Public Safety Power Shutoff
Event Notifications



October 2026

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

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

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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. 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 121-122** 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.

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

PRIORITY
WHEN EMERGENCY OPERATIONS CENTER (EOC) IS ACTIVATED

WATCH
ONE OR TWO DAYS BEFORE POWER IS TURNED OFF

WARNING
ONE TO FOUR HOURS BEFORE POWER IS TURNED OFF

PENDING DELAY
WHEN A PSPS IS DELAYED BUT IS STILL POSSIBLE

CANCELLATION
ANY TIME A PSPS IS CANCELED

POWER OFF
ONCE POWER IS TURNED OFF

OUTAGE UPDATE
WHEN WEATHER CONDITIONS CHANGE, THE ESTIMATED TIME OF RESTORE CHANGES OR DIFFERENT AREAS WILL BE IMPACTED

WEATHER ALL CLEAR
AFTER SEVERE WEATHER HAS PASSED

POWER RESTORATION
WITHIN 24 HOURS AFTER SEVERE WEATHER HAS PASSED

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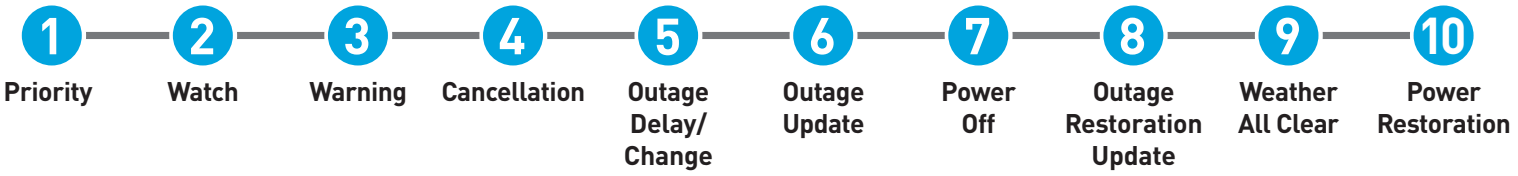
City, County, Tribal and Community Choice Aggregator (CCA) Notifications

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.

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



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City, County, Tribal and CCA

1 Priority
2 Watch
3 Warning
4 Cancellation
5 Outage Delay/ Change
6 Outage Update
7 Power Off
8 Outage Restoration Update
9 Weather All Clear
10 Power Restoration

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] 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 starting [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.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** for more information.

Message sent at [SYSTEM DATE / TIME]

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

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City, County, Tribal and CCA

1 Priority — 2 Watch — 3 Warning — 4 Cancellation — 5 Outage Delay/ Change — 6 Outage Update — 7 Power Off — 8 Outage Restoration Update — 9 Weather All Clear — 10 Power Restoration

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] are estimated to shut off starting [TIME] on [DATE] through [TIME] on [DATE]. Restoration for your area is estimated on [DATE] by [TIME]. Actual shut off 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 or p g e dot com forward slash p s p s updates for more information.

TEXT

PSPS PSPS Alert: We may turn off power for safety in [CUSTOMER NAME]. Shutoff estimated starting [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** or **pge.com/pspsupdates**.

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** or **pge.com/pspsupdates** for more information.

Message sent at [SYSTEM DATE / TIME]

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City, County, Tribal and CCA

1 Priority — 2 Watch — 3 Warning — 4 Cancellation — 5 Outage Delay/ Change — 6 Outage Update — 7 Power Off — 8 Outage Restoration Update — 9 Weather All Clear — 10 Power Restoration

PHONE/VOICE

This is P G and E calling on [DATE] at [TIME] with a Public Safety Power Shutoff alert. High temperatures, low humidity levels, 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 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 or p g e dot com forward slash p s p s updates for more 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. More info: **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, low humidity levels, 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** or **pge.com/pspsupdates** for more information.

Message sent at [SYSTEM DATE / TIME]

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City, County, Tribal and CCA

1 Priority — 2 Watch — 3 Warning — 4 Cancellation — 5 Outage Delay/ Change — 6 Outage Update — 7 Power Off — 8 Outage Restoration Update — 9 Weather All Clear — 10 Power Restoration

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 or 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].

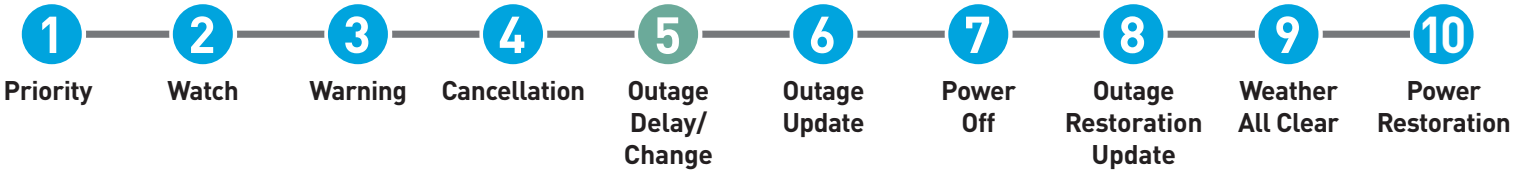
We are continuing to monitor weather conditions. It is still important to continue to be prepared for extended outages. Visit **pge.com/pspsportal** or **pge.com/pspsupdates** for more information.

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 s portal or 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 and the outage in [CUSTOMER NAME] will be delayed. We are monitoring conditions and will share updates, as soon as available. More info: **pge.com/pspsportal** or **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 available.

We will provide daily updates until the severe weather has passed or power has been restored. Visit **pge.com/pspsportal** and **pge.com/pspsupdates** for more information.

Message sent at [SYSTEM DATE / TIME]

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1 Priority — 2 Watch — 3 Warning — 4 Cancellation — 5 Outage Delay/ Change — 6 Outage Update — 7 Power Off — 8 Outage Restoration Update — 9 Weather All Clear — 10 Power Restoration

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 or 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** or **pge.com/pspsupdates** for more information.

Message sent at [SYSTEM DATE / TIME]

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City, County, Tribal and CCA

1 Priority — 2 Watch — 3 Warning — 4 Cancellation — 5 Outage Delay/ Change — 6 Outage Update — 7 Power Off — 8 Outage Restoration Update — 9 Weather All Clear — 10 Power Restoration

PHONE/VOICE

This is P G and E calling on [DATE] With a Public Safety Power Shutoff alert. For safety, power has been shut off in portions of [CUSTOMER NAME]. Restoration for your area is estimated on [DATE] by [TIME]. Actual restoration times may vary depending on weather or equipment conditions. We will provide updates until power has been safely restored. Visit p g e dot com forward slash p s p s portal or p g e dot com forward slash p s p s updates for more information.

TEXT

PG&E PSPS Alert: For safety, power has been shut off in [CUSTOMER NAME]. Restoration for your area is estimated on [DATE] by [TIME]. Weather can affect these times. More info at **pge.com/pspsportal** or **pge.com/pspsupdates**.

EMAIL

SUBJECT: PG&E PSPS Alert: Power is shut off in [CUSTOMER NAME]

Due to current weather conditions, we have turned off power for safety to help prevent a wildfire.

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

Actual shutoff and restoration times may vary depending on weather and equipment conditions. We will continue to provide updates until power has been safely restored.

Visit **pge.com/pspsportal** for more information.

Message sent at [SYSTEM DATE / TIME]

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City, County, Tribal and CCA

1 Priority — 2 Watch — 3 Warning — 4 Cancellation — 5 Outage Delay/ Change — 6 Outage Update — 7 Power Off — 8 Outage Restoration Update — 9 Weather All Clear — 10 Power Restoration

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 or p g e dot com forward slash p s p s updates for more information.

TEXT

PG&E PSPS 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** or **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** or **pge.com/pspsupdates** for more information.

Message sent at [SYSTEM DATE / TIME]

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City, County, Tribal and CCA

1 Priority — 2 Watch — 3 Warning — 4 Cancellation — 5 Outage Delay/ Change — 6 Outage Update — 7 Power Off — 8 Outage Restoration Update — 9 Weather All Clear — 10 Power Restoration

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]. Restoration for your area is estimated on [DATE] by [TIME]. Restoration times may vary depending on equipment damage. We will provide daily updates until power in your area has been restored. Visit at p g e dot com forward slash p s p s portal or p g e dot com forward slash p s p s updates 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** or **pge.com/pspsupdates**.

EMAIL

SUBJECT: PG&E PSPS 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** or **pge.com/pspsupdates** for more information.

Message sent at [SYSTEM DATE / TIME]

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City, County, Tribal and CCA

1 Priority — 2 Watch — 3 Warning — 4 Cancellation — 5 Outage Delay/ Change — 6 Outage Update — 7 Power Off — 8 Outage Restoration Update — 9 Weather All Clear — 10 Power Restoration

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 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** 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** or call 1-800-743-5002. Visit **pge.com/pspsportal** or **pge.com/pspsupdates** for more information.

Message sent at [SYSTEM DATE / TIME]

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

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Customer-Owned Lines, Publicly-Owned Utilities, Transmission and Wholesale Customers

PG&E will make every attempt to provide notifications to Publicly-Owned Utilities, Transmission-level customers and Wholesale Customers through automated calls, texts and emails, as well as live calls. 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:



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Customer-Owned Lines, Publicly-Owned Utilities, Transmission and Wholesale Customers

1 Watch
2 ISL Watch & Fault Duty
3 Warning
4 Cancellation
5 Weather All Clear
6 Fault Duty - CIL Live Calls
7 Power Restoration

PHONE/VOICE

Hello, this message is from Pacific Gas and Electric regarding [SERVICE DESCRIPTOR] line serving [CIRCUIT] substation. Gusty winds and dry conditions are forecasted to begin around [TIME] on [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 non-operational 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.

Thank you.
Pacific Gas and Electric Emergency Operations Center
Critical Infrastructure Lead

TEXT

PG&E PSPS Outage Alert [SYSTEM 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 PG&E's GCC by calling 707-449-6700 for operational questions.

SAMPLE BELOW IS 307 CHARACTERS (FITS 320 CHARACTER LIMIT), WITH 25 CHARACTERS MAX FOR THE ADDRESS VARIABLE

PG&E PSPS Outage Alert 11/12/20: PG&E may need to turn power off for safety at Schuller SUB substation served by Logan Creek Line. When de-energization is imminent, PG&E Transmission Grid Control GCC will notify your transmission operators and be available to answer questions. You can reach the Transmission Grid Control Center by calling 707-449-6700 for operational questions.

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Customer-Owned Lines, Publicly-Owned Utilities, Transmission and Wholesale Customers

1 Watch — 2 ISL Watch & Fault Duty — 3 Warning — 4 Cancellation — 5 Weather All Clear — 6 Fault Duty - CIL Live Calls — 7 Power Restoration

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-cil-support@pge.com**.

Impacted Substation:
[INDUSTRY CLASSIFICATION] substation served by [SERVICE DESCRIPTOR] line

ESTIMATED SHUT OFF: 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.

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

Thank you,
PG&E Critical Infrastructure Lead

PSPS RESOURCES
- To learn more about PSPS, including the criteria used to turn off power, visit **pge.com/psps**.
- For a 7-day PSPS forecast, visit **pge.com/pspsweather**.

Message sent at [DATE, TIME]

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

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Customer-Owned Lines, Publicly-Owned Utilities, Transmission and Wholesale Customers

1 Watch
2 ISL Watch & Fault Duty
3 Warning
4 Cancellation
5 Weather All Clear
6 Fault Duty - CIL Live Calls
7 Power Restoration

PHONE/VOICE

Hello 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

TEXT

PG&E PSPS Outage Alert [SYSTEM 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.

SAMPLE BELOW IS 261 CHARACTERS (FITS 320 CHARACTER LIMIT), WITH 50 CHARACTERS MAX FOR THE INDUSTRY_CLASSIFICATION VARIABLE

PG&E PSPS Outage Alert 11/12/20: We do not expect Blue Lake Power 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.

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Customer-Owned Lines, Publicly-Owned Utilities, Transmission and Wholesale Customers

1 Watch — 2 ISL Watch & Fault Duty — 3 Warning — 4 Cancellation — 5 Weather All Clear — 6 Fault Duty - CIL Live Calls — 7 Power Restoration

EMAIL

SUBJECT: PG&E Transmission PSPS Alert: Fault Duty impact for [INDUSTRY CLASSIFICATION] 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:
[INDUSTRY CLASSIFICATION] 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.

Thank you.
PG&E Critical Infrastructure Lead

PSPS RESOURCES

- To learn more about PSPS, including the criteria used to turn off power, visit **pge.com/psps**.
- For a 7-day PSPS forecast, visit **pge.com/pspsweather**.

Message sent at [DATE, TIME]

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

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Customer-Owned Lines, Publicly-Owned Utilities, Transmission and Wholesale Customers

1 Watch — 2 ISL Watch & Fault Duty — 3 Warning — 4 Cancellation — 5 Weather All Clear — 6 Fault Duty - CIL Live Calls — 7 Power Restoration

PHONE/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. [AD HOC1 IVR] 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].

[AD HOC1 IVR] TX Only: When de energization is imminent, the Transmission Grid Control Center will make every attempt to notify your operators. You can reach the Grid Control Center at 7 0 7 4 4 9 6 7 0 0 for operational questions. For non operational questions, reach out to 4 1 5 9 7 3 4 7 6 0.

[AD HOC1 IVR] COL Only: As a reminder, once we have given the weather All Clear, you can begin the process to ensure your electric equipment is safe to re energize.

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.

TEXT

PG&E PSPS Outage Warning [SYSTEM 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.

TEXT (COL ONLY)

PG&E PSPS Outage Warning [SYSTEM 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.

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Customer-Owned Lines, Publicly-Owned Utilities, Transmission and Wholesale Customers

1 Watch | 2 ISL Watch & Fault Duty | 3 Warning | 4 Cancellation | 5 Weather All Clear | 6 Fault Duty - CIL Live Calls | 7 Power Restoration

EMAIL

SUBJECT: PG&E Transmission PSPS Alert: Warning Notification

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

[Exclamation Logo] PSPS Outage Warning

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].

[AD HOC1 EMAIL] TX Only: When de-energization is imminent, the Transmission Grid Control Center will notify your operators. You can reach the Grid Control Center at 707-449-6700 for operational questions. For non-operational questions, reach out to 415-973-4760 or **eoc-cso-cil-support@pge.com**.

[AD HOC1 EMAIL] COL Only: 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.

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

[COUNTY]

Message sent at [DATE, TIME]

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

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Customer-Owned Lines, Publicly-Owned Utilities, Transmission and Wholesale Customers

1 Watch | 2 ISL Watch & Fault Duty | 3 Warning | 4 Cancellation | 5 Weather All Clear | 6 Fault Duty - CIL Live Calls | 7 Power Restoration

PHONE/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

TEXT

PG&E PSPS Outage Alert [SYSTEM 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.

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

[AD HOC1 EMAIL]
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

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Customer-Owned Lines, Publicly-Owned Utilities, Transmission and Wholesale Customers

1 Watch
2 ISL Watch & Fault Duty
3 Warning
4 Cancellation
5 Weather All Clear
6 Fault Duty - CIL Live Calls
7 Power Restoration

PHONE/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 power lines and equipment to determine when we can safely restore power to [PREMISE ADDRESS]. [AD HOC1 IVR] We estimate power will be restored: [DATE] by [TIME]. Restoration time may change depending on equipment damage.

[AD HOC1 IVR] TX Only: When P G and 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. You can reach the Grid Control Center at 7 0 7 4 4 9 6 7 0 0 for operational questions. For non operational questions contact P G & E Critical Infrastructure Lead at 4 1 5 9 7 3 4 7 6 0.

[AD HOC1 IVR] COL Only: Please click on the Chat URL sent today acknowledging your equipment is safe to re energize, or more time is needed to assess your equipment and make repairs. We will continue to attempt to reach you until acknowledgement is received. If you did not receive an email, please call 4 1 5 9 7 3 4 7 6 0. We will continue to attempt to reach you until acknowledgement is received. Delay in your response will hinder power restoration to you and potentially other customers.

To replay this message press#.

TEXT

PG&E PSPS Outage Alert [SYSTEM DATE]: Weather conditions have improved. Crews are inspecting PG&E power lines 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.

TEXT (COL ONLY)

PG&E PSPS Outage Alert [SYSTEM DATE]: Weather conditions have improved. Crews are inspecting PG&E power lines 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+**.

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Customer-Owned Lines, Publicly-Owned Utilities, Transmission and Wholesale Customers

1 Watch | 2 ISL Watch & Fault Duty | 3 Warning | 4 Cancellation | 5 Weather All Clear | 6 Fault Duty - CIL Live Calls | 7 Power Restoration

EMAIL

FROM: **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 power lines and equipment to determine when we can safely restore power to [PREMISE ADDRESS]. [AD HOC1 EMAIL] We estimate power will be restored: [DATE] by [TIME]. Restoration time may change depending on equipment damage.

[AD HOC1 EMAIL] TX Only: 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. You can reach the Grid Control Center at 707-449-6700 for operational questions. For non-operational questions, contact PG&E's Critical Infrastructure Lead at 415-973-4760 or **eoc-cso-cil-support@pge.com**.

[AD HOC1 EMAIL] COL Only: Please click on the [CHAT] and follow the prompts to acknowledge if your equipment is safe to re-energize, or more time is needed to assess your equipment and make repairs. We will continue to attempt to reach you until acknowledgement is received. Delay in your response will hinder power restoration to you and potentially other customers.

Thank you,
PG&E Critical Infrastructure Lead

[COUNTY]

Message sent at [DATE, TIME]

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

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Customer-Owned Lines, Publicly-Owned Utilities, Transmission and Wholesale Customers

1 Watch — 2 ISL Watch & Fault Duty — 3 Warning — 4 Cancellation — 5 Weather All Clear — 6 Fault Duty - CIL Live Calls — 7 Power Restoration

PHONE/VOICE

This is [CUSTOMER NAME] at PG&E calling regarding grid conditions expected to commence [TIME], [DATE] due to a Public Safety Power Shutoff event. These events will cause significant power flow deviations that may have a significant impact on the fault duty at your point of interconnection. 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. 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.

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Customer-Owned Lines, Publicly-Owned Utilities, Transmission and Wholesale Customers

1 Watch | 2 ISL Watch & Fault Duty | 3 Warning | 4 Cancellation | 5 Weather All Clear | 6 Fault Duty - CIL Live Calls | 7 Power Restoration

PHONE/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].

[AD HOC1 IVR] TX Only: If your power is still out in this location, please contact the Grid Control Center at 7 0 7 4 4 9 6 7 0 0.

[AD HOC1 IVR] COL Only: If your power is still out in this location, please contact P G & E Critical Infrastructure Lead at 4 1 5 9 7 3 4 7 6 0.

We apologize for the disruption, and we appreciate your patience.

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.

TEXT (COL ONLY)

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 PG&E's Critical Infrastructure Lead at 415-973-4760.

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Customer-Owned Lines, Publicly-Owned Utilities, Transmission and Wholesale Customers

1 Watch | 2 ISL Watch & Fault Duty | 3 Warning | 4 Cancellation | 5 Weather All Clear | 6 Fault Duty - CIL Live Calls | 7 Power Restoration

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.

[AD HOC1 EMAIL] TX Only: If your power is still out in this location, please contact the Grid Control Center at 707-449-6700.

[AD HOC1 EMAIL] COL Only: If your power is still out in this location, please contact PG&E's Critical Infrastructure Lead at 415-973-4760.

Thank you,
PG&E Critical Infrastructure Lead

[COUNTY]

Message sent at [DATE, TIME]

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

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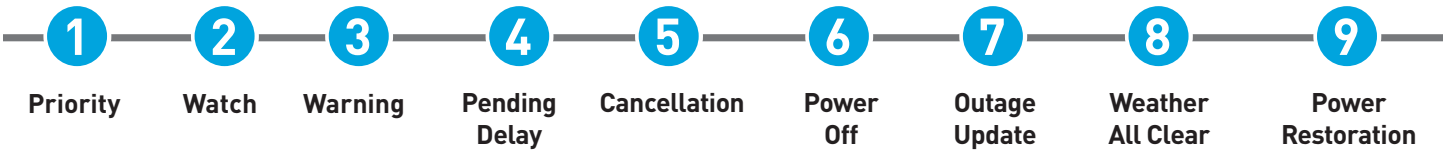
General Customer, Critical Facility, and Medical Baseline Notifications

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 customers 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:



KEY:

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

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

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

PHONE/VOICE (SINGLE 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. To replay this message at any time, press #. Due to current weather forecasts, [ADDRESS] is under a Watch for a Public Safety Power Shutoff. Weather forecasts including high winds and dry conditions, may require us to turn off your 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 are at **pge.com/pspsportal**. Login is required. 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. If this is not the correct phone number for [ADDRESS], press 2. Press # to repeat this message. 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 [ESTIMATED SHUTOFF START DATE], power MAY be shut off for safety. To replay this message at any time, press #. Due to current weather forecasts, [NUMBER of SPIDs FOR MULTI PREM] of your meters are 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. The estimated shutoff time for [ADDRESS #1] will begin [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return [DAY], [DATE] by [TIME]. The estimated shutoff time for [ADDRESS #2] will begin [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return [DAY], [DATE] by [TIME]. Please get ready to write down the following information. Details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters can be found online at **pge.com/myaddresses**. On the website you will be asked to enter your phone number [XXX-XXX-XXXX] plus a 4-digit PIN. Your PIN number is: [ZZZ] To repeat instructions, press *. Maps showing the areas potentially affected by a shutoff are at **pge.com/pspsportal**. Login is required. 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. If this is not the correct phone number for the addresses provided, press 2. Press # to repeat this message. Thank you.

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

1 Priority
2 Watch
3 Warning
4 Pending Delay
5 Cancellation
6 Power Off
7 Outage Update
8 Weather All Clear
9 Power Restoration

TEXT (SINGLE PREM)

PG&E Advance-Notice PSPS Outage Watch for Public Safety Partners, [SYSTEM 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 **pge.com/pspsprioritynotice** or log in at **pge.com/pspsportal**.

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: **pge.com/pspsprioritynotice** or log in @ **pge.com/pspsportal**.

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 **pge.com/pspsprioritynotice**. PSPS Portal users can log in at **pge.com/pspsportal**. These are for public safety partner use only. **PLEASE DO NOT SHARE THESE LINKS**.

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

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

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.

RESOURCES TO HELP YOU PREPARE:

- Maps showing the areas potentially affected by a shutoff can be found at **pge.com/pspsprioritynotice**. **These are for public safety partner use only**. **PLEASE DO NOT SHARE THIS LINK**.
- PSPS Portal users can log in at **pge.com/pspsportal**. **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**.
- For a 7-day Public Safety Power Shutoff forecast, visit **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 [SYSTEM DATE, SYSTEM TIME]
NOTE: To protect against spam, some email providers may delay delivery.

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

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

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 **pge.com/pspsprioritynotice**. PSPS Portal users can log in at **pge.com/pspsportal**. **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.	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.

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

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

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (MULTI PREM CONT)

RESOURCES TO HELP YOU PREPARE:

- Maps showing the areas potentially affected by a shutoff can be found at **pge.com/pspsprioritynotice**. **These are for public safety partner use only**. **PLEASE DO NOT SHARE THIS LINK.**
- PSPS Portal users can log in at **pge.com/pspsportal**. **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**.
- For a 7-day Public Safety Power Shutoff forecast, visit **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 [SYSTEM DATE, SYSTEM TIME]
NOTE: To protect against spam, some email providers may delay delivery.

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Medical Baseline Program Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

IVR LIVE (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. 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 on Community Resource Centers, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. 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**. 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 on Community Resource Centers, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, **visit pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. 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.

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Medical Baseline Program Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

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 [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 on Community Resource Centers, including information for customers who rely on power for medical or independent living needs, or who need food replacement, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. 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 [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**. 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 on Community Resource Centers, including information for customers who rely on power for medical or independent living needs, or who need food replacement, visit pge.com/pspsupdates or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. If this is not the correct phone number for the addresses provided, call 1-866-743-6589. Thank you and please stay safe.

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Medical Baseline Program Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

TEXT (SINGLE PREM)

PG&E PSPS Outage Watch - [SYSTEM 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. View current outage status [URL] PSPS info, other languages & Community Resource Centers: **pge.com/pspsupdates**. Call 211 for support needs. View in ASL **pge.com/aslwatch**. Reply w/ "1" to verify receipt.

TEXT (MULTI PREM)

PG&E PSPS Outage Watch – [SYSTEM 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] PSPS information, other languages & Community Resource Centers: **pge.com/pspsupdates**. Call 211 for service/support. View in ASL **pge.com/aslwatch**. 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.

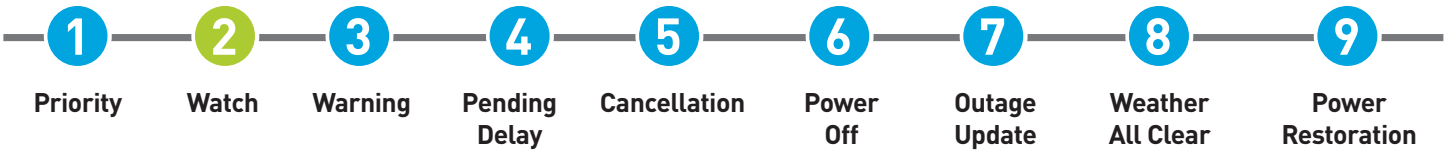
ADDRESS: [ADDRESS, CITY, STATE, COUNTY]

ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]
Shutoff times may be delayed if winds arrive later than forecast.

ESTIMATED RESTORATION: [DAY], [DATE] by [TIME].
Restoration time may change depending on weather and equipment damage.

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Medical Baseline Program Customers



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 current outage status visit **pge.com/outagestatus**. For more PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit **www.pge.com/aslwatch**.

RESOURCES TO HELP YOU PREPARE:

- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at **pge.com/afn**.
- To view city/county level information, visit **pge.com/pspsupdates**.
- To look up additional addresses that may be affected, visit **pge.com/addresslookup**.
- To view a general area map of the potential outage area, visit **pge.com/pspsmaps**.
- Get outage tips and a sample emergency plan at **pge.com/outageprep**.
- For generator safety tips, visit **pge.com/generatorsafety**.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit **pge.com/psps**.
- For a 7-day Public Safety Power Shutoff forecast, visit **pge.com/pspsweather**.
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: **pge.com/pspsupdates**.

Thank you,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]
NOTE: To protect against spam, some email providers may delay delivery.

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Medical Baseline Program Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (MULTI 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.

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. If this is not the correct email address for the addresses provided, please call 1-866-743-6589. For more PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit **www.pge.com/aslwatch**.

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Medical Baseline Program Customers



Priority | **Watch** | **Warning** | **Pending Delay** | **Cancellation** | **Power Off** | **Outage Update** | **Weather All Clear** | **Power Restoration**

EMAIL (MULTI PREM) CONT.

RESOURCES TO HELP YOU PREPARE:

- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at **pge.com/afn**.
- To view city/county level information, visit **pge.com/pspsupdates**.
- To look up additional addresses that may be affected, visit **pge.com/addresslookup**.
- To view a general area map of the potential outage area, visit **pge.com/pspsmaps**.
- Get outage tips and a sample emergency plan at **pge.com/outageprep**.
- For generator safety tips, visit **pge.com/generatorsafety**.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit **pge.com/psps**.
- For a 7-day Public Safety Power Shutoff forecast, visit **pge.com/pspsweather**.
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: **pge.com/pspsupdates**.

Thank you,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]
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General Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

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. 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 on Community Resource Centers, including medical device charging resources, food replacement and other support, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. If this is not the correct phone number for [ADDRESS], press 2. Press # to repeat this message. 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 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 [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**. 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 on Community Resource Centers, including medical device charging resources, food replacement and other support, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. 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.

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General Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

TEXT (SINGLE PREM)

PG&E PSPS Outage Watch [SYSTEM DATE]: Due to weather 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. View current outage status [URL]. PSPS info, other languages & Community Resource Centers: **pge.com/pspsupdates**. Call 211 for support needs. View in ASL **pge.com/aslwatch**. Reply w/ "1" to verify receipt.

TEXT (MULTI PREM)

PG&E PSPS Outage Watch [SYSTEM 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 shutoff & restoration times. Meter list: [pge.bz/12345]. PSPS info, other languages & Community Resource Centers: **pge.com/pspsupdates**. Call 211 for support needs. View in ASL **pge.com/aslwatch**. 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.

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General Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (SINGLE PREM) CONT.

If this is not the correct email address for [ADDRESS], please call 1-866-743-6589. For current outage status visit **pge.com/outagestatus**. For more PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit **www.pge.com/aslwatch**.

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- To look up additional addresses that may be affected, visit **pge.com/addresslookup**.
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- For generator safety tips, visit **pge.com/generatorsafety**.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit **pge.com/psps**.
- For a 7-day Public Safety Power Shutoff forecast, visit **pge.com/pspsweather**.
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: **pge.com/pspsupdates**.

Thank you,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]
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General Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (MULTI 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

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SUBHEAD: PSPS Outage Watch

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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. 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.

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General Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (MULTI PREM) CONT.

If this is not the correct email address for the addresses provided, please call 1-866-743-6589.
For more PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit **www.pge.com/aslwatch**.

RESOURCES TO HELP YOU PREPARE:

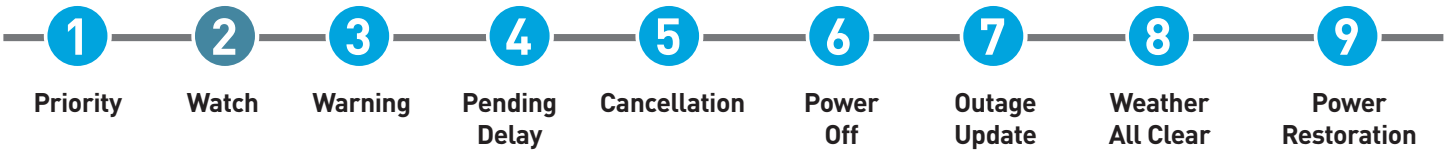
- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at **pge.com/afn**.
- To view city/county level information, visit **pge.com/pspsupdates**.
- To look up additional addresses that may be affected, visit **pge.com/addresslookup**.
- To view a general area map of the potential outage area, visit **pge.com/pspsmaps**.
- Get outage tips and a sample emergency plan at **pge.com/outageprep**.
- For generator safety tips, visit **pge.com/generatorsafety**.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit **pge.com/psps**.
- For a 7-day Public Safety Power Shutoff forecast, visit **pge.com/pspsweather**.
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: **pge.com/pspsupdates**.

Thank you,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]
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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 [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** 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. 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**. 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** 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.

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Microgrid Watch Notification - General and Medical Baseline Customers

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

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 Espanol, oprima el numero 3. To continue in Cantonese, press 5. 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 [ADDRESS] to shorten your outage time.

ONE OUTAGE

This address will experience an outage of up to 4 hours when microgrid backup power is removed.

OUTAGE START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

TWO OUTAGES

This address will experience two outages of up to 4 hours each, once when microgrid backup power is installed and again when it is removed.

OUTAGE #1 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]
OUTAGE #2 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. For more information on Community Resource Centers, which includes information about microgrids, medical device charging, food replacement, and other support services, visit **pge.com/pspsupdates** or call 1-800-743-5002

Dial 211 for medical, health, and safety support resources. If this is not the correct phone number for [ADDRESS], press 2. Press # to repeat this message. Thank you and please stay safe.

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Microgrid Watch Notification - General and Medical Baseline Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

IVR LIVE (MULTI PREM)

This is P G & E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. To continue in English, press 1. Para continuar en Espanol, oprima el numero 3. To continue in Cantonese, press 5. For all other languages press *. 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 on [DAY] [DATE] 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**. Then, 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 on Community Resource Centers, which includes information about microgrids, medical device charging, food replacement, and other support services, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. 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.

IVR VOICE MESSAGE (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 [ADDRESS] to shorten your outage time.

ONE OUTAGE

This address will experience an outage of up to 4 hours when microgrid backup power is removed.

OUTAGE START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

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Microgrid Watch Notification - General and Medical Baseline Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

IVR VOICE MESSAGE (SINGLE PREM) CONT.

TWO OUTAGES

This address will experience two outages of up to 4 hours each, once when microgrid backup power is installed and again when it is removed.

OUTAGE #1 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]
OUTAGE #2 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power.

For more information on Community Resource Centers, which includes information about microgrids, medical device charging, food replacement, and other support services, visit **pge.com/pspsupdates** or call 1-800-743-5002.

Dial 211 for medical, health, and safety support resources.

If this is not the correct phone number for [ADDRESS], call 1-866-743-6589.

Thank you and please stay safe.

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Microgrid Watch Notification - General and Medical Baseline Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

IVR VOICE MESSAGE (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**. Then, enter your phone number [XXX-XXX-XXXX] 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 on Community Resource Centers, which includes information about microgrids, medical device charging, food replacement, and other support services, visit **pge.com/pspsupdates** or call 1-800-743-5002.

Dial 211 for medical, health, and safety support resources.

If this is not the correct phone number for the addresses provided, call 1-866-743-6589.

Thank you and please stay safe.

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Microgrid Watch Notification - General and Medical Baseline Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

TEXT (SINGLE PREM)

PG&E PSPS Outage Watch: [SYSTEM 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 [ADDRESS] to shorten your outage time. View current outage status [URL]. Microgrid info, other languages & Community Resource Centers: **pge.com/pspsupdates**. Call 211 for support needs. To view in ASL visit **pge.com/aslwatch**. Reply w/ "1" to verify receipt.

ONE OUTAGE

OUTAGE START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

TWO OUTAGES

OUTAGE #1 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

OUTAGE #2 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

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Microgrid Watch Notification - General and Medical Baseline Customers

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

TEXT (MULTI PREM)

PG&E PSPS Outage Watch: [SYSTEM DATE]. PG&E may turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters on [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] Microgrid info, other languages & Community Resource Centers: **pge.com/pspsupdates**. Call 211 for support needs. To view in ASL visit **pge.com/aslwatch**. Reply w/ "1" to verify receipt.

EMAIL (SINGLE PREM)

SUBJECT: PSPS Outage Watch issued for [DAY] [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

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 outage time.

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

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Microgrid Watch Notification - General and Medical Baseline Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (SINGLE PREM) CONT.

If a shutoff is required:

ONE OUTAGE

This address will experience an outage of up to 4 hours when microgrid backup power is removed.

OUTAGE START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

TWO OUTAGES

This address will experience two outages of up to 4 hours each, once when microgrid backup power is installed and again when it is removed.

OUTAGE #1 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]
OUTAGE #2 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. For current outage status visit **pge.com/outagestatus**. If this is not the correct email address for [ADDRESS], please call 1-866-743-6589. For more PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit **www.pge.com/aslwatch**.

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Microgrid Watch Notification - General and Medical Baseline Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (SINGLE PREM) CONT.

RESOURCES TO HELP YOU PREPARE:

- For a microgrid backup power overview and FAQ, visit **pge.com/microgrids**.
- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at **www.pge.com/afn**.
- To view city/county level information, visit **pge.com/pspsupdates**.
- To look up additional addresses that may be affected, visit **pge.com/addresslookup**.
- To view a general area map of the potential outage area, visit **pge.com/pspsmaps**.
- Get outage tips and a sample emergency plan at **pge.com/outageprep**.
- For generator safety tips, visit **pge.com/generatorsafety**.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit **pge.com/psps**.
- For a 7-day Public Safety Power Shutoff forecast, visit **pge.com/pspsweather**.
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: **pge.com/pspsupdates**.

Thank you and please stay safe,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]
NOTE: To protect against spam, some email providers may delay delivery.

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Microgrid Watch Notification - General and Medical Baseline Customers



Priority | Watch | Warning | Pending Delay | Cancellation | Power Off | Outage Update | Weather All Clear | Power Restoration

EMAIL (MULTI PREM)

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

EMAIL PREVIEW TEXT: High winds and dry conditions may require that we turn off power at your location to help prevent a wildfire.

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

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 on [DAY], [DATE] to help prevent a wildfire.

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 PSPS 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 of 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]

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Microgrid Watch Notification - General and Medical Baseline Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (MULTI PREM) CONT.

ONE OUTAGE

1.	This address will experience an outage of up to 4 hours when microgrid backup power is removed. ADDRESS: [ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] OUTAGE START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]
2.	This address will experience an outage of up to 4 hours when microgrid backup power is removed. ADDRESS: [ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] OUTAGE START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

(Repeat for first 50 premises that would be affected)

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Microgrid Watch Notification - General and Medical Baseline Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (MULTI PREM) CONT.

TWO OUTAGES

1.	This address will experience two outages of up to 4 hours each, once when microgrid backup power is installed and again when it is removed. METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] OUTAGE #1 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME] OUTAGE #2 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]
2.	This address will experience two outages of up to 4 hours each, once when microgrid backup power is installed and again when it is removed. ADDRESS: [ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] OUTAGE #1 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME] OUTAGE #2 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

(Repeat for first 50 premises that would be affected)

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.

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Microgrid Watch Notification - General and Medical Baseline Customers

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EMAIL (MULTI PREM) CONT.

For more PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit **www.pge.com/aslwatch**.

RESOURCES TO HELP YOU PREPARE:

- For a microgrid backup power overview and FAQ, visit **pge.com/microgrids**.
- If someone in your household has Access and Functional Needs and relies on power for a medical device or assistive technology, or you experience food loss, additional support may be available at **www.pge.com/afn**.
- To view city/county level information, visit **pge.com/pspsupdates**.
- To look up additional addresses that may be affected, visit **pge.com/addresslookup**.
- To view a general area map of the potential outage area, visit **pge.com/pspsmaps**.
- Get outage tips and a sample emergency plan at **pge.com/outageprep**.
- For generator safety tips, visit **pge.com/generatorsafety**.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit **pge.com/psps**.
- For a 7-day Public Safety Power Shutoff forecast, visit **pge.com/pspsweather**.
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: **pge.com/pspsupdates**.

Thank you and please stay safe,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]
NOTE: To protect against spam, some email providers may delay delivery.

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Medical Baseline Program Customers

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

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 [ADDRESS] 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 on Community Resource Centers, including information for customers who rely on power for medical or independent living needs, or who need food replacement, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. 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 [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**. 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 on Community Resource Centers, including information for customers who rely on power for medical or independent living needs, or who need food replacement, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. Press # to repeat this message. Thank you and please stay safe.

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Medical Baseline Program Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

IVR VOICE MESSAGE (SINGLE PREM)

This is PG&E calling Medical Basline 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 [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 [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 on Community Resource Centers, including information for customers who rely on power for medical or independent living needs, or who need food replacement, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. Thank you and please stay safe.

IVR VOICE MESSAGE (MULTI PREM)

This is PG&E calling Medical Basline 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]. TWe 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**. 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 on Community Resource Centers, including information for customers who rely on power for medical or independent living needs, or who need food replacement, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. Thank you and please stay safe.

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Medical Baseline Program Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

TEXT (SINGLE PREM)

PG&E PSPS Outage Warning - [SYSTEM DATE]: We will turn off power for safety at [ADDRESS]. Est shutoff: [DATE] [TIME]-[TIME]. Est restoration: [DATE] by [TIME] depending on weather & damage. View current outage status [URL]. PSPS information, other languages & Community Resource Centers: **pge.com/pspsupdates**. Call 211 for support needs. To view in ASL visit **pge.com/aslwarning**. Reply w/ "1" to verify receipt.

TEXT (MULTI PREM)

PG&E PSPS Outage Warning – [SYSTEM 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]. PSPS information, other languages & Community Resource Centers: **pge.com/pspsupdates**. Call 211 for support needs. To view in ASL visit pge.com/aslwarning. 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 ខ្មែរ 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].

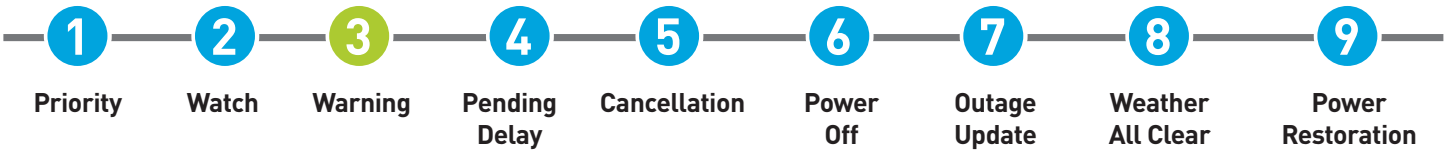
Restoration time may change depending on weather and equipment damage.

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.

For current outage status visit **pge.com/outagestatus**. For more PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit **www.pge.com/aslwarning**.

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Medical Baseline Program Customers



EMAIL (SINGLE PREM) CONT.

RESOURCES TO HELP YOU PREPARE:

- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at **www.pge.com/afn**.
- To view city/county level information, including Community Resource Centers where you can charge devices, visit **pge.com/pspsupdates**.
- To look up additional addresses that may be affected, visit **pge.com/addresslookup**.
- To view a general area map of the potential outage area, visit **pge.com/pspsmaps**.
- Get outage tips and a sample emergency plan at **pge.com/outageprep**.
- For generator safety tips, visit **pge.com/generatorsafety**.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit **pge.com/psps**.
- For a 7-day Public Safety Power Shutoff forecast, visit **pge.com/pspsweather**.
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: **pge.com/pspsupdates**.

Thank you,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]
NOTE: To protect against spam, some email providers may delay delivery.

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Medical Baseline Program Customers



Priority | Watch | Warning | Pending Delay | Cancellation | Power Off | Outage Update | Weather All Clear | Power Restoration

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 ਪੰਜਾਬੀ فارسی 日本語 ខ្មែរ 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.

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: [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: [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.

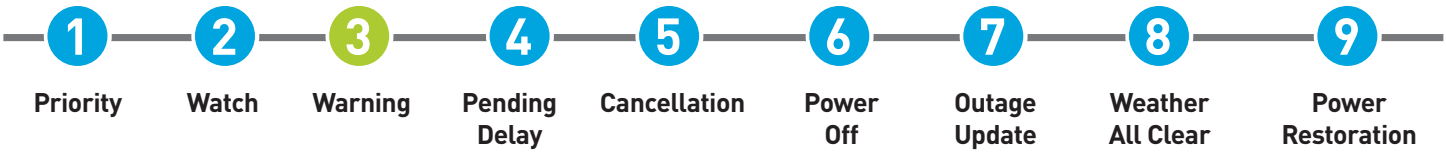
(Repeat for first 50 premises that would be affected)

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 PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL, visit **www.pge.com/aslwarning**.

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Medical Baseline Program Customers



EMAIL (MULTI PREM) CONT.

RESOURCES TO HELP YOU PREPARE:

- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at **www.pge.com/afn**.
- To view city/county level information, including Community Resource Centers where you can charge devices, visit **pge.com/pspsupdates**.
- To look up additional addresses that may be affected, visit **pge.com/addresslookup**.
- To view a general area map of the potential outage area, visit **pge.com/pspsmaps**.
- Get outage tips and a sample emergency plan at **pge.com/outageprep**.
- For generator safety tips, visit **pge.com/generatorsafety**.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit **pge.com/psps**.
- For a 7-day Public Safety Power Shutoff forecast, visit **pge.com/pspsweather**.
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: **pge.com/pspsupdates**.

Thank you,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]
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General Customer

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

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 continue in English, press 1. To replay this message at any time, press #. Severe weather WILL require us to turn off power at [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 on Community Resource Centers, including medical device charging resources, food replacement and other support, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. Press # to repeat this message. 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 [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**. 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 on Community Resource Centers, including medical device charging resources, food replacement and other support, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. Press # to repeat this message. Thank you and please stay safe.

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General Customer

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

TEXT (SINGLE PREM)

PG&E PSPS Outage Warning [SYSTEM 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. View current outage status [URL]. PSPS info, other languages & Community Resource Centers: **pge.com/pspsupdates**. Call 211 for support needs. To view in ASL visit **pge.com/aslwarning**. Reply w/ "1" to verify receipt.

TEXT (MULTI PREM)

PG&E PSPS Outage Warning [SYSTEM 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] PSPS info, other languages & Community Resource Centers: **pge.com/pspsupdates**. Call 211 for support needs. To view in ASL visit **pge.com/aslwarning**. 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 ខ្មែរ 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. For current outage status visit **pge.com/outagestatus**. For more PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit **www.pge.com/aslwarning**.

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General Customer

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (SINGLE PREM) CONT.

RESOURCES TO HELP YOU PREPARE:

- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at **pge.com/afn**.
- To view city/county level information, including Community Resource Centers where you can charge devices, visit **pge.com/pspsupdates**.
- To look up additional addresses that may be affected, visit **pge.com/addresslookup**.
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- For generator safety tips, visit **pge.com/generatorsafety**.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit **pge.com/psps**.
- For a 7-day Public Safety Power Shutoff forecast, visit **pge.com/pspsweather**.
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: **pge.com/pspsupdates**

Thank you,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]
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General Customer

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

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 ਪੰਜਾਬੀ فارسی 日本語 ខ្មែរ 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.

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 PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit **www.pge.com/aslwarning**.

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General Customer

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (MULTI PREM) CONT.

RESOURCES TO HELP YOU PREPARE:

- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at **pge.com/afn**.
- To view city/county level information, including Community Resource Centers where you can charge devices, visit **pge.com/pspsupdates**.
- To look up additional addresses that may be affected, visit **pge.com/addresslookup**.
- To view a general area map of the potential outage area, visit **pge.com/pspsmaps**.
- Get outage tips and a sample emergency plan at **pge.com/outageprep**.
- For generator safety tips, visit **pge.com/generatorsafety**.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit **pge.com/psps**.
- For a 7-day Public Safety Power Shutoff forecast, visit **pge.com/pspsweather**.
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: **pge.com/pspsupdates**.

Thank you and please stay safe,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]
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Microgrid Warning Notification - General and Medical Baseline Customers

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

IVR LIVE (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. On [DAY], [DATE], power WILL be shut off for safety. To continue in English, press 1. Para continuar en Espanol, oprima el numero 3.
To continue in Cantonese, press 5. For all other languages, press *. To replay this message at any time, press #.

Severe weather WILL require us to turn off power on [DAY], [DATE] to help prevent a wildfire. However, microgrid backup power will be provided to [ADDRESS] to shorten your outage time.

ONE OUTAGE

This address will experience an outage of up to 4 hours when microgrid backup power is removed.

OUTAGE START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

TWO OUTAGES

This address will experience two outages of up to 4 hours each, once when microgrid backup power is installed and again when it is removed.

OUTAGE #1 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]
OUTAGE #2 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

For more information on Community Resource Centers, which includes information about microgrids, medical device charging, food replacement, and other support services, visit **pge.com/pspsupdates** or call 1-800-743-5002.

Dial 211 for medical, health, and safety support resources. If this is not the correct phone number for [ADDRESS], press 2. Press # to repeat this message.

Thank you and please stay safe.

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Microgrid Warning Notification - General and Medical Baseline Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

IVR LIVE (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. On [DAY], [DATE], power WILL be shut off for safety. To continue in English, press 1. Para continuar en Espanol, oprima el numero 3. To continue in Cantonese, press 5. For all other languages, press *. To replay this message at any time, press #.

Severe weather WILL require us to turn off power on [NUMBER of SPIDs FOR MULTI PREM], of your meters on [DAY] [DATE] to help prevent a wildfire. However, 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**. Then, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ]. To repeat instructions, press *.

For more information on Community Resource Centers, which includes information about microgrids, medical device charging, food replacement, and other support services, visit **pge.com/pspsupdates** or call 1-800-743-5002.

Dial 211 for medical, health, and safety support resources. 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.

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Microgrid Warning Notification - General and Medical Baseline Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

IVR VOICE MESSAGE (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. On [DAY], [DATE], power WILL be shut off for safety. To hear this message in another language, call 1-833-208-4167.

Severe weather WILL require us to turn off power in your area on [DAY], [DATE] to help prevent a wildfire. However, microgrid backup power will be provided to [ADDRESS] to shorten your outage time.

ONE OUTAGE

This address will experience an outage of up to 4 hours when microgrid backup power is removed.

OUTAGE START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

TWO OUTAGES

This address will experience two outages of up to 4 hours each, once when microgrid backup power is installed and again when it is removed.

OUTAGE #1 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]
OUTAGE #2 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

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Microgrid Warning Notification - General and Medical Baseline Customers

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

IVR VOICE MESSAGE (SINGLE PREM) CONT.

For more information on Community Resource Centers, which includes information about microgrids, medical device charging, food replacement, and other support services, visit **pge.com/pspsupdates** or call 1-800-743-5002.

Dial 211 for medical, health, and safety support resources.

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. We are issuing an Outage Watch for a Public Safety Power Shutoff. On [DAY] [DATE], power WILL be shut off for safety. 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. However, 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**. Then, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ].

For more information on Community Resource Centers, which includes information about microgrids, medical device charging, food replacement, and other support services, visit **pge.com/pspsupdates** or call 1-800-743-5002.

Dial 211 for medical, health, and safety support resources.

If this is not the correct phone number for the addresses provided, call 1-866-743-6589.

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Microgrid Warning Notification - General and Medical Baseline Customers

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

TEXT (SINGLE PREM)

PG&E PSPS Outage Warning: [SYSTEM DATE]. PG&E will turn off power in your area on [DATE] to prevent a wildfire. We will provide microgrid backup power to [ADDRESS] to shorten your outage time.

ONE OUTAGE

OUTAGE START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

TWO OUTAGES

OUTAGE #1 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

OUTAGE #2 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

View current outage status [URL]. Microgrid information, other languages & Community Resource Centers: **pge.com/pspsupdates**. Call 211 for support needs. To view in ASL visit **pge.com/aslwarning**. Reply w/ "1" to verify receipt.

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Microgrid Warning Notification - General and Medical Baseline Customers

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

TEXT (MULTI PREM)

PG&E PSPS Outage Warning: [SYSTEM DATE]. PG&E will turn off power to [NUMBER of SPIDs FOR MULTI PREM] of your meters on [DATE] to prevent a wildfire. However, 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]. Microgrid information, other languages & Community Resource Centers: **pge.com/pspsupdates**. Call 211 for support needs. To view in ASL visit **pge.com/aslwarning**. Reply w/ "1" to verify receipt.

EMAIL (SINGLE PREM)

SUBJECT: PSPS Outage Warning: Shutoffs start on [DAY], [DATE]

EMAIL PREVIEW TEXT: High winds and dry conditions require that we turn off power to help prevent a wildfire.

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 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 power in your area to help prevent a wildfire.

BACKUP POWER WILL BE PROVIDED
Microgrid backup power will be provided to your address to shorten your outage time. After weather conditions have improved and we have completed necessary inspections and repairs, we will remove the backup power and restore your regular service.

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

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Microgrid Warning Notification - General and Medical Baseline Customers

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

EMAIL (SINGLE PREM) CONT.

ONE OUTAGE

This address will experience an outage of up to 4 hours when microgrid backup power is removed.

OUTAGE START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

TWO OUTAGES

This address will experience two outages of up to 4 hours each, once when microgrid backup power is installed and again when it is removed.

OUTAGE #1 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]
OUTAGE #2 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

If this is not the correct email address for [ADDRESS], please call 1-866-743-6589. For current outage status visit **pge.com/outagestatus**. For more PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL **visit pge.com/aslwarning**.

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Microgrid Warning Notification - General and Medical Baseline Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (SINGLE PREM) CONT.

RESOURCES TO HELP YOU PREPARE:

- For a microgrid backup power overview and FAQ, visit **pge.com/microgrids**.
- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at **www.pge.com/afn**.
- To view city/county level information, visit **pge.com/pspsupdates**.
- To look up additional addresses that may be affected, visit **pge.com/addresslookup**.
- To view a general area map of the potential outage area, visit **pge.com/pspsmaps**.
- Get outage tips and a sample emergency plan at **pge.com/outageprep**.
- For generator safety tips, visit **pge.com/generatorsafety**.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit **pge.com/psps**.
- For a 7-day Public Safety Power Shutoff forecast, visit **pge.com/pspsweather**.
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: **pge.pspsupdates**.

Thank you and please stay safe,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]
NOTE: To protect against spam, some email providers may delay delivery.

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Microgrid Warning Notification - General and Medical Baseline Customers



Priority | Watch | Warning | Pending Delay | Cancellation | Power Off | Outage Update | Weather All Clear | Power Restoration

EMAIL (MULTI PREM)

SUBJECT: PSPS Outage Warning: Shutoffs start on [DAY], [DATE]

EMAIL PREVIEW TEXT: High winds and dry conditions will require that we turn off power to help prevent a wildfire.

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 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 power to help prevent a wildfire.

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

The list below indicates which of your meters will experience an extended PSPS 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 of 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]

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Microgrid Warning Notification - General and Medical Baseline Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (MULTI PREM) CONT.

ONE OUTAGE

1.	This address will experience an outage of up to 4 hours when microgrid backup power is removed. ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] OUTAGE START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]
2.	This address will experience an outage of up to 4 hours when microgrid backup power is removed. ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] OUTAGE START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

(Repeat for first 50 premises that would be affected)

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Microgrid Warning Notification - General and Medical Baseline Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (MULTI PREM) CONT.

TWO OUTAGES

1.	This address will experience two outages of up to 4 hours each, once when microgrid backup power is installed and again when it is removed. ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] OUTAGE #1 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME] OUTAGE #2 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]
2.	This address will experience two outages of up to 4 hours each, once when microgrid backup power is installed and again when it is removed. ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] OUTAGE #1 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME] OUTAGE #2 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

(Repeat for first 50 premises that would be affected)

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Microgrid Warning Notification - General and Medical Baseline Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (MULTI 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. Weather forecasts change frequently.

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

For more PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit **www.pge.com/aslwarning**.

RESOURCES TO HELP YOU PREPARE:

- For a microgrid backup power overview and FAQ, visit **pge.com/microgrids**.
- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at **www.pge.com/afn**.
- To view city/county level information, visit **pge.com/pspsupdates**.
- To look up additional addresses that may be affected, visit **pge.com/addresslookup**.
- To view a general area map of the potential outage area, visit **pge.com/pspsmaps**.
- Get outage tips and a sample emergency plan at **pge.com/outageprep**.
- For generator safety tips, visit **pge.com/generatorsafety**.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit **pge.com/psps**.
- For a 7-day Public Safety Power Shutoff forecast, visit **pge.com/pspsweather**.
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: **pge.pspsupdates**.

Thank you and please stay safe,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]
NOTE: To protect against spam, some email providers may delay delivery.

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General Customer

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

PHONE/VOICE (SINGLE PREM)

This is PG&E calling on [SYSTEM DAY], [SYSTEM 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 [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. For more information on Community Resource Centers, including medical device charging resources, food replacement and other support, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources.. Press # to repeat this message. Thank you and please stay safe.

PHONE/VOICE (MULTI PREM)

This is PG&E calling on [SYSTEM DAY], [SYSTEM DATE] at [SYSTEM TIME] with an important outage update. Your Public Safety Power Shutoff time at your location has been delayed. 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: [ADDRESS #1], [ADDRESS #2], [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**; 2) Enter this phone number [XXX-XXX-XXXX]; and 3) When prompted, enter the following 4-digit PIN [ZZZZ]. We will continue to send updates. For more information on Community Resource Centers, including medical device charging resources, food replacement and other support, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. Press # to repeat this message. 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 [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. For more information on Community Resource Centers, including medical device charging resources, food replacement and other support, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. Press # to repeat this message. Thank you and please stay safe.

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General Customer

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

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: [ADDRESS #1], [ADDRESS #2], [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**; 2) Enter this phone number [XXX-XXX-XXXX]; and 3) When prompted, enter the following 4-digit PIN [ZZZZ]. We will continue to send updates. For more information on Community Resource Centers, including medical device charging resources, food replacement and other support, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. Press # to repeat this message.Thank you and please stay safe.

TEXT (SINGLE PREM)

PG&E PSPS Outage Alert: [SYSTEM DATE]. We are reviewing conditions to determine if a shutoff is still required at [ADDRESS] on [DATE]. REMAIN PREPARED until you receive a cancel notification. Call 211 for services/support. For current outage status visit [URL]. PSPS information, other languages & Community Resource Centers: **pge.com/pspsupdates**. Call 211 for support needs. To view in ASL visit **pge.com/asldelayed**.

TEXT (MULTI PREM)

PG&E PSPS Outage Alert: [SYSTEM 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]. REMAIN PREPARED for a shutoff. Call 211 for services/support. PSPS information, other languages & Community Resource Centers: **pge.com/pspsupdates**. Call 211 for support needs. To view in ASL visit **pge.com/asldelayed**.

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General Customer

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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 ខ្មែរ 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** or call 1-800-743-5002. For current outage status visit **pge.com/outagestatus**. For more PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit **pge.com/asldelayed**.

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General Customer

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (SINGLE PREM) CONT.

RESOURCES TO HELP YOU PREPARE:

- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available. You can also call 211 to find resources available in your community. These centers provide medical equipment and device charging, Wi-Fi, bottled water, and snacks. Additional help may be available at **pge.com/afn**.
- **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.

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General Customer

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

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 ਪੰਜਾਬੀ فارسی 日本語 ខ្មែរ 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)

We recommend all customers plan for an extended PSPS outage. We will provide daily updates until the risk has passed or power is restored. For more PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit **pge.com/asldelayed**.

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General Customer

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

EMAIL (MULTI PREM) CONT.

RESOURCES TO HELP YOU PREPARE:

- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available. You can also call 211 to find resources available in your community. These centers provide medical equipment and device charging, Wi-Fi, bottled water, and snacks. Additional help may be available at **pge.com/afn**.
- **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 [SYSTEM DATE, SYSTEM TIME]
NOTE: To protect against spam, some email providers may delay delivery.

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All Customers

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

PHONE/VOICE (SINGLE PREM)

This is PG&E calling with an important message. The Public Safety Power Shutoff at some locations is canceled. To continue in English press 1. Forecasted weather conditions have improved and we are NOT planning to turn off power for public safety at [ADDRESS] on [DAY] [DATE]. For more information on Community Resource Centers, including medical device charging resources, food replacement and other support, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. Press # to repeat this message. Thank you. Goodbye

PHONE/VOICE (MULTI PREM)

This is PG&E calling with an important message. The Public Safety Power Shutoff at some locations is canceled. To continue in English press 1. Forecasted weather conditions have improved and we are not planning to turn 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], [ADDRESS #3] will not be turned off.

Please get ready to write down the following information. To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your canceled meters, visit **pge.com/myaddresses** and enter this phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ]. To repeat how to get details for all of your affected meters, press *. 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 on Community Resource Centers, including medical device charging resources, food replacement and other support, visit **pge.com/pspsupdates** or call 1-800-743-5002.

Dial 211 for medical, health, and safety support resources. Press # to repeat this message. To repeat how to get details for all of your affected meters, press *. Thank you.

TEXT (SINGLE PREM)

PG&E PSPS Outage Cancellation: [SYSTEM 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. View current outage status [URL]. PSPS information, other languages & Community Resource Centers: **pge.com/pspsupdates**. Call 211 for support needs. To view in ASL visit **pge.com/aslcancelled**.

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]. PSPS information, other languages & Community Resource Centers: **pge.com/pspsupdates**. Call 211 for support needs. To view in ASL visit **pge.com/aslcancelled**.

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All Customers

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

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 ਪੰਜਾਬੀ فارسی 日本語 ខ្មែរ ไทย Português 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 current outage status visit **pge.com/outagestatus**. For more PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit **www.pge.com/aslcancelled**.

ADDRESS: [ADDRESS, CITY, STATE, COUNTY]

RESOURCES TO HELP YOU PREPARE:

- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at **pge.com/afn**.
- Get outage tips and a sample emergency plan at **pge.com/outageprep**.
- For generator safety tips, visit **pge.com/generatorsafety**.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit **pge.com/psps**.
- For a 7-day Public Safety Power Shutoff forecast, visit **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.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: **pge.pspsupdates**.

Thank you,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]
NOTE: To protect against spam, some email providers may delay delivery.

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All Customers

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

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 ਪੰਜਾਬੀ فارسی 日本語 ខ្មែរ ไทย Português 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 SPIDs 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.	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 PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit **www.pge.com/aslcancelled**.

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All Customers

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

EMAIL (MULTI PREM) CONT.

RESOURCES TO HELP YOU PREPARE:

- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at **pge.com/afn**.
- Get outage tips and a sample emergency plan at **pge.com/outageprep**.
- For generator safety tips, visit **pge.com/generatorsafety**.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit **pge.com/psps**.
- For a 7-day Public Safety Power Shutoff forecast, visit **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.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: **pge.com/pspsupdates**.

Thank you,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]
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General Customer

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

PHONE/VOICE (SINGLE PREM)

This is PG and E calling on [SYSTEM DAY, SYSTEM DATE] at [SYSTEM 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 [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** or by calling 1-800-743-5002. For community resources such as charging stations, call 211. If you rely on power for life-sustaining medical devices, assistive technology, or independent living needs. There are additional support options available, including information on Community Resource Centers. Please visit **pge.com/pspsresources** to learn more. Dial 211 for medical, health, and safety support resources. We apologize for the disruption and appreciate your patience. Goodbye.

PHONE/VOICE (MULTI PREM)

This is PG and E calling on [SYSTEM DAY, SYSTEM DATE] at [SYSTEM 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 PREM] 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**; 2) Enter this phone number [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** or by calling 1 800 743 5002. For community resources such as charging stations, call 211. If you rely on power for life-sustaining medical devices, assistive technology, or independent living needs. There are additional support options available, including information on Community Resource Centers. Please visit **pge.com/pspsresources** to learn more. Dial 211 for medical, health, and safety support resources. 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 [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** or by calling 1-800-743-5002. For community resources such as charging stations, call 211. If you rely on power for life-sustaining medical devices, assistive technology, or independent living needs. There are additional support options available, including information on Community Resource Centers. Please visit **pge.com/pspsresources** to learn more. Dial 211 for medical, health, and safety support resources. We apologize for the disruption and appreciate your patience. Press # to repeat this message. Goodbye.

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General Customer

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

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**; 2) Enter this phone number [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** or by calling 1 800 743 5002. For community resources such as charging stations, call 211. If you rely on power for life-sustaining medical devices, assistive technology, or independent living needs. There are additional support options available, including information on Community Resource Centers. Please visit **pge.com/pspsresources** to learn more. Dial 211 for medical, health, and safety support resources. 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 PSPS Outage Alert [SYSTEM DATE]: Power is off at [ADDRESS]. Weather & equipment damage can delay restoration. Dial 211 for support needs. PSPS information, other languages & Community Resource Centers: **pge.com/pspsupdates**.

TEXT (MULTI PREM)

PG&E PSPS 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]. Dial 211 for support needs. PSPS information, other languages & Community Resource Centers: **pge.com/pspsupdates**.

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General Customer

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

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 ខ្មែរ 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** or by calling 1-800-743-5002. For more PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources.

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.

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General Customer

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (SINGLE PREM) CONT.

Thank you,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]
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General Customer

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

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 ខ្មែរ 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** or by calling 1-800-743-5002. For more PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources.

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General Customer

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

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 [SYSTEM DATE, SYSTEM TIME]
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All Customers



Priority | **Watch** | **Warning** | **Pending Delay** | **Cancellation** | **Power Off** | **Outage Update** | **Weather All Clear** | **Power Restoration**

PHONE/VOICE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1. Power remains off at your location at [ADDRESS] to help prevent a wildfire. Crews will restore power as soon as it is safe to do so. 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 on Community Resource Centers, including medical device charging resources, food replacement and other support, visit **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**. Dial 211 for medical, health, and safety support resources. We apologize for the disruption and we appreciate your patience. Press # to repeat this message. Thank you. Goodbye.

PHONE/VOICE (MULTI PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1. To replay this message at any time, press #. 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. 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 and enter this phone number [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 on Community Resource Centers, including medical device charging resources, food replacement and other support, visit **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**. Dial 211 for medical, health, and safety support resources. We apologize for the disruption, and we appreciate your patience. Press # to repeat this message. To repeat how to get details for all of your affected meters, press *. Thank you. Goodbye.

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All Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: Power remains off at [ADDRESS] to help prevent a wildfire. Estimated restoration: [DATE] by [TIME] depending on weather & equipment damage. View current outage status [URL]. PSPS information, other languages & Community Resource Centers: **pge.com/pspsupdates**. Call 211 for support.

TEXT (MULTI PREM)

PG&E PSPS Outage Alert [SYSTEM 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]. PSPS information, other languages & Community Resource Centers: **pge.com/pspsupdates**. Call 211 for support.

EMAIL (SINGLE 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 ខ្មែរ ไทย Português हिंदी

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Outage update

Power remains off at your location to help prevent a wildfire. We apologize for the disruption and weappreciate 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 current outage status visit **pge.com/outagestatus**. For more PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources.

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All Customers

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

EMAIL (SINGLE PREM) CONT.

ADDITIONAL RESOURCES:

- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at **pge.com/afn**.
- To view city/county level information, including Community Resource Centers where you can charge devices, visit **pge.com/pspsupdates**.
- To look up additional addresses that may be affected, visit **pge.com/addresslookup**.
- To view a general area map of the potential outage area, visit **pge.com/pspsmaps**.
- Get outage tips and a sample emergency plan at **pge.com/outageprep**.
- For generator safety tips, visit **pge.com/generatorsafety**.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit **pge.com/psps**.
- For a 7-day Public Safety Power Shutoff forecast, visit **pge.com/pspsweather**.
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.
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All Customers

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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 ខ្មែរ ไทย Português हिंदी

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Outage update

Power remains off at the locations below to help prevent a wildfire. We apologize for the disruption andwe 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 PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources.

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All Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (MULTI PREM) CONT.

ADDITIONAL RESOURCES:

- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at **pge.com/afn**.
- To view city/county level information, including Community Resource Centers where you can charge devices, visit **pge.com/pspsupdates**.
- To look up additional addresses that may be affected, visit **pge.com/addresslookup**.
- To view a general area map of the potential outage area, visit **pge.com/pspsmaps**.
- Get outage tips and a sample emergency plan at **pge.com/outageprep**.
- For generator safety tips, visit **pge.com/generatorsafety**.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit **pge.com/psps**.
- For a 7-day Public Safety Power Shutoff forecast, visit **pge.com/pspsweather**.
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: **pge.com/pspsupdates**.

Thank you,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]
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All Customers

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

PHONE/VOICE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1. 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 on Community Resource Centers, including medical device charging resources, food replacement and other support, visit **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**. Dial 211 for medical, health, and safety support resources. We apologize for the disruption and we appreciate your patience. Press # to repeat this message. Thank you. Goodbye.

PHONE/VOICE (MULTI PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1. To replay this message at any time, press #. 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** and enter this phone number [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 on Community Resource Centers, including medical device charging resources, food replacement and other support, **visit 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**. Dial 211 for medical, health, and safety support resources. We apologize for the disruption and we appreciate your patience. Press # to repeat this message. To repeat how to get details for all of your affected meters, press *. Thank you. Goodbye.

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All Customers

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: Weather has improved and crews are inspecting equipment to safely restore power at [ADDRESS]. Est restoration: [DATE] by [TIME] depending on equipment damage. View current outage status [URL]. PSPS information, other languages & Community Resource Centers: **pge.com/pspsupdates**. Call 211 for support needs. To view in ASL visit **pge.com/aslinspect**.

TEXT (MULTI PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: Weather has improved and crews are inspecting equipment to safely restore power to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est restoration: [DATE] by [TIME] depending on equipment damage. Meter list: [pge.bz/12345]. PSPS information, other languages & Community Resource Centers: **pge.com/pspsupdates**. Call 211 for support needs. To view in ASL visit **pge.com/aslinspect**.

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 Equiptment 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 current outage status visit **pge.com/outagestatus**. For more PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit **pge.com/aslinspect**.

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All Customers

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

EMAIL (SINGLE PREM) CONT.

ADDITIONAL RESOURCES:

- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at **pge.com/afn**.
- To view city/county level information, including Community Resource Centers where you can charge devices, visit **pge.com/pspsupdates**.
- To look up additional addresses that may be affected, visit **pge.com/addresslookup**.
- To view a general area map of the potential outage area, visit **pge.com/pspsmaps**.
- Get outage tips and a sample emergency plan at **pge.com/outageprep**.
- For generator safety tips, visit **pge.com/generatorsafety**.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit **pge.com/psps**.
- For a 7-day Public Safety Power Shutoff forecast, visit **pge.com/pspsweather**.
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: **pge.com/pspsupdates**.

Thank you,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]
NOTE: To protect against spam, some email providers may delay delivery.

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All Customers

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

EMAIL (MULTI PREM)

SUBJECT: PSPS Outage Alert: Crews are inspecting equiptment

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 Equiptment 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 PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit **pge.com/aslinspect**.

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All Customers

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

EMAIL (MULTI PREM) CONT.

ADDITIONAL RESOURCES:

- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at **pge.com/afn**.
- To view city/county level information, including Community Resource Centers where you can charge devices, visit **pge.com/pspsupdates**.
- To look up additional addresses that may be affected, visit **pge.com/addresslookup**.
- To view a general area map of the potential outage area, visit **pge.com/pspsmaps**.
- Get outage tips and a sample emergency plan at **pge.com/outageprep**.
- For generator safety tips, visit **pge.com/generatorsafety**.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit **pge.com/psps**.
- For a 7-day Public Safety Power Shutoff forecast, visit **pge.com/pspsweather**.
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: **pge.com/pspsupdates**.

Thank you,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

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

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All Customers

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

PHONE/VOICE (SINGLE PREM)

This is PG&E calling on [SYSTEM DAY, SYSTEM DATE] at [SYSTEM TIME] with a PSPS outage alert. To continue in English press 1. Crews have successfully restored power at [ADDRESS]. If your power is still out in this location, please visit **pge.com/outages** or call 1-800-743-5002.

We apologize for the disruption and we appreciate your patience. Press # to repeat this message. Thank you. Goodbye.

PHONE/VOICE (MULTI PREM)

This is PG&E calling on [SYSTEM DAY, SYSTEM DATE] at [SYSTEM 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 #], [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 and enter this phone number [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 *. If your power is still out at any of these locations, please visit **pge.com/outages** or call 1-800-743-5002.

We apologize for the disruption and we appreciate your patience. Press # to repeat this message.

To repeat how to get details for all of your affected meters, press *. Thank you. Goodbye.

TEXT (SINGLE PREM)

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

TEXT (MULTI PREM)

PG&E PSPS Outage Alert [SYSTEM 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**.

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All Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

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 ខ្មែរ 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** or call 1-800-743-5002.

Thank you,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]
NOTE: To protect against spam, some email providers may delay delivery.

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All Customers

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

EMAIL (MULTI 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 ខ្មែរ 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** or call 1-800-743-5002.

Thank you,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]
NOTE: To protect against spam, some email providers may delay delivery.

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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

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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** 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**.

NIXLE

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

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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** 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**.

X

@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** 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** to learn more. #PSPS

@PGE4Me invites every electric customer to review preparedness tips at **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 **pge.com/mywildfirealerts** to update your contact information with PG&E. #PSPS

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

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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** or call 1-800-PGE-5002.

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

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PG&E Media and Social Media Overview

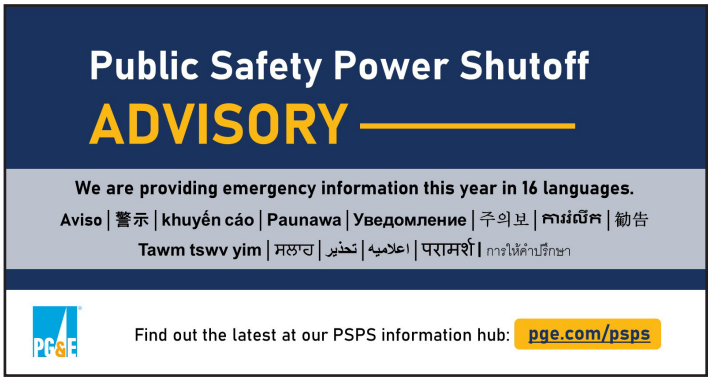
MEDIA ENGAGEMENT

During a PSPS, 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, we also hold press conferences to help inform the public.

SOCIAL MEDIA ENGAGEMENT

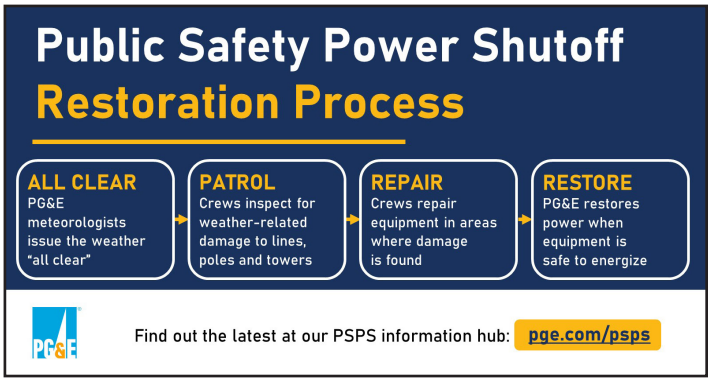
Before, during and after a PSPS, PG&E posts updates on Facebook, Nextdoor and X. Upon request, we can also provide the content of our customer notifications to share via city or county websites, Nixle and Reverse 911.

SAMPLE POSTS









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Common Alerting Protocol (CAP) Messaging Templates

1 Watch
2 Warning
3 Cancellation
4 Outage Update
5 Weather All Clear
6 Power Restoration

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**.

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**.

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Common Alerting Protocol (CAP) Messaging Templates

1. Watch
2. Warning
3. Cancellation
4. Outage Update
5. Weather All Clear
6. Power Restoration

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**.

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**.

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Common Alerting Protocol (CAP) Messaging Templates

1 Watch
2 Warning
3 Cancellation
4 Outage Update
5 Weather All Clear
6 Power Restoration

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**.

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**.

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Common Alerting Protocol (CAP) Messaging Templates

1 Watch
2 Warning
3 Cancellation
4 Outage Update
5 Weather All Clear
6 Power Restoration

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**.

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**.

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Common Alerting Protocol (CAP) Messaging Templates

1 Watch | 2 Warning | 3 Cancellation | 4 Outage Update | 5 Weather All Clear | 6 Power Restoration

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**.

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**.

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Common Alerting Protocol (CAP) Messaging Templates

1 Watch
2 Warning
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4 Outage Update
5 Weather All Clear
6 Power Restoration

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** 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** or call 1-800-743-5002.

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In-Language Notifications

OVERVIEW

Information on PSPS outages will be offered in 15 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**.

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**	
	▪ Spanish ▪ Chinese ▪ Vietnamese ▪ Tagalog ▪ Russian ▪ Korean ▪ Arabic ▪ Punjabi ▪ Farsi ▪ Japanese ▪ Khmer ▪ Hmong ▪ Thai ▪ Hindu ▪ Portuguese		▪ Spanish ▪ Chinese ▪ Vietnamese ▪ Tagalog ▪ Russian ▪ Korean ▪ Arabic ▪ Punjabi ▪ Farsi ▪ Japanese ▪ Khmer ▪ Hmong ▪ Thai ▪ Hindu ▪ Portuguese	
Automated Calls	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 **to in-language personalized notification (same as English version)**	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, **general outage message will play with option to speak to agent or use in-language web content**
TEXT Texts	Receives in-language message that mirrors the English notification	See next section	**Text message includes link to PG&E's PSPS website where users can select their language** for translated PSPS event information	**Text message includes link to PG&E's PSPS website where users can select their language** for translated PSPS event information
Emails	Receives in-language message that mirrors the English notification	See next section	**Email message includes language icon in header of email for customers to select, which directs customers to** translated PSPS event information on PG&E's website	**Email message includes language icon in header of email for customers to select, which directs customers to** translated PSPS event information on PG&E's website

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In-Language Notifications Continued

WEBSITE

At **pge.com/psps**, materials are translated in 15 non-English languages, including 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.

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