

**Pacific Gas and Electric Company (PG&E)
2024 PSPS Post-Season Report**

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PG&E 2024 Post-Season Report – POSTSR 1 (Narrative)

The Safety and Enforcement Division (SED) within the California Public Utility Commission (CPUC) established the Public Safety Power Shutoff (PSPS) Post-Season Report template for Investor-Owned Utilities (IOUs) to report on additional information which may not have been included in their previously submitted PSPS Post-Event Reports.¹ This PSPS Post-Season Report follows the template provided by the CPUC on November 15, 2024, and includes supplemental information regarding PG&E’s 2024 PSPS events, which includes:

- July 2 – 3, 2024
- July 5, 2024 (Cancelled)
- July 20 – 21, 2024
- September 30 – October 1, 2024
- October 17 – 20, 2024
- November 5 – 8, 2024
- December 9 – 10, 2024

PG&E did not de-energize customers for the potential July 5, 2024 PSPS.

¹ The PSPS Post-Event Reports are a requirement per previous Commission decisions, including Resolution ESRB-8, D.19-05-042 (Phase 1), D.20-05-051 (Phase 2), D.21-06-034 (Phase 3), and D. 21-06-014 (PSPS OII).

Section I – Background: Overarching Regulation

Section I.1 - Each electric investor-owned utility must file a comprehensive 2024 Post-Season Report, no later than March 1 of each year, in R.18-12-005 or its successor proceeding. The report must follow a template provided by SED no later than 60 days after SED posts a 2024 Post-Season Report template on the Commission’s website. Parties may file comments on these reports within 20 days after they are filed, and reply comments within 10 days after the final date to file comments. [Authority: Decision (D.) 21-06-034; Guidelines at p. A15, Section K-3]

Section I.2 - The 2024 Post-Season Report must include, but will not be limited to: f. Annual report, as applicable, required by Ordering Paragraph 66 of D.21-06-014. [Authority: D.21-06-034; Guidelines at p. A15, Section K-3.f]

Section I.3 - To the extent a required item of information is also required to be included in the electric investor-owned utility’s Wildfire Mitigation Plan, the 2024 Post-Season Report may refer to the electric investor-owned utility’s Wildfire Mitigation Plan rather than repeat the same information; such reference must specify, at minimum, the page and line number(s) for where the required information is contained within the electric investor-owned utility’s Wildfire Mitigation Plan. In cases where this reference is to data, a summary table of the data shall be provided in the report. [Authority: D.21-06-034; Guidelines at p. A17, Section K-3]

Section II – Amendments to Post-Event Reports

A. Regulatory Requirements

Section II.A.1 - Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company must provide aggregate data, as identified above [D.21-06-014, Ordering Paragraph (OP) 65], in an annual report, including aggregate data that may not have been available at the time the utility filed the 10-day post-event report and must contact the Commission’s Safety and Enforcement Division if the utility requires additional guidance to ensure adequate reporting on the requirement to provide information on affected customers in the 10-day post-event reports [Authority: D.21-06-014; OPs 65 and 66]

Section II.A.2 - Pacific Gas and Electric Company (PG&E), Southern California Edison Company (SCE), and San Diego Gas & Electric Company (SDG&E) must address, among other things, each element of Resolution ESRB-8 reporting requirements, as clarified herein, in the 10-day post-event reports, including the below [OP 65] and, if no information is available, PG&E, SCE, and SDG&E must respond to these Resolution ESRB-8 reporting requirements by indicating the reason this information is not available. [Authority: D.21-06-014; OPs 65 and 66]

B. Direction

Section II.B.1 - Provide any information missing [including, but not limited to the specific topics listed below from any PSPS Post-Event Report for Public Safety Power Shutoffs (PSPS) filed in the previous year by:

- a. Identify the date name of the PSPS.
- b. Identify the Section of the PSPS Post-Event Report template for which the missing information will be added.
- c. Provide the missing information under that heading. [Authority: D.21-06-014; OPs 65 and 66]

Response:

Revised Impacted Customer, Notification Failures and False Positive Counts

During the 2024 PSPS events, 29 service point identifiers (SPIDs) were inadvertently counted as impacted customers, for a total of 34 customer events. Additionally, three customers (two of which are transmission-level entities) were incorrectly excluded from PSPS Post-Event Reports, based on the available data at the time of submission. The table below includes the revised impacted customer count, notification failures and false positive notification count for each affected 2024 PSPS Post-Event Report.

Revised Impacted Customer, Notification Failures and False Positive Counts

PSPS Post-Event Report	Impacted Customers	Notification Failures	False Positive Notifications	False Negative Notifications
July 2 – 3, 2024	1,833	859	7	0
July 20 – 21, 2024	212	12	1	1
September 30 – October 1, 2024	9,174	973	358	0
October 17 – 20, 2024	17,346	5,496 (includes 2 SCE shared customers)	18	11
November 5 – 8, 2024	21,340	3,219	1	8

Notification Failures

The attachment “*PGE_Revised PSPS Post-Event Report Notification Explanations_4-1-2025.xlsx*” includes updated notification failure explanations and counts based on root cause investigations noted in Section 5.5 of the 2024 PSPS Post-Event Reports. Additionally, this attachment provides updated false communications, originally reported in Section 5.7 of the 2024 PSPS Post-Event Reports.

Critical Facility and Infrastructure (CFI) Customers that Received Backup Generation

In the 2024 PSPS Post-Event Reports, PG&E includes a table in Section 6.6f titled “Critical Facility and Infrastructure Customers *Energized* with Backup Generation.” The title of this table has been revised to “Critical Facility and Infrastructure Customers that *Received* Backup Generation” to align with the PSPS Post-Event Report CPUC template.

Additionally, in Section 6.6f, PG&E inadvertently reported Community Resource Centers (CRCs), residences and the Agwin Distribution microgrid as CFI customers that received backup generation. We have revised the table below to only include CFI customers that received backup generation during 2024 PSPS events.

Revised Critical Facility and Infrastructure Customers that Received Backup Generation

PSPS Date	Circuit	County	Site Name	Deployed Generation (MW)	Duration of Operation (hrs.)	Reason Deployed
7/2/2024	Elk Creek 1101	Glenn	Elk Creek Community Water District	0.230	0:00	High risk to environment or public safety.
7/2/2024	Jessup 1101	Shasta	CAL FIRE Happy Valley Fire Center	0.560	0:00	High risk to environment or public safety.
7/20/2024	Brentwood 2105	Contra Costa	Byron Airport	0.200	4:50	Public Safety – airport cannot operate without fire suppression system.
7/20/2024	Brentwood 2105	Contra Costa	Byron Airport	0.100	5:05	Public Safety – airport cannot operate without fire suppression system.
9/30/2024	Elk Creek 1101	Shasta	CAL FIRE Happy Valley Fire Center	0.100	25:15	High risk to public safety.
10/17/2024	Jessup 1101	Shasta	CAL FIRE Happy Valley Fire Center	0.125	0:00	High risk to essential emergency response and support facilities.
10/17/2024	Tyler 1105	Tehama	CAL FIRE Red Bank Station	0.056	38:45	High risk to essential emergency response and support facilities.
10/17/2024	Cloverdale 1101	Sonoma	City of Cloverdale Wastewater Treatment Plant	0.570	0:00	High risk of environmental hazard.
10/17/2024	Elk Creek 1101	Colusa	Elk Creek Elementary School	0.200	75:15	High risk to public safety.
10/17/2024	Elk Creek 1101	Colusa	Elk Creek Junior High School	0.350	77:05	High risk to public safety.
10/17/2024	Corning 1102	Tehama	Flournoy Elementary School	0.200	68:30	High risk to public safety.
11/5/2024	Los Gatos 1106	Santa Clara	Polling Location – Lakeside Elementary School	0.125	0:00	High risk to public safety.
11/5/2024	Clayton 2212	Contra Costa	Ad-Hoc – Bi-Bett Diablo Valley Ranch	0.100	27:34	High risk to public safety.

PSPS Date	Circuit	County	Site Name	Deployed Generation (MW)	Duration of Operation (hrs.)	Reason Deployed
11/5/2024	Corning 1102	Tehama	CAL FIRE Paskenta Station	0.070	23:27	High risk to essential emergency response and support facilities.
11/5/2024	Jameson 1105	Solano	School – Suisun Valley Elementary School	0.200	19:31	High risk to public safety.
11/5/2024	Corning 1102	Tehama	School – Flournoy Elementary School	0.200	36:25	High risk to public safety.
11/5/2024	Monticello 1101	Napa	CAL FIRE Fire Station 38	0.032	70:50	High risk to essential emergency response and support facilities.

Helicopter Patrol Lines

The following count of helicopter patrols issued in advance of restoration has been revised to reflect the final number of helicopters deployed rather than helicopters available to be deployed. Additionally, the data has been further vetted for any duplicative calculations per each PSPS.

- July 2 – 3, 2024 PSPS: 16 helicopters deployed.
- July 20 – 21, 2024 PSPS: Six helicopters deployed.
- September 30 – October 1, 2024 PSPS: Six helicopters deployed.
- October 17 – 21, 2024 PSPS: Six helicopters deployed.
- November 5 – 6, 2024 PSPS: 15 helicopters deployed.

Mitigations to Reduce Impact

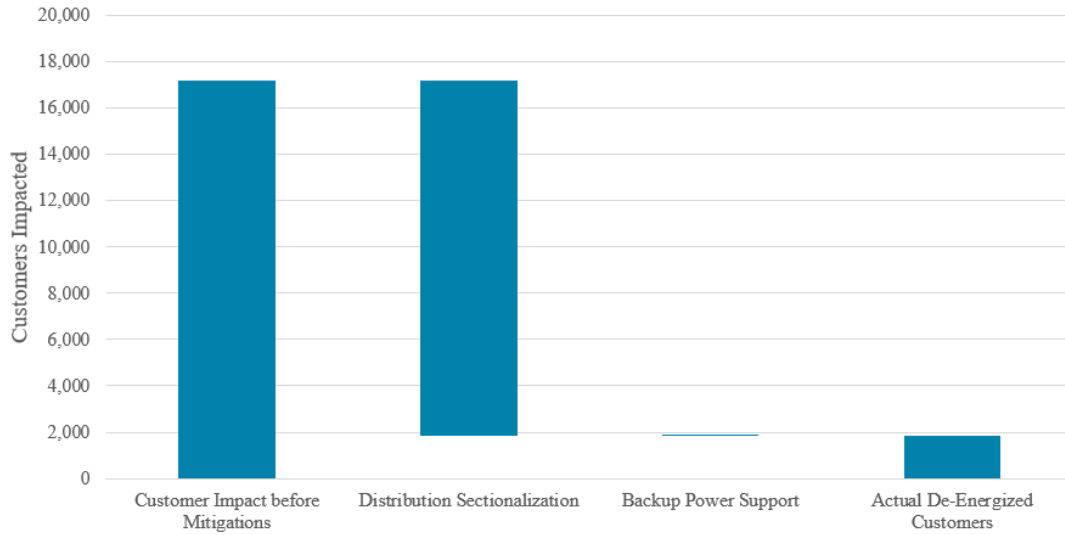
The following includes revised counts of mitigations conducted to reduce customer impact for the 2024 PSPS Post-Event Reports.

July 2 – 3, 2024 PSPS

PG&E employed multiple measures to avoid de-energizing approximately 15,361 customers. 15,358 of these customers were mitigated using distribution sectionalization, and three with backup power support.

Additionally, PG&E reported circuits mitigated using distribution sectionalization rather than customers mitigated. We have revised the figure below to reflect the updated count of customers mitigated.

July 2 – 3, 2024 PSPS Revised Reduction in Number of Impacted Customers Driven by Mitigation Efforts

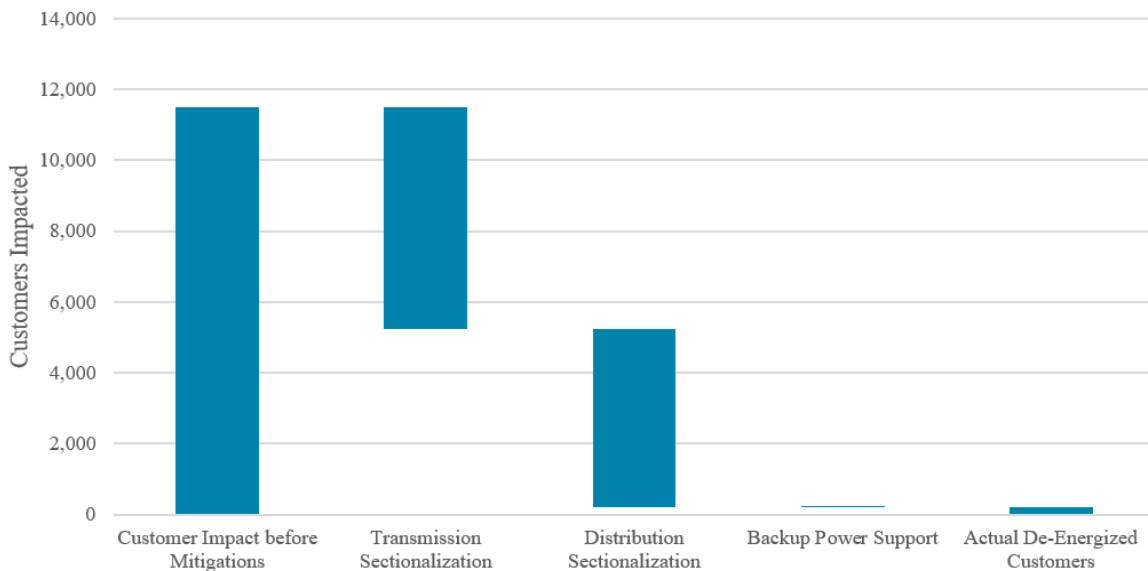


July 20 – 21, 2024 PSPS

PG&E employed multiple measures to avoid de-energizing approximately 11,303 customers. 5,029 of these customers were mitigated using distribution sectionalization, 6,272 through transmission sectionalization and two with backup power support. PG&E employed measures to avoid de-energizing approximately 6,272 customers by utilizing transmission line sectionalization.

We have revised the figure below to reflect the updated count of customers mitigated.

July 20 – 21, 2024 PSPS Revised Reduction in Number of Impacted Customers Driven by Mitigation Efforts



September 30 – October 1, 2024 PSPS

PG&E employed multiple measures to avoid de-energizing approximately 13,333 customers. 10,203 of these customers were mitigated using distribution sectionalization, 2,968 through transmission sectionalization, 160 through substation temporary generation and two with backup power support.

We have revised the figure below to reflect the updated count of customers mitigated.

September 30 – October 1, 2024 PSPS Revised Reduction in Number of Impacted Customers Driven by Mitigation Efforts

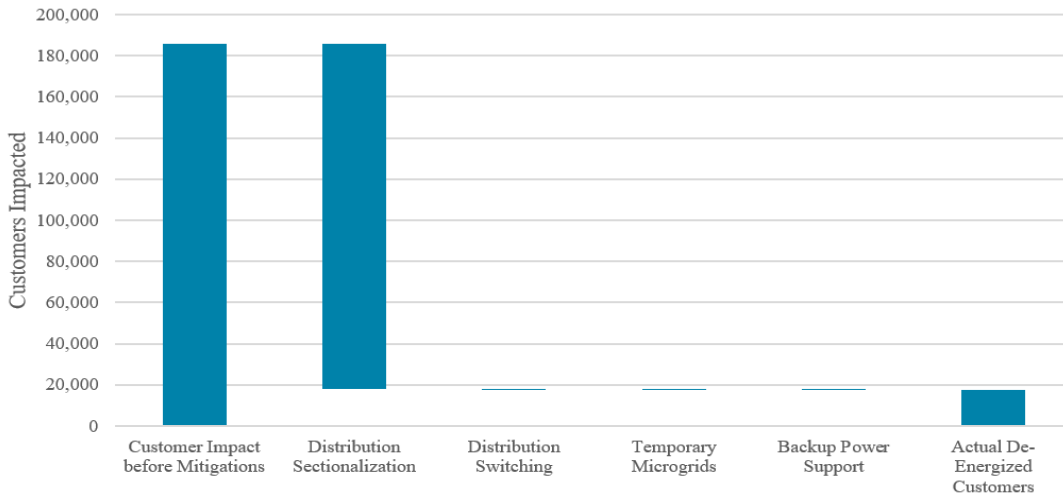


October 17 – 21, 2024

PG&E employed multiple measures to avoid de-energizing approximately 168,542 customers. 167,814 of these customers were mitigated using distribution sectionalization, 668 through distribution switching, 49 through temporary microgrids and 11 with backup power support.

We have revised the figure below to reflect the updated count of customers mitigated.

October 17 – 21, 2024 PSPS Revised Reduction in Number of Impacted Customers Driven by Mitigation Efforts

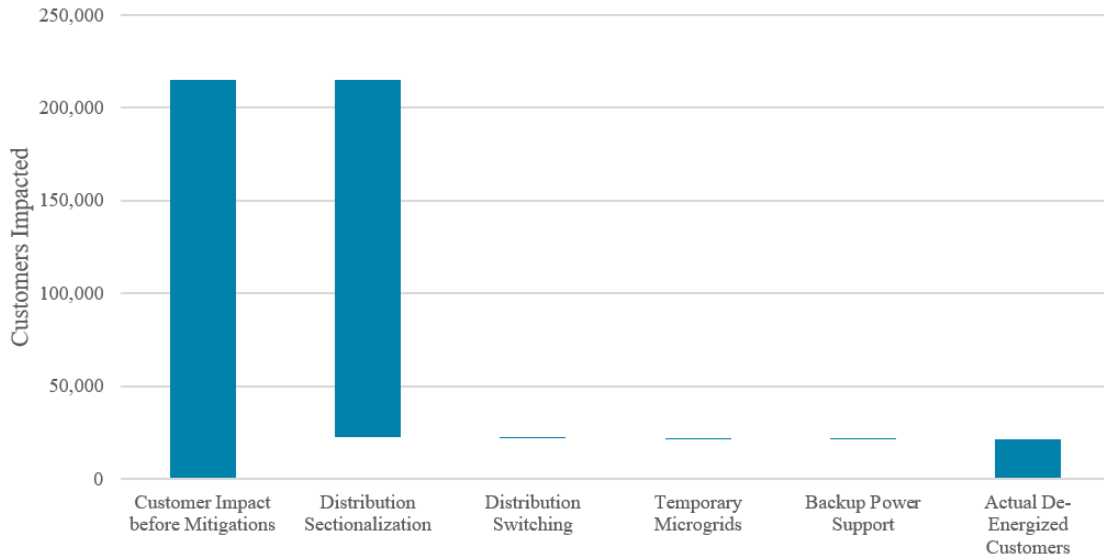


November 5 – 6, 2024

PG&E employed multiple measures to avoid de-energizing approximately 193,787 customers. 192,594 of these customers were mitigated using distribution sectionalization, 825 through distribution switching, 352 through temporary microgrids and 16 with backup power support.

We have revised the figure below to reflect the updated count of customers mitigated.

November 5 – 6, 2024 PSPS Revised Reduction in Number of Impacted Customers Driven by Mitigation Efforts

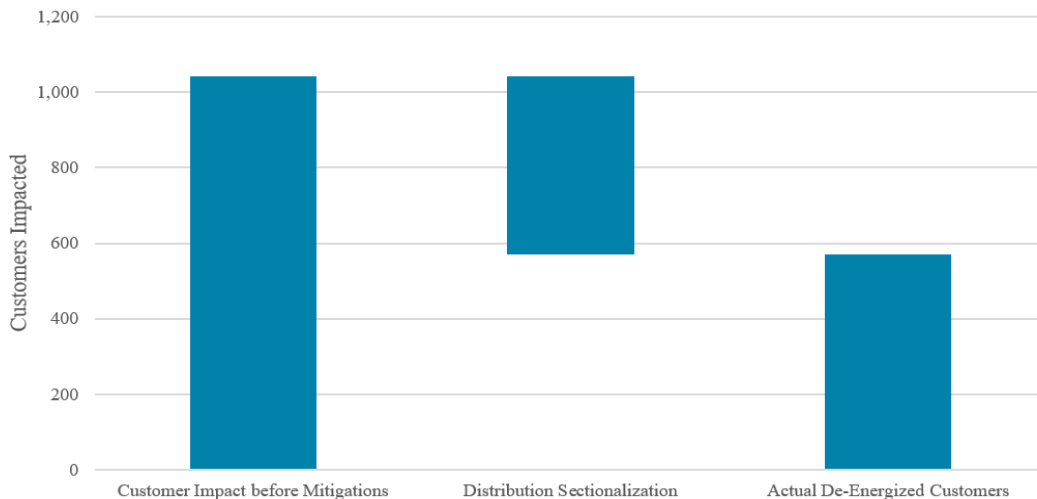


December 9 – 10, 2024

PG&E employed distribution sectionalization to avoid de-energizing approximately 472 customers.

We have revised the figure below to reflect the updated count of customers mitigated.

December 9 – 10, 2024 PSPS Revised Reduction in Number of Impacted Customers Driven by Mitigation Efforts



PSPS Transmission Line Circuits

The July 20 – 21, 2024 PSPS Post-Event Report, Section 10.1, PG&E reported transmission line sectionalization was not utilized during this PSPS. After further review, transmission sectionalization was utilized to limit the impact of one transmission customer. This count has been revised in the 2024 PSPS Post-Season Data Report to reflect this update.

In addition, Appendix B-1 reported a total of one impacted transmission customer de-energized during this PSPS. After further review, we have revised this count to three impacted transmission customers de-energized to reflect third party generation being categorized as individual customers (Tesla Stockton COGEN Jct 115kV and the US Windpower Tap transmission circuits).

Agency Factors

The agency factors considered in the decision to shut off power for each distribution circuit de-energized for the July 2 – 3, October 17 – 20, and November 5 – 8, 2024 PSPS events (Appendix A-1.1) have been revised to reflect “Yes” or “No” data values accordingly. The revised tables can be found in attachment “*PGE_Appendix A-1.1_Agency Factors Considered_4-1-2025.xlsx*.”

PSPS Transmission Decision Factors

The September 30 – October 1 PSPS Post-Event Report, Appendix A-1.2, noted the Kilarc-Creek Transmission Line CFP_T data was not available at the time of submission. The CFP_T for Kilarc-Cedar Creek was determined to be “1.81.” This revision has been reflected in the Decision Factors tab of the 2024 PSPS Post-Season Data Report.

Section II.B.2 - Community Resource Centers: Provide aggregate data, including aggregate data that may not have been available at the time the utility filed the 10-day post-event report:

- a. Address and describe each Community Resource Center during a de-energization event. [Authority: D.21-06-014, OPs 65 and 66]**

Response:

We provided all available information regarding CRCs for each PSPS in our [2024 PSPS Post-Event Reports](#). Tables 1 – 6 includes aggregate CRC data provided for each of the 2024 PSPS events. Note the CRC data below has not been modified from any of the [2024 PSPS Post-Event Reports](#).

Table 1: CRCs for July 2 – 3, 2024 PSPS

#	County	Site Name	Address	July 2 (PDT)	July 3 (PDT)	July 4 (PDT)	July 5 (PDT)	Total Visitors	Site Type
1	Butte	Concow Elementary School	11679 Nelson Bar Rd	8:00 – 22:00	8:00 – 22:00	8:00 – 22:00	8:00 – 14:00	58	Outdoor
2	Colusa	Stonyford Community Hall	229 Market St	8:00 – 22:00	8:00 – 22:00	8:00 – 22:00	8:00 – 14:00	156	Indoor

#	County	Site Name	Address	July 2 (PDT)	July 3 (PDT)	July 4 (PDT)	July 5 (PDT)	Total Visitors	Site Type
3	Glenn	Elk Creek Junior Senior High School	3430 Co Rd 309	8:00 – 22:00	8:00 – 22:00	8:00 – 22:00	8:00 – 14:00	37	Outdoor
4	Lake	Twin Pine Casino and Hotel	22223 CA-29	8:00 – 22:00	8:00 – 22:00	8:00 – 22:00	8:00 – 14:00	165	Indoor
5	Shasta	Happy Valley Community Center	5400 Happy Valley Rd	8:00 – 22:00	8:00 – 18:00	8:00 – 22:00	8:00 – 14:00	36	Indoor
6	Shasta	Dignity Health Mercy Oaks	100 Mercy Oaks Dr	8:00 – 22:00	8:00 – 22:00	8:00 – 22:00	8:00 – 14:00	54	Indoor
7	Tehama	Rancho Tehama Association	17605 Park Terrace Road	8:00 – 22:00	8:00 – 22:00	8:00 – 22:00	8:00 – 14:00	804	Outdoor
8	Tehama	Noland Park	19001 Bowman Rd	8:00 – 22:00	8:00 – 22:00	8:00 – 22:00	8:00 – 14:00	67	Outdoor

Table 2: CRCs for July 5, 2024 PSPS

#	County	Site Name	Address	July 5 (PDT)	Total Visitors	Site Type
1	Monterey	Salinas Valley Fairgrounds	625 Division St.	9:00 – 22:00	46	Indoor
2	Monterey	Soledad Community Center	560 Walker Drive	9:00 – 22:00	6	Indoor
3	Monterey	San Antonio Union School	67550 Lockwood Jolon Road	9:00 – 22:00	8	Outdoor

Table 3: CRCs for September 30 – October 1, 2024 PSPS

#	County	Site Name	Address	September 30 (PDT)	October 1 (PDT)	Total Visitors	Site Type
1	Butte	Concow Elementary School	11679 Nelson Bar Rd	8:00 – 22:00	8:00 – 9:30	12	Outdoor
2	Colusa	Stonyford Community Hall	229 Market St	8:00 – 15:00	No	10	Indoor
3	Glenn	Elk Creek Junior Senior High School	3430 Co Rd 309	8:00 – 20:00	No	35	Outdoor
4	Glenn	Orland Shopping Center	1016 South St	8:00 – 18:00	No	23	Outdoor

#	County	Site Name	Address	September 30 (PDT)	October 1 (PDT)	Total Visitors	Site Type
5	Napa	Calistoga Community Center	1307 Washington Street	8:00 – 22:00	8:00 – 9:30	25	Indoor
6	Shasta	Frontier Senior Center	2081 Frontier Trail	8:00 – 20:00	No	29	Indoor
7	Shasta	Dignity Health Mercy Oaks	100 Mercy Oaks Dr	8:00 – 21:00	No	28	Indoor
8	Shasta	Hill Country Health and Wellness Center	29632 CA-299	8:00 – 22:00	8:00 – 12:00	126	Outdoor
9	Tehama	Rancho Tehama Association	17605 Park Terrace Road	8:00 – 15:00	No	144	Outdoor
10	Tehama	Lassen Mineral Lodge	18961 Husky Way	8:00 – 15:00	No	23	Outdoor
11	Trinity	Southern Trinity High School	600 Van Duzen Rd	8:00 – 20:00	No	6	Outdoor

Table 4: CRCs for October 17 – 20, 2024 PSPS

#	County	Site Name	Address	October 17 (PDT)	October 18 (PDT)	October 19 (PDT)	October 20 (PDT)	Total Visitors	Site Type
1	Butte	Forest Ranch Baptist Church	4967 Schott Road	No	12:00 – 22:00	8:00 – 18:30	No	21	Indoor
2	Butte	Magalia Pines Baptist Church	14098 Skyway Rd	No	12:00 – 22:00	8:00 – 15:30	No	5	Indoor
3	Butte	Concow Elementary School	11679 Nelson Bar Rd	No	12:00 – 22:00	8:00 – 20:00	No	9	Outdoor
4	Colusa	Stonyford Community Hall	229 Market St	8:00 – 22:00	8:00 – 22:00	8:00 – 22:00	8:00 – 10:30	223	Indoor
5	Contra Costa	Clayton Community Church	6055 Main Street	18:00 – 22:00	8:00 – 22:00	8:00 – 19:00	No	73	Outdoor
6	Contra Costa	Balfour-Guthrie Park	1701 Balfour Rd	18:00 – 22:00	8:00 – 22:00	8:00 – 19:00	No	80	Outdoor

#	County	Site Name	Address	October 17 (PDT)	October 18 (PDT)	October 19 (PDT)	October 20 (PDT)	Total Visitors	Site Type
7	Fresno	Auberry Library	33049 Auberry Rd	No	8:00 – 22:00	8:00 – 11:00	No	11	Indoor
8	Glenn	Elk Creek Junior Senior High School	3430 Co Rd 309	8:00 – 22:00	8:00 – 22:00	8:00 – 22:00	8:00 – 9:00	225	Outdoor
9	Lake	Live Oaks Senior Center	12502 Foothill Blvd	12:00 – 22:00	8:00 – 22:00	8:00 – 19:00	No	540	Outdoor
10	Lake	Hidden Valley Lake Association	19305 Donkey Hill Rd	12:00 – 22:00	8:00 – 22:00	8:00 – 19:00	No	722	Outdoor
11	Madera	North Fork Elementary School	33087 Rd 228	No	8:00 – 22:00	8:00 – 11:30	No	10	Indoor
12	Madera	Oakhurst Community Hall	39800 Fresno Flats Rd	No	8:00 – 22:00	8:00 – 11:30	No	29	Indoor
13	Monterey	San Antonio Union School	67550 Lockwood Jolon Road	No	8:00 – 22:00	8:00 – 14:30	No	199	Outdoor
14	Monterey	Salinas Valley Fairgrounds	625 Division St.	No	8:00 – 22:00	8:00 – 14:30	No	32	Indoor
15	Napa	Pacific Union College	200 Angwin Ave	12:00 – 22:00	8:00 – 22:00	8:00 – 22:00	8:00 – 14:00	186	Outdoor
16	Napa	Calistoga Community Center	1307 Washington Street	12:00 – 22:00	8:00 – 22:00	8:00 – 22:00	8:00 – 14:00	56	Indoor
17	Santa Barbara	Santa Maria Elks Lodge	1309 N Bradley Rd	No	8:00 – 22:00	8:00 – 12:30	No	17	Outdoor
18	Santa Clara	Mayfair Community Center	2039 Kammerer Ave	No	12:00 – 22:00	8:00 – 18:00	No	141	Indoor
19	Santa Clara	Morgan Hill Library	660 W Main Ave	No	12:00 – 22:00	8:00 – 15:00	No	38	Indoor
20	Santa Clara	Faith Lutheran Church	16548 Ferris Ave	No	12:00 – 22:00	8:00 – 17:00	No	12	Outdoor
21	Santa Cruz	Unitarian Universalist Fellowship	6401 Freedom Blvd	No	12:00 – 22:00	8:00 – 16:00	No	21	Outdoor

#	County	Site Name	Address	October 17 (PDT)	October 18 (PDT)	October 19 (PDT)	October 20 (PDT)	Total Visitors	Site Type
22	Shasta	Risen King Community Church	6100 Oasis Rd	8:00 – 22:00	8:00 – 22:00	8:00 – 14:30	No	62	Outdoor
23	Shasta	Happy Valley Community Center	5400 Happy Valley Rd	8:00 – 22:00	8:00 – 22:00	8:00 – 14:30	No	56	Indoor
24	Solano	Solano Community College	2001 N Village Pkwy	12:00 – 22:00	8:00 – 22:00	8:00 – 21:30	No	59	Indoor
25	Solano	Green Valley Golf Course	35 Country Club Road	12:00 – 22:00	8:00 – 22:00	8:00 – 21:30	No	194	Outdoor
26	Sonoma	First Congregational Church of Sonoma	252 W Spain St	12:00 – 22:00	8:00 – 22:00	8:00 – 16:30	No	96	Outdoor
27	Sonoma	Healdsburg Community Church	1100 University Street	12:00 – 22:00	8:00 – 22:00	8:00 – 22:00	8:00 – 11:00	155	Outdoor
28	Tehama	Rancho Tehama Association	17605 Park Terrace Road	8:00 – 22:00	8:00 – 22:00	8:00 – 17:30	No	756	Outdoor
29	Tehama	Flournoy Elementary School	15850 Paskenta Rd	8:00 – 22:00	8:00 – 22:00	8:00 – 17:30	No	158	Outdoor

Table 5: CRCs for November 5 – 8, 2024 PSPS

#	County	Site Name	Address	November 5 (PST)	November 6 (PST)	November 7 (PST)	November 8 (PST)	Total Visitors	Site Type
1	Alameda	Costco Wholesale Livermore	2800 Independence Dr	18:00 – 22:00	8:00 – 22:00	8:00 – 13:00	No	154	Outdoor
2	Alameda	Formosan United Methodist Church	788 Lewelling Blvd	18:00 – 22:00	8:00 – 22:00	8:00 – 13:00	No	8	Outdoor
3	Alameda	Acts Full Gospel Church	1034 66th Ave	No	8:00 – 22:00	8:00 – 13:00	No	127	Outdoor
4	Butte	Concow Elementary School	11679 Nelson Bar Rd	18:00 – 22:00	8:00 – 22:00	8:00 – 14:30	No	37	Outdoor

#	County	Site Name	Address	November 5 (PST)	November 6 (PST)	November 7 (PST)	November 8 (PST)	Total Visitors	Site Type
5	Colusa	Stonyford Community Hall	229 Market St	16:00 – 22:00	8:00 – 22:00	8:00 – 14:30	No	152	Indoor
6	Contra Costa	Clayton Community Church	6055 Main Street	18:00 – 22:00	8:00 – 22:00	8:00 – 10:30	No	78	Outdoor
7	Contra Costa	Saint Matthew Lutheran Church	399 Wiget Ln	18:00 – 22:00	8:00 – 22:00	8:00 – 10:30	No	21	Outdoor
8	Contra Costa	Costco Wholesale Danville	3150 Fostoria Way	18:00 – 22:00	8:00 – 22:00	8:00 – 10:30	No	22	Outdoor
9	Glenn	Elk Creek Junior Senior High School	3430 Co Rd 309	16:00 – 22:00	8:00 – 22:00	8:00 – 15:00	No	49	Outdoor
10	Kern	Lebec Post Office	2132 Lebec Road	No	8:00 – 22:00	8:00 – 13:00	No	338	Outdoor
11	Lake	Live Oaks Senior Center	12502 Foothill Blvd	18:00 – 22:00	8:00 – 22:00	8:00 – 14:30	No	196	Outdoor
12	Lake	Twin Pine Casino and Hotel	22223 CA- 29	18:00 – 22:00	8:00 – 22:00	8:00 – 14:30	No	135	Indoor
13	Napa	Pacific Union College	200 Angwin Ave	15:00 – 22:00	8:00 – 22:00	8:00 – 18:00	No	187	Outdoor
14	Napa	Napa Elks Lodge	2840 Soscol Ave	15:00 – 22:00	8:00 – 22:00	8:00 – 18:00	No	500	Outdoor
15	Napa	Saint Helena Catholic School	1255 Oak Ave	15:00 – 22:00	8:00 – 22:00	8:00 – 18:00	No	113	Outdoor
16	Napa	Highlands Christian Fellowship	970 Petrified Forest Rd	15:00 – 22:00	8:00 – 22:00	8:00 – 18:00	No	345	Outdoor
17	Santa Clara	WestGate Church South Hills Campus	6601 Camden Ave	18:00 – 22:00	8:00 – 22:00	8:00 – 13:30	No	6	Outdoor

#	County	Site Name	Address	November 5 (PST)	November 6 (PST)	November 7 (PST)	November 8 (PST)	Total Visitors	Site Type
18	Santa Clara	Morgan Hill Community and Cultural Center	17060 Monterey Rd	18:00 – 22:00	8:00 – 22:00	8:00 – 13:30	No	46	Outdoor
19	Santa Clara	Faith Lutheran Church	16548 Ferris Ave	18:00 – 22:00	8:00 – 22:00	8:00 – 13:30; 20:30 – 22:00	08:00 – 13:30	49	Outdoor
20	Santa Clara	Valley Church	10885 N Stelling Rd	18:00 – 22:00	8:00 – 22:00	8:00 – 13:30	No	140	Outdoor
21	Santa Cruz	Unitarian Universalist Fellowship	6401 Freedom Blvd	18:00 – 22:00	8:00 – 22:00	8:00 – 13:00	No	8	Outdoor
22	Solano	Costco Wholesale Vacaville	1051 Hume Way	16:00 – 22:00	8:00 – 22:00	8:00 – 17:00	No	140	Outdoor
23	Solano	Green Valley Golf Course	35 Country Club Road	16:00 – 22:00	8:00 – 22:00	8:00 – 17:00	No	176	Outdoor
24	Solano	Joseph Nelson Community Center	611 Village Dr	16:00 – 22:00	8:00 – 22:00	8:00 – 17:00	No	14	Indoor
25	Sonoma	First Congregational Church of Sonoma	252 W Spain St	18:00 – 22:00	8:00 – 22:00	8:00 – 17:00	No	52	Outdoor
26	Sonoma	Healdsburg Community Church	1100 University Street	18:00 – 22:00	8:00 – 22:00	8:00 – 17:00	No	59	Outdoor
27	Sonoma	Presbyterian Church of the Roses	2500 Patio Ct.	18:00 – 22:00	8:00 – 22:00	8:00 – 17:00	No	71	Indoor
28	Tehama	Rancho Tehama Association	17605 Park Terrace Road	17:00 – 22:00	8:00 – 22:00	8:00 – 15:00	No	400	Outdoor
29	Tehama	Flournoy Elementary School	15850 Paskenta Rd	17:00 – 22:00	8:00 – 22:00	8:00 – 15:00	No	60	Outdoor

Table 6: CRC for December 9 – 10, 2024 PSPS

#	County	Site Name	Address	December 9 (PST)	December 10 (PST)	Total Visitors	Site Type
1	Kern	Lebec Post Office	2132 Lebec Road	17:00 – 22:00	8:00 – 20:00	180	Outdoor

Figure 1 is an overview of the resources available at CRCs PG&E opened and operated for the 2024 PSPS events. For more information on our CRC plan, see Appendix A in PG&E’s [2024 PSPS Pre-Season Report](#), pp. 47-61.

Figure 1: CRC Types and Resources

Standard operating hours at all CRCs: 8 a.m. - 10 p.m.

Details/Resources	Indoor	Outdoor
CRC Overview	Indoor site (i.e., library, school)	Open air tents at outdoor site
COVID-19 Health and Safety Measures	X	X
ADA-Accessible Restroom	X	X
Heating and Cooling	X	
Device Charging*	X	X
Wi-Fi Service	X	X
Bottled Water	X	X
Non-Perishable Snacks	X	X
“Grab and go” resource offerings**	X	X
Tables and Chairs	X	X
Bagged Ice	X	
Blankets (quantities limited)	X	X
Security Personnel	X	X
Cellular Coverage	X	X
Customer Service Staff	X	X
Wind/Weather-Resistant	X	
Privacy Screens	X	

* Medical device charging is prioritized in times of high demand.

** Grab and go bags contain device chargers, water, snacks and PSPS information.

Section II.B.3 - Notification: Provide aggregate data that may not have been available at the time the utility filed the 10-day post-event report:

- a. Identify who the utility contacted in the community prior to de-energization and whether the affected areas are classified as High Fire Threat District Tier 1, Tier 2, or Tier 3 (as defined in General Order 95, Rule 21.2-D22)**

Response:

We provided all available information regarding whom we contacted in the community prior to de-energization and whether the impacted areas are classified as High Fire-Threat District (HFTD) Zone 1, Tier 2, or Tier 3 (as defined in General Order 95, Rule 21.2-D22) in each of our [2024 PSPS Post-Event Reports](#).

As stated in our [2024 Public Safety Power Shutoffs Guide](#), we use a High Fire Risk Area (HFRA) classification in addition to HFTD to determine PSPS scope. In the appendices of our [2024 PSPS Post-Event Reports](#), we begin by identifying HFTD areas assigned to Public Safety Partners. Any area outside of HFTD was reviewed to determine if it is included in HFRA. PG&E's circuits can run miles long and span across multiple jurisdictions. Some Public Safety Partners outside of HFRA and HFTD were also de-energized in order to de-energize areas within HFRA and HFTD for safety.

- b. Explain why notice could not be provided at least two hours prior to a de-energization, if such notice was not provided; [Authority: D.21-06-014, OPs 65 and 66]**

Response:

Pursuant to CPUC Phase 1 Guidelines,² PG&E is required to send notifications to Public Safety Partners, Tribal/Local Governments, Community Based Organizations (CBOs) and impacted customers 48 – 72, 24 – 48 and 1 – 4 hours prior to de-energization. IOUs are not required to send notifications two hours prior to de-energization under the requirements set forth in [ESRB-8, Phase\(s\) 1, 2, 3 of the PSPS OIR](#).

We provide notification timing and explanations of notification failures based on the minimum timeline requirements set by the CPUC in PG&E's [2024 PSPS Post-Event Reports](#), Section 5. See Section II.B.1 for PSPS notification failure root causes that were not previously reported in the 2024 PSPS Post-Event Reports.

Section II.B.4 - Restoration: Provide aggregate data, as identified in OP 65, in an annual report, including aggregate data that may not have been available at the time the utility filed the 10-day post-event report:

- a. Provide a detailed description of the steps the utility used to restore power. [Authority: D.21-06-014, OPs 65 and 66]**

Response:

We provided all required and available restoration data and information regarding steps to restore power in Section 8 of each of our [2024 PSPS Post-Event Reports](#).

² D.19-05-042.

For more information on our PSPS restoration process, see PG&E’s [2023-2025 Wildfire Mitigation Plan \(WMP\) R3](#), Section 8.4.5, pp. 854-859.

PG&E was able to restore all circuits and customers within 24 hours of the weather All-Clear for the following PSPS events:

- July 2 – 3, 2024
- July 20 – 21, 2024
- September 30 – October 1, 2024
- December 9 – 10, 2024

Table 7 provides information on the circuits we were unable to restore within 24 hours.

Table 7: Circuits Unable to Restore within 24 Hours of the Weather All-Clear

PSPS Date	Circuit Name	Reason the Utility was Unable to Restore the Circuit Within 24 Hours
10/17/2024	Silverado 2104	A portion of Silverado 2104 was not restored within 24 hours due to rugged mountainous terrain in portions of the circuit that made it difficult to access. Additionally, per our procedures, ³ we are not able to perform helicopter patrols past sunset due to safety concerns. Therefore, helicopter patrols were paused then resumed during sunrise on October 20, 2024. Restoration of the entire circuit was completed at 13:18 PDT.
11/5/2024	Los Gatos 1107	A portion of Los Gatos 1107 was not restored within 24 hours due to repairs that were required after a tree branch fell onto the conductor. The damage was located in the middle of a ravine, therefore, crews had to create a path to the tree in order to repair it, causing delays. Restoration of the entire circuit was completed on November 8, 2024 at 11:42 PST.

³ Helicopter Operations Field Manual AVI-3001M Rev 2, Section 1.14.2, dated 10-21-24.

Section III – Decision Specified

A. Education and Outreach [Authority: D.21-06-034, Guidelines at p. A7, Section E-1]

Section III.A.1 - Include the results of the most recent education and outreach surveys not previously reported on, as an attachment to the Post-Season Report. See E.21-06-034, Sections E-1. for specific requirements on the surveys. [Authority: D.21-06-034, Guidelines at p. A7, Section E-1]

Response:

See [Appendix A](#) for results of our most recent education and outreach surveys.

B. Medical Baseline and Access and Functional Needs [Authority: D.21-06-034, Guidelines at p. A16, Sections K-3.d]

Section III.B.1 - Describe in detail all programs and/or types of assistance, including:

Response:

We describe Medical Baseline (MBL) and Access and Functional Needs (AFN) Programs and/or types of assistance in our [2025 AFN Plan](#) and [2023-2025 WMP R7](#). Citations are provided below.

a. Free and/or subsidized backup batteries

i. Disability Disaster Access and Resources (DDAR) Program

Free and/or subsidized backup batteries are provided as part of the DDAR Program and explained in PG&E's [2025 AFN Plan](#), Section 2.4.1, p. 12.

ii. Portable Battery Program (PBP)

Free backup batteries provided as part of PBP and explained in PG&E's [2025 AFN Plan](#), Section 2.4.3, pp. 14-15. In 2024, the PBP eligibility included MBL and Self-Identified Vulnerable (SIV) Program customers who have experienced at least one PSPS since 2021, or at least five outages due to Enhanced Powerline Safety Settings (EPSS) since 2022.

iii. Generator and Battery Rebate Program

Subsidies via rebates are provided as part of the Generator and Battery Rebate Program and explained in PG&E's [2023-2025 WMP R7](#), Section 8.5.3, p. 906 and PG&E's [2025 AFN Plan](#) Section 2.4.4, p. 15-16.

iv. Backup Power Transfer Meter

The meter device as a smart meter is included as part of the Backup Power Transfer Meter Program in PG&E's [2023-2025 WMP R7](#), Section 8.5.3, p. 906 and PG&E's [2025 AFN Plan](#) Section 2.4.5, p. 16.

b. Self-Generation Incentive Program Equity Resiliency Budget

SGIP is explained in PG&E's [2023-2025 WMP R7](#), Section 8.5.3, p. 906 and PG&E's [2025 AFN Plan](#), Section 2.4.2, pp. 13-14. While Equity Resiliency Budget (ERB) funding is limited, the General Market budget reserves a portion of

funding for customers living in Tier 2 or 3 HFTDs or those who have been impacted by two or more PSPS events, one PSPS and one wildfire event, or five or more outages on an EPSS-protected powerline since 2023, but were unable to apply to the ERB. The latest budget availability for this program is located on the [SGIP website](#).

c. Community Microgrid Incentive Program (MIP) [sic] [“Microgrid Incentive Program” per D.21-01-018]

In Track Two of the Microgrid OIR, the CPUC directed California IOUs to expand the Community Microgrid Enablement Program (CMEP) to create a new Microgrid Incentive Program (MIP). PG&E, SG&E, and SCE filed a joint MIP implementation plan which was adopted with modifications in D.23-04-034 on April 6, 2023.

MIP is intended to fund clean community microgrids, with a focus on critical energy needs for disadvantaged and vulnerable populations impacted by grid outages. The CPUC allotted a \$200 million budget, of which PG&E was allocated \$79.2 million. The program uses a scoring system based on customer, resilience, and environmental benefits to award funding to selected projects. Further eligibility requirements and scoring rubric are provided in PG&E’s MIP [Microgrid Incentive Program Handbook](#). To date, there are no MIP funded microgrid projects that are operating.

d. Hotel vouchers

i. Disability Disaster Access and Resources (DDAR) Program

Hotel stays are included as part of the DDAR Program in PG&E’s [2025 AFN Plan](#), Section 2.4.1, p. 12-13.

ii. 211 Referral Services

PG&E’s agreement with the California 211 Providers Network (CA 211) connects individuals with AFN to critical resources, including hotel accommodations. More information on hotel stays during a PSPS can be found in the “Hotel accommodations and discounts” section of the [PSPS Resources for AFN Customers](#) page.

e. Transportation to CRCs

PG&E provides accessible transportation for our customers to CRCs and hotels through our DDAR Program and CA 211.

i. Disability Disaster Access and Resources (DDAR) Program

PG&E describes transportation to CRCs as part of the DDAR Program in PG&E’s [2023-2025 WMP R7](#), Section 8.5.3, p. 907.

iii. 211 Referral Services

PG&E’s agreement with the California Network of 211s connects individuals with AFN to critical resources, including transportation to CRCs. For more information on transportation to CRCs as part of 211, see PG&E’s [2025 AFN Plan](#), Sections 2.3.1 p. 11-12, and 2.5.1.7, p. 18.

f. Any other applicable programs or pilots to support resiliency for persons with access and functional needs and vulnerable populations.

i. Medical Baseline (MBL) Program

The MBL Allowance Program is explained in PG&E's [2025 AFN Plan](#), Section 2.5.2, pp. 18-20.

ii. Energy Savings Assistance (ESA) Program

The ESA Program is explained in PG&E's [2025 AFN Plan](#), Section 2.5.3, p. 20.

iii. California Alternative Rates for Energy Program (CARE) / Family Electric Rate Assistance Program (FERA)

The CARE and FERA Programs are explained in PG&E's [2025 AFN Plan](#), Section 2.5.4, pp. 20-21.

iv. Community Resource Centers (CRCs)

PG&E's CRC plan is explained in PG&E's [2023-2025 WMP R7](#), Section 8.4.6, pp. 878-879.

v. Community Microgrid Enablement Program (CMEP)

PG&E's CMEP helps communities plan and implement a resilience solution to power critical resources when the utility grid is shut down due to extreme weather or PSPS events. To date, there is one microgrid funded by CMEP, the Redwood Coast Airport Microgrid (RCAM), which was not leveraged during the 2024 PSPS Season as its location is outside areas impacted by PSPS. However, the program consists of four elements:

- 1. Web-Based Tools and Information** – PG&E provides financial, technical, and interconnection resources for community microgrid projects. See, for example, pge.com/cmep and [PG&E's Community Microgrid Technical Best Practices Guide](#).
- 2. Enhanced Utility Technical Support** – PG&E provides incremental support to facilitate development of multi-customer microgrids from initial concept exploration, through assessment, and execution.
- 3. Pro Forma Tariff and Agreements** – In 2020, PG&E submitted a pro forma tariff in Advice Letter 5918E to govern the eligibility, development, and island and transitional operation of community microgrids. The CMET has remained a foundational tariff for multi-party microgrids and has become the basis for the CPUC's recently adopted Multi-Party Microgrid Tariff. PG&E has also developed a Microgrid Operating Agreement, which defines the roles and responsibilities in the development and operation of a community microgrid.
- 4. Cost Offsets** – The CMEP will offset certain PG&E equipment necessary to enable the safe islanding of a community microgrid of up to \$3 million per

project. This may include equipment such as isolation devices, PG&E's microgrid controller, and equipment to ensure that the microgrid is safe to operate. The cost offsets do not cover the cost of distributed generation or energy storage.

vi. Backup Power Education at Energy Action Guide and Safety Action Center

PG&E's [Energy Action Guide](#) currently has Portable Batteries and Portable Generator categories to provide customers with retail purchase options. Additionally, we provide tools for comparing backup power options and a [Resource Guide](#) on our website to locate vendors. We offer customers tools and tips to learn more about backup power safety through our online [Safety Action Center](#).

vii. Electric Vehicle (EV) Charging Network Support and Resiliency

During PSPS events, customers seeking information on EV charging stations are directed to EV resources found on our EV [website](#), which allows customers to find charging locations near them. The interactive Charger Locator Map on PG&E's [EV Charging Station](#) page displays real-time information to ensure the public has up-to-date information about the location of supported EV chargers, including locations that may be affected by a current PSPS.

viii. Food Replacement Resources

Food Replacement Resources are described in PG&E's [2025 AFN Plan](#), Section 2.5.1, p. 16-17.

ix. Haven of Hope on Wheels

PG&E partners with Haven of Hope on Wheels in Butte County to provide portable showers and laundry service for MBL and AFN customers. This resource was not deployed during PG&E's 2024 PSPS events due to limited scope and impact in Butte County.

x. 211 Referral Services

CA 211 Providers Network offers AFN households a 24/7 source of information and connection to available resources in their community before, during, and after Wildfire Safety Outages. Individuals can access CA 211 live phone services in English and Spanish through bilingual staff, and in 150 additional languages through tele-interpretation services. Information will also be available in English and Spanish through two-way text and push-texting services. In addition to supporting the needs and requests of AFN customers, 211 will provide those with AFN access to free PSPS education, outreach, and emergency planning in advance of PSPS, as well as directly offering critical resources like transportation, food, batteries, and other social services during PSPS.

Section III.B.2 – Identify and describe the costs and associated funding source(s) for all partnerships, each unique program and form of assistance (e.g., backup batteries as distinct from hotel vouchers), and any other efforts aimed at mitigating the impacts of public safety power shutoff events on persons with access and functional needs and vulnerable populations. Use the below table to provide this information.

Response:

Table 8 provides costs and funding sources associated with PG&E partnerships to mitigate impacts of a PSPS on AFN populations. In the 2023 General Rate Case (GRC) CPUC decision, the following programs were approved to be recovered in the Wildfire Mitigation Balancing Account (WMBA) rather than the Wildfire Mitigation Plan Memorandum Account (WMPMA):

- DDAR Program
- PBP
- Generator and Battery Rebate Program

Table 8: Costs & Funding Sources for Partnerships

Partnerships/ Programs/Services	Costs (\$)	Funding Sources(s)	Program/Cost Description
DDAR Program	\$3,633,444	WMBA	Portable backup batteries, hotel stays, food stipends, accessible transportation, and fuel gift cards are all funded through the DDAR program, in addition to the administration and promotion of the program.
PBP	\$9,001,688	WMBA	Portable backup batteries, minifridges, and insulin coolers are all funded through PBP, in addition to the administration and promotion of the program.
Generator and Battery Rebate Program	\$1,442,281	WMBA	Rebates for qualified generators and portable batteries, including the administration and promotion of the program.
CRCs ⁴	\$9,259,523	WMBA	Hardening sites, staffing costs (program management fees, training), logistics/emergency service provider retainers, IT costs, security costs, project management costs, and contractor costs.
Food Replacement Resources	\$346,344	WMBA	Various contracted CBOs that provide food to the community during a PSPS.
211 Referral Services (Non- Event)	\$1,775,159	WMPMA	Costs related to non-event support such as continued administrative costs including emergency preparedness work.

⁴ CRC costs include efforts to mitigate the impacts of PSPS for all impacted residential customers, including AFN and SIV.

Partnerships/ Programs/Services	Costs (\$)	Funding Sources(s)	Program/Cost Description
211 Referral Services (In-Event)	\$112,546	WMBA	Costs directly related to PSPS in-event support.
Multicultural Media Partnerships & In- Language CBOs	\$400,000	WMBA	Language translation and PSPS in-event interpretation.
American Sign Language (ASL) Translation	\$5,434	WMBA	ASL language for PSPS notifications.
Dignity Health Accessible Transportation	\$17,800	WMBA	Costs related to in-event transportation provided to impacted customers.
Paid Media and Advertising	\$2,658,750	WMBA	PG&E promotes proactive and educational PSPS preparation information as well as emergency messages to reach our customers before and during PSPS events via paid media channels. These ads are provided in English, Spanish and Chinese languages.

Section III.B.3 – Funding source(s) shall specify applicable utility balancing accounts or other accounting mechanisms, and non-utility funding sources, if applicable.

Response:

See Table 8 in Section III.B.2 for partnership funding sources.

Section III.B.4 – Identify any communities or areas not served by utility partnerships with CBOs that provide assistance to persons with access and functional needs or vulnerable populations in preparation for or during a public safety partners event.

[Authority: D.21-06-034, Guidelines at p. A16, Sections K-3.d]

Response:

See Table 8 in Section III.B.2 for partnership funding sources. PG&E provides support for AFN and vulnerable populations throughout our entire service area. CBO partnerships may vary by county, however, there are utility partnerships with CBOs throughout our entire service territory.

C. Mitigation [Authority: D.21-06-034, Guidelines at p. A15, Section K-3.a.i.]

Section III.C.1 - For each proactive de-energization event that occurred during the prior calendar year:

a. Circuit-by-circuit analysis of mitigation provided from backup power and microgrid pilots.

Response:

Table 9 lists backup generation provided during the 2024 PSPS events.

PG&E utilized temporary microgrids to mitigate de-energization for the October 17 – October 20, 2024, and the November 5 – 8, 2024 PSPS events. Backup generation was not deployed for the December 9 – 10, 2024 PSPS. Additionally, PG&E did not utilize community microgrids to mitigate de-energization for any of the 2024 PSPS events.

Table 9: Customers Provided Backup Generation

PSPS Date	Circuit	County	Site Name	Deployed Generation (MW)	Duration of Operation (hrs.)	Reason Deployed
7/2/2024	Elk Creek 1101	Glenn	Elk Creek Community Water District	0.230	0:00	High risk to environment or public safety.
7/2/2024	Cortina 1101	Colusa	Cortina Rancheria Indian Reservation Residence	0.070	62:05	Health and safety risk for Tribal elders.
7/2/2024	Cortina 1101	Colusa	Cortina Rancheria Indian Reservation Residence	0.070	62:25	Health and safety risk for Tribal elders.
7/2/2024	Cortina 1101	Colusa	Cortina Rancheria Indian Reservation Residence	0.070	62:10	Health and safety risk for Tribal elders.
7/2/2024	Jessup 1101	Shasta	CAL FIRE Happy Valley Fire Center	0.560	0:00	High risk to environment or public safety.
7/20/2024	Brentwood 2105	Contra Costa	Byron Airport	0.200	4:50	Public Safety – airport cannot operate without fire suppression system.
7/20/2024	Brentwood 2105	Contra Costa	Byron Airport	0.100	5:05	Public Safety – airport cannot operate without fire suppression system.
9/30/2024	Elk Creek 1101	Shasta	CAL FIRE Happy Valley Fire Center	0.100	25:15	High risk to public safety.

PSPS Date	Circuit	County	Site Name	Deployed Generation (MW)	Duration of Operation (hrs.)	Reason Deployed
10/17/2024	Jessup 1101	Shasta	CAL FIRE Happy Valley Fire Center	0.125	0:00	High risk to essential emergency response and support facilities.
10/17/2024	Tyler 1105	Tehama	CAL FIRE Red Bank Station	0.056	38:45	High risk to essential emergency response and support facilities.
10/17/2024	Jolon 1102	Monterey	San Antonio Public School	0.200	44:03	High risk to public safety.
10/17/2024	Cortina 1101	Williams	Cortina Rancheria Indian Reservation	0.056	72:45	High risk to public safety.
10/17/2024	Cortina 1101	Colusa	Cortina Rancheria Indian Reservation	0.056	73:45	High risk to public safety.
10/17/2024	Cortina 1101	Colusa	Cortina Rancheria Indian Reservation	0.056	74:30	High risk to public safety.
10/17/2024	Vacaville 1108	Solano	Residence Vacaville	0.100	62:05	High risk to public safety.
10/17/2024	Cloverdale 1101	Sonoma	City of Cloverdale Wastewater Treatment Plant	0.570	0:00	High risk of environmental hazard.
10/17/2024	Big Bend 1101	Butte	Residence Yankee Hill	0.056	45:17	High risk to public safety.
10/17/2024	Elk Creek 1101	Colusa	Elk Creek Elementary School	0.200	75:15	High risk to public safety.
10/17/2024	Elk Creek 1101	Colusa	Elk Creek Junior High School	0.350	77:05	High risk to public safety.
10/17/2024	Corning 1102	Tehama	Flournoy Elementary School	0.200	68:30	High risk to public safety.
10/17/2024	Silverado 2104	Napa	Angwin Distribution Microgrid	0.500	63:35	High risk to public safety.
10/17/2024	Glenn 1101	Glenn	Residence Orland	0.065	67:05	High risk to public safety.
10/17/2024	Elk Creek 1101	Colusa	Stonyford Community Hall	0.032	Intermittent 10/17/24 - 10/19/24	High risk to public safety.
11/5/2024	Vacaville 1111	Solano	Polling Location – Moose Lodge	0.100	0:00	High risk to public safety.

PSPS Date	Circuit	County	Site Name	Deployed Generation (MW)	Duration of Operation (hrs.)	Reason Deployed
11/5/2024	Vacaville 1104	Solano	Polling Location – Girl Scout House (Napa Solano Girl Scout Council)	0.150	0:00	High risk to public safety.
11/5/2024	Los Gatos 1106	Santa Clara	Polling Location – Lakeside Elementary School	0.125	0:00	High risk to public safety.
11/5/2024	Corning 1101	Tehama	Polling Location – Rancho Tehama Association	0.056	0:00	High risk to public safety.
11/5/2024	Highlands 1103	Lake	Ad-Hoc – Morgan Valley Rd., Lower Lake (Residence)	0.036	21:23	High risk to public safety.
11/5/2024	Clayton 2212	Contra Costa	Ad-Hoc – Bi-Bett Diablo Valley Ranch	0.100	27:34	High risk to public safety.
11/5/2024	Clayton 2212	Contra Costa	Ad-Hoc – Briones Valley Rd., Brentwood (Residence)	0.032	26:40	High risk to public safety.
11/5/2024	Middletown 1101	Lake	Polling Location – Calpine Geothermal Visitor Center	0.200	71:19	High risk to public safety.
11/5/2024	Corning 1102	Tehama	CAL FIRE Paskenta Station	0.070	23:27	High risk to essential emergency response and support facilities.
11/5/2024	Elk Creek 1101	Colusa	Ad-Hoc – Deer Path, Stonyford (Residence)	0.025	21:08	High risk to public safety.
11/5/2024	Jameson 1105	Solano	School – Suisun Valley Elementary School	0.200	19:31	High risk to public safety.
11/5/2024	Corning 1102	Tehama	Ad-Hoc – Maggie Way, Paskenta (Residence)	0.032	74:02	High risk to public safety.
11/5/2024	Corning 1102	Tehama	School – Flournoy	0.200	~36:25	High risk to public safety.

PSPS Date	Circuit	County	Site Name	Deployed Generation (MW)	Duration of Operation (hrs.)	Reason Deployed
			Elementary School			
11/5/2024	Vacaville 1108	Solano	Ad-Hoc – Aurora Way, Vacaville (Residence)	0.100	45:05	High risk to public safety.
11/5/2024	Oakland 1106	Alameda	Ad-Hoc – Chabot Space and Science Center	0.570	47:00	High risk to public safety.
11/5/2024	Big Bend 1101	Butte	Ad-Hoc – Meadow Springs Rd., Yankee Hill (Residence)	0.056	~44:46	High risk to public safety.
11/5/2024	Vacaville 1111	Solano	Ad-Hoc – Hemlock St., Vacaville (Residence)	0.040	25:30	High risk to public safety.
11/5/2024	Big Bend 1101	Butte	Ad-Hoc – Hoffman Rd., Oroville (Residence)	0.036	~21:30	High risk to public safety.
11/5/2024	Monticello 1101	Napa	CAL FIRE Fire Station 38	0.032	70:50	High risk to essential emergency response and support facilities.
11/5/2024	Silverado 2104	Napa	Angwin Distribution Microgrid	0.500	42:19	High risk to public safety.

D. Public Safety Partners [Authority: D.21-06-034, Guidelines at p. A16, Section K-3.c.]

Section III.D.1 - Identification of all requests for selective re-energization made by public safety partners during a de-energization event, whether each such request was granted or denied, and the reason for granting or denying each such request.

Response:

There were no selective re-energization requests made by Public Safety Partners during our 2024 PSPS events.

E. Transmission [Authority: D.21-06-034, Guidelines at pp. A15-A16, Section K-3.b.]

Section III.E.1 - Description of the impact of de-energization on transmission.

Response:

During 2024, a total of 15 transmission circuit-events (13 unique transmission circuits) were de-energized during four transmission-level PSPS events impacting nine transmission customer-events (seven unique transmission customers) and three incremental distribution customers. PG&E did not de-energize transmission circuits during the July 2 – 3, July 5, and December 9 – 10 PSPS events.

Section III.E.2 - Evaluation of how to mitigate and prepare for those impacts in future potential de-energization events.

Response:

All capable transmission lines were sectionalized throughout 2024 to reduce customer impacts. During the September 30 – October 1, 2024 PSPS, incremental distribution customers were mitigated via temporary generation at Elk Creek substation. The small number of incremental customers at Elk Creek substation during the October 17 – 20, 2024 PSPS did not warrant the additional resources required for temporary generation.

PG&E’s overall wildfire mitigation plan to prepare for future potential de-energizations related to transmission-level circuits is outlined in the [2023-2025 WMP R3](#), Section 7.2.1, pp. 271-288.

Section III.E.3 - Identify and describe all studies that are part of such analysis and evaluation.

Response:

PG&E’s analysis and evaluation to its overall wildfire mitigation plan related to transmission-level circuits are outlined [2023-2025 WMP R7](#), Section 9.2.1, pp. 930-942.

Section III.E.4 - Identify all efforts to work with publicly owned utilities and cooperatives to evaluate the impacts of de-energization on transmission.

Response:

PG&E provides proactive, ongoing outreach to publicly owned utilities (POUs) and cooperatives in advance of wildfire season to inform them of PSPS scoping model adjustments and historical data of actual and estimated PSPS events. PG&E invited POUs to a quarterly series of Regional Working Groups throughout 2024 to provide information and receive feedback on PSPS and Community Wildfire Safety Program (CWSP) activities.

Additionally, PG&E hosted a Critical Facilities webinar in 2024, wherein cooperatives such as transmission entities were invited and provided information on PSPS and CWSP activities.

Section IV – Safety and Enforcement Division Specified

Section IV.1 - Discuss how your PSPS meteorology and fire science predictive models performed in the prior year. What changes were made to the models in the prior year? What are the planned modeling improvement efforts?

Response:

PG&E used machine learning models to predict the probability of PSPS events, ignitions and catastrophic fires for all 2024 PSPS events. The 24-hour fire simulations conducted by Technosylva in damage locations found that our 2024 PSPS events may have avoided up to 76,314.4 acres burned. Additionally, simulations showed that 10,841 buildings and 10,868 residents could have also been impacted if fires occurred.

PG&E continues to improve the performance of our PSPS models, including our Ignition Probability Weather (IPW) and Fire Potential Index (FPI) models throughout the year by:

- Incorporating 2023 data to our 30+ year downscaled climatology.
- Studying and adjusting our minimum fire potential criteria.
- Retraining our Outage Probability Weather (OPW) model which resulted in an increase in Receiver Operating Characteristic Area Under the Curve (ROC AUC) score performance.
- Replacing our IPW model with a new Ignition given Outage Probability Weather (IOPW) model which added a ML ignition component to the model.
- Updating our FPI model with new features, which resulted in significant improvements in model ROC AUC scores.
- Calibrating the Catastrophic Fire Probability (CFP) model with the component model improvements along with new training data.

In 2025, PG&E plans to:

- Continue the 2024 assessment of potential improvements to our 2km eight-member ensemble Weather Research and Forecasting Model (WRF) forecast model.
- Release a new version of 2km eight-member ensemble WRF forecast model that incorporates adjustments to parameterization, microphysics and initialization schemes, discussed in a peer review paper published in the [Journal of Atmosphere](#).
- Incorporate 2024 data into our 30+ year downscaled climatology.

Section IV.2 - What were the challenges in quantifying risks and benefits in terms of determining the scope (size and duration) of the PSPS you conducted?

Response:

In 2024, PG&E did not experience any notable challenges when quantifying the risks and benefits of determining scope for PSPS events. The assumptions used in the risk and benefits models are continuously undergoing careful consideration, research and review.

Section IV.3 - Explain mitigations conducted for each PSPS event in the year, including but not limited to fast trip activations, circuit switching and sectionalization, and microgrid activations.

Response:

During 2024, PG&E utilized distribution sectionalization, distribution switching, transmission sectionalization, temporary substation generation, and backup power support to mitigate customers during PSPS events.

As listed in our [2024 PSPS Post-Event Reports](#), Section 10, our efforts collectively aided to avoid the de-energization of approximately 453,265 customers in 2024.

- Distribution sectionalizing devices were the most frequently used and prevented the de-energization of approximately 99% of mitigated customers throughout wildfire season.
- Transmission sectionalization was used to limit the impact of six transmission lines out of the 15 total transmission lines in-scope for 2024 PSPS events.
- Backup power was utilized to support a total of 34 stand-alone customers.
- The Angwin microgrid located in Napa County supported approximately 97 customers for the year.

These mitigation methods reflect PG&E's commitment to reduce customer impacts and improve customer experience in high-risk areas.

Section IV.4 - Explain how you fully incorporated public safety partners in your exercise planning. How many were invited to, and attended each planning meeting? Describe your communication efforts-dates and methods-to solicit participation.

Response:

With the goal of fully incorporating Public Safety Partners into PSPS exercises, PG&E invited Public Safety Partners to participate in the exercise planning and preparation and gather exercise feedback and recommendations. This is to ensure our PSPS exercises were effective in testing coordination with partners during PSPS events. Public Safety Partners were invited to each of PG&E's exercise planning meetings (listed below) via email. We hosted 11 PSPS exercise planning meetings on the following dates:

- FSE C&O Meeting: November 8, 2023
- FSE & TTX Initial Planning Meeting (IPM): December 5, 2023
- FSE & TTX Mid-Term Planning Meeting (MPM): January 10, 2024
- Master Scenario Events List (MSEL) Coordination: February 13, 2024
- TTX Final Planning Meeting (FPM): February 27, 2024
- FSE Final Planning Meeting (FPM): March 25, 2024
- MSEL Final Sync Meeting: April 3, 2024
- PSPS Seminar: September 2024
- FSE C/E/S Training (2); Player Briefings (2); Observer Briefing (1): Week of April 8, 2024
- FSE Conduct: April 15-19, 2024
- Tabletop Exercise Conduct: March 19, 2024

In total, 23 Public Safety Partners were invited to each of these meetings. Level of participation in the exercises is at the individual partner's discretion. Below is a list of the partners that participated in one or more planning meetings:

- Amador County
- Butte County
- Calaveras County
- Contra Costa County
- El Dorado County
- Fresno County
- Lake County
- Madera County
- Mariposa County
- Marin County
- Mendocino County
- Napa County
- Shasta County
- Sierra County
- Sonoma County
- Tehama County
- Winters Fire Department
- Yolo County

In an effort to continue improving exercises in 2025, we utilized the Q4 CWSP Advisory Committee to collect additional feedback, including prompts regarding awareness and interest in exercise planning. No feedback was received, however, we will continue to encourage Public Safety Partners to leverage this forum for input and questions regarding exercise planning.

Section IV.5 - Recap the lessons learned from all of your de-energization exercises, the resulting action items, their implementation, and observed consequences.

Response:

During the 2024 season, we held two de-energization exercises: the Full Scale (FSE) and Tabletop (TTX) exercises. The resulting actions, their implementation, and observations are provided in After-Action Reports in the [2024 PSPS Exercise Written Materials](#).

Section IV.6 - Discuss how you fully implemented the whole community approach into your de-energization exercises.

Response:

PSPS exercises were conducted enterprise-wide, within specific functional areas, and in select regions to meet preparedness goals and address gaps in response capabilities. We invited external partners from multiple groups throughout our communities including Tribal partners, state and local agencies, telecommunication companies, utility partners, and CBOs. They were encouraged to not only participate but to attend the planning phases for each exercise. During each of these exercises, we held presentations, workshops, seminars, and discussion-based exercises. External participants were encouraged to submit feedback after each exercise.

In addition, we designed the exercises with the community and our service areas in mind. As part of our objectives, we provided scenarios related to our communication efforts that included the development of strategic messages to key audiences including the public, response partners, customers and PG&E personnel. Additionally, we took measures to minimize impacts to the community specifically to AFN and MBL customers, while also working to protect cultural and natural resources. We included injects and exercises engaging a transmission-level customer impacted by the PSPS scenario and mutual assistance for transmission-level activity.

PSPS Exercise Series External Participation

Several state, local, and community partners observed the PSPS Exercise Series. Table 10 identifies the external partners and their respective exercise participation. Table 11 identifies the external observers and their respective exercise participation. “Invited” indicates entity was invited but participation was not confirmed.

Table 10: External Organizations Participated in the PSPS Exercise Series as Players

External Players	TTX	FSE
State Agency Partners		
Cal OES	Participated	Participated
CPUC	Participated	Participated
Local Agency Partners		
Amador County OES	Participated	
Fresno County OES		Participated
Madera County OES	Participated	Participated
Marin County OES	Participated	Participated
Mariposa County OES	Participated	Participated
Winters Fire Department		Participated
Yolo County OES	Participated	Participated
Utility Partners		
Northern California Power Agency	Participated	Participated
Community Based Organizations		
CFILC		Participated

Table 11: External Organizations Invited/Participated in the PSPS Exercise Series as Observers

External Players	TTX	FSE
State Agency Partners		
CAL FIRE	Participated	Participated
Cal OES		Participated
California State Schools		Participated
CPUC		Participated
Filsinger Energy		Participated
Local Agency Partners		
Amador County OES		Invited
Butte County	Invited	Invited

External Players	TTX	FSE
Calaveras County OES	Participated	Participated
Contra Costa County	Participated	Participated
El Dorado OES	Participated	Invited
Fresno County OES	Participated	Participated
Lake County OES	Invited	Invited
Madera County OES		Participated
Marin County OES		Participated
Mariposa County OES		Participated
Mendocino County OES	Invited	Invited
Napa County OES	Participated	Participated
Shasta County OES	Participated	Participated
Sierra County OES		Participated
Sonoma County DEM	Invited	Invited
Tehama County OES	Participated	Invited
Trinity County OES	Invited	Invited
Winters Fire Department		Participated
Yolo County OES		Participated
Telecommunication Companies		
Astound/Wave		Participated
AT&T		Participated
Comcast		Participated
Frontier Communications		Participated
Mediacom		Participated
T-Mobile		Participated
Verizon		Participated
Utility Partners		
City of Lompoc Electric	Participated	Participated
Excel Energy		Participated
Ernst & Young (Finance Benchmarking)		Participated
Northern California Power Agency		Participated
San Diego Gas & Electric		Participated
Southern California Edison		Participated
Tennessee Valley Authority		Participated
Community Based Organizations		
California 211 Providers Network		Participated
CFILC		Participated
Providence		Participated

In addition, representatives from many of the simulated impacted counties were invited and/or participated in an exercise in which their jurisdictions were included. Table 12 identifies the counties and their respective exercise participation. “Invited” indicates the entity was invited but participation was not confirmed.

Table 12: Representatives from Impacted Counties Invited/Participated in the PSPS Exercise Series

External Participant	TTX	FE
Counties		
Amador County OES	Participated	Invited
Butte County	Invited	Invited
Calaveras County OES	Participated	Participated
Contra Costa County	Participated	Participated
El Dorado OES	Participated	Invited
Fresno County OES	Participated	Participated
Lake County OES	Invited	Invited
Madera County OES	Participated	Participated
Marin County OES	Participated	Participated
Mariposa County OES	Participated	Participated
Mendocino County OES	Invited	Invited
Napa County OES	Participated	Participated
Shasta County OES	Participated	Participated
Sierra County OES		Participated
Sonoma County DEM	Invited	Invited
Tehama County OES	Participated	Invited
Trinity County OES	Invited	Invited
Winters Fire Department		Participated
Yolo County OES	Participated	Participated

Section IV.7 - Discuss the complaints you received (as documented in POSTSR4) and any lessons learned and implementation of changed business practices.

Response:

For PG&E’s 2024 PSPS events, 1,321 complaints⁵ were received, of which 1,279 were from customers, including two via social media and 40 from Public Safety Partners. Additional information can be found in POSTSR4.

Customer feedback was gathered through contact centers, PG&E’s Customer Care and Billing department, and social media platforms. Public Safety Partner feedback was gathered through post-PSPS surveys, the PSPS Portal feedback form and feedback directly to Agency Representatives.

Most complaints (as documented in POSTSR4) conveyed feedback regarding concern for medical conditions, medicine and/or food spoilage, animal welfare, and general dissatisfaction.

⁵ Includes any “expression of grief, pain, or dissatisfaction.”

We are planning to make improvements to mitigate this feedback, including, but not limited to:

- Continuing to improve pre-season outreach related to preparedness and available resources, including work with our CBOs to increase awareness of support options for AFN customers.
- Increase availability and deployment of Backup Power Transfer Meters and other resiliency options for customers to self-mitigate during PSPS events.
- Conducting outreach to customers who have been impacted by multiple PSPS events to identify available backup power solutions.
- Exploring additional water support at CRCs and partnering with impacted counties for livestock water assistance.

Section IV.8 - How did your PSPS notifications, to both customers and public safety partners/local governments, performed over the year. What changes will you make to improve performance?

Response:

PG&E's PSPS notifications were largely successful during 2024 PSPS events. We notified the majority of impacted customers and all Public Safety Partners prior to potential de-energization, despite evolving weather conditions. See PG&E's [2024 PSPS Post-Event Reports](#) for more information on notifications sent.

Based on our 2024 performance, we are making improvements to the following:

- American Sign Language (ASL) Notifications: PG&E committed to providing general notifications in ASL to better serve those who are Deaf or hard of hearing, as stated in the 2024 PSPS Pre-Season Report. However, due to an earlier than anticipated wildfire season, the deployment of these notifications was delayed. PG&E remains committed to this initiative and will prioritize its implementation in 2025.
- Public Safety Partner Outreach: Public Safety Partners who have been involved in PSPS events in prior years are generally well-versed in the procedures and cadence of notifications. New employees for Public Safety Partners may need additional outreach and training to ensure they are fully knowledgeable in how PG&E responds to a PSPS. In 2025, PG&E will continue to conduct outreach to all Public Safety Partners and will additionally pursue opportunities to conduct individual outreach and training for newer Public Safety Partner employees.
- Notification Vendor Coordination: PG&E will continue to enhance collaboration with our notification vendor to improve performance and reliability.

Section IV.9 - Describe feedback received from CBOs and customers on CRC performance last year. How was the feedback collected and how is feedback being incorporated into future CRC plans?

Response:

For PG&E's 2024 PSPS events, we received CRC feedback from customers via surveys that were available during each PSPS. Overall survey feedback was favorable, and respondents were appreciative of the services provided at CRCs. Of the 7%⁶ of CRC visitors who completed the survey, 98% of respondents were very satisfied or satisfied with the CRCs they visited.⁷ CRC staff also gather real-time feedback through direct observations and conversations with customers. PG&E is continuously exploring ways to collect more feedback and enhance survey participation.

Feedback was received regarding the following topics via CRC visitor surveys. PG&E plans to address these in our upcoming CRC plan:

- Generator Information: PG&E plans to provide generator resource information at CRCs in 2025.
- Electronic CRC Signage Visibility: PG&E will execute site specific adjustments made in real-time.
- Non-Operating Battery Device Chargers: PG&E removed all non-operating device chargers and replaced them with updated versions.
- Increase Awareness of Resource Offerings: PG&E plans to post additional resource signage and train staff to promote services.
- Seating Options: PG&E is reviewing ways to accommodate seating options for individuals with specific needs.
- Water Impacts on Electricity-Dependent Water Wells: PG&E is reviewing water options with local city and county agencies to increase coordination for water resources.

PG&E gathers CRC feedback from CBOs at daily resource partner calls during PSPS EOC activations, as well as through resource satisfaction surveys facilitated by our CBO partner, CA 211. We did not receive any direct CRC feedback from CBOs in 2024.

⁶ 738 visitors out of 9,951 completed the survey.

⁷ 723 out of 738 respondents rated very satisfied or satisfied with their visit.

APPENDIX

Appendix A – 2024 Wildfire Preparedness and PSPS Outreach Evaluation Results

PG&E conducts public surveys to evaluate the effectiveness of communications for customer awareness/preparedness for PSPS and wildfire seasons. In 2024, PG&E conducted two waves of surveys: a “Pre-Season” survey in August and September at the beginning of peak fire season and a “Post-Season” survey in November and December, conducted immediately following peak wildfire season.

For the Pre-Season survey, 243,138 records were used to obtain 2,217 completed interviews with residential customers between August 14 and October 4, 2024. For the Post-Season survey, 269,400 records were used to obtain 2,671 interviews between November 20 and December 23, 2024. The final sample was weighted by age, gender, and geography to be representative of PG&E’s residential customer base. See key findings below:

Key Findings:

- More than half of customers surveyed in the 2024 Post-Season agreed that PG&E:
 - Is committed to restoring power to customers impacted by wildfires.
 - Makes an effort to communicate with all customers about wildfires.
 - Is committed to wildfire safety.
- 57% of all residential customers recalled PG&E’s 2024 wildfire safety communications, with awareness of outreach rising to 71% in HFTDs, where outreach is targeted.
- PSPS Awareness and Preparedness:
 - 74% of customers surveyed in Post-Season were aware of PSPS.
 - 72% of customers felt prepared for a PSPS.
 - 52% of customers expressed they were satisfied overall with the PSPS program.
- PG&E PSPS Resources:
 - Most used resources during or after a PSPS were Call 2-1-1, PG&E’s Report-It Mobile App, and Language Preference on Alerts and Notifications.
 - Resources with the greatest customer interest were the Generator Rebate Program, PG&E’s Portable Battery Program and Call 2-1-1.
- Email was the most remembered communication channel followed by mass media advertising. However, the PG&E website, Text Messages, and Informational Videos on TV were rated as the most useful.

The survey was developed jointly with IOUs in 2020. Modifications to the questionnaire were made in 2021 and 2022 to accommodate new requirements regarding AFN populations. Further modifications were made in 2022 to address EPSS customer outreach.

In the tables preceding the 2024 Pre and Post Season Survey Summary Table below, green shading indicates percentages significantly higher than reported in the previous wave at 95% level of confidence. Red shading indicates significantly lower than reported in the previous wave at 95% level of confidence.

2024 Pre and Post Season Survey Summary	2024 Pre-Season	2024 Post-Season
Period of Survey Conducted	August/September 2024	November/December 2024
Overall Objectives	Assess effectiveness of education and outreach before, during, and after PSPS events.	Assess effectiveness of education and outreach before, during, and after PSPS events.
Surveyed Scope	Residential Customers	Residential Customers
Methods	Mixed Mode: Online and Telephone. Stratified random sample of residential customers post-weighted by geography, age, and gender.	Mixed Mode: Online and Telephone. Stratified random sample of residential customers post-weighted by geography, age, and gender.
Target Audiences	General population of PG&E residential customers. Additional sub-populations include AFN customers, customers living in HFTD, and recallers and non-recallers of outreach.	General population of PG&E residential customers. Additional sub-populations include AFN customers, customers living in HFTD, and recallers and non-recallers of outreach.
Total Number of Surveys Sent	243,138	269,400
Total Number of Survey Responses Received	2,217	2,671
Was survey conducted in all “prevalent” languages, as defined in D.20-03-004?	Yes	Yes
If so, please list the number of “prevalent” languages used during survey	18	18

2024 WILDFIRE SAFETY-PSPS OUTREACH SURVEYS GENERAL POPULATION PAST WAVE COMPARISON	2024 Pre-Season	2024 Post-Season
Recall of communications from PG&E in the past few months about the threat of wildfires and how to prepare for them	52%	57%
Where saw/heard PG&E communications about wildfire season safety and Preparedness (Aided)		
Email from PG&E	55%	58%
Advertising on TV, radio or online	30%	30%
Letter in the mail from PG&E	34%	25%

Text message from PG&E	21%	24%
PG&E website	22%	19%
Social media post	13%	12%
Informational videos on TV	13%	11%
Telephone call from PG&E	12%	9%
Most useful channels (Top-2-Box Percent)		
PG&E website	59%	60%
Text message from PG&E	65%	58%
Informational videos on TV	46%	57%
Letter in the mail from PG&E	44%	54%
Email from PG&E	53%	53%
Advertising on TV, radio or online	45%	50%
Social media post	48%	50%
Satisfaction with information about wildfire safety preparedness on PG&E's website (Top-2-Box %)	64%	64%
Agreement with Statements (Top-2-Box %) - Recalled Communications Total Population		
Is committed to restoring power to customers affected by wildfires	58%	59%
Makes an effort to communicate with all customers about wildfires	53%	55%
Is committed to wildfire safety	50%	52%
Is working to keep my community safe	51%	51%
Is proactive in taking steps to address wildfire risks	47%	49%
Takes proactive measures to protect the electric grid from wildfires	49%	48%
Shows care and concern for customers	45%	44%
Is helping me prepare for wildfire season	38%	37%
Is a company I trust to act in the best interests of its customers	37%	35%
Satisfaction with PG&E's overall wildfire safety and preparedness efforts (Top-2-Box %) - Total Respondents	51%	47%
Awareness of PSPS (Top-2-Box %)	63%	74%
Prepared for a PSPS event lasting 24-48 hours (Top-2-Box %)	71%	72%
Overall opinion of PG&E's PSPS program	52%	52%

Awareness/Use/Interest in Resources Total Respondents - General Population	2024 Pre-Season	2024 Post-Season
Awareness (Base = Total Population)		
Language Preference on Alerts and Notifications	41%	39%
PG&E's Medical Baseline Program	39%	38%
Food Delivery Services e.g., Meals on Wheels	38%	33%
County Food Bank Program	39%	31%
Community Resource Centers	38%	31%
Call 2-1-1	33%	30%

Generator Rebate Program	28%	27%
PG&E's Report-It Mobile App (added in 2025)	33%	25%
PG&E's Portable Battery Program	22%	19%
Identify as Electricity Dependent Status	20%	15%
Disability Disaster Access & Resources Program	18%	12%
Address Level Alerts for Non-Account Holders	17%	11%
Accessible Transportation for People with Disabilities	19%	11%
Hotel Accommodations for People with Disabilities	17%	11%
Interest in Resources: Percent "Very Interested" (Base = Total Population)		
Generator Rebate Program	36%	31%
PG&E's Portable Battery Program	33%	31%
Call 2-1-1	32%	26%
PG&E's Report-It Mobile App (added in 2025)	30%	25%
Community Resource Centers	25%	20%
PG&E's Medical Baseline Program	23%	19%
Language Preference on Alerts and Notifications	24%	17%
Address Level Alerts for Non-Account Holders	22%	17%
County Food Bank Program	23%	16%
Food Delivery Services e.g., Meals on Wheels	23%	16%
Identify as Electricity Dependent Status	21%	15%
Hotel Accommodations for People with Disabilities	20%	15%
Accessible Transportation for People with Disabilities	21%	15%
Disability Disaster Access & Resources Program	21%	14%
Used Resources (Base = Aware of Resource in Post-season)		
Call 2-1-1 (n=789)	31%	33%
PG&E's Report-It Mobile App (n=672) (Added in 2025)	36%	32%
Language Preference on Alerts and Notifications (n=1,040)	29%	31%
PG&E's Medical Baseline Program (n=1,006)	24%	28%
Address Level Alerts for Non-Account Holders (n=298)	29%	26%
PG&E's Portable Battery Program (n=516)	22%	24%
County Food Bank Program (n=816)	16%	20%
Community Resource Centers (n=830)	22%	18%
Generator Rebate Program (n=721)	16%	15%
Identify as Electricity Dependent Status (n=411)	15%	14%
Food Delivery Services e.g., Meals on Wheels (n=878)	9%	12%
Accessible Transportation for People with Disabilities (n=303)	15%	10%
Disability Disaster Access & Resources Program (n=310)	15%	8%
Hotel Accommodations for People with Disabilities (n=300)	12%	7%
Usefulness of Resources – Percent "Very Useful" (Base = Used Resource in Most Recent PSPS Event) Note: Base Sizes Vary. Minimum Base Size = 100		

County Food Bank Program	52%	63%
Language Preference on Alerts and Notifications	49%	60%
PG&E’s Medical Baseline Program	60%	57%
Community Resource Centers (Base size < 100)	41%	55%
PG&E’s Report-It Mobile App (Added in 2025)	53%	52%
Call 2-1-1	44%	50%

2024 WILDFIRE SAFETY-PSPS OUTREACH SURVEY OUTREACH RECALL COMPARISON in HIGH FIRE THREAT DISTRICTS (HFTD) 2 & 3 2020-2024 (Pre-Season Waves)	2020 Pre-Season	2021 Pre-Season	2022 Pre-Season	2023 Pre-Season	2024 Pre-Season
<i>Base Size</i>	<i>(n=353)</i>	<i>(n=342)</i>	<i>(n=318)</i>	<i>(n=691)</i>	<i>(n=681)</i>
Recall of communications from PG&E in the past few months about the threat of wildfires and how to prepare for them	78%	82%	88%	69%	71%

Awareness of communication recall in HFTDs Tiers 2 and 3 was 71% in 2024 (Pre), statistically unchanged from the 2023 Pre-Season wave but significantly lower than 2022. The decline over the past two years reflects the more limited scope and duration of PSPS events since 2019-2020.

Languages

Survey interviews were conducted both online and by telephone. The online survey was offered in 18 languages (see full description below). The phone survey also accommodates these languages when the language could be identified.

Key Findings:

- The following respondents indicated they preferred a language other than English for receiving public safety information from PG&E:
 - Pre-Season - 8%
 - Post-Season - 9%
- The following customers elected to complete the survey in a language other than English:
 - Pre-Season - 13%
 - Post-Season - 11%

Languages in which the survey was completed (Unweighted)				
Language	2024 Pre-Season		2024 Post-Season	
	Count	Percent	Count	Percent
English	1,925	87%	2,366	89%
Spanish	152	7%	185	7%
Chinese	77	3%	8	0%
Vietnamese	31	1%	53	2%
Japanese	6	0%	32	1%
Korean	14	1%	15	1%
Arabic	12	1%	11	<1%
Russian	0	0%	1	<1%
Hmong	0	0%	0	0%
Khmer	0	0%	0	0%
Armenian	0	0%	0	0%
Punjabi	0	0%	0	0%
Farsi	0	0%	0	0%
Hindi	0	0%	0	0%
Portuguese	0	0%	0	0%
Tagalog	0	0%	0	0%
Thai	0	0%	0	0%
Filipino	0	0%	0	0%
Total	2,217	100%	2,671	100%

How do you feel about receiving wildfire communications from PG&E in English only?	2024 Pre-Season	2024 Post-Season
I need it in my preferred language – I do not understand English	58%	61%
I'd rather have it in my preferred language, but I can also understand English	29%	29%
I'm fine with that – I can understand English well	13%	10%
Base: English is not preferred language	191	219

**Total
Population**

⇒ 5% (Pre + Post)