge.com/pspsportal) or [pge.com/pspsupdates](http://pge.com/pspsupdates) for more information.

Message sent at [SYSTEM DATE / TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# City, County, Tribal and CCA



## PHONE/VOICE

This is P G and E calling on [DATE] at [TIME] with a Public Safety Power Shutoff alert. Crews have successfully restored power to all customers in [CUSTOMER NAME]. If you are still receiving reports of outages, please instruct customers to visit [p g e dot com](http://pge.com) forward slash outages or call 1-800-743-5002. We apologize for the disruption, and we appreciate your patience.

## TEXT

PG&E PSPS Alert. Crews have successfully restored power in [CUSTOMER NAME]. If you are still receiving reports of outages, please instruct customers to visit [pge.com/outages](http://pge.com/outages) or call 1-800-743-5002.

## EMAIL

**SUBJECT:** PG&E PSPS Alert: Power restored in [CUSTOMER NAME]

Crews have successfully restored power to all customers in [CUSTOMER NAME]. We apologize for the disruption, and we appreciate your patience.

While PSPS outages have been fully restored, crews may be working to quickly address damages that are causing other service outages. If you are still receiving reports of outages, please instruct customers to visit [pge.com/outages](http://pge.com/outages) or call 1-800-743-5002. Visit [pge.com/pspsportal](http://pge.com/pspsportal) or [pge.com/pspsupdates](http://pge.com/pspsupdates) for more information.

Message sent at [SYSTEM DATE / TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

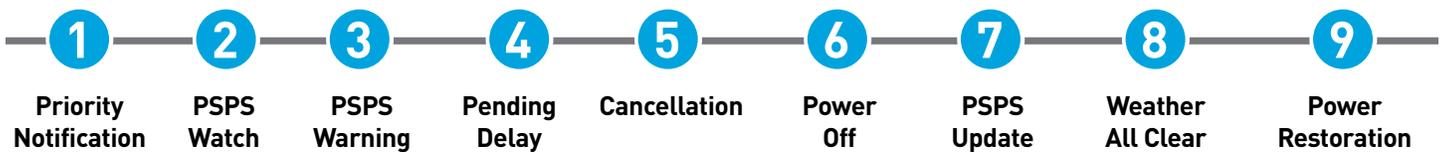
# General Customer, Critical Facility and Medical Baseline Notifications

We will attempt to reach potentially impacted customers through automated calls, texts and emails using all contact information we have on file. We will also post event-specific information on pge.com and social media channels, as well as keep local news, radio outlets and community based organizations informed and updated.

Public Safety Partner Customers that have a facility identified as potentially affected will receive an advance notification with facility information (in addition to the notifications sent to agencies as described in the previous section). This includes police and fire facilities, communication providers, water agencies, emergency hospitals and publicly-owned utilities.

Medical Baseline Program Participants will also receive unique PSPS Watch and PSPS Warning notifications. These messages include customized phone, text and email messages that request confirmation that the notification was received. If previous alerts are not acknowledged, we will make additional attempts to notify the customer. This will continue hourly, or be conducted in person, until we are able to reach them.

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



**KEY:**

-  Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities
-  General Customers
-  Microid Watch Notification (General and Medical Baseline Customers)
-  Medical Baseline Program Participants
-  All Customers

# Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities



## PHONE/VOICE (SINGLE PREM)

This is PG and E calling Public Safety Partners with an important message. We are issuing an advance-notice Outage Watch for a Public Safety Power Shutoff. On [DATE] power MAY be shut off for safety. Due to current weather forecasts, [ADDRESS] is under a Watch for a Public Safety Power Shutoff. Severe weather MAY require us to turn off power to help prevent a wildfire. ESTIMATED SHUTOFF START TIME: [DAY], [DATE], between [TIME] and [TIME]. ESTIMATED RESTORATION TIME: [DAY], [DATE] by [TIME]. Maps showing the areas potentially affected by a shutoff can be found at [URL]. PSPS Portal users can log in at [URL]. These are for public safety partner use only. **PLEASE DO NOT SHARE THESE LINKS.** We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. If this is not the correct phone number for [ADDRESS], call 1-866-743-6589. Thank you.

## PHONE/VOICE (MULTI PREM)

This is P G and E calling Public Safety Partners with an important message. We are issuing an advance-notice Outage Watch for a Public Safety Power Shutoff. On [DATE], power MAY be shut off for safety. Due to current weather forecasts, [NUMBER of SPIDs FOR MULTI PREM] of your meters are currently under a Watch for a Public Safety Power Shutoff. Severe weather MAY require us to turn off power to help prevent a wildfire. If we turn off power, we estimate the shutoff at [ADDRESS] will begin [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return [DAY], [DATE] by [TIME]. We estimate the shutoff at [ADDRESS] will begin [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return [DAY], [DATE] by [TIME]. To get shutoff details for all of your affected meters, visit [URL]. On the website, enter your phone number PLUS 4-digit code. To repeat instructions, press \*. Maps showing the areas potentially affected by a shutoff can be found at [URL]. PSPS Portal users can log in at [URL]. These are for public safety partner use only. **PLEASE DO NOT SHARE THESE LINKS.** We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. If this is not the correct phone number for the addresses provided, call 1-866-743-6589. Thank you.

# Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities



## TEXT (SINGLE PREM)

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

## TEXT (MULTI PREM)

PG&E Advance-Notice PSPS Outage Watch for Public Safety Partners, [DATE]: We MAY turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est. shutoff as early as: [DATE] [TIME]-[TIME]. Est. restoration: [DATE] by [TIME]. Meter list: [pge.bz/12345] Safety partner maps: [URL] or log in at [URL].

## EMAIL (SINGLE PREM)

**SUBJECT:** Advance-Notice PSPS Outage Watch issued for [DATE]

**HEADLINE:** Public Safety Power Shutoff - Advance Notice

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

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

**ESTIMATED SHUTOFF:** [DAY], [DATE] [TIME]-[TIME]

Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power.

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

Restoration time may change depending on weather and equipment damage.

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

# Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities



## EMAIL (SINGLE PREM CONT)

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning notification if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage. If this is not the correct email address for [ADDRESS], please call 1-866-743-6589.

### RESOURCES TO HELP YOU PREPARE:

- Maps showing the areas potentially affected by a shutoff can be found at [URL]. These are for public safety partner use only. **PLEASE DO NOT SHARE THIS LINK.**
- PSPS Portal users can log in at [URL]. These are for public safety partner use only. **PLEASE DO NOT SHARE THIS LINK.**
- To learn more about Public Safety Power Shutoffs, including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed powerline, assume it is energized and extremely dangerous. Report it immediately by calling 911.

Thank you,  
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities



## EMAIL (MULTI PREM)

**SUBJECT:** Advance-Notice PSPS Outage Watch issued for [DATE].

**HEADLINE:** Public Safety Power Shutoff - ADVANCE NOTICE

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. Maps showing the areas potentially affected by a shutoff can be found at [URL]. PSPS Portal users can log in at [URL]. These are for public safety partner use only.

**PLEASE DO NOT SHARE THESE LINKS.**

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

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

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]            METER ID: [METER ID]            SERVICE AGREEMENT: [SERVICE AGREEMENT ID]            ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]            Shutoff times may be delayed if winds arrive later than forecast.            ESTIMATED RESTORATION: [DAY], [DATE] by [TIME]            Restoration time may change depending on weather and equipment damage.</p>
2.	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]            METER ID: [METER ID]            SERVICE AGREEMENT: [SERVICE AGREEMENT ID]            ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]            Shutoff times may be delayed if winds arrive later than forecast.            ESTIMATED RESTORATION: [DAY], [DATE] by [TIME]            Restoration time may change depending on weather and equipment damage.</p>

(Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning notification if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

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

# Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities



## EMAIL (MULTI PREM CONT)

### RESOURCES TO HELP YOU PREPARE:

- Maps showing the areas potentially affected by a shutoff can be found at [URL]. These are for public safety partner use only. **PLEASE DO NOT SHARE THIS LINK.**
- PPS Portal users can log in at [URL]. These are for public safety partner use only. **PLEASE DO NOT SHARE THIS LINK.**
- To learn more about Public Safety Power Shutoffs, including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed powerline, assume it is energized and extremely dangerous. Report it immediately by calling 911.

Thank you,  
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# Medical Baseline Program Participants



## IVR LIVE (SINGLE PREM)

This is PG&E calling with an important message for Medical Baseline customers. We are issuing an Outage Watch for a Public Safety Power Shutoff. To continue in English, press 1. To replay this message at any time, press #. Severe weather MAY require us to turn off power at [ADDRESS] to help prevent a wildfire. IF WE TURN OFF POWER, WE ESTIMATE THE SHUTOFF WILL BEGIN: [DAY, DATE] between [TIME] and [TIME]. WE ESTIMATE POWER WILL BE TURNED BACK ON: [DAY, DATE] by [TIME]. We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. For more information, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. If this is not the correct phone number for [ADDRESS], press 2. Press # to repeat this message. Thank you and please stay safe.

## IVR LIVE (MULTI PREM)

This is P G and E calling Medical Baseline customers with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. To continue in English, press 1. To replay this message at any time, press #. Severe weather MAY require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. If we turn off power, we estimate the shutoff at [PREMISE ADDRESS #1] will begin [DAY, DATE] between [TIME] and [TIME]. We estimate power will return: [DAY, DATE] by [TIME]. We estimate the shutoff at [PREMISE ADDRESS #2] will begin [DAY, DATE] between [TIME] and [TIME]. We estimate power will return: [DAY, DATE] by [TIME]. To get shutoff details for all of your affected meters, visit [[pge.com/myaddresses](https://pge.com/myaddresses)]. On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ]. To repeat instructions, press \*. We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. For more information, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. If this is not the correct phone number for the addresses provided, press 2. Press # to repeat this message. Thank you and please stay safe.

# Medical Baseline Program Participants



## IVR VOICE MESSAGE (SINGLE PREM)

This is P G and E calling with an important message for Medical Baseline customers. We are issuing an Outage Watch for a Public Safety Power Shutoff. On [DATE], power MAY be shut off for safety. Your response is required. To hear this message in another language, call 1-833-208-4167. Severe weather MAY require us to turn off power at [PREMISE ADDRESS] to help prevent a wildfire. IF WE TURN OFF POWER, WE ESTIMATE THE SHUTOFF WILL BEGIN: [DAY, DATE] between [TIME] and [TIME]. WE ESTIMATE POWER WILL BE TURNED BACK ON: [DAY, DATE] by [TIME]. As a Medical Baseline customer, we ask that you call 1-800-687-6302 to confirm you have received this message. Again, please call 1-800-687-6302. We will continue to attempt to reach you and may visit your home if you do not call. For more information, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. If this is not the correct phone number for [ADDRESS], call 1-866-743-6589. Thank you and please stay safe.

## IVR VOICE MESSAGE (MULTI PREM)

This is P G and E calling with an important message for Medical Baseline customers. We are issuing an Outage Watch for a Public Safety Power Shutoff. Your response is required. To hear this message in another language, call 1-833-208-4167. Severe weather MAY require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. If we turn off power, we estimate the shutoff at [ADDRESS #1] will begin [DAY, DATE] between [TIME] and [TIME]. We estimate power will return: [DAY, DATE] by [TIME]. We estimate the shutoff at [PREMISE ADDRESS] will begin [DAY, DATE] between [TIME] and [TIME]. We estimate power will return: [DAY, DATE] by [TIME]. To get shutoff details for all of your affected meters, visit [pge.com/myaddresses](https://pge.com/myaddresses). On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ]. As a Medical Baseline customer, we ask that you call 1-800-687-6302 to confirm you have received this message. Again, please call 1-800-687-6302. We will continue to attempt to reach you and may visit your home if you do not call. For more information, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. If this is not the correct phone number for the addresses provided, call 1-866-743-6589. Thank you and please stay safe.

# Medical Baseline Program Participants



## TEXT (SINGLE PREM)

PG&E PSPS Outage Watch - Medical Baseline customers [DATE]: PG&E may turn off power for safety at [ADDRESS] on [DATE]. Est Shutoff: [TIME]-[TIME]. Est Restoration: [DATE] by [TIME]. Weather can affect shutoff & restoration times. Info&Languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## TEXT (MULTI PREM)

PG&E PSPS Outage Watch – Medical Baseline customers [DATE]: PG&E may turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est shutoff: [DATE] [TIME]-[TIME]. Est restoration: [DATE] by [TIME]. Weather can affect these times. Meter list: [pge.bz/12345] Info&Languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Watch issued for [DATE]

**HEADER LINKS:**

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

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

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

**ESTIMATED SHUTOFF:** [DAY], [DATE] [TIME]-[TIME]

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

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

Restoration time may change depending on weather and equipment damage.

# Medical Baseline Program Participants



## EMAIL (SINGLE PREM) CONT.

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage. If this is not the correct email address for [ADDRESS], please call 1-866-743-6589. For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

### RESOURCES TO HELP YOU PREPARE:

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

Thank you,  
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# Medical Baseline Program Participants



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Watch issued for [DATE]

### HEADER LINKS:

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

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

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

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

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]</p> <p>METER ID: [METER ID]</p> <p>SERVICE AGREEMENT: [SERVICE AGREEMENT ID]</p> <p>ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]</p> <p>Shutoff times may be delayed if winds arrive later than forecast.</p> <p>ESTIMATED RESTORATION: [DAY], [DATE] by [TIME]</p> <p>Restoration time may change depending on weather and equipment damage.</p>
2.	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]</p> <p>METER ID: [METER ID]</p> <p>SERVICE AGREEMENT: [SERVICE AGREEMENT ID]</p> <p>ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]</p> <p>Shutoff times may be delayed if winds arrive later than forecast.</p> <p>ESTIMATED RESTORATION: [DAY], [DATE] by [TIME]</p> <p>Restoration time may change depending on weather and equipment damage.</p>

(Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage. If this is not the correct email address for the addresses provided, please call 1-866-743-6589. For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

# Medical Baseline Program Participants



## EMAIL (MULTI PREM) CONT.

### RESOURCES TO HELP YOU PREPARE:

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

Thank you,  
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# General Customers



## PHONE/VOICE (SINGLE PREM)

This is PG&E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. On [DATE], your power MAY be shut off for safety. To hear this message in another language call 1-833-208-4167. Severe weather MAY require us to turn off power at [ADDRESS] to help prevent a wildfire. IF WE TURN OFF POWER, WE ESTIMATE THE SHUTOFF WILL BEGIN: [DAY] [DATE] between [TIME] and [TIME]. WE ESTIMATE POWER WILL BE TURNED BACK ON: [DAY], [DATE] by [TIME]. We will provide daily updates including an Outage Warning if it becomes necessary to turn off power. For more information, including medical device charging resources, food replacement and other support, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. If this is not the correct phone number for [ADDRESS], call 1-866-743-6589. Thank you and please stay safe.

## PHONE/VOICE (MULTI PREM)

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. To hear this message in another language, call 1-833-208-4167. Severe weather MAY require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. If we turn off power, we estimate the shutoff at [ADDRESS #1] will begin [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return: [DAY] [DATE] by [TIME]. We estimate the shutoff at [ADDRESS #2] will begin [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return: [DAY] [DATE] by [TIME]. To get shutoff details for all of your affected meters, visit [pge.com/myaddresses](https://pge.com/myaddresses). On the website, enter your phone number [XXXXXX] PLUS 4-digit PIN code: [ZZZZ]. We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. For more information, including medical device charging resources, food replacement and other support, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. If this is not the correct phone number for the addresses provided, call 1-866-743-6589. Thank you and please stay safe.

# General Customers



## TEXT (SINGLE PREM)

PG&E PSPS Outage Watch [DATE]: Due to weather PG&E may turn off power for safety at [ADDRESS] on [DATE]. Estimated shutoff: [TIME]-[TIME]. Estimated restoration: [DATE] by [TIME]. Weather can affect shutoff & restoration. Info&Other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## TEXT (MULTI PREM)

PG&E PSPS Outage Watch [DATE]: PG&E may turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est shutoff as early as: [DATE] [TIME]-[TIME]. Est restoration: [DATE] by [TIME]. Weather can affect shutoff & restoration times. Meter list: [pge.bz/12345](http://pge.bz/12345). Info & Other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Watch issued for [DATE]

### HEADER LINKS:

[español](#) [中文](#) [tiếng việt](#) [Tagalog](#) [한국어](#) [русский язык](#) [Hmoob](#) [عربي](#) [ਪੰਜਾਬੀ](#) [فارسی](#) [日本語](#) [ខ្មែរ](#) [ไทย](#) [Português](#) [हिंदी](#)

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

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

**ESTIMATED SHUTOFF:** [DAY], [DATE] [TIME]-[TIME]

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

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

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

Restoration time may change depending on weather and equipment damage.

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

# General Customers



## EMAIL (SINGLE PREM) CONT.

If this is not the correct email address for [ADDRESS], please call 1-866-743-6589. For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

### RESOURCES TO HELP YOU PREPARE:

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

Thank you,  
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# General Customers



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Watch issued for [DATE]

**HEADER LINKS:**

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

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

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

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

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.

(Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

# General Customers



## EMAIL (MULTI PREM) CONT.

If this is not the correct email address for the addresses provided, please call 1-866-743-6589. For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

### RESOURCES TO HELP YOU PREPARE:

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

Thank you,  
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# Microgrid Watch Notification - General and Medical Baseline Customers



## PHONE/VOICE (SINGLE PREM)

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

## PHONE/VOICE (MULTI PREM)

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. On [DATE], power MAY be shut off for safety. To hear this message in another language, call 1-833-208-4167. Severe weather MAY require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. If a shutoff is required, microgrid backup power will be provided to one or more of your meters to shorten outage times. To get outage details for all of your affected meters, visit [\[\[pge.com/myaddresses\]\]](https://pge.com/myaddresses). Then, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZ]. We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. For information about microgrids, power for medical or independent living needs, food replacement and more, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. If this is not the correct phone number for the addresses provided, call 1-866-743-6589. Thank you and please stay safe.

# Microgrid Watch Notification - General and Medical Baseline Customers



## IVR LIVE (SINGLE PREM)

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

## IVR LIVE (MULTI PREM)

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

# Microgrid Watch Notification - General and Medical Baseline Customers



## TEXT (SINGLE PREM)

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

## TEXT (MULTI PREM)

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

## EMAIL (SINGLE PREM)

**SUBJECT:** PPS Outage Watch issued for [DATE]

### HEADER LINKS:

[español](#) [中文](#) [tiếng việt](#) [Tagalog](#) [한국어](#) [русский язык](#) [Hmoob](#) [عربي](#) [ਪੰਜਾਬੀ](#) [فارسی](#) [日本語](#) [ខ្មែរ](#) [ไทย](#) [Português](#) [हिंदी](#)

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PPS Outage Watch

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

### BACKUP POWER WILL BE PROVIDED

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

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

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

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

# Microgrid Watch Notification - General and Medical Baseline Customers



## EMAIL (SINGLE PREM) CONT.

### RESOURCES TO HELP YOU PREPARE:

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

Thank you,  
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# Microgrid Watch Notification - General and Medical Baseline Customers



## EMAIL (MULTI PREM)

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

### HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык Hmoob عربي پنجابی فارسی 日本語 ལྷོ་ ໄທ Português हिंदी

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Watch

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

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

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

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

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]            METER ID: [METER ID]            SERVICE AGREEMENT: [SERVICE AGREEMENT ID]            ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]            Shutoff times may be delayed if winds arrive later than forecast.            ESTIMATED RESTORATION: [DAY], [DATE] by [TIME]            Restoration time may change depending on weather and equipment damage.</p>
2.	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]            METER ID: [METER ID]            SERVICE AGREEMENT: [SERVICE AGREEMENT ID]            ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]            Shutoff times may be delayed if winds arrive later than forecast.            ESTIMATED RESTORATION: [DAY], [DATE] by [TIME]            Restoration time may change depending on weather and equipment damage.</p>

(Repeat for first 50 premises that would be affected)

# Microgrid Watch Notification - General and Medical Baseline Customers



## EMAIL (MULTI PREM) CONT.

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

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

### RESOURCES TO HELP YOU PREPARE:

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

Thank you,  
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# Medical Baseline Program Participants



## IVR LIVE (SINGLE PREM)

This is PG&E calling Medical Baseline customers with an important message. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power for safety between [TIME] and [TIME]. To continue in English, press 1. To replay this message at any time, press #. Severe weather WILL require us to turn off power at [PREMISE] to help prevent a wildfire. WE ESTIMATE THE SHUTOFF WILL BEGIN: [DAY, DATE] between [TIME] and [TIME]. WE ESTIMATE THE POWER WILL RETURN: [DAY], [DATE] by [TIME]. We'll continue to send updates. For more information, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. Press # to repeat this message. Thank you and please stay safe.

## IVR LIVE (MULTI PREM)

This is P G and E calling with an important message for Medical Baseline customers. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power between [TIME] and [TIME]. To continue in English, press 1. To replay this message at any time, press #. Severe weather WILL require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. We estimate the shutoff at [PREMISE ADDRESS #1] will begin [DAY, DATE] between [TIME] and [TIME]. We estimate power will return: [DAY], [DATE] by [TIME]. We estimate the shutoff at [PREMISE ADDRESS #2] will begin [DAY], [DATE] between [TIME] and [TIME]. We estimate power will return: [DAY], [DATE] by [TIME]. To get shutoff details for all of your affected meters, visit [pge.com/myaddresses](https://pge.com/myaddresses). On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ]. To repeat instructions, press \*. We'll continue to send updates. For more information, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. Press # to repeat this message. Thank you and please stay safe.

# Medical Baseline Program Participants



## IVR VOICE MESSAGE (SINGLE PREM)

This is PG&E calling Medical Baseline customers with an important safety message. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power for safety between [TIME] and [TIME]. Your response is required. To hear this message in another language, call 1-833-208-4167. Severe weather WILL require us to turn off power at [PREMISE ADDRESS] to help prevent a wildfire. WE ESTIMATE THE SHUTOFF WILL BEGIN: [DAY] [DATE] between [TIME] and [TIME]. WE ESTIMATE POWER WILL RETURN: [DAY], [DATE] by [TIME]. As a Medical Baseline customer, we ask that you call [X-XXX-XXX-XXXX] to confirm you have received this message. Again, please call 1-800-687-6302. We will continue to attempt to reach you and may visit your home if you do not call. For more information, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. Thank you and please stay safe.

## IVR VOICE MESSAGE (MULTI PREM)

This is PG&E calling Medical Baseline customers with an important safety message. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power for safety between [TIME] and [TIME]. Your response is required. To hear this message in another language, call 1-833-208-4167. Severe weather WILL require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. We estimate the shutoff at [ADDRESS #1] will begin [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return [DAY], [DATE] by [TIME]. We estimate the shutoff at [ADDRESS #2] will begin [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return: [DAY], [DATE] by [TIME]. To get shutoff details for all of your affected meters, visit [pge.com/myaddresses](http://pge.com/myaddresses). On the website, enter your phone number [X-XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ]. As a Medical Baseline customer, we ask that you call 1-800-687-6302 to confirm you have received this message. Again, please call 1-800-687-6302. We will continue to attempt to reach you and may visit your home if you do not call. For more information, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. Thank you and please stay safe.

# Medical Baseline Program Participants



## TEXT (SINGLE PREM)

PG&E PSPS Outage Warning - Medical Baseline Customers [DATE]: We will turn off power for safety at [ADDRESS]. Est shutoff: [DATE] [TIME]-[TIME]. Est restoration: [DATE] by [TIME] depending on weather & damage. More info & other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## TEXT (MULTI PREM)

PG&E PSPS Outage Warning – Medical Baseline Customers [DATE]: We will turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est shutoff as early as: [DATE] [TIME]-[TIME]. Est restoration: [DATE] by [TIME] depending on weather & damage. Meters: [pge.bz/12345]. Info&Languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Warning: Shutoffs start between [TIME]-[TIME] for safety

### HEADER LINKS:

[español](#) [中文](#) [tiếng việt](#) [Tagalog](#) [한국어](#) [русский язык](#) [Hmoob](#) [عربي](#) [ਪੰਜਾਬੀ](#) [فارسی](#) [日本語](#) [မြန်မာ](#) [ไทย](#) [Português](#) [हिंदी](#)

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Warning

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Current weather forecasts, including high winds and dry conditions, will require us to turn off your power to help prevent a wildfire.

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

**ESTIMATED SHUTOFF:** [DAY], [DATE] [TIME]-[TIME]

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

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

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

Restoration time may change depending on weather and equipment damage.

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored.

# Medical Baseline Program Participants



## EMAIL (SINGLE PREM) CONT.

### RESOURCES TO HELP YOU PREPARE:

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

Thank you,  
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# Medical Baseline Program Participants



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Warning: Shutoffs start between [TIME]-[TIME] for safety

**HEADER LINKS:**

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

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PPS Outage Warning

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Current weather forecasts, including high winds and dry conditions will require us to turn off your power to help prevent a wildfire.

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

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

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.

(Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. Weather forecasts change frequently.

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

# Medical Baseline Program Participants



## EMAIL (MULTI PREM) CONT.

### RESOURCES TO HELP YOU PREPARE:

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

Thank you,  
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# General Customer



## PHONE/VOICE (SINGLE PREM)

This is P G and E calling with an important message. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power for safety between [TIME] and [TIME]. To hear this message in another language call 1-833-208-4167. Severe weather WILL require us to turn off power at [PREMISE ADDRESS] to help prevent a wildfire. WE ESTIMATE THE SHUTOFF WILL BEGIN: [DAY] [DATE] between [TIME] and [TIME]. WE ESTIMATE POWER WILL RETURN: [DAY], [DATE] by [TIME]. We'll continue to send updates. For more information, including medical device charging resources, food replacement and other support, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. Thank you and please stay safe.

## PHONE/VOICE (MULTI PREM)

This is P G and E calling with an important message. We are issuing an Outage Warning for a Public Safety Power Shutoff. To hear this message in another language, call 1-833-208-4167. Severe weather WILL require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. We estimate the shutoff at [PREMISE ADDRESS #1] will begin [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return: [DAY] [DATE] by [TIME]. We estimate the shutoff at [PREMISE ADDRESS #2] will begin [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return: [DAY] [DATE] by [TIME]. To get shutoff details for all of your affected meters, visit [pge.com/myaddresses](https://pge.com/myaddresses). On the website, enter your phone number [X-XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ]. We'll continue to send updates. For more information, including medical device charging resources, food replacement and other support, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. Thank you and please stay safe.

# General Customer



## TEXT (SINGLE PREM)

PG&E PPS Outage Warning [DATE]: PG&E will turn off power for safety at [ADDRESS] on [DATE]. Est. shutoff: [TIME]-[TIME] Est. restoration: [DATE] by [TIME] depending on weather & equipment damage. More info & other languages: [pge.com/pspsupdates](https://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## TEXT (MULTI PREM)

PG&E PPS Outage Warning [DATE]: PG&E will turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est. shutoff as early as: [DATE] [TIME]-[TIME]. Est. restoration: [DATE] by [TIME] depending on weather & equipment damage. Meter list: [pge.bz/12345](https://pge.bz/12345) Info & other languages: [pge.com/pspsupdates](https://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## EMAIL (SINGLE PREM)

**SUBJECT:** PPS Outage Warning: Shutoffs start between [TIME]-[TIME] for safety

### HEADER LINKS:

[español](#) [中文](#) [tiếng việt](#) [Tagalog](#) [한국어](#) [русский язык](#) [Hmoob](#) [عربي](#) [ਪੰਜਾਬੀ](#) [فارسی](#) [日本語](#) [မြန်မာ](#) [ไทย](#) [Português](#) [हिंदी](#)

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PPS Outage Warning

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Current weather forecasts, including high winds and dry conditions, will require us to turn off your power to help prevent a wildfire.

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

**ESTIMATED SHUTOFF:** [DAY], [DATE] [TIME]-[TIME]

Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power.

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

Restoration time may change depending on weather and equipment damage. We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

# General Customer



## EMAIL (SINGLE PREM) CONT.

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- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
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Thank you,  
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# General Customer



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Warning: Shutoffs start between [TIME]-[TIME] for safety

**HEADER LINKS:**

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

**HEADLINE:** Public Safety Power Shutoff

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

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

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.

(Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. Weather forecasts change frequently. For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

# General Customer



## EMAIL (MULTI PREM) CONT.

### RESOURCES TO HELP YOU PREPARE:

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

Thank you,  
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# General Customer



## PHONE/VOICE (SINGLE PREM)

This is PG&E calling on [DATE] at [SYSTEM TIME] with an important outage update. Your Public Safety Power Shutoff time at your location has been delayed. However, a shutoff is still possible. To hear this message in another language, call 1-833-208-4167. We are reviewing weather conditions to determine if a Public Safety Power Shutoff is still required at [PREMISE ADDRESS]. Please REMAIN PREPARED for a SHUTOFF. If a shutoff is required, we estimate power will return [DAY], [DATE] by [TIME]. We will continue to send updates. Call 211 for medical device charging resources, food replacement and other support. For more information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. Press # to repeat this message. Thank you and please stay safe.

## PHONE/VOICE (MULTI PREM)

Your Public Safety Power Shutoff time at your location has been delayed. To hear this message in another language, call 1-833-208-4167. We are reviewing weather conditions to determine if a Public Safety Power Shutoff is still required to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Please REMAIN PREPARED for a SHUTOFF. The Public Safety Power Shutoff time has been delayed for the meters at the following addresses: [PREMISE ADDRESS #1], [PREMISE ADDRESS #2], [PREMISE ADDRESS #3]. If a shutoff is still required, we estimate power will return [DAY], [DATE] by [TIME]. To get details of each [NUMBER of SPIDs FOR MULTI PREM] of your affected meters: 1) Visit [pge.com/myaddresses](https://pge.com/myaddresses); 2) Enter this phone number [X-XXX-XXX-XXXX]; and 3) When prompted, enter the following 4-digit PIN [ZZZZ]. We will continue to send updates. Call 211 for medical device charging resources, food replacement and other support. For more information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. Thank you and please stay safe.

## IVR LIVE (SINGLE PREM)

This is PG&E calling with an important outage update. The Public Safety Power Shutoff time at one or more of your meter locations has been delayed. However, a shutoff is still possible. To continue in English, press 1. We are reviewing weather conditions to determine if a Public Safety Power Shutoff is still required at [PREMISE ADDRESS]. Please REMAIN PREPARED for a SHUTOFF. If a shutoff is required, we estimate power will return [DAY], [DATE] by [TIME]. We will continue to send updates. Call 211 for medical device charging resources, food replacement and other support. For more information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. Press # to repeat this message. Thank you and please stay safe.

# General Customer



## IVR LIVE (MULTI PREM)

This is PG&E calling with an important outage update. The Public Safety Power Shutoff time at one or more of your meter locations has been delayed. However, a shutoff is still possible. To continue in English, press 1. We are reviewing weather conditions to determine if a Public Safety Power Shutoff is still required to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Please REMAIN PREPARED for a shutoff. A shutoff is still POSSIBLE. The Public Safety Power Shutoff time has been delayed for the meters at the following addresses: <<PREMISE ADDRESS #1>>, [PREMISE ADDRESS #2], [PREMISE ADDRESS #3]. If a shutoff is required, we estimate power will return [DAY], [DATE] by [TIME]. To get details for each [NUMBER of SPIDs FOR MULTI PREM] of your affected meters: 1) Visit [pge.com/myaddresses](https://pge.com/myaddresses); 2) Enter this phone number X-XXX-XXX-XXXX; and 3) When prompted, enter the following 4-digit PIN [ZZZZ]. We will continue to send updates. Call 211 for medical device charging resources, food replacement and other support. For more information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. Press # to repeat this message. Thank you and please stay safe.

## TEXT (SINGLE PREM)

PG&E PPS Outage Alert: [DATE]. We are reviewing conditions to determine if a shutoff is still required at [ADDRESS] on [ESTIMATED SHUTOFF START DATE]. REMAIN PREPARED until you receive a cancel notification. Call 211 for services/support. PPS outage info [pge.com/pspsupdates](https://pge.com/pspsupdates) 1-800-743-5002.

## TEXT (MULTI PREM)

PG&E PPS Outage Alert: [DATE]. We are reviewing conditions to determine if a shutoff is still required to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Meter list: [[[pge.bz/12345](https://pge.bz/12345)]]. REMAIN PREPARED for a shutoff. Call 211 for services/support. PPS outage info [pge.com/pspsupdates](https://pge.com/pspsupdates) 1-800-743-5002.

# General Customer



## EMAIL (SINGLE PREM)

**SUBJECT:** Your PSPS outage has been delayed. A shutoff is still possible.

**EMAIL PREVIEW TEXT:** We are reviewing weather conditions to determine if a Public Safety Power Shutoff is still required.

### HEADER LINKS:

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

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** Public Safety Power Shutoff still possible

Your Public Safety Power Shutoff (PSPS) outage is delayed. We continue to closely monitor weather conditions. Please REMAIN PREPARED for a SHUTOFF. If weather conditions improve and we do not plan to turn off power for public safety, we will send you a cancel notification.

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

**NEW SHUTOFF TIME:** TBD

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

This is an estimated time. Factors such as weather conditions and equipment damage can delay restoration.

All customers should have a plan for an extended PSPS outage. Weather forecasts and conditions change frequently. We will provide daily updates until the risk has passed or power is restored. Call 211 for medical device charging resources, food replacement and other support such as charging stations. For PSPS outage info, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. For more information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

# General Customer



## EMAIL (SINGLE PREM) CONT.

### RESOURCES TO HELP YOU PREPARE:

- If you rely on power to operate a medical device, assistive technology or for independent living needs, [click here for some helpful resources](#) for some helpful resources. You will find information on continuous power, accessible transportation, hotel accommodations or food replacement options. You can also call 211 to find resources available in your community.
- [View a list of community resource centers](#). These centers provide medical equipment and device charging, Wi-Fi, bottled water and snacks.
- [Find information on generator or portable battery rebates](#), plus generator safety tips.
- [Look up additional addresses that may be affected](#). View a general area map of the potential PSPS outage area.
- [Find PSPS outage tips](#), plus a sample emergency plan.
- [Learn more about PSPS outages](#), including how the decision to shut off the power is made.
- [View the 7-day Public Safety Power Shutoff forecast](#).
- If you see a downed powerline, assume it is energized and extremely dangerous. Report it immediately by calling 911.

Thank you,  
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# General Customer



## EMAIL (MULTI PREM)

**SUBJECT:** Your PSPS outage has been delayed. A shutoff is still possible.

**EMAIL PREVIEW TEXT:** We are reviewing weather conditions to determine if a Public Safety Power Shutoff is still required.

**HEADER LINKS:**

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

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** Public Safety Power Shutoff still possible

Your Public Safety Power Shutoff (PSPS) outage has been delayed. We continue to closely monitor weather conditions. Please REMAIN PREPARED for a SHUTOFF. If weather conditions improve and we do not plan to turn off power for public safety, we will send you a cancel notification.

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

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

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.

[Repeat for first 50 premises that would be affected]

For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

# General Customer



## EMAIL (MULTI PREM) CONT.

### RESOURCES TO HELP YOU PREPARE:

- If you rely on power to operate a medical device, assistive technology or for independent living needs, [click here for some helpful resources](#) for some helpful resources. You will find information on continuous power, accessible transportation, hotel accommodations or food replacement options. You can also call 211 to find resources available in your community.
- [View a list of community resource centers](#). These centers provide medical equipment and device charging, Wi-Fi, bottled water and snacks.
- [Find information on generator or portable battery rebates](#), plus generator safety tips.
- [Look up additional addresses that may be affected](#). View a general area map of the potential PSPS outage area.
- [Find PSPS outage tips](#), plus a sample emergency plan.
- [Learn more about PSPS outages](#), including how the decision to shut off the power is made.
- [View the 7-day Public Safety Power Shutoff forecast](#).
- If you see a downed powerline, assume it is energized and extremely dangerous. Report it immediately by calling 911.

Thank you,  
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# All Customers



## PHONE/VOICE (SINGLE PREM)

This is PG&E calling on [DAY, DATE] at [TIME] with an important message. The Public Safety Power Shutoff at your location is canceled. To hear this message in another language call 1-833-208-4167. Forecasted weather conditions have improved. We are not planning to turn off power for public safety at [ADDRESS] on [DAY] [DATE]. However, weather forecasts can change quickly. We recommend that you are always ready with an outage plan. For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. Press # to repeat this message. Thank you and please stay safe.

## PHONE/VOICE (MULTI PREM)

This is PG&E calling on [DAY, DATE] at [TIME] with an important message. The Public Safety Power Shutoff at your location is canceled. To hear this message in another language call 1-833-208-4167. Forecasted weather conditions have improved. We are not turning off power for public safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. The meters at the following addresses: [ADDRESS #1], [ADDRESS #2], [PREMISE ADDRESS #3] will not be turned off. To get details for your [NUMBER of SPIDs FOR MULTI PREM] canceled meters, visit [pge.com/myaddresses](https://pge.com/myaddresses). On the website, enter your phone number [X-XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZ]. Weather forecasts can change quickly. We recommend that you are always ready with an outage plan. Outages can happen at any time without warning. For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. Thank you and stay safe.

## TEXT (SINGLE PREM)

PG&E PSPS Outage Cancellation: [DATE]. Forecasted weather conditions have improved. We are not turning off power for public safety at [ADDRESS] on [DATE]. However, weather forecasts can change quickly. We recommend that you are always ready with an outage plan. More info, other languages and preparation tips: [pge.com/pspsupdates](https://pge.com/pspsupdates).

## TEXT (MULTI PREM)

PG&E PSPS Outage Cancellation: [SYSTEM DATE]. Forecasted weather conditions have improved. We are not turning off power for public safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. However, weather forecasts can change quickly. We recommend that you are always ready with an outage plan. Meter list: [[pge.bz/12345](https://pge.bz/12345)]. More info, other languages, and preparation tips: [pge.com/pspsupdates](https://pge.com/pspsupdates).

# All Customers



## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: Your power shutoff is canceled

**HEADER LINKS:**

español 中文 tiếng việt Tagalog 한국어 русский язык Hmoob عربي پنجابی فارسی 日本語 ལྷོ་ཁྲིམས་ ໄທ Portuguese हिंदी

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Cancellation

Forecasted weather conditions have improved. We are NOT planning to turn off power for public safety at: [ADDRESS, CITY, STATE, COUNTY] County on [DAY], [DATE]. However, weather forecasts can change quickly. We recommend that you are always ready with an outage plan. Outages can happen at any time without warning. For more information visit [pge.com/pspsupdates](https://www.pge.com/pspsupdates) or call 1-800-743-5002.

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

**RESOURCES TO HELP YOU PREPARE:**

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://www.pge.com/disabilityandaging)
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://www.pge.com/outageprep)
- For generator safety tips, visit [pge.com/generatorsafety](https://www.pge.com/generatorsafety)
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://www.pge.com/psps)
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://www.pge.com/pspsweather)
- If you see a downed powerline, assume it is energized and extremely dangerous, and report it immediately by calling 911. If you see a downed powerline, assume it is energized and extremely dangerous. Report it immediately by calling 911.

Thank you,  
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# All Customers



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: Your power shutoff is canceled

**HEADER LINKS:**

español 中文 tiếng việt Tagalog 한국어 русский язык Hmoob عربي پنجابی فارسی 日本語 ལྷོ་ཁྲིལ་ ໄທ Portuguese हिंदी

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Cancellation

Forecasted weather conditions have improved and we are NOT planning to turn off power for public safety at the locations listed below. However, weather forecasts can change quickly. We recommend that you are always ready with an outage plan. Outages can happen at any time without warning.

**NUMBER OF METERS CANCELED:** [NUMBER of SPID<sub>s</sub> FOR MULTI PREM]

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

[VIEW ALL CANCELED LOCATIONS/DOWNLOAD A LIST OF ALL CANCELED LOCATIONS]

1.	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]            METER ID: [METER ID]            SERVICE AGREEMENT: [SERVICE AGREEMENT ID]            ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]            Shutoff times may be delayed if winds arrive later than forecast.            ESTIMATED RESTORATION: [DAY], [DATE] by [TIME]            Restoration time may change depending on weather and equipment damage.</p>
2.	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]            METER ID: [METER ID]            SERVICE AGREEMENT: [SERVICE AGREEMENT ID]            ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]            Shutoff times may be delayed if winds arrive later than forecast.            ESTIMATED RESTORATION: [DAY], [DATE] by [TIME]            Restoration time may change depending on weather and equipment damage.</p>

(Repeat for first 50 premises that would be affected). For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

# All Customers



## EMAIL (MULTI PREM) CONT.

### RESOURCES TO HELP YOU PREPARE:

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging)
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep)
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety)
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps)
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather)
- If you see a downed powerline, assume it is energized and extremely dangerous, and report it immediately by calling 911. If you see a downed powerline, assume it is energized and extremely dangerous. Report it immediately by calling 911.

Thank you,  
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# General Customer



## PHONE/VOICE (SINGLE PREM)

This is PG and E calling on [DAY, DATE] at [TIME] with a PSPS Outage Alert. To hear this message in another language call 1 833 208 4167. Power is now off at your location at [PREMISE ADDRESS] to help prevent wildfires. Crews will restore power as soon as it is safe to do so. All customers should plan for an extended outage. Status is available 24/7 at [pge.com/outages](https://pge.com/outages) or by calling 1-800-743-5002. For community resources such as charging stations, call 211. If you rely on power to operate life-sustaining medical devices, assistive technology or for independent living needs, additional support may be available. For more information, visit [pge.com/pspsresources](https://pge.com/pspsresources). We apologize for the disruption and appreciate your patience. Goodbye.

## PHONE/VOICE (MULTI PREM)

This is PG and E calling on [DAY, DATE] at [TIME] with a PSPS Outage Alert. To hear this message in another language call 1-833-208-4167. The power is off for [NUMBER OF SPIDS FOR MULTI PREMISE] of your meters to help prevent wildfires. Crews will restore power as soon as it is safe to do so. To view details for each [NUMBER OF SPIDS FOR MULTI PREM] of your affected meters: 1) Visit [pge.com/myaddresses](https://pge.com/myaddresses); 2) Enter this phone number [X-XXX-XXX-XXXX]; and 3) When prompted, enter the following 4-digit PIN [ZZZZ]. All customers should plan for an extended outage. Status is available 24 7 at [pge.com/outages](https://pge.com/outages) or by calling 1 800 743 5002. For community resources such as charging stations, call 211. If you rely on power to operate lifesustaining medical devices, assistive technology or for independent living needs, additional support may be available. For more information, visit [pge.com/pspsresources](https://pge.com/pspsresources). We apologize for the disruption and appreciate your patience. Goodbye.

## IVR LIVE (SINGLE PREM)

This is PG and E calling with a PSPS Outage Alert. To continue in English, press 1. The power is off at your location at [PREMISE ADDRESS] to help prevent wildfires. Crews will restore power as soon as it's safe to do so. All customers should plan for an extended outage. Status is available 24 7 at [pge.com/outages](https://pge.com/outages) or by calling 1-800-743-5002. For community resources such as charging stations, call 211. If you rely on power to operate life-sustaining medical devices, assistive technology, or for independent living needs, additional support may be available. For more information, visit [pge.com/pspsresources](https://pge.com/pspsresources). We apologize for the disruption and appreciate your patience. Press # to repeat this message. Goodbye.

# General Customer



## IVR LIVE (MULTI PREM)

This is P G & E calling with a P S P S Outage Alert. To continue in English, press 1. To replay this message at any time, press #. Power is off for [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent wildfires. Crews will restore power as soon as it's safe to do so. Get ready to write down some information. Here's how to view details for each [NUMBER of SPIDs FOR MULTI PREM] of your affected meters: 1) Visit [pge.com/myaddresses](https://pge.com/myaddresses); 2) Enter this phone number [X-XXX-XXX-XXXX]; and 3) When prompted, enter the following 4-digit PIN [ZZZZ]. To repeat how to get details for each of your affected meters, press \*. All customers should plan for an extended outage. Status is available 24 7 at [pge.com/outages](https://pge.com/outages) or by calling 1 800 743 5002. For community resources such as charging stations, call 211. If you rely on power to operate life sustaining medical devices, assistive technology, or for independent living needs, additional support may be available. For more information, visit [pge.com/pspsresources](https://pge.com/pspsresources). We apologize for the disruption and appreciate your patience. Press # to repeat this message. To repeat how to get details for each of your affected meters, press \*. Goodbye.

## TEXT (SINGLE PREM)

PG&E PPS Outage Alert [DATE]: Power is off at [PREMISE ADDRESS]. Weather & equipment damage can delay restoration. Call 211 for support/services. For outage info, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) 1-800-743-5002.

## TEXT (MULTI PREM)

PG&E PPS Outage Alert [SYSTEM DATE]: Power is off at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent wildfires. Weather & equipment damage can delay restoration. Meter list: [pge.bz/12345](https://pge.bz/12345). Call 211 for support/services. For outage info & other languages, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) 1-800-743-5002.

# General Customer



## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS outage alert: Power is off

**EMAIL PREVIEW TEXT:** Power is off to help prevent wildfires

**HEADER LINKS:**

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

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** Outage update

The power is off at your location to help prevent wildfires. We apologize for the disruption and appreciate your patience. Crews will restore power as soon as it's safe to do so.

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

Please plan for an extended outage. Weather forecasts change frequently. Outage status is available 24/7 at [pge.com/outages](https://pge.com/outages) or by calling 1-800-743-5002. For community resources such as charging stations, call 211. For outage info, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

### RESOURCES TO HELP YOU PREPARE:

- [Resources for medical device users, assistive technology or independent living needs](#). You'll find information on continuous power, accessible transportation, hotel accommodations or food replacement options. You can also dial 211 to find resources available in your community.
- [View a list of community resource centers](#). These centers provide medical equipment and device charging, Wi-Fi, bottled water and snacks.
- [Find information on generator or portable battery rebates](#), plus generator safety tips.
- [Look up additional addresses that may be affected](#). View a general area map of the potential PSPS outage area.
- [Find outage tips](#), plus a sample emergency plan.
- [Learn more about Public Safety Power Shutoffs](#), including how the decision to shut off the power is made.
- [View the 7-day Public Safety Power Shutoff forecast](#).
- If you see a downed powerline, assume it is energized and extremely dangerous. Report it immediately by calling 911.

# General Customer



## EMAIL (SINGLE PREM) CONT.

Thank you,  
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# General Customer



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS outage alert: Power is off

**EMAIL PREVIEW TEXT:** Power is off to help prevent wildfires.

### HEADER LINKS:

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

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** Outage update

To help prevent wildfires, the power's off at one or more of your locations. We apologize for the disruption and appreciate your patience. Crews will restore power as soon as it's safe to do so. Below, find the most current information we have on power restoration for each of your meter locations.

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

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

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] Factors such as weather and equipment damage can delay restoration time.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] Factors such as weather and equipment damage can delay restoration time.

(Repeat for first 50 premises that would be affected).

Please plan for an extended outage. Weather forecasts change frequently. Outage Status is available 24/7 at [pge.com/outages](https://pge.com/outages) or by calling 1-800-743-5002. For more information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

# General Customer



## EMAIL (MULTI PREM) CONT.

### RESOURCES TO HELP YOU PREPARE:

- [Resources for medical device users, assistive technology or independent living needs](#). You'll find information on continuous power, accessible transportation, hotel accommodations or food replacement options. You can also dial 211 to find resources available in your community.
- [View a list of community resource centers](#). These centers provide medical equipment and device charging, Wi-Fi, bottled water and snacks.
- [Find information on generator or portable battery rebates](#), plus generator safety tips.
- [Look up additional addresses that may be affected](#). View a general area map of the potential PSPS outage area.
- [Find outage tips](#), plus a sample emergency plan.
- [Learn more about Public Safety Power Shutoffs](#), including how the decision to shut off the power is made.
- [View the 7-day Public Safety Power Shutoff forecast](#).
- If you see a downed powerline, assume it is energized and extremely dangerous. Report it immediately by calling 911.

Thank you,  
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# All Customers



## PHONE/VOICE (SINGLE PREM)

This is PG&E calling on [DAY, DATE] at [TIME] with a PSPS outage alert. To hear this message in another language call 1-800-xxx-xxxx. Power remains off for [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. Crews will restore power as soon as it is safe to do so. The ESTIMATED RESTORATION TIME: [DAY] [DATE] by [TIME]. This restoration time may change depending on weather conditions and equipment damage. We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. If you rely on power to operate lifesustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging). We apologize for the disruption and we appreciate your patience. To opt out of call notifications to this number for the remainder of this outage, call [X-XXX-XXX-XXXX]. Goodbye.

## PHONE/VOICE (MULTI PREM)

This is PG&E calling on [DAY, DATE] at [TIME] with a PSPS outage alert. To hear this message in another language call 1-800-xxx-xxxx. Power remains off for [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. Crews will restore power as soon as it is safe to do so. The estimated restoration time for [ADDRESS #1] is [DAY], [DATE] by [TIME]. The estimated restoration time for [ADDRESS #2] is [DAY], [DATE] by [TIME]. Restoration times may change depending on weather conditions and equipment damage. To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters, visit [pge.com/myaddresses](https://pge.com/myaddresses) and enter this phone number [X-XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted. We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging). We apologize for the disruption and we appreciate your patience. To opt out of call notifications to this number for the remainder of this outage, call [X-XXX-XXX-XXXX] from this number. Goodbye.

# All Customers



## TEXT (SINGLE PREM)

PG&E PPS Outage Alert [DATE]: Power remains off at [ADDRESS] to help prevent a wildfire. Estimated restoration: [DATE] by [TIME] depending on weather & equipment damage. More info & other languages: [pge.com/pspsupdates](https://pge.com/pspsupdates). Reply STOP to STOP text alerts for this outage.

## TEXT (MULTI PREM)

PG&E PPS Outage Alert [DATE]: Power remains off at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. Estimated restoration: [DATE] by [TIME] depending on weather & equipment damage. Meter list: [pge.bz/12345](https://pge.bz/12345). More info & other languages: [pge.com/pspsupdates](https://pge.com/pspsupdates). Reply STOP to STOP text alerts for this outage.

## EMAIL (SINGLE PREM)

**SUBJECT:** PPS Outage Alert: Estimated restoration time

**HEADER LINKS:**

[español](#) [中文](#) [tiếng việt](#) [Tagalog](#) [한국어](#) [русский язык](#) [Hmoob](#) [عربي](#) [ਪੰਜਾਬੀ](#) [فارسی](#) [日本語](#) [မြန်မာ](#) [ไทย](#) [Português](#) [हिंदी](#)

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PPS Outage update

Power remains off at your location to help prevent a wildfire. We apologize for the disruption and we appreciate your patience. Crews will restore power as soon as it is safe to do so.

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

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

Restoration time may change depending on weather and equipment damage.

We recommend all customers plan for an extended outage. We will provide daily updates until your power has been restored. Weather forecasts change frequently. For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

# All Customers



## EMAIL (SINGLE PREM) CONT.

### ADDITIONAL RESOURCES:

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

Thank you,  
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# All Customers



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: Estimated restoration time

**HEADER LINKS:**

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

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PPS Outage update

Power remains off at the locations below to help prevent a wildfire. We apologize for the disruption and we appreciate your patience. Crews will restore power as soon as it is safe to do so. Get the latest restoration information for each of your locations below.

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

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

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY],[DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY],[DATE] by [TIME] Restoration time may change depending on weather and equipment damage.

(Repeat for first 50 premises that would be affected).

We recommend all customers plan for an extended outage. We will provide daily updates until your power has been restored. Weather forecasts change frequently. For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

# All Customers



## EMAIL (MULTI PREM) CONT.

### ADDITIONAL RESOURCES:

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

Thank you,  
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# All Customers



## PHONE/VOICE (SINGLE PREM)

This is PG&E calling on [DAY, DATE] at [TIME] with a PSPS outage alert. To hear this message in another language call 1-800-xxx-xxxx. Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power at your location [ADDRESS]. ESTIMATED RESTORATION TIME: [DAY] [DATE] by [TIME]. This restoration time may change depending on equipment damage. We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging). We apologize for the disruption and we appreciate your patience. To opt out of call notifications to this number for the remainder of this outage, call [X-XXX-XXX-XXXX] from this number. Goodbye.

## PHONE/VOICE (MULTI PREM)

This is PG&E calling on [DAY, DATE] at [TIME] with a PSPS outage alert. To hear this message in another language call 1-800-xxx-xxxx. Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power to [NUMBER of SPIDs FOR MULTI PREM] of your meters. The estimated restoration time for [ADDRESS #1] is [DAY], [DATE] by [TIME]. The estimated restoration time for [ADDRESS #2] is [DAY], [DATE] by [TIME]. These restoration times may change depending on equipment damage. Please get ready to write down the following information. To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters, visit [pge.com/myaddresses](https://pge.com/myaddresses) and enter this phone number [X-XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted. To repeat how to get details for all of your affected meters, press \*. We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging). We apologize for the disruption and we appreciate your patience. To opt out of call notifications to this number for the remainder of this outage, call [X-XXX-XXX-XXXX] from this number. Goodbye.

# All Customers



## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [DATE]: Weather conditions have improved, and crews are inspecting equipment to safely restore power at [ADDRESS]. Estimated restoration: [Date] by [TIME] depending on equipment damage. More info & other languages: [pge.com/pspsupdates](https://pge.com/pspsupdates) Reply STOP to STOP text alerts for this outage.

## TEXT (MULTI PREM)

PG&E PSPS Outage Alert [DATE]: Weather has improved, and crews are inspecting equipment to safely restore power to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Estimated restoration: [DATE] by [TIME] depending on equipment damage. Meter list: [pge.bz/12345](https://pge.bz/12345). Info & Languages: [pge.com/pspsupdates](https://pge.com/pspsupdates). Reply STOP to STOP text alerts for this outage.

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: Crews are inspecting equipment

**HEADER LINKS:**

[español](#) [中文](#) [tiếng việt](#) [Tagalog](#) [한국어](#) [русский язык](#) [Hmoob](#) [عربي](#) [ਪੰਜਾਬੀ](#) [فارسی](#) [日本語](#) [ខ្មែរ](#) [ไทย](#) [Português](#) [हिंदी](#)

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Equipment Inspections

Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power. We apologize for the disruption and we appreciate your patience.

We expect your service at: [ADDRESS, CITY, STATE, COUNTY] to be fully restored by [DAY], [DATE] by [TIME] depending on if any repairs are needed.

We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

# All Customers



## EMAIL (SINGLE PREM) CONT.

### ADDITIONAL RESOURCES:

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

Thank you,  
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# All Customers



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: Crews are inspecting equipment

**HEADER LINKS:**

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

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Equipment Inspections

Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power. We apologize for the disruption and we appreciate your patience.

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

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

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY],[DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY],[DATE] by [TIME] Restoration time may change depending on weather and equipment damage.

(Repeat for first 50 premises that would be affected).

We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

# All Customers



## EMAIL (MULTI PREM) CONT.

### ADDITIONAL RESOURCES:

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

Thank you,  
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# All Customers



## PHONE/VOICE (SINGLE PREM)

This is PG&E calling on [DAY, DATE] at [TIME] with a PSPS outage alert. To hear this message in another language call [X-XXX-XXX-XXXX]. Crews have successfully restored power at [ADDRESS]. If your power is still out in this location, please visit [pge.com/outages](https://pge.com/outages) or call 1-800-743-5002. We apologize for the disruption and we appreciate your patience. Goodbye.

## PHONE/VOICE (MULTI PREM)

This is PG&E calling on [DAY, DATE] at [TIME] with a PSPS outage alert. To continue in English press 1. Crews have successfully restored power to [NUMBER of SPIDs FOR MULTI PREM] of your meters. The meters at the following addresses: [ADDRESS #1], [ADDRESS #2], [ADDRESS #3] have been restored. Please get ready to write down the following information. To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters, visit [pge.com/myaddresses](https://pge.com/myaddresses) and enter this phone number [X-XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted. If your power is still out at any of these locations, please visit [pge.com/outages](https://pge.com/outages) or call 1-800-743-5002. We apologize for the disruption and we appreciate your patience. Goodbye.

## TEXT (SINGLE PREM)

PG&E PPS Outage Alert [DATE]: Crews have successfully restored power at your location, [PREMISE ADDRESS]. If your power is still out in this location, please visit [pge.com/outages](https://pge.com/outages) or call 1-800-743-5002. For other languages: [pge.com/pspsupdates](https://pge.com/pspsupdates)

## TEXT (MULTI PREM)

PG&E PPS Outage Alert [DATE]: Crews have successfully restored power to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Meter list: [pge.bz/12345]. For other languages: [pge.com/pspsupdates](https://pge.com/pspsupdates)

# All Customers



## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: Power restored

**HEADER LINKS:**

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

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** Power Restored

Crews have successfully restored power at: [ADDRESS, CITY, STATE, COUNTY]. We apologize for the disruption and we appreciate your patience. If your power is still out in this location, please visit [pge.com/outages](http://pge.com/outages) or call 1-800-743-5002.

Thank you,  
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# All Customers



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: Power restored

**HEADER LINKS:**

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

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** Power Restored

Crews have successfully restored power at the following locations:

**NUMBER OF METERS RESTORED:** [NUMBER of SPIDs FOR MULTI PREM]

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

[VIEW ALL RESTORED LOCATIONS/DOWNLOAD A LIST OF ALL RESTORED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY],[DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY],[DATE] by [TIME] Restoration time may change depending on weather and equipment damage.

[Repeat for first 50 premises that would be affected].

We apologize for the disruption and we appreciate your patience. If your power is still out, please visit [pge.com/outages](http://pge.com/outages) or call 1-800-743-5002.

Thank you,  
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# Transmission and Wholesale Customer Notifications

PG&E will make every effort to provide notifications to Transmission-level and Wholesale Customers through:

- Automated/Live Calls
- Text Messages
- Emails

PG&E will continue to support these customers through two PG&E contacts:

- Critical Infrastructure Lead (CIL) automated notification and/or Customer Relationship
- Manager leading up to the de-energization
- Grid Control Center (GCC) operators during de-energization and re-energization

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



# Transmission and Wholesale Customers



## TRANSMISSION PHONE (RECORDING)

Hello, this message is from Pacific Gas and Electric regarding [SERVICE DESCRIPTOR] line serving [INDUSTRY CLASSIFICATION] substation. Gusty winds and dry conditions are forecasted to begin around [TIME], [DATE] with the peak period of fire risk forecasted to last until [TIME] on [DATE]. The estimated restoration is [DATE] by [TIME]. When de-energization is imminent, the Transmission Grid Control Center will notify your transmission operators and be available to answer questions. You can reach the Transmission Grid Control Center at 707-449-6700 for operational questions. For nonoperational questions, reach out to 415-973-4760. We are continuing to monitor conditions and will only turn off power for safety if conditions warrant. We will continue to keep you informed. Press # to repeat this message.

## TRANSMISSION TEXT

PG&E PSPS Outage Alert [DATE]: PG&E may need to turn power off for safety at [INDUSTRY CLASSIFICATION] substation served by [SERVICE DESCRIPTOR] line. When de-energization is imminent, PG&E Transmission Grid Control Center (GCC) will notify your transmission operators and be available to answer questions. You can reach the PG&E's GCC by calling 707-449-6700 for operational questions.

## TRANSMISSION EMAIL

**SUBJECT:** PG&E Transmission PSPS Watch: On [DATE] power shutoffs may be required for safety for [INDUSTRY CLASSIFICATION] substation.

[PG&E Logo] Public Safety Power Shutoff (PSPS)

[Exclamation Logo] PSPS Outage Watch

Due to current weather forecasts, your substation is currently in scope for a Public Safety Power Shutoff (PSPS) Watch. When de-energization is imminent, PG&E's Transmission Grid Control Center (GCC) will notify your transmission operators and be available to answer questions. You can reach the GCC at 707-449-6700 for operational questions. For non-operational questions, reach out to [eoc-cso-cilsupport@pge.com](mailto:eoc-cso-cilsupport@pge.com).

**IMPACTED SUBSTATION:** [INDUSTRY CLASSIFICATION] substation served by [SERVICE DESCRIPTOR] line.

**ESTIMATED SHUTOFF:** Starting between [TIME] on [DATE] and [TIME] on [DATE]. We expect weather to improve beginning at [TIME] on [DATE]. After severe weather has passed, we will inspect equipment before restoring power.

**ESTIMATED RESTORATION:** [DATE] by [TIME]. Actual shutoff and restoration times may be delayed depending on weather and equipment conditions.

# Transmission and Wholesale Customers



## TRANSMISSION EMAIL CONT.

We recommend all potentially affected facilities plan for an extended outage.

### PSPS RESOURCES:

- To learn more about PSPS, including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day PSPS forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).

Thank you,  
PG&E Critical Infrastructure Lead

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# Transmission and Wholesale Customers



## WHOLESALE VOICE

This is Pacific Gas & Electric calling regarding grid conditions expected to commence around [TIME] on [DATE] due to Public Safety Power Shutoff events. We do NOT expect your facility to lose power during the current event, but we do anticipate a fault duty drop that should be evaluated for your protective equipment to continue to operate as designed. These events will cause significant power flow deviations that may have a significant impact on the fault duty at [INDUSTRY CLASSIFICATION] substation. Please have your facility's Protection Engineer or 3rd party protection contractor contact PG&E System Protection Engineering at 925-328-5090 as soon as possible. PG&E's Protection Engineering will give your protection specialist the anticipated fault duty needed for protection settings during this event. Thank you. P G and E Critical Infrastructure Lead.

## WHOLESALE TEXT

PG&E PSPS Outage Alert [DATE]: We do NOT expect [INDUSTRY CLASSIFICATION] substation to lose power, but we do anticipate a fault duty drop. Please have your facility's Protection Engineer contact PG&E System Protection Engineering at 925-328-5090 as soon as possible.

## WHOLESALE EMAIL

**SUBJECT:** PG&E Transmission PSPS Alert: Fault Duty impact for [CIRCUIT] substation on [DATE].

[PG&E Logo] Public Safety Power Shutoff (PSPS)

[Exclamation Logo] PSPS Outage Watch

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

We do NOT expect your facility to lose power during the current PSPS event, but we do anticipate a fault duty drop that should be evaluated for your protective equipment to continue to operate as designed. These events will cause significant power flow deviations that may have a significant impact on the fault duty at your point of interconnection.

**IMPACTED SUBSTATION:** [CIRCUIT] substation served by [SERVICE DESCRIPTOR] line.

**CONTACT PG&E SYSTEM PROTECTION:** Please have your facility's Protection Engineer or 3rd party protection contractor contact PG&E System Protection Engineering at 925-328-5090 as soon as possible to obtain the anticipated fault duty needed for protection settings during this event.

We recommend all potentially affected facilities plan for an extended period.

### PSPS RESOURCES:

- To learn more about PSPS, including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day PSPS forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).

# Transmission and Wholesale Customers



## WHOLESALE EMAIL (CONT.)

Thank you,  
PG&E Critical Infrastructure Lead

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

## TRANSMISSION EMAIL

**SUBJECT:** PG&E Transmission PSPS Alert: Fault Duty impact for [CIRCUIT] substation on [DATE].

[PG&E Logo] Public Safety Power Shutoff (PSPS)

[Exclamation Logo] PSPS Outage Watch

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

We do NOT expect your facility to lose power during the current PSPS event, but we do anticipate a fault duty drop that should be evaluated for your protective equipment to continue to operate as designed. These events will cause significant power flow deviations that may have a significant impact on the fault duty at your point of interconnection.

**IMPACTED SUBSTATION:** [CIRCUIT] substation served by [SERVICE DESCRIPTOR] line.

**CONTACT PG&E SYSTEM PROTECTION:** Please have your facility's Protection Engineer or 3rd party protection contractor contact PG&E System Protection Engineering at 925-328-5090 as soon as possible to obtain the anticipated fault duty needed for protection settings during this event.

We recommend all potentially affected facilities plan for an extended period.

### PSPS RESOURCES:

- To learn more about PSPS, including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day PSPS forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).

Thank you,  
PG&E Critical Infrastructure Lead

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# Transmission and Wholesale Customers



## TRANSMISSION VOICE

This is P G and E calling with a Public Safety Power Shutoff Outage Warning. To replay this message at any time, press#. Current weather forecasts, including high winds and dry conditions, will require us to turn off the power to your facility to help prevent a wildfire. We will turn off power for safety at [PREMISE ADDRESS] between [TIME] on [DATE] and [TIME] on [DATE]. We estimate power will be restored: [DATE], by [TIME]. We recommend your facility plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored.

## TRANSMISSION TEXT

PG&E PSPS Outage Warning [DATE]: Current weather forecasts require us to turn off the power at [PREMISE ADDRESS] to help prevent a wildfire. When de-energization is imminent, the Transmission Grid Control Center will notify your operators and be available to answer questions.

## COL TEXT

PG&E PSPS Outage Warning [DATE]: Current weather forecasts, including high winds and dry conditions, will require us to turn off the power at [PREMISE ADDRESS] to help prevent a wildfire. As a reminder, once we have given the weather All Clear, you can begin the process to assess your electric equipment to ensure it is safe to re-energize.

# Transmission and Wholesale Customers



## TRANSMISSION EMAIL

**SUBJECT:** PG&E Transmission PSPS Alert: Warning Notification

[PG&E Logo] Public Safety Power Shutoff (PSPS)

[Exclamation Logo] PSPS Outage Warning

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

Current weather forecasts, including high winds and dry conditions, will require us to turn off the power to your facility to help prevent a wildfire. We will turn off power for safety at [PREMISE ADDRESS] between [TIME] on [DATE] and [TIME] on [DATE]. We estimate power will be restored: [DATE] by [TIME].

We recommend your facility plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored.

Thank you,

PG&E Critical Infrastructure Lead

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# Transmission and Wholesale Customers



## TRANSMISSION VOICE

This is Pacific Gas & Electric calling to let you know that forecasted weather conditions have improved and [INDUSTRY\_CLASSIFICATION] substation is not expected to be de-energized on [TIME] on [DATE]. Thank you. P G and E Critical Infrastructure Lead.

## TRANSMISSION TEXT

PG&E PSPS Outage Alert [DATE]: Power shutoff for [INDUSTRY\_CLASSIFICATION] substation is canceled. Forecasted weather conditions have improved and we are NOT planning to turn off power for public safety for [INDUSTRY\_CLASSIFICATION] substation.

## TRANSMISSION EMAIL

**SUBJECT:** PG&E Transmission PSPS Alert: Power shutoff for [INDUSTRY\_CLASSIFICATION] substation is canceled.

[PG&E Logo] Public Safety Power Shutoff (PSPS)

[Exclamation Logo] PSPS Outage Cancellation

Forecasted weather conditions have improved and we are NOT planning to turn off power for public safety for [INDUSTRY\_CLASSIFICATION] substation on [DATE] at [TIME].

Thank you,

PG&E Critical Infrastructure Lead

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# Transmission and Wholesale Customers



## TRANSMISSION VOICE

This is P G and E calling with a P S P S outage alert. Weather conditions have improved, and crews are inspecting P G and E powerlines and equipment to determine when we can safely restore power to [PREMISE ADDRESS]. We estimate power will be restored: [DATE] by [TIME] Restoration time may change depending on equipment damage.

## TRANSMISSION TEXT

PG&E PSPS Outage Alert [DATE]: Weather conditions have improved. Crews are inspecting PG&E powerlines and equipment to determine when we can safely restore power to [PREMISE ADDRESS]. When PG&E is ready to restore power to your facility, Transmission Grid Control Center will contact your operators to confirm if your equipment is safe to restore.

## COL TEXT

PG&E PSPS Outage Alert [DATE]: Weather conditions have improved. Crews are inspecting PG&E powerlines and equipment to determine when we can safely restore power to [PREMISE ADDRESS]. Acknowledge your electric equipment is safe to re-energize, or more time is needed to assess and make repairs by clicking on the chat URL: [https://url.ly/Wn2Xdz+]

# Transmission and Wholesale Customers



## TRANSMISSION EMAIL

**FROM:** [eoc-cso-cil-support@pge.com](mailto:eoc-cso-cil-support@pge.com) (subject to change)

**SUBJECT:** PG&E PSPS Alert: ALL CLEAR [ADDRESS, CITY, COUNTY] County

[PG&E Logo] Public Safety Power Shutoff (PSPS)

[Exclamation Logo] PSPS All Clear

Weather conditions have improved, and crews are inspecting PG&E powerlines and equipment to determine when we can safely restore power to [PREMISE ADDRESS]. We estimate power will be restored: [DATE] by [TIME]. Restoration time may change depending on equipment damage.

Thank you,  
PG&E Critical Infrastructure Lead

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# Transmission and Wholesale Customers



## TRANSMISSION VOICE

This is P G and E calling on [DAY, DATE] at [TIME] with a P S P S outage alert. Crews have successfully restored power at [ADDRESS]. We apologize for the disruption, and we appreciate your patience.

## TRANSMISSION TEXT

PG&E PSPS Outage Alert [SYSTEM DATE]: Crews have successfully restored power at your location, [PREMISE ADDRESS]. If your power is still out in this location, please contact the Grid Control Center at 707-449-6700.

## COL TEXT

PG&E PSPS Outage Alert [DATE]: Crews have successfully restored power at your location, [PREMISE ADDRESS]. If your power is still out in this location, please contact PG&E's Critical Infrastructure Lead at 415-973-4760.

## TRANSMISSION EMAIL

**SUBJECT:** PG&E PSPS Alert: RESTORED [ADDRESS, CITY, COUNTY] County  
[PG&E Logo] Public Safety Power Shutoff (PSPS)  
[Exclamation Logo] Power Restored

Crews have successfully restored power at: [ADDRESS, CITY, STATE, COUNTY]. We apologize for the disruption, and we appreciate your patience.

Thank you,  
PG&E Critical Infrastructure Lead

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# Agency Resources/Tools

## Newsletters, Websites, Nixle, Social Media, Common Alerting Protocol (CAP), In-Language Notifications

Included on the following pages are sample notifications that external parties can use to help communities prepare for, and stay informed during, PSPS events. These include:

- Newsletters and/or Websites Content
- Nixle
- Sample Social Media Posts
- PG&E Media and Social Media Overview
- Common Alerting Protocol (CAP) Message Templates
- In-Language Notifications

# Newsletter, Website, Nixle

## NEWSLETTERS & WEBSITES

If severe weather threatens a portion of the electric system serving your community, it may be necessary for PG&E to turn off electricity in the interest of public safety. This is called a Public Safety Power Shutoff (PSPS). PG&E is asking all of its electric customers to be prepared for these possible public safety power outages. For planning purposes, PG&E suggests customers prepare for multiple-day outages.

We share what we know about the weather and our equipment as soon as we can. While weather conditions can be uncertain, we aim to send you notifications via calls, texts and emails two days ahead, one day ahead, just before shutting off power, once power is turned off and daily until power is restored. Make sure PG&E has your current contact information by visiting [pge.com/mywildfirealerts](https://pge.com/mywildfirealerts) or calling 1-866-743-6589. You can also find tips for evaluating your home and preparing an emergency plan to be ready for the threat of wildfire and possible power outages at [pge.com/wildfiresafety](https://pge.com/wildfiresafety).

## NIXLE

PG&E Safety Notification: Forecasted weather conditions could cause power outages in your area. Prepare a plan. More info: [pge.com](https://pge.com) or 1-800-743-5002.

# Newsletter, Website, Nixle

## FACEBOOK & INSTAGRAM

Are you prepared for power outages? PG&E may need to turn off electricity in the interest of public safety. This is called a Public Safety Power Shutoff. [@pacificgasandelectric](#) wants all of its electric customers to be prepared for these possible public safety power outages. For planning purposes, PG&E suggests customers prepare for multiple-day outages.

[@pacificgasandelectric](#) goal, dependent on weather, is to send customer notifications 48 hours in advance, 24 hours in advance and just prior to shutting off power. They will do so through automated calls, texts and emails. Make sure PG&E has your current contact information by visiting [pge.com/mywildfirealerts](https://pge.com/mywildfirealerts) or calling 1-866-743-6589. You can also find tips for evaluating your home and preparing an emergency plan to be ready for the growing threat of wildfire and possible power outages at [pge.com/wildfiresafety](https://pge.com/wildfiresafety).

## TWITTER

[@PGE4Me](#) may turn off electricity for safety if severe weather threatens a portion of the electric system. This is called a Public Safety Power Shutoff. Visit [pge.com/wildfiresafety](https://pge.com/wildfiresafety) for more info. #PSPS

[@PGE4Me](#) is asking customers to prepare for a possible Public Safety Power Shutoff due to severe weather conditions. Visit [pge.com/wildfiresafety](https://pge.com/wildfiresafety) to learn more. #PSPS

[@PGE4Me](#) invites every electric customer to review preparedness tips at [pge.com/wildfiresafety](https://pge.com/wildfiresafety) & learn more about its Public Safety Power Shutoff program. Even customers outside of a high fire-threat area could be impacted. #PSPS

[@PGE4Me](#) is will provide notice to customers in advance of a Public Safety Power Shutoff. To ensure you receive the notifications, visit [mywildfirealerts](https://pge.com/mywildfirealerts) to update your contact information with PG&E. #PSPS

**Before, during and after a PSPS event, PG&E posts information on Facebook, Instagram, Twitter and Nextdoor. Cities, counties and agencies are encouraged to repost information as it becomes available.**

# Newsletter, Website, Nixle

## NEXTDOOR

**IMPORTANT SAFETY Notification:** Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Portions of your community are estimated to be shut off beginning [DATE] between [TIME] and [TIME] on [DATE]. Estimated restoration for your area is on [DATE] by [TIME]. Actual shutoff and restoration times may be delayed depending on weather and equipment conditions. If these conditions persist, PG&E may need to turn off power in your neighborhood. If we do need to turn off power for safety, we will work to restore power as soon as it is safe to do so.

If you see a downed powerline, assume it is energized and extremely dangerous. Do not touch or try to move it — and keep children and animals away. Report downed powerlines immediately by calling 911.

Please have your emergency plan ready. For more information, visit [pge.com](https://www.pge.com) or call 1-800-PGE-5002.

**Before, during and after a PSPS event, PG&E posts information on Facebook, Instagram, Twitter and Nextdoor. Cities, counties and agencies are encouraged to repost information as it becomes available.**

# PG&E Media and Social Media Overview

## MEDIA ENGAGEMENT

During a PSPS event, PG&E distributes daily news releases about weather conditions, Customer Resource Center (CRC) hours, infrastructure damages and restoration times. PG&E also engages multicultural media to inform the public in multiple languages. During a large PSPS event, we also hold press conferences to help inform the public.

## SOCIAL MEDIA ENGAGEMENT

Before, during and after a PSPS event, PG&E posts updates on Facebook, Nextdoor and Twitter. Upon request, we can also provide the content of our customer notifications to share via city or county websites, Nixle and Reverse 911.

## SAMPLE POSTS

**Public Safety Power Shutoff**  
**ADVISORY**

We are providing emergency information this year in 16 languages.  
Aviso | 警告 | khuyến cáo | Раунawa | Уведомление | 주의보 | ការជូនដំណឹង | 勧告  
Tawm tswv yim | सलाह | تحذير | اعلامیه | परामर्श | ព័ត៌មានសុវត្ថិភាព

Find out the latest at our PSPS information hub: [pge.com/pmps](https://pge.com/pmps)

**Public Safety Power Shutoff Criteria**

We may need to turn off power during severe weather.

**PSPS CRITERIA**

- ✓ Low humidity levels
- ✓ Forecasted high winds
- ✓ Red Flag Warning
- ✓ Conditions of dry material on the ground
- ✓ On-the-ground, real-time observations

Find out the latest at our PSPS information hub: [pge.com/pmps](https://pge.com/pmps)

**Search the Address Lookup Tool**  
**To Find Out if You'll Be Impacted**

Search at [pge.com/addresslookup](https://pge.com/addresslookup) to see if a Public Safety Power Shutoff is being planned in your area.

Find out the latest at our PSPS information hub: [pge.com/pmps](https://pge.com/pmps)

**Public Safety Power Shutoff**  
**Restoration Process**

- ALL CLEAR**  
PG&E meteorologists issue the weather "all clear"
- PATROL**  
Crews inspect for weather-related damage to lines, poles and towers
- REPAIR**  
Crews repair equipment in areas where damage is found
- RESTORE**  
PG&E restores power when equipment is safe to energize

Find out the latest at our PSPS information hub: [pge.com/pmps](https://pge.com/pmps)

# Common Alerting Protocol (CAP) Messaging Templates



## EMERGENCY NOTIFICATION SYSTEM (EAS)

A CIVIL AUTHORITY HAS ISSUED A [TEXT FROM EVENT CODE] FOR THE FOLLOWING COUNTIES/ AREAS: [TEXT FROM COUNTY CODE(S)] AT [DATE/TIME] ON [DATE/TIME] EFFECTIVE UNTIL [DATE/ TIME]. Message from [TEXT OF SENDER NAME]. Due to current weather forecasts, PG&E may determine it is necessary to turn off your electricity to prevent wildfires. Estimated shutoff time [TIME RANGE ON DATE]. Estimated restoration [DATE BY TIME]. Changes in weather can affect shutoff and restoration times, preparedness information available at [pge.com/psps](https://pge.com/psps).

## WIRELESS EMERGENCY NOTIFICATION (WEA)

PG&E may turn off your power to prevent wildfires. Est. shutoff time [TIME/DATE].

## NOVA WEATHER RADIO (NWR)

THE FOLLOWING MESSAGE IS TRANSMITTED AT THE REQUEST OF THE [TEXT FROM SENDER NAME]. PG&E has issued a Public Safety Power Shutoff Watch. Due to current forecasts, PG&E may turn off your electricity to prevent wildfires. Est. shutoff time [DATE/TIME]. Est. restoration [DATE/TIME]. Changes in weather can affect shutoff and restoration times, preparedness information available at [pge.com/psps](https://pge.com/psps).

# Common Alerting Protocol (CAP) Messaging Templates



## EMERGENCY NOTIFICATION SYSTEM (EAS)

A CIVIL AUTHORITY HAS ISSUED A [TEXT FROM EVENT CODE] FOR THE FOLLOWING COUNTIES/ AREAS: [TEXT FROM COUNTY CODE(S)] AT [DATE/TIME] EFFECTIVE UNTIL [DATE/TIME]. Message from [TEXT OF SENDER NAME]. Due to current weather forecasts, PG&E has upgraded the Public Safety Power Shutoff to a Warning and will turn off power to prevent wildfire. Estimated shutoff time [TIME RANGE ON DATE]. Estimated restoration [DATE/TIME]. Changes in weather can affect shutoff and restoration times, preparedness and event info available at [pge.com/pspsupdates](https://pge.com/pspsupdates).

## WIRELESS EMERGENCY NOTIFICATION (WEA)

PG&E may turn off your power to prevent wildfires. Est. shutoff time [TIME/DATE].

## NOVA WEATHER RADIO (NWR)

THE FOLLOWING MESSAGE IS TRANSMITTED AT THE REQUEST OF THE [TEXT FROM SENDER NAME]. Due to current forecasts, PG&E has upgraded the Public Safety Power Shutoff to a Warning and will soon turn off power to prevent wildfire. Est. shutoff [TIME] on [DATE]. Est. restoration [DATE/TIME]. Changes in weather can affect shutoff and restoration times, preparedness and event info available at [pge.com/pspsupdates](https://pge.com/pspsupdates).

# Common Alerting Protocol (CAP) Messaging Templates



## EMERGENCY NOTIFICATION SYSTEM (EAS)

A CIVIL AUTHORITY HAS ISSUED A [TEXT FROM EVENT CODE] FOR THE FOLLOWING COUNTIES/ AREAS: [TEXT FROM COUNTY CODE(S)] AT [DATE/TIME] EFFECTIVE UNTIL [DATE/TIME]. Message from [TEXT OF SENDER NAME]. Forecasted weather conditions have improved and PG&E will not be turning off power to prevent wildfires. For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates).

## WIRELESS EMERGENCY NOTIFICATION (WEA)

Forecasted weather conditions have improved, power will not be turned off in [TEXT FROM COUNTY CODE(S)].

## NOVA WEATHER RADIO (NWR)

THE FOLLOWING MESSAGE IS TRANSMITTED AT THE REQUEST OF THE [TEXT FROM SENDER NAME]. Forecasted weather conditions have improved and PG&E will not be turning off power to prevent wildfires in [TEXT FROM COUNTY CODE(S)]. For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates).

# Common Alerting Protocol (CAP) Messaging Templates



## EMERGENCY NOTIFICATION SYSTEM (EAS)

A CIVIL AUTHORITY HAS ISSUED A [TEXT FROM EVENT CODE] FOR THE FOLLOWING COUNTIES/ AREAS: [TEXT FROM COUNTY CODE(S)] AT [DATE/TIME] EFFECTIVE UNTIL [DATE/TIME]. Message from [TEXT OF SENDER NAME]. Due to current weather forecasts, power remains off in your area to help prevent wildfires. Estimated restoration [DATE/TIME]. Changes in weather can affect restoration times, more information available at [pge.com/pspsupdates](https://pge.com/pspsupdates).

## WIRELESS EMERGENCY NOTIFICATION (WEA)

Power remains off in your area for safety. Est. restoration time [DATE/TIME].

## NOVA WEATHER RADIO (NWR)

THE FOLLOWING MESSAGE IS TRANSMITTED AT THE REQUEST OF THE [TEXT FROM SENDER NAME]. Power remains off in [TEXT FROM COUNTY CODE(S)] to help prevent a wildfire. Est. restoration [DATE/TIME]. Changes in weather can affect restoration times, more information available at [pge.com/pspsupdates](https://pge.com/pspsupdates).

# Common Alerting Protocol (CAP) Messaging Templates



## EMERGENCY NOTIFICATION SYSTEM (EAS)

A CIVIL AUTHORITY HAS ISSUED A [TEXT FROM EVENT CODE] FOR THE FOLLOWING COUNTIES/ AREAS: [TEXT FROM COUNTY CODE(S)] AT [DATE/TIME] ON [DATE/TIME] EFFECTIVE UNTIL [DATE/TIME]. Message from [TEXT OF SENDER NAME]. Weather conditions have improved and crews are inspecting equipment to determine how quickly power can be safely restored. Estimated restoration [DATE/TIME]. Changes in weather can affect restoration times, more information available at [pge.com/pspsupdates](http://pge.com/pspsupdates).

## WIRELESS EMERGENCY NOTIFICATION (WEA)

Weather conditions have improved in your area. Est. restoration [DATE/TIME].

## NOVA WEATHER RADIO (NWR)

THE FOLLOWING MESSAGE IS TRANSMITTED AT THE REQUEST OF THE [TEXT FROM SENDER NAME]. Weather conditions have improved and crews are inspecting equipment to determine how quickly we can safely restore power. Est. restoration [DATE/TIME]. Changes in weather can affect shutoff and restoration times, more information available at [pge.com/pspsupdates](http://pge.com/pspsupdates).

# Common Alerting Protocol (CAP) Messaging Templates



## EMERGENCY NOTIFICATION SYSTEM (EAS)

A CIVIL AUTHORITY HAS ISSUED A [TEXT FROM EVENT CODE] FOR THE FOLLOWING COUNTIES AREAS: [TEXT FROM COUNTY CODE(S)]. Message from [TEXT OF SENDER NAME]. PG&E crews have successfully restored power to all customers in your area. If your power is still out please visit [pge.com/outages](https://pge.com/outages) or call 1-800-743-5002.

## WIRELESS EMERGENCY NOTIFICATION (WEA)

PG&E has successfully restored in your area. Thank you for your patience.

## NOVA WEATHER RADIO (NWR)

THE FOLLOWING MESSAGE IS TRANSMITTED AT THE REQUEST OF THE [TEXT FROM SENDER NAME]. Power has successfully been restored to all customers in [TEXT FROM COUNTY CODE(S)]. If your power is still out please visit [pge.com/outages](https://pge.com/outages) or call 1-800-743-5002.

# In-Language Notifications

## OVERVIEW

Information on PSPS outages will be offered in 16 non-English languages, including: Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong, Thai, Hindi and Portuguese. You can choose to receive alerts in one of these languages at [pge.com/myalerts](https://pge.com/myalerts).

You can also call 1-866-743-6589 for translated support in more than 240 languages. We also pre-record general notification messaging in American Sign Language to serve those who are deaf and hard of hearing.

There will be some variation in the overall customer experience of in-language notifications on two factors: (1) the specific languages for the automated phone call notifications and (2) if a language preference has been set by the customer.

	Language Preference Set by Customer		Language Preference Not Set by Customer	
	Language	Language	Language	Language
	<ul style="list-style-type: none"> <li>Spanish</li> <li>Chinese</li> <li>Vietnamese</li> <li>Tagalog</li> <li>Russian</li> <li>Korean</li> </ul>	<ul style="list-style-type: none"> <li>Arabic</li> <li>Punjabi</li> <li>Farsi</li> <li>Japanese</li> <li>Khmer</li> <li>Hmong</li> </ul>	<ul style="list-style-type: none"> <li>Spanish</li> <li>Chinese</li> <li>Vietnamese</li> <li>Tagalog</li> <li>Russian</li> <li>Korean</li> </ul>	<ul style="list-style-type: none"> <li>Arabic</li> <li>Punjabi</li> <li>Farsi</li> <li>Japanese</li> <li>Khmer</li> <li>Hmong</li> </ul>
<b>Automated Calls</b>	Receives in-language message that mirrors the English notification	See next section	Initial message provided in English. To continue in English customer must press 1 or will be provided prompts for other languages to listen <b>to in-language personalized notification (same as English version)</b>	Initial message provided in English. To continue in English customer must press 1 or will be provided prompts for other languages. Once language is selected, <b>general outage message will play with option to speak to agent or use in-language web content</b>
<b>SMS Texts</b>	Receives in-language message that mirrors the English notification	See next section	<b>Text message includes link to PG&amp;E's PSPS website where users can select their language</b> for translated PSPS event information	<b>Text message includes link to PG&amp;E's PSPS website where users can select their language</b> for translated PSPS event information
<b>Emails</b>	Receives in-language message that mirrors the English notification	See next section	<b>Email message includes language icon in header of email for customers to select, which directs customers to</b> translated PSPS event information on PG&E's website	<b>Email message includes language icon in header of email for customers to select, which directs customers to</b> translated PSPS event information on PG&E's website

# In-Language Notifications Continued

## WEBSITE

At [pge.com/pmps](https://pge.com/pmps), materials are translated in 16 languages, including English, Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong, Thai, Hindi and Portuguese.

## CALL CENTER

PG&E's call center providers translation services in 240+ languages, including 10 indigenous languages.

## INDIGENOUS LANGUAGE SUPPORT

PG&E is engaging with Community-Based Organizations (CBOs) and multi-cultural media organizations to provide translated communications in a variety of languages spoken by Indigenous communities that occupy significant roles in California's agricultural economy (e.g., Mixteco, Zapoteco). This includes outreach and preparedness messaging and/or PSPS event updates, such as providing Facebook Live updates, messages on radio stations serving indigenous communities, and/or community events/meetings.