

PG&E CEO Storm Response Update

Hi.

I'm Sumeet Singh, and I have the humbling Privilege to serve as the CEO of Pacific Gas and Electric Company.

I'm at our Emergency Operations Center in Vacaville, where we've planned and coordinated our response to this week's historic storms.

The wind gusts that ripped through our service areas were the strongest we've ever seen on a Christmas Eve and Christmas Day on record.

We forecasted the impacts to our system, pre-staged nearly 5,500 field workers, personnel, materials and equipment, ahead of the storm which came in multiple waves. And our teams made repairs safely within minutes of the first storm that started on Tuesday evening, December 23rd.

Let me share a few facts with you. In total this week, we restored nearly 750,000 customers who were affected by these severe storms.

87% of the restoration was completed within 12 hours of an outage, and nearly 95% of the restoration was completed within 24 hours into the outage.

As of Friday afternoon, 95% of all affected customers were restored.

However, the damage to our system was severe in several locations, some in remote or hard-to-access areas. This included, and continues to include, floods, toppled trees and more.

Our teams and frontline crews worked day and night over Christmas and in challenging conditions, to get power on safely.

And, I'm pleased to say, we have restored Service to essentially all customers who can receive power at this time.

But, we know our job isn't done until every single one of our customers is restored safely and with power and we will not rest until every customer is restored.

Our crews are still out there, as they are every day with an unwavering commitment to deliver for you and our hometowns.

We know how frustrating it is to lose power any day, especially over the holidays.

We're listening to you, our customers and elected officials about our response, and we commit ourselves to getting better every single day, because that's what you, as our customers, deserve and what we expect from ourselves.

I want to extend my sincere appreciation to the thousands of PG&E team members and contractor partners who worked so hard this week and around the clock.

And I want to thank you, our customers, for your patience and grace during this event.

We are privileged to be your hometown energy provider, and we are working hard every day to earn that privilege.

On behalf of all of us at PG&E, I wish you and yours a happy and safe rest of the holiday season.

Be safe.