

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

PG&E Data Request No.:	OEIS_012-Q02		
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Date Sent:	May 4, 2022	Requesting Party:	Office of Energy Infrastructure Safety
PG&E Witness:		Requester:	Kevin Miller

SUBJECT: EPSS

QUESTION 02

Regarding PG&E's implementation of EPSS?

- a. How many customer complaints has PG&E received regarding EPSS since implementation in June 2021? Provide a breakdown of number by month.
- b. What lessons learned has PG&E implemented as a result of EPSS-related customer complaints?

ANSWER 02

- a. In total, 249 EPSS-related complaints were submitted since EPSS was implemented on July 28, 2021. 248 of the complaints were customer complaints received from the CPUC and one was an internal customer complaint referral. In these complaints, customers shared insight on how these safety settings impacted them and ways we can improve.

Feedback such as this is invaluable, and it allowed us to make changes that reduced the burden of outages on customers and communities. Improvements this year are designed to reduce the number of customers impacted, perform rapid and safe power restoration, and improve customer communication and resources.

Month	Count of Case No.
August 2021	57
September 2021	173
October 2021	15
November 2021	4
Grand Total	249

- b. These power line safety settings launched in July 2021 to protect lives, homes and the environment amid prolonged drought and continued wildfire risk. Since being implemented, EPSS has proven to help prevent wildfires and as a result, it is being expanded this year to all HFTD and HFRA areas in our service territory, as well as select non-HFTD areas.

Under EPSS, power will only be disrupted if powerlines are struck by foreign objects or if there is an issue with the equipment. Therefore, crews must patrol the circuit – and perform any necessary repairs – prior to restoring power. This will ensure no issues exist that could spark an ignition while also helping to restore power for customers as quickly as possible.

We have received feedback from our customers in many different forms, including complaints, comments during webinars, interactions in Regional Working Groups, feedback in customer focus groups, and direct conversations with customers. We have listened to our customers and are responding to their feedback by continuing to identify ways to engage with customers and communities in advance of peak wildfire season, provide more timely and accurate outage information, reduce the impact of EPSS outages, and providing community and customer support, without compromising safety.

When outages do occur, we have heard from customers that they want timely updates regarding their outage status and to understand what caused the outage. We are improving our outage notification tools, and we are enhancing our outage investigation process with the goal of increasing our ability to identify outage causes and corrective actions and we are identifying areas where we can perform additional vegetation management work and prioritize repair or replacement of equipment. This approach is expected to both improve reliability and provide information that customers have indicated is important to them.

As we continue to make adjustments and improvements, we also know that our customers need more information from us about what to expect and how to prepare, we are informing customers about EPSS and the various resources and support services available to them before and during EPSS enablement. We have been and will continue to communicate through a variety of channels to provide customers with the information that they need when they need it.

Additionally, we welcome continued feedback from our communities so we can be the trusted, reliable PG&E our customers expect and deserve. With this goal in mind, we implemented several improvements to lessen the impact of outages on customers in 2022, including:

- Conducting enhanced outreach to customers and communities regarding these safety settings, our ongoing wildfire safety efforts and outage preparedness resources. We will continue to communicate throughout wildfire season. This includes email, direct mail, social media, local media outreach and paid advertising. Additionally, we are holding public webinars to foster discussions on how we can better serve our communities while sharing more information about the new wildfire safety device settings and the steps we are taking to improve reliability. A list of completed and planned regional webinars can be found at pge.com/firesafetywebinars.

To date this year we have provided the following information to customers:

1. ~1.9M Emails/letters to customers
 2. 90+ Local government forums with cities and counties
 3. 42 County-specific EPSS maps
 4. 7 Public webinars
 5. 4 EPSS monthly reports submitted to the CPUC and service lists
 6. 4 Rounds of customer focus groups and message tests
- Enhancing our notification and coordination efforts with critical customers (e.g., hospitals, schools and first responders), telecommunications carriers and local agencies.
 - Improving our communications with customers by providing faster notifications and information on when power will be restored.
 - Expanding resources available to help our customers prepare for outages and stay safe.
 - o Generator Rebate Program for customers who rely on well water, customers in our Medical Baseline Program and certain small businesses. For 2022, funding and eligibility will expand.
 - o Portable Battery Program for eligible customers in our Medical Baseline Program who live in high fire-threat areas or have experienced two or more Public Safety Power Shutoffs (PSPS) outages since 2020. For 2022, we have removed the low-income requirement.
 - o Expansion of the Backup Power Transfer Meter offering to all customers on EPSS-capable circuits, making it easier and safer for customers to connect a generator.
 - o A reduced cost on energy bills and extra alerts for members of the Medical Baseline Program.