



*Pacific Gas and
Electric Company*[®]

Public Safety Power Shutoff Annex

to the
Company Emergency Response Plan

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Document Control

This section is used to memorialize revisions made to the PSPS Annex, instructions on how to request revisions and lists out the document subject matter experts, preparer, reviewers and owner.

Change Record

The following table includes changes made to the document. It describes the location of the revisions, the names of the person(s) responsible for the revisions and the revisions made:

Section	Person Responsible for Revision	Change
Section 1	J. Carrasco	Removed Section 1.2.
Section 1	J. Carrasco	Removed Section 1.3.
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Section 1.1	J. Carrasco	Retitled "Purpose" to "Annex Purpose" and updated the verbiage.
Section 1.2	J. Carrasco	Retitled "PSPS Annex Organization" to "PSPS Annex Organization Structure," moved to Section 1.2 (previously Section 1.6) and updated the verbiage.
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Section 2	J. Carrasco	Removed Section 2.7.1 and 2.7.2.
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Section 2.2	A. Ace, J. Carrasco	Moved "Regulations and Authorities" to Section 2.2 (previously Section 1.4) and updated the verbiage.
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Section 3.3.1	C. August, J. Carrasco	Retitled “Safety Officer” to “Safety,” moved to Section 3.3.1 (previously Section 2.9), and updated the verbiage.
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Section 4.3	J. Millar, J. Carrasco	Moved Section 5.2 to Section 4.3 and updated the verbiage.
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Section 7.4.2	L. Stout, J. Carrasco	Divided "Support for Access and Functional Needs Populations" into: Section 7.4.2 "Community Based Organizations (CBOs)" and Section 7.4.3 "Disability Disaster Access & Resources (DDAR) Program" (previously Section 4.1.2), and updated the verbiage.
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Section 7.6.1	C. Weber, J. Carrasco	Retitled "PSPS Portal – Event- Specific Information for Public Safety Partner" to "PSPS Portal," moved to Section 7.6.1 (previously Section 4.3.1), and updated the verbiage.
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Appendix A.1	J. Carrasco	Added "Critical Facilities Infrastructure Customers (CFI)".
Appendix A.2	J. Carrasco	Updated the verbiage for "CPUC De-Energization Report", "CFI," and "Life Support Equipment".
Appendix B.1	J. Carrasco	Updated link addresses and titles.
Appendix B.2	J. Carrasco	Updated link addresses and titles.
Appendix C	J. Carrasco	Removed "Catalog of Notification Scripts" (previously Appendix C).
Appendix D	J. Carrasco	Removed "Example CWSP PSPS Customer Postcard and Preparedness Brochure" (previously Sections E.1 and E.3).

Revision Log

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Reference Documents

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EMER-2001S	Company Emergency Operations Plans Standard
EMER-3001M	Company Emergency Response Plan (CERP) (v9.0)
EMER-3005M	Logistics Annex
EMER-3006M	Human Resources Annex
EMER-3105M	Wildfire Annex
PSPS-1000P-01	PSPS for Electric Transmission and Distribution Lines
PSPS-4000S	Mobile Generator Use During Public Safety Power Shutoff (PSPS)
TD-1464S	Preventing and Mitigation Fires While Performing PG&E Work

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Change Request Form

To request changes, corrections, or additions to this Annex, the [Company Emergency Response Plan \(CERP\) \(EMER-3001M\)](#), or other associated Annexes, submit the information through the [Change Request for CERP and Annexes list](#).

Proposed changes should only be requested when they are substantial and affect the emergency organizational structure, critical operations, key facilities, or execution of the plan. The information will be published via Bulletin until the next CERP or Annex publication. See the Bulletins located in the [Guidance Document Library \(GDL\)](#). Minor changes will be incorporated during the next document update.

1. Introduction

1.1 Annex Purpose

Pacific Gas and Electric Company (PG&E) developed a [Company Emergency Response Plan \(CERP\) \(EMER-3001M\)](#) to assist PG&E personnel with safe, efficient and coordinated responses to all-hazard emergency incidents and events within the PG&E service area.

This Annex to the CERP is specific to Public Safety Power Shutoff (PSPS) emergencies, which includes:

- A high-level overview of actions and strategies to prepare for, respond to and recover from wildfire ignition risk by de-energizing power for public safety.
- Emergency Operations Center (EOC) staffing, roles and responsibilities for PSPS.
- PG&E's communications to agency partners and customers to ensure awareness of a potential public safety outage.
- Technical and operational plans and processes demonstrating how strategies are implemented.

1.2 PSPS Annex Organizational Structure

This Annex is organized by the following sections:

- Section 1: Introduction
- Section 2: PSPS Overview
- Section 3: PSPS Emergency Organization and Responsibilities
- Section 4: PSPS Data Sources
- Section 5: PSPS Decision-Making Process
- Section 6: PSPS Operations
- Section 7: Customer and Agency Notifications and Resources
- Section 8: External Reporting
- Section 9: Appendices

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2. PSPS Overview

2.1 Program Overview

The purpose of PSPS is to mitigate the risk of utility infrastructure contributing to catastrophic wildfires by proactively de-energizing PG&E facilities in the event of severe weather. The PSPS program is based on four guiding principles:

1. **Preventing catastrophic wildfires** associated with electric equipment while minimizing potential public safety impacts.
2. **Executing de-energization without safety incidents.**
3. **Restoring power safely and quickly** to all customers affected by PSPS events after the weather “All-Clear.”
4. **Communicating potential impacts** by providing timely and accurate notifications to PG&E customers, California Public Utilities Commission (CPUC), California Department of Forestry & Fire Protection (CAL FIRE), Governor’s Office of Emergency Services (Cal OES), Public Safety Partners and PG&E employees.

PG&E may proactively de-energize its facilities for other purposes that don’t fall within the scope of a PSPS, such as when requested by public first responders, California Independent System Operator (CAISO) or state agencies (e.g., CAL FIRE), during an emergency, or to protect PG&E assets from the spread of an existing fire. These proactive de-energizations are not considered a PSPS.

2.2 Regulations and Authorities

In 2019, the CPUC issued Decision (D.) R. 18-12-005 [Phase 1 \(D.19-05-042\)](#), adopting guidelines for the utilities in developing, implementing and executing PSPS programs beyond those previously established by Resolution ESRB-8. In addition, the CPUC issued R. 18-12-005 [Phase 2 \(D.20-05-051\)](#), R. 18-12-005 [Phase 3 \(D.21-06-034\)](#) and PSPS Order Instituting Investigation (OII) [\(D. 21-06-014\)](#), adopting new PSPS guidelines and requirements.

The guidelines from Phase 1 are built on existing requirements from previous decisions. This includes the [Joint Letter sent to utilities October 26, 2018](#), [Decision 12-04-024](#), [ESRB-8](#) and two letters that Resolution L-598 approved: (1) [October 8, 2019 Letter to Utilities re: Providing medical baseline customer information to local first responders](#) and (2) [October 23, 2019 CPUC letter to Utilities re: Providing Address Information to Counties and Tribal Governments In Connection With Public Safety Power Shutoff \(PSPS\) Events](#). For more information on PSPS Regulations and Authorities, visit the [CPUC’s PSPS site](#).

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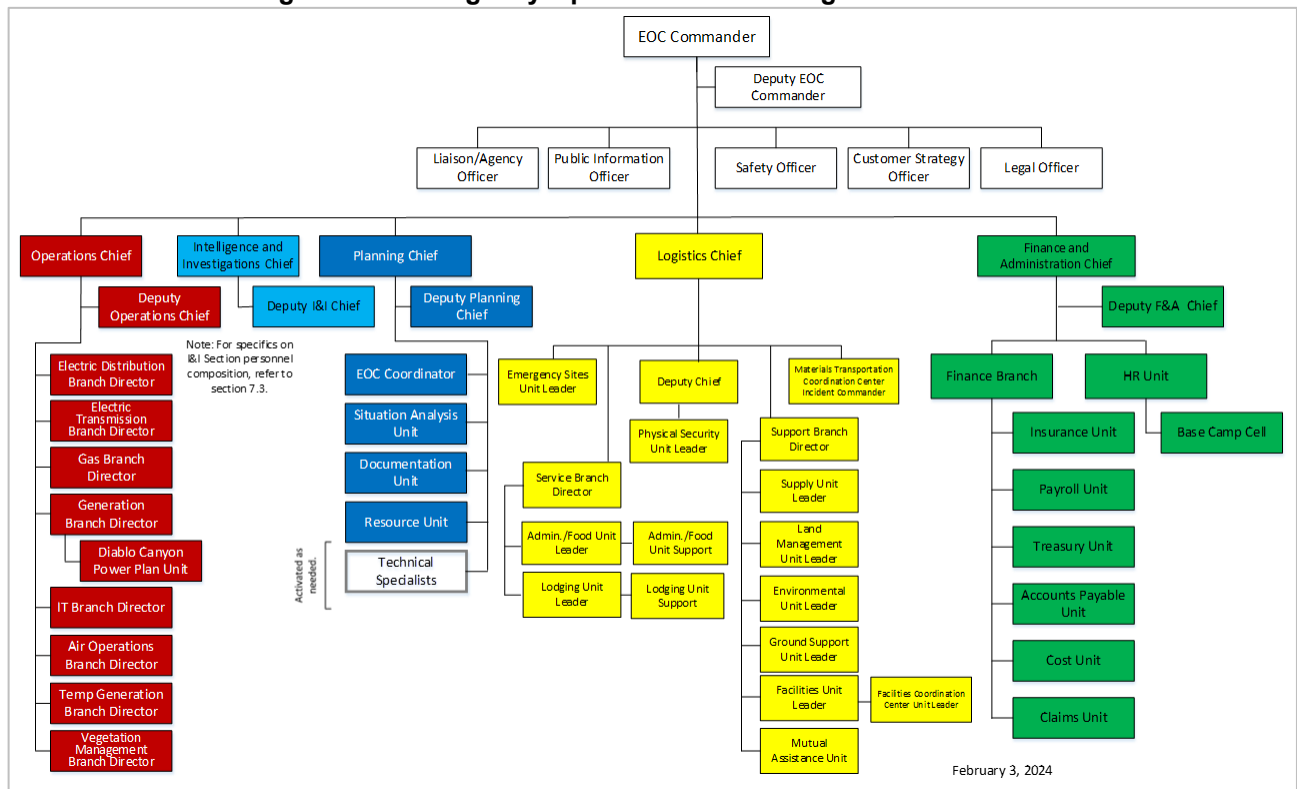
3. Emergency Organization and Responsibilities

3.1 Emergency Operation Center (EOC) Organization

During a PSPS, the EOC staff consists of the standard ICS Command and General Staff positions as outlined in the CERP. Along with the standard positions, PG&E expands the General Staff to include a PSPS Section, which is responsible for several PSPS-specific processes within the EOC. Additional PSPS-specific positions outside of the PSPS Section are also activated.

Figure 3-1 shows the standard organizational structure for EOC operations.

Figure 3-1: Emergency Operations Center Organizational Chart

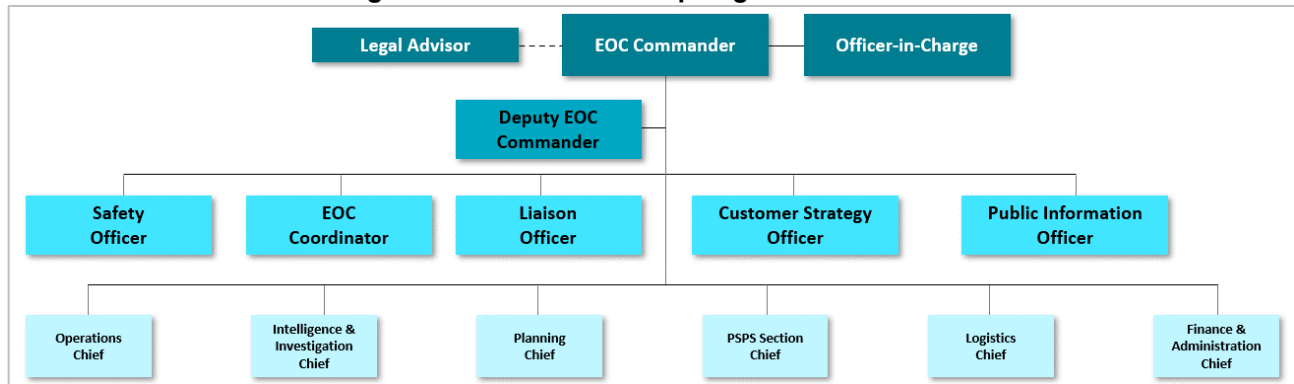


February 3, 2024

3.2 EOC Leadership

Figure 3-2 shows the EOC Leadership organizational chart.

Figure 3-2: EOC Leadership Organizational Chart



3.2.1 Officer-in-Charge (OIC)

The OIC is a position specific to PSPS and was created to engage higher-level management accountability of the decision to de-energize given the magnitude and impact of PSPS, while also enabling rapid decision-making during real-time.

While the OIC is given Authority to Act and owns PSPS Decisions, the EOC Commander is responsible for executing those Decisions and owns the response executed by the EOC. The OIC approves all PSPS Decision Records and associated documentation following a PSPS.

There're several PSPS Decisions throughout a PSPS. They're divided into "scoping-related" and "communications-related" decisions¹. For more information on PSPS Decisions, see Section 5.3.2.

3.2.2 EOC Commander

The EOC Commander is responsible for the overall command of a PSPS. This includes (1) ensuring the safety of all employees involved, (2) initiating and approving the Incident Action Plan (IAP) and (3) acting as a liaison with agency executives, governing boards and other organizations. For more information, see the [CERP, EOC Staffing, EOC Command Staff, EOC Commander](#).

3.2.3 Deputy EOC Commander

The Deputy EOC Commander has the same authority as the EOC Commander and acts as the EOC Commander in their absence. The Deputy EOC Commander may (1) have one or more Deputies and (2) delegates responsibilities in accordance with the needs of a PSPS. For more information, see the [CERP, EOC Staffing, EOC Command Staff, EOC Commander, Deputy EOC Commander](#).

¹ The OIC delegates the communications-related decisions to the EOC Commander.

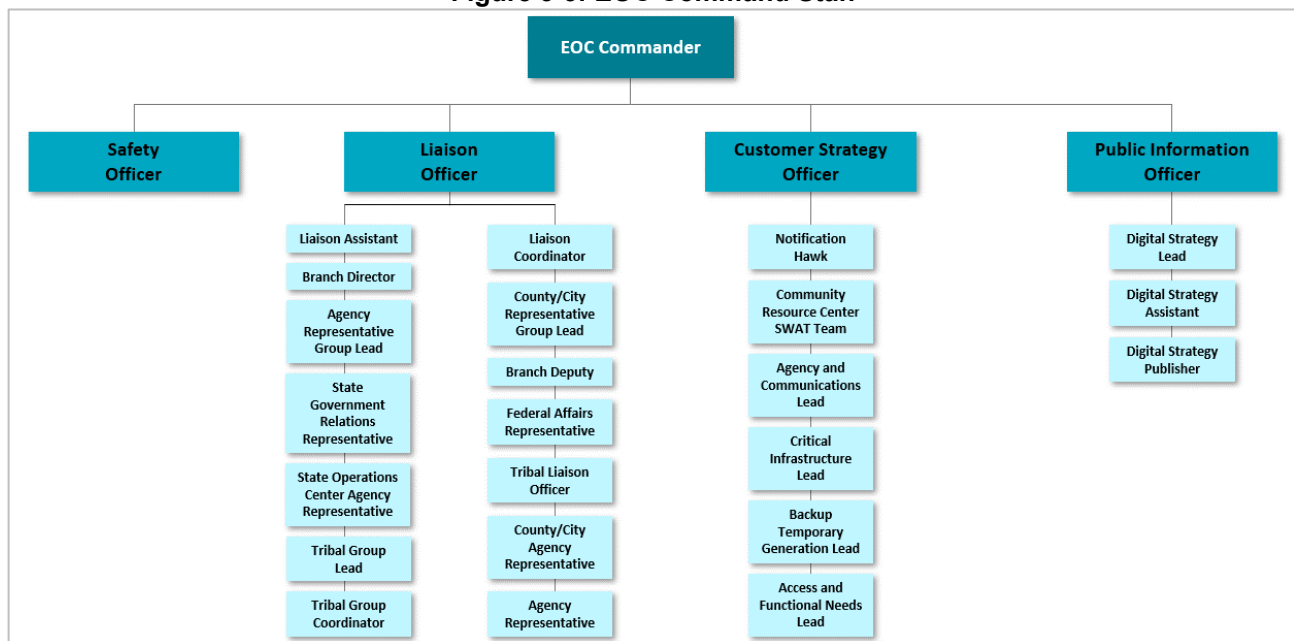
3.2.4 EOC Coordinator

The EOC Coordinator ensures timely and effective opening and functioning of the EOC. Additionally, they maintain supplies and assists with the operations, setup, activation and maintenance of the EOC. The EOC Coordinator also ensures emergency notifications are sent to EOC members and other on-call teams as requested by the EOC Commander. For more information, see the [CERP, EOC Staffing, EOC Command Staff, EOC Coordinator](#).

3.3 Command Staff

The organizational chart in Figure 3-3 shows the EOC Command Staff from a top-level structure, including individual EOC sections, branches, units and positions. For more information, see the [CERP, EOC Staffing, EOC Command Staff](#).

Figure 3-3: EOC Command Staff



3.3.1 Safety

The Safety Section is led by the Safety Officer. This Section is responsible for (1) identifying and documenting potential hazards associated with a PSPS, via the Incident Action Plan Safety Analysis (ICS-215A), (2) developing appropriate mitigations, (3) creating and communicating safety information to both field personnel and EOC staff via the Safety Message (ICS-208) and (4) finalizing Field Safety support based on operational needs and operations crew deployment plans. For more information, see the [CERP, EOC Staffing, EOC Command Staff, Safety Officer](#).

3.3.2 Liaison

The Liaison Section is led by the Liaison Officer (LNO). This Section is the primary contact for representatives of Tribal, local, state and federal governments. Liaison staff could include:

- Liaison Officer
- Assistant Liaison Officer
- Liaison Coordinator
- Liaison Branch Director

- Tribal Liaison Officer
- Tribal Group Lead
- Tribal Group Coordinator
- Agency Representative Group Lead
- State Operations Center Agency Representative
- State Government Relations Representative
- Federal Affairs Representative
- Community Relations
- Regulatory Relations
- Regional Lead (Bay, North, Central Coast and Central Valley)

For more information on the various Liaison positions, see the [CERP, EOC Staffing, EOC Command Staff, Liaison Officer](#).

3.3.3 Customer Strategy

The Customer Strategy Section is led by the Customer Strategy Officer (CSO). This Section is responsible for customer communications and support. Customer Strategy staff could include:

- Customer Strategy Officer
- Customer Strategy Officer Staff
- Notification HAWK
- Critical Infrastructure Lead
- Backup Generation Lead
- Data Analyst
- Agency Call / Internal Communications Lead
- Community Resource Center SWAT Team
- Access and Functional Needs Strategy Lead
- Access and Functional Needs Advisor

Additional Customer Care emergency response positions will support CSO, as needed based on the event's size and scope. For more information, see the [CERP, Coordination and Communication, Communicating with the Public and the Media, Customer Strategy Officer](#).

3.3.4 Public Information

The Public Information Section is led by the Public Information Officer (PIO). The PIO develops and implements comprehensive communication strategies to ensure clear and timely dissemination of information to the public and internal stakeholders. This Section is responsible for (1) developing talking points, (2) implementing communications strategies and (3) providing internal communications. Public Information staff could include:

- Public Information Officer
- Assistant Public Information Officer
- Public Information Officer Support
- Social Media

Each level of PG&E's emergency response may have a PIO and/or public information function. For more information on the various Public Information positions, see the [CERP, Coordination and Communication, Communicating with the Public and the Media, Role of the Public Information Office](#).

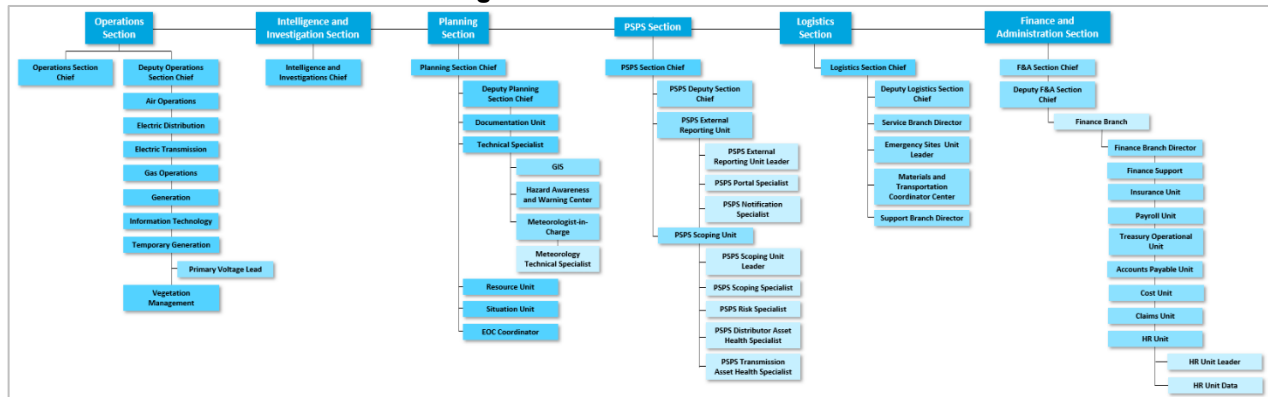
3.3.5 Legal Advisor

An attorney is on-call to serve as a Legal Advisor during a PSPS event. They're responsible for (1) assisting with media releases and public information reviews, (2) monitoring and providing guidance on regulatory reporting compliance, (3) reviewing document retention plans, (4) assisting with incident investigations, (5) attending meetings at the request of the Incident Commander and (6) providing general legal advice and counsel for issues that may arise during an EOC activation. For more information, see the [CERP, EOC Staffing, EOC Command Staff, Legal Officer](#).

3.4 General Staff

The organizational chart in Figure 3-4 displays the General Staff.

Figure 3-4: EOC General Staff



3.4.1 Operations Section

The Operations Section is led by the Operations Section Chief. This Section is responsible for (1) implementing the de-energization and restoration strategy for a PPS, (2) achieving the incident objectives set by the EOC Commander and communicated in the IAPs and (3) ensuring coordination with other EOC Sections and emergency centers, such as Regional Emergency Centers (RECs) and Operations Emergency Centers (OECs). Operations Section staff could include:

- Operations Section Chief
- Deputy Operations Section Chief
- Distribution Branch Director
- Transmission Branch Director
- Power Generation Branch Director
- Vegetation Branch Director
- Information Technology Branch Director
- Information Technology Advisor
- Information Technology Coordination Center (ITCC) PPS Application Task Force Lead
- New Business Event Lead
- Temporary Generation Branch Director
- Deputy Temporary Generation Branch Director
- Air Operations Branch Director
- Electric Distribution Emergency Center
- Electric Transmission Emergency Center

For more information, see the [CERP, EOC Staffing, Operations Section](#).

3.4.2 Intelligence and Investigation (I&I) Section

The Intelligence and Investigation (I&I) Section is led by the I&I Section Chief. ICS allows for flexibility to establish an I&I Section within the incident management organizational structure based on the type of incident or event. As required, the I&I Section Chief may create one or more groups within the Section and designate Group Supervisors. This Section is responsible for maintaining the PPS Damage Hazard Form using the Inspect App and/or paper form to record damages and hazards observed in the post de-energization patrol. Additionally, this Section

receives and aggregates the damage and hazard reports (including photos) into a master table and manages a PSPS Damage/Hazard Dashboard to provide situational awareness to the damages and/or hazards identified during post de-energization patrols.

For more information, see the [CERP, EOC Staffing, Intelligence and Investigations Section](#).

3.4.3 Planning Section

The Planning Section is led by the Planning Section Chief. This Section is responsible for collecting, evaluating and displaying event intelligence and information, and is the source of all PSPS event data. For PSPS events, the Planning Section Chief works closely with the PSPS Section Chief to ensure that all required PSPS scope and communications collateral are developed in a timely and quality manner. Planning Section staff could include:

- Planning Section Chief
- Deputy Planning Section Chief
- Situation Unit Leader
- Situation Unit Support
- Situation Unit Support Data Analyst
- Documentation Unit Leader
- Documentation Unit Support
- Resource Unit Leader
- Resource Unit Assistant
- Resource Support
- Resource Unit Contract Support Lead
- EOC Coordinator
- GIS Technical Specialist
- Meteorologist-in-Charge
- Meteorology Technical Specialist
- Geosciences Technical Specialist
- HAWC Unit Leader

For more information, see the [CERP, EOC Staffing, Planning Section](#).

3.4.4 PSPS Section

The PSPS Section is led by the PSPS Section Chief. This Section is responsible for (1) developing the PSPS scope, (2) translating the information into various internal and external deliverables, (3) ensuring that the PSPS event adheres to PSPS compliance requirements and (4) leading PSPS Decision meetings. PSPS Section staff could include:

- PSPS Section Chief
- PSPS Deputy Section Chief
- PSPS Scoping Unit Leader
- PSPS Distribution Asset Health Specialist
- PSPS Transmission Asset Health Specialist
- PSPS Scoping Specialist
- PSPS Risk Specialist
- PSPS External Reporting Unit Leader
- PSPS Portal Specialist
- PSPS Notification Specialist Lead
- PSPS Notification Specialist Support

3.4.5 Logistics Section

The Logistics Section is led by the Logistics Section Chief. This Section is responsible for (1) ensuring resources are secured, including supplies, materials, food, lodging, vehicles and equipment rentals, fuel, security, traffic control, IT, Emergency Service Providers (ESPs) and medical services, and (2) maintaining equipment for incident personnel.

Additionally, the Logistics Section works with several teams to (1) determine the need for emergency sites, (2) identify locations for emergency sites, (3) ensure appropriate purchase orders are created and (4) approve vendors in accordance with PG&E's Finance Guidance Documents and Sarbanes Oxley regulations. Logistics Section staff could include:

- Logistics Section Chief
- Deputy Logistics Section Chief
- Emergency Site Unit Leader
- Environmental Unit Leader
- Land Management Unit Leader
- Facilities Unit Leader
- Ground Support Unit Leader
- Lodging Unit Leader
- Lodging Unit Support
- Service Branch Director
- Physical Security Unit Leader
- Supply Unit Leader
- Support Branch Director
- Food Unit Leader
- Food Unit Leader Support
- Mutual Assistance Ordering Unit Leader

For more information, see the [CERP, EOC Staffing, Logistics Section](#) and [Logistics Annex \(EMER-3005M\)](#).

3.4.6 Finance and Administration (F&A) Section

The Finance and Administration (F&A) Section is led by the Finance and Administration Section Chief. This Section represents the Finance Branch and Human Resources (HR) Unit and is responsible for finance and human resource support and administrative actions. F&A Section staff could include:

- Finance and Administration Section Chief
- Deputy Finance and Administration Section Chief
- Human Resources Unit Leader
- Finance Branch Director
- Finance Support

For more information about the F&A Section emergency response capability, see the [CERP, Finance and Administration Section](#). For more information about the HR Unit, see the [Human Resources \(HR\) Annex \(EMER-3006M\)](#).

3.5 Preparedness

Each PSPS role is required to take various trainings, including SEMS/ICS and PSPS-specific trainings. All employees involved with a PSPS will be oriented to this Annex, applicable department emergency plans and their respective emergency centers' contact list.

For additional information on EOC staffing plans, trainings, job aids and other related information, see the [EOC Intranet site](#).

3.5.1 SEMS/ICS Trainings

PG&E's training program is aligned with SEMS/ICS to better collaborate and coordinate response with all elements of California's emergency-management community. The Emergency Preparedness and Response (EP&R) Strategy and Execution (SE) organization is responsible for communicating and coordinating PG&E's emergency preparedness training and company emergency exercise program for all functional areas. Personnel are trained annually with an emergency role in preparation for emergencies. Training will be designed to overcome problems identified in the evaluation of responses to major emergencies and exercises.

3.5.2 PSPS-Specific Trainings

The PSPS-specific trainings, available on the [PSPS Role-Specific Training site](#), provide general PSPS information to all personnel, as well as Section and role-specific trainings. PSPS-specific trainings include web-based trainings in MyLearning, live training sessions, PowerPoint lessons and supporting tools, including job aids and drills for hands-on practice to ensure competence.

The training content is updated annually to reflect PG&E's PSPS program improvements. The delivery of PSPS-specific trainings aligns with the start of the PSPS season and are evaluated for effectiveness at the end of each PSPS season. "Training bulletins" are also used to provide tool and/or process updates throughout the season (as needed).

3.5.3 Exercises

PG&E's EP&R Training and Exercise team plans, coordinates and conducts annual PSPS exercises, including a Table-Top Exercise (TTX) and Functional Exercise (FE) prior to July 1st of every year.

All exercises are designed and executed in (1) accordance with the Homeland Security Exercise and Evaluation Program (HSEEP) guidelines and (2) alignment with the California SEMS, NIMS and PG&E's EP&R Integrated Preparedness Plan (IPP). The conduct of emergency preparedness exercises also fulfills a key component of compliance with CPUC GO 166, specifically Standard 3, parts A and B. For more information, see the [CERP, Emergency Management, Training and Exercises Program, Exercises](#).

3.5.4 Resource Planning

PG&E's EP&R SE team determines and posts EOC on-call teams, rotations and annual scheduling on the [EOC Intranet site](#). For more information, see the [CERP, Resource Management, Mutual Assistance, and Demobilization, Resource Management, Resource Planning](#).

The guiding principles for PSPS resource planning are listed below. Resource plans should:

- Identify specific PSPS resource needs, including resource requirements for patrolling circuits prior to restoration, field observation and restoration.
- Strive for restoration of power to all customers affected by the PSPS as safely and quickly as possible, after the weather "All-Clear," while maintaining safety for customers and PG&E employees.
- Allow for mutual assistance requests based on the size of the PSPS.
- Refine resource allocations as the PSPS evolves and de-energization approaches.

4. PSPS Data Sources

PSPS data sources are used for collecting quantitative and qualitative information to inform PSPS decision-making.

4.1 Records Management

Records are created and managed ahead of, during and following PSPS events to actively safeguard PG&E's information and demonstrate our compliance with legal and regulatory requirements, per PSPS OII ([D. 21-06-014](#)). PG&E personnel are required to retain all PSPS records in accordance with:

- [Enterprise Records and Information Management Policy \(GOV-01\)](#)
- [Enterprise Records and Information Management Standard \(GOV-7101S\)](#)
- [EOC Documentation \(EMER-2004S\)](#)

Federal and State laws require PG&E to “preserve” records, non-records and other information that might be relevant in a potential or existing legal proceeding or investigation. A legal hold is the process by which PG&E meets this duty to preserve and:

- Suspends the ordinary destruction of documents, information or physical objects/evidence.
- Overrides the retention periods set forth in the Information and Records Retention Schedule for information and records that are subject to the legal hold.

For additional information and resources on retaining and managing records, see the [Information and Records Governance Intranet site](#).

4.2 Weather Forecasting

To predict wildfire behavior, PG&E uses high-resolution weather and fuel moisture forecasting models. PG&E's Meteorology and Fire Science team developed the Ignition Probability Weather (IPW) model and Fire Potential Index (FPI) model, which are related to the historic frequency of outages in an area based on wind speed and other factors, and historical fire spread based on weather, terrain and fuel conditions, respectively.

The operational application of the FPI and IPW models are forecasted two times per day, which produces hourly outage and ignition probabilities. The model has a forecast horizon of 129 hours ahead at the same 2 x 2 km resolution as the PG&E Operational Mesoscale Modeling System (POMMS), which is a configuration of the Weather Research and Forecasting (WRF) model. For more information on the IPW model as it relates to PSPS criteria, see Section 5.2.2.

4.3 Real-time Field Conditions

4.3.1 Field Observations

When requested by the Meteorology and Fire Science team, real-time field observations are made to provide information about weather conditions on circuits forecasted to be in a PSPS.

The Field Observers are (1) to be in position at the time specified by the Meteorology and Fire Science team and (2) sent to specific locations within the region in scope to de-energize, as close as possible, to the expected weather footprint. The number of Field Observers will vary depending on the scope of a PSPS, surrounding terrain, facility attributes and cellular phone/radio coverage. On-the-ground, real-time field observations are conducted to provide quantitative and qualitative information (e.g., flying debris, trees or branches down, conductor movement, ground level wind speed, relative humidity (RH) and temperature).

Field Observers may also be mobilized near the end of a PSPS to aid in making a weather “All-Clear” decision. This acts as a second source of information, in addition to real-time weather station observations, to ensure that winds have subsided.

4.3.2 Field Observer Locations

Field Observers initially go to locations specified by the Meteorology and Fire Science team. When selecting locations, the Meteorology and Fire Science team will consider:

- Cellular phone/radio coverage
- Road access
- Altitude
- Open exposure
- Visibility to circuits
- Safety factors as reported by Field Observers

4.3.3 Conditions to Observe and/or Validate

When requested, Field Observers note meteorological conditions related to wind conditions, which may lead to outages. Observations are updated directly to the Meteorology and Fire Science team via Survey123. If internet connectivity is unavailable, they may radio in observations to the HAWC team, who then share the observations with the Meteorology and Fire Science team.

The Meteorology and Fire Science team reviews incoming observations to determine if conditions warrant additional field observation and submission of real-time condition videos. In certain circumstances, the information may warrant immediate consideration for PSPS initiation sooner than expected.

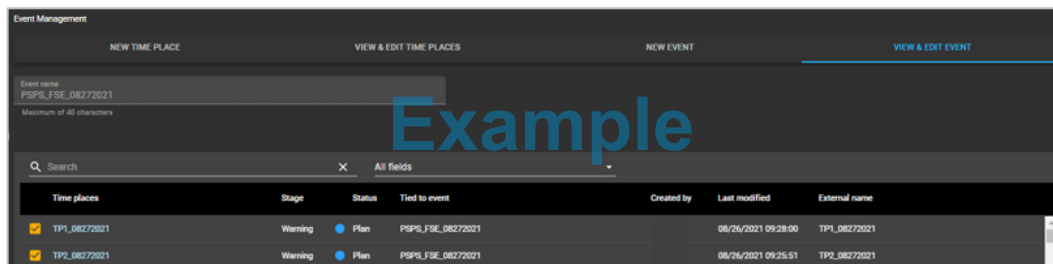
4.4 PSPS Viewer

The PSPS Viewer is a tool used to (1) translate meteorological scope to distribution circuit sections, including risk due to open Vegetation and Electric Corrective (EC) tags, and (2) identify appropriate isolation devices to safely de-energize the distribution overhead infrastructure in the area identified by the Meteorology and Fire Science team. This data is integrated into PSPS Situational Intelligence Platform (PSIP) to display and share the list of customers that'll be impacted by PSPS. For more information on PSIP, see Section 4.5.

The PSPS Viewer is used to identify the list of transformers based on the tracing and connectivity model in Electric Distribution Geographic Information System (EDGIS). The PSPS Viewer can be modelled for abnormal configuration and temporary outages that're planned as a result of a PSPS. The abnormal configuration includes the application of mid-feeder microgrids, backfeeds and substation temporary generation.

Figure 4-1 shows an example of a PSPS Viewer screen.

Figure 4-1: PPS Viewer Example



4.5 PPS Situational Intelligence Platform (PSIP)

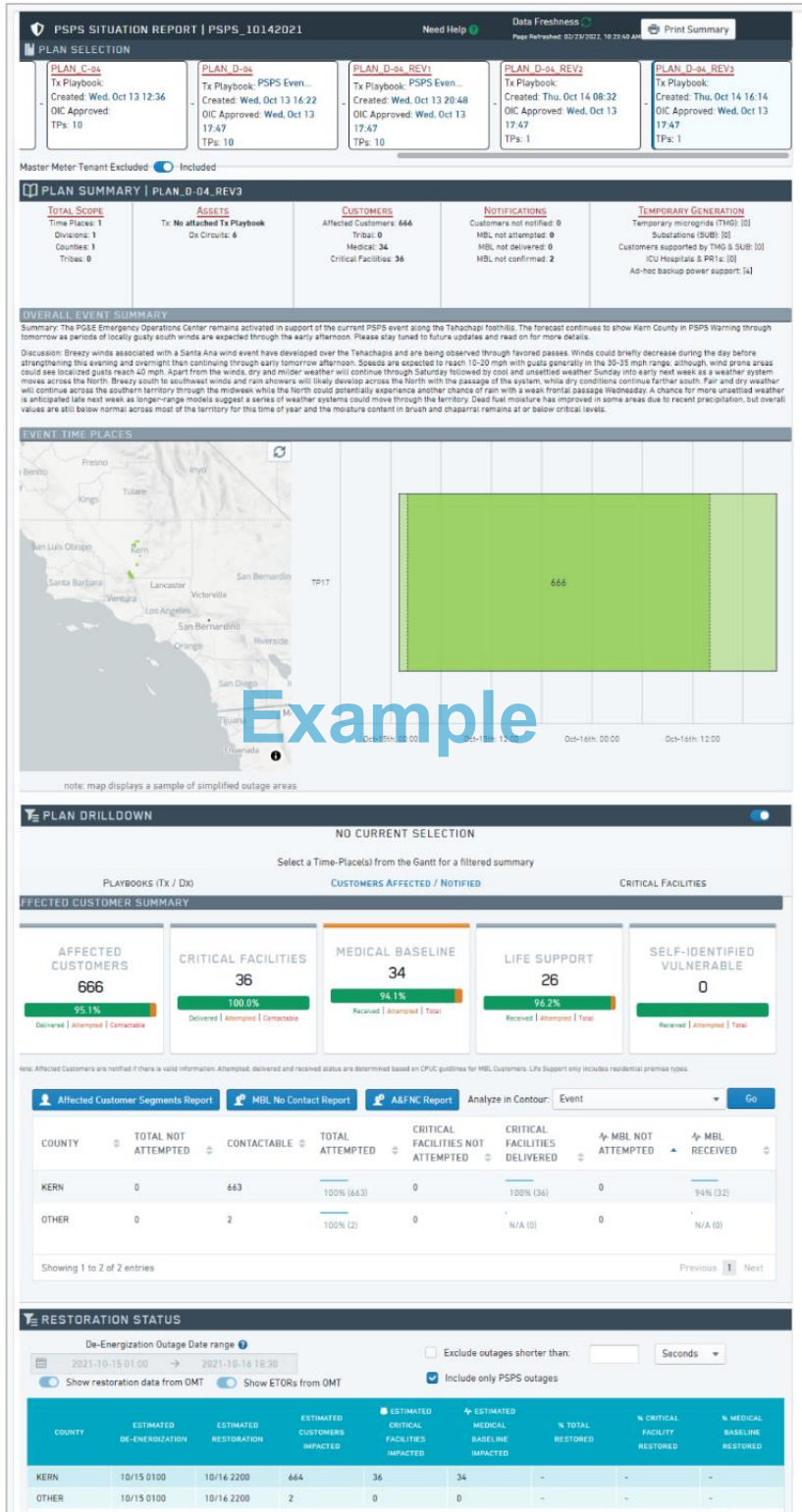
PSIP is built on Palantir Foundry, which is currently connected to over 50 source systems that contain billions of records relevant to asset health analytics, such as GIS, SAP and Customer Care and Billing (CC&B).

This platform doesn't replace the underlying source systems of record. It provides a central platform to enable data integration, virtualization and access, and supports data management and advanced analytics. PSIP is the central platform to inform PPS decision-making, reporting and communications. Major features include:

- **Internal Situation Report:** PPS data summary displaying impacts of de-energization from planning to restoration. For an illustrative example, see Figure 4-2.
- **Distribution Asset Health Specialist (DAHS) Dashboard:** Dashboard that identifies Electric Compliance (EC) and Vegetation tags based on meteorology's threshold guidance for time places (TPs) and circuits.
- **Customer Notifications:** Payloads that're generated and used for distribution, transmission, Customer Owned Lines (COLs) and agency customers for PPS notifications.
- **De-energization and Restoration Playbooks:** Playbooks that are generated and used to execute de-energization and restoration.
- **"All-Clear" Declarations:** A log of "All-Clears" that occur during a PPS and triggers the Restoration Playbook creation.
- **Regulatory PPS Reporting:** Repository of PPS data and customers impacted by PPS.
- **Plan Administration:** Hub for incorporating distribution and transmission assets to create and manage the PPS Plan and Playbook.
- **Communication Compliance Dashboard:** Dashboard to track completion and compliance status for each communication sequence executed during a PPS.
- **Communication Decision Bundling Dashboard:** Dashboard that allows bundling of time place (TP) and circuit-level decisions. This ensures communication information parity for cancel and pending delay sequences of a PPS.
- **Transmission Scoping Dashboard:** : Dashboard that identifies which transmission lines should be considered for the transmission direct impact analysis.

Figure 4-2 shows an example of an Internal Situation Report.

Figure 4-2: Internal Situation Report Example



5. PSPS Decision-Making Process

5.1 Criteria

PG&E carefully monitors data from multiple sources to confirm that conditions require an outage for public safety. For more information about PSPS data sources, see Section 4. These sources include weather data and federal forecasts, such as:

- **High-resolution forecasts** of the Fire Potential Index (FPI) Model, Ignition Probability Weather (IPW) Model and Technosylva fire spread simulations.
- **Weather model forecast data** from external sources, including American, European and Canadian weather models.
- **Red Flag Warnings** from the National Weather Service.
- **Real-time data** from weather stations.
- **Live feeds** from our Alert California wildfire cameras.
- **High-risk forecasts** of Significant Fire Potential from the Geographic Area Coordination Center.
- **Fire weather outlooks** from the Storm Prediction Center, which are a part of the National Weather Service and National Oceanic and Atmospheric Administration.
- **Information received on interagency conference calls** during high-risk periods.

Additionally, quantitative and qualitative measures are observed. For more information about weather forecasting, see Section 4.2. Quantitative measures include, but are not limited to, current conditions of wind speed, humidity, temperature, asset health and live and dead vegetation moisture content. Qualitative measures include real-time outage tracking, observations in the field and third-party hazardous condition reporting, which help validate forecasted weather conditions.

5.1.1 Risk-Benefit Analysis

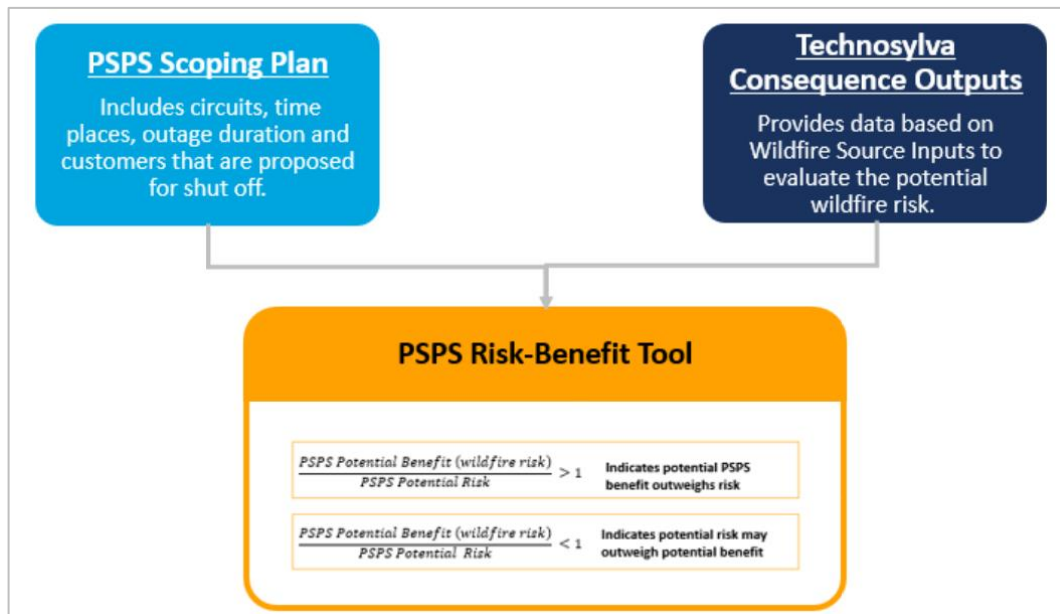
While PG&E turns off power to protect public safety, we also recognize that losing power can be disruptive and creates its own safety risks. To help us better assess the potential impact of a PSPS event, we analyze:

- The potential safety risk of turning the power off.
- The potential risk of wildfires that could occur on the circuits being considered for a PSPS.

The analysis is driven by safety along with customer reliability and financial impact scores. This helps to ensure that PSPS is being used as a last resort to protect the safety of customers and communities.

Figure 5-1 shows a summary of each step in the Risk-Benefit Analysis.

Figure 5-1: Summary of Risk-Benefit Analysis



5.1.2 Risk vs. Benefit Tool Analysis

The PSPS Potential Risk vs. Benefit Tool represents an analysis comparing these two potential impacts. The tool assesses the potential consequence of a PSPS on impacted customers and compares that to the potential risk of wildfires that could occur on the circuits being considered for PSPS.

The tool takes internal and external data inputs, creates common risk values for the PSPS potential risk (i.e., impact of de-energization) and PSPS potential benefit (i.e., wildfire risk that's mitigated by de-energization), and outputs a comparison evaluating the two risks against each other.

PSPS Consequence

PSPS consequence impacts are based on the duration of de-energization by circuit and number of customers impacted by de-energization on each circuit. These input values are used to calculate natural unit values for three consequence components:

- PSPS Safety Consequence: Equivalent Fatalities (EF)
- PSPS Electric Reliability Consequence: Customer Minutes Interrupted
- PSPS Financial Consequence: Financial Cost of PSPS Event (in dollars)

Wildfire Consequence

Wildfire consequence impacts are based on the population and structures impacted by a possible wildfire. These input values are used to calculate natural unit values for two consequence components:

- Wildfire Safety Consequence: Equivalent Fatalities (EF)
- Wildfire Financial Consequence: Financial Cost of Wildfire (in dollars)

The tool output consists of a risk score for PSPS, comprised of PSPS Safety, Electric Reliability and Financial, and a risk score for Wildfire, comprised of Wildfire Safety and Financial. The calculations use a worst-case-scenario approach, meaning the outputted risk score is a maximum estimated risk value.

The ratio of total Wildfire to total PSPS risk values is the output of the tool. If the Wildfire to PSPS risk ratio is greater than one, then it indicates the potential PSPS benefit outweighs the potential risk. Conversely, if the ratio is less than one, then the results indicate the potential PSPS risk may outweigh the potential wildfire mitigation benefit.

The PSPS Risk vs. Benefit analysis results are reviewed in OIC Decision D and factored into the decision-making process. However, the final decision for de-energization to proceed or cease (i.e., OIC Decision D) is at the discretion of the OIC.

5.2 Steps for Determining if PSPS is Necessary

Determining the need for PSPS begins with the distribution system. These powerlines are closer to communities and, generally, more susceptible to dry, windy weather threats. PG&E has developed and compiled 10 years of high-resolution climate data to understand wildfire risk and customer impacts of PSPS.

PG&E must reasonably believe there's an imminent and significant risk that vegetation contacting our assets could lead to ignition due to strong winds during periods of extreme fire hazard. Although PG&E's models are the main drivers of PSPS decision-making, no single factor drives PSPS, since each situation is dynamic and unique.

5.2.1 Step 1: Minimum Fire Potential Conditions

To confirm whether the potential for catastrophic fire risk exists, PG&E applies a filter, known as minimum fire potential conditions (mFPC), to all hours and locations of the forecast. These conditions must all be met for a location to be considered for PSPS, which applies to distribution and transmission.

Figure 5-2 shows minimum fire potential conditions.

Figure 5-2: Minimum Fire Potential Conditions

Minimum Fire Potential Conditions

The minimum fire conditions are the minimum criteria considered for a PSPS event. The following criteria are reviewed in the PG&E HFRA:

- Sustained wind speeds above **19 mph**
- Dead Fuel Moisture 10hr less than **9%**
- Dead Fuel Moisture 100, 1000 less than **11%**
- Relative humidity below **30%**
- Herbaceous Live Fuel Moisture below **65%**
- Shrub (Chamise) Live Fuel Moisture below **90%**
- Fire Potential Index (FPI) above **0.7**

Note: High risk warnings from Federal Agencies (ex. Red Flag Warnings) are also considered

PG&E's Meteorology and Fire Science team developed and calibrated the Fire Potential Index (FPI) using a robust 30-year meteorological dataset, which is combined with a fire occurrence dataset in PG&E's service area. Modeled fire weather and fuel conditions are combined in a FPI to forecast daily fire danger ratings by Fire Index Area (FIA). The FPI scale and related thresholds are based on (1) historical incidence of large fires across PG&E's service area and (2) the potential for increasingly severe and uncontrollable fires as the scale moves from R1 to R5.

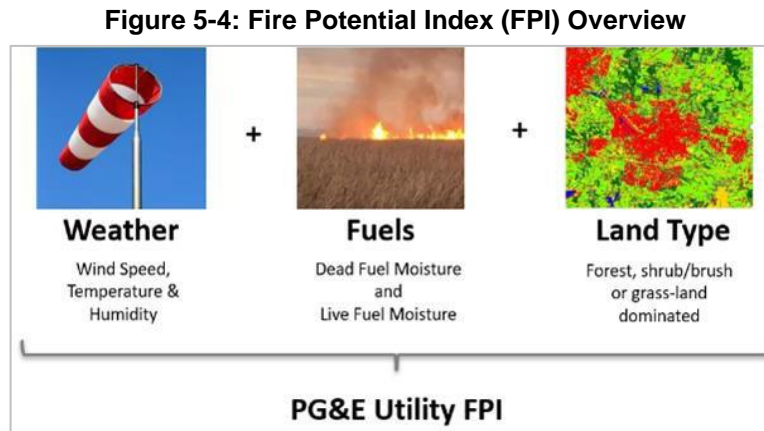
The FPI forecast describes the potential for fires to ignite and spread rated on a scale from "R1" (lowest) to "R5" (highest) specific to each area. The FPI model was calibrated using a high-resolution dataset of historical weather, fuel conditions, geographic-features and fires.

Figure 5-3 shows the FPI scale levels and definitions.

Figure 5-3: PG&E Utility Fire Potential Index (FPI) Scale

Scale	Definition
R1	No potential for fires to ignite and spread.
R2	Minimum potential for fires to ignite and spread.
R3	Moderate potential for fires to ignite and spread.
R4	Medium potential for fires to ignite and spread.
R5	High potential for fires to ignite and spread.
R5-Plus	Elevated fire potential plus the potential for wind-related outage activity from the IPW model, which may warrant a PSPS event.

Figure 5-4 shows an overview of FPI.



5.2.2 Step 2: In-Depth Review of Fire Risk

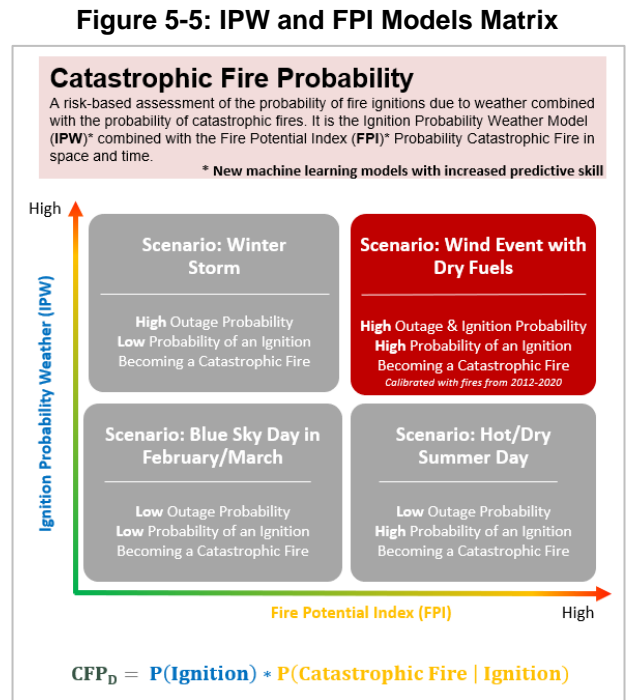
Meeting the minimum fire potential conditions (mFPC) doesn't mean automatic inclusion in PSPS scope. For distribution, once a location meets minimum fire potential conditions, it must apply a second set of criteria to be included in scope. The second set of criteria include:

- Catastrophic Fire Probability (CFP_D)
- Catastrophic Fire Behavior (CFB)
- Vegetation and Electric Asset Hazard Considerations

Catastrophic Fire Probability (CFP_D)

Catastrophic Fire Probability (CFP_D) is calculated as the product of PG&E's Ignition Probability Weather (IPW) and FPI models. The IPW model predicts the likelihood of an outage and resulting ignition, while the FPI model predicts the likelihood that an ignition would grow to a catastrophic fire.

Figure 5-5 shows a matrix for IPW and FPI models.



Catastrophic Fire Behavior (CFB) is calculated using the outputs from the Technosylva Wildfire Analyst Enterprise (WFA) system. Technosylva analyzes PG&E’s weather data, creating a dataset of potential consequences of new ignitions. In order to meet the CFB guidance, an ignition must meet a set Flame Length, Rate of Spread and eight-hour burned acreage.

Catastrophic Fire Behavior (CFB)

In addition to historical data and weather models, the Risk-Benefit Analysis considers environmental conditions of significant wildfires (e.g., dead and dying trees or drought conditions).

The U.S. Forest Service Rocky Mountain Research Station, a federal hub of wildfire research, has published documentation that relates the observed and modeled fire behavior to the type of fire suppression efforts that may be effective or ineffective. This includes a study of fireline intensity, which is an analysis of how wildfires can grow and spread. Fireline intensity is determined by the size and components of flames. PG&E uses probable fireline intensity to evaluate the potential need to turn off power.

Figure 5-6 shows the catastrophic fire behavior (CFB) considerations that would warrant PSPS.

Figure 5-6: Catastrophic Fire Behavior (CFB) Considerations

FLAME LENGTH (L)	FIRELINE INTENSITY	INTERPRETATION
ft	Btu/ft/s	
<4	<100	<ul style="list-style-type: none"> Fires can generally be attacked at the head by using hand tools Hand line should hold the fire
4-8	100-500	<ul style="list-style-type: none"> Fires are too intense for direct attack on the head using hand tools Hand line cannot be relied on to hold the fire Equipment such as dozers, pumpers and retardant aircraft can be effective
8-11	500-1,000	<ul style="list-style-type: none"> Fires may present serious control problems — torching out, crowning and spotting Control efforts at the fire head will probably be ineffective
>11	>1,000	<ul style="list-style-type: none"> Crowning spotting and major fire runs are probable Control efforts at head of fire are ineffective

Vegetation and Electric Asset Hazard Considerations

Vegetation and Electric Asset Hazard considerations are the last criteria, which are met by the presence of certain tree designations or electric distribution asset tags. Grid cells that meet minimum fire potential conditions (mFPC) and contain certain trees or distribution asset tags, which might not be mitigated prior to the PSPS, are also recommended for inclusion in PSPS scope.

PG&E reviews locations where high-priority vegetation or electric distribution asset tags may increase the risk of ignition. PG&E will make every effort to address these conditions in advance so that turning off power is only initiated as a last resort. PG&E will shutoff power if there are (1) trees with open maintenance tags or (2) equipment with open, high-risk, safety-related, compliance tags.

Figure 5-7 shows the priority tree tag criteria, and Figure 5-8 shows the distribution asset tag criteria.

Figure 5-7: Priority Tree Tag Criteria

<p>PRIORITY 1 TREE TAGS Must be addressed within 24 hours</p> <ul style="list-style-type: none"> ■ In contact or showing signs of previous contact with a primary conductor ■ Actively or at immediate risk of falling ■ Presenting an immediate risk to PG&E's facilities <p>.....</p> <p>PRIORITY 2 TREE TAGS Must be addressed within 30 days</p> <ul style="list-style-type: none"> ■ Encroaching within the minimum clearance requirements ■ Having any other identifiable potential safety issues requiring expedited work <p>.....</p> <p>MARKED VEGETATION TAGS Ongoing inspection process</p> <ul style="list-style-type: none"> ■ Tree Removals are trees marked for removal following inspector assessment. ■ Quality Tag Findings are Maintenance and VC Pole Clearing tags identified through quality control inspections.

Figure 5-8: Distribution Asset Tag Criteria

<p>ELECTRIC TAGS</p> <ul style="list-style-type: none"> ■ A tags: Must be addressed immediately ■ B tags: Must be addressed within 3 months of identification ■ H tags, E tags and F tags*: Are addressed based on priority ■ S9 notifications: Include Staging Notification tags as part of PSPS Scoping during an event

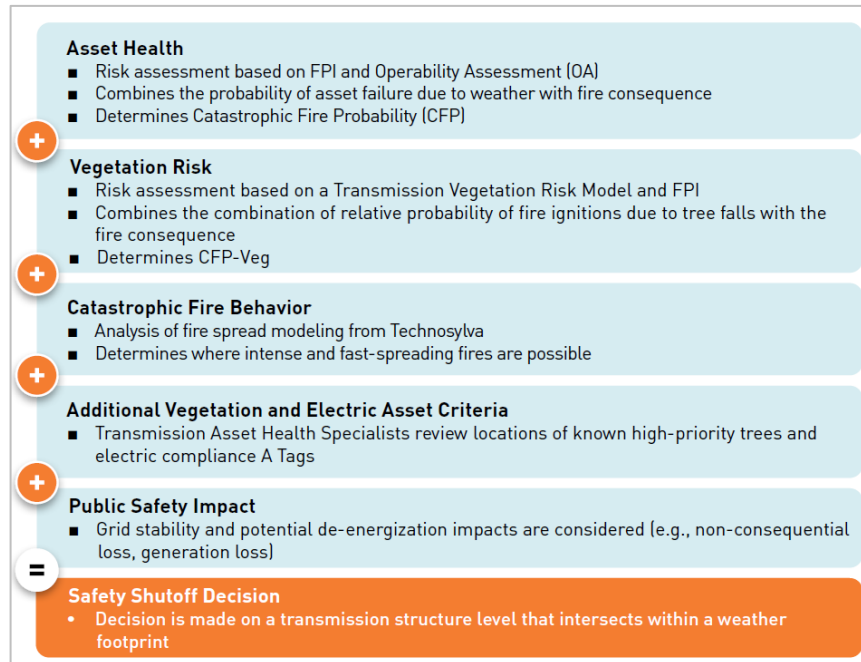
5.2.2.1 Transmission Scoping Criteria

Transmission scoping for PSPS also begins with the minimum fire potential conditions (mFPC), and once a structure meets these conditions, it must apply a second set of criteria in order for the transmission line or segment to be included in scope. The second set of criteria include:

- Catastrophic Fire Probability-Asset (CFP_T-Asset)
- Catastrophic Fire Probability-Vegetation (CFP_T-Veg)
- Catastrophic Fire Behavior (CFB_T)
- Vegetation and Electric Asset Hazard Consideration
- Low Impact

Figure 5-9 shows the second set of transmission scoping criteria.

Figure 5-9: Transmission Scoping Criteria



Based on the relative wildfire risk calculated for each transmission line in the footprint, PG&E will exercise expert judgment to identify which transmission lines, if any, should be considered for de-energization. The transmission lines identified during this evaluation process drive the initial transmission PSPS scope.

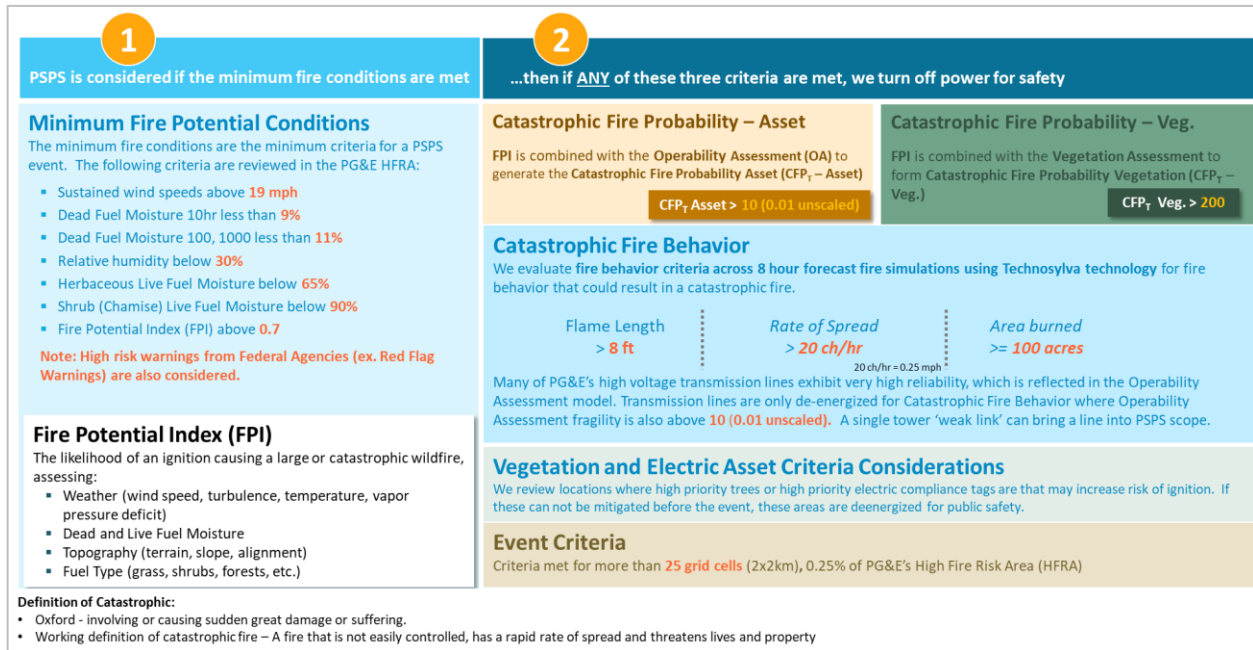
Then, PG&E conducts a total impact analysis in coordination with the CAISO to ensure that the initial transmission PSPS scope is feasible and won't compromise reliable bulk power system operations.

5.2.2.2 Transmission Scoping Assessment and Scoping Dashboard

The Transmission PSPS Scoping Dashboard is used to identify directly impacted transmission lines for inclusion in a PSPS. This Dashboard gathers and displays information related to Catastrophic Fire Behavior (CFB), Catastrophic Fire Probability of Asset (CFPT-Asset) and Risk of Induction (CFPT-Induction), Fire Potential Index (FPI), Vegetation (CFPT-Veg) and the presence of open, high-risk electric asset tags (i.e., A-tags) and Vegetation Hazard Notification Immediate/Hazard Notification Urgent (HNI/HNU) tags.

Figure 5-10 shows the Transmission PSPS framework.

Figure 5-10: Transmission PSPS Framework



5.2.3 Step 3: Determining Event Scope

PG&E turns off power if any of the criteria above is met over a specific geographic area.

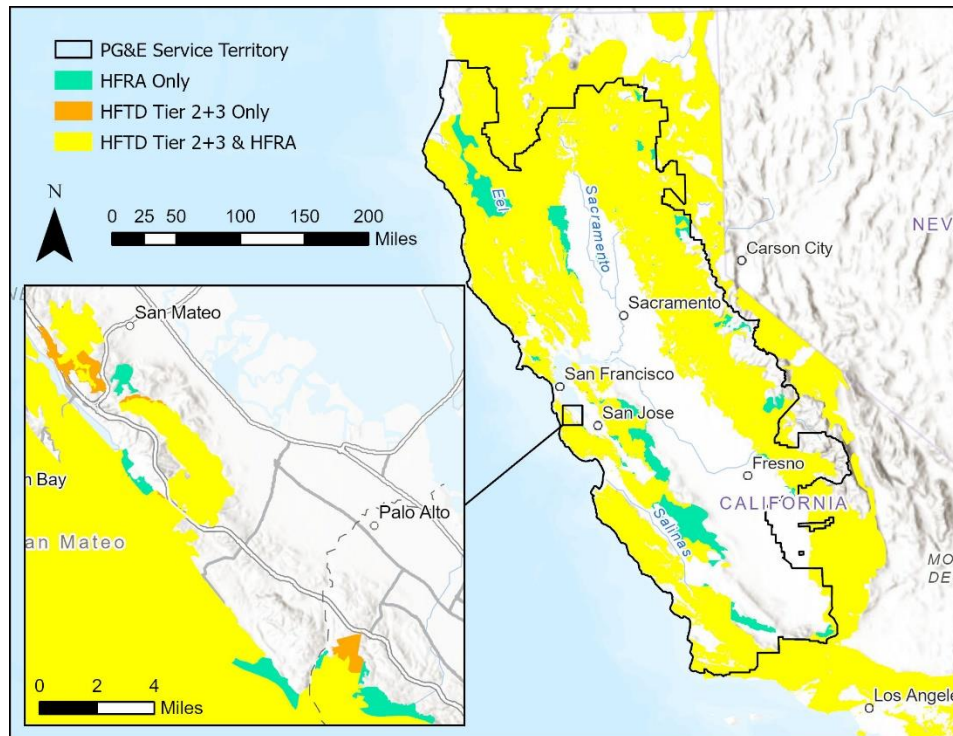
5.2.3.1 Geographic Scope

To inform the geographic scope of a PSPS, PG&E continuously identifies and evaluates locations in its service area where existing overhead electric infrastructure could be the source of an ignition that, during a hazardous offshore wind event, results in a catastrophic wildfire. These areas are collectively referred to as PG&E's HFRA. PG&E began development of the HFRA in 2020 by using the Tier 2 and Tier 3 areas of the CPUC's High Fire Threat District (HFTD) as a starting point, then progressively modified these areas based on the HFRA's purpose.

In scoping for a PSPS, the HFRA serves as an initial geospatial filter, upon which PSPS-specific geospatial data concerning weather, fuel conditions and assets are overlaid and analyzed to arrive at a final PSPS scope. All overhead electric distribution and transmission infrastructure is potentially subject to PSPS.

Figure 5-11 shows the spatial relationship between the HFTD and HFRA, as of June 2024.

Figure 5-11: CPUC's HFTD and PG&E's HFRA as of June 2024



5.2.3.2 PSPS De-energization Playbooks

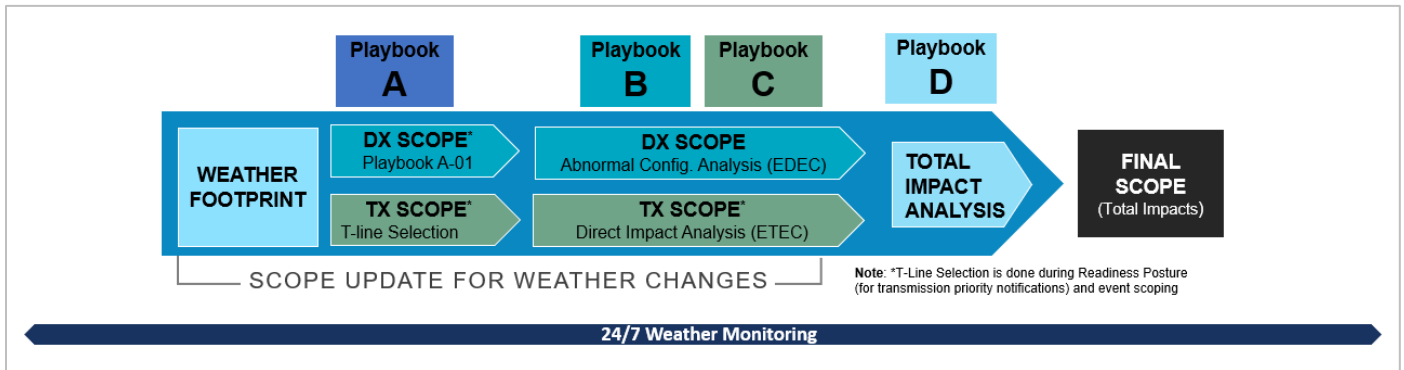
The PSPS Viewer and Transmission PSPS direct impact analysis output or total impacts study output are used to create and update PSPS-specific de-energization Playbooks A-D. The initial PSPS Playbook A is generated using the PSPS Viewer and PSIP. The finalized PSPS Playbook D incorporates distribution circuits and abnormal configurations, direct and indirect transmission lines, substations and customers that're being considered for de-energization. Then, this information can be used to notify outside entities and customers about the PSPS scope.

The de-energization Playbooks include:

- **Playbook A:** Initial distribution Playbook.
- **Playbook B:** Adds distribution abnormal circuits from direct impacts and confirmed temporary generation.
- **Playbook C:** Adds direct transmission impacts and updated confirmed temporary generation.
- **Playbook D:** Adds total transmission impacts (direct and indirect) and updated confirmed temporary generation.

Figure 5-12 shows the PSPS scoping components and Playbooks.

Figure 5-12: Scoping Components and Playbooks



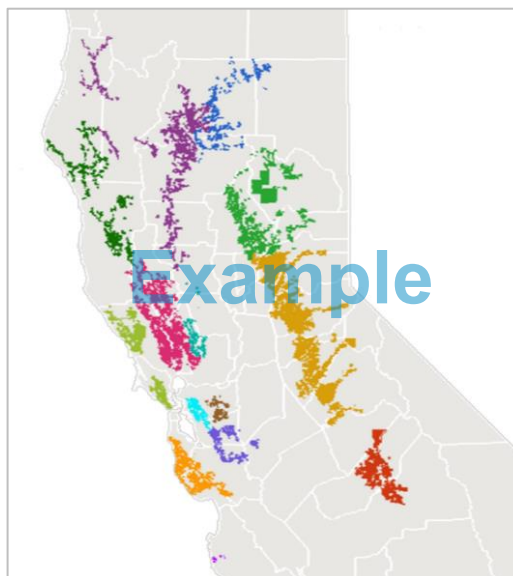
5.2.3.3 Time Places (TPs)

Extreme weather may reach different areas at different times. A Time Place (TP) is a portion of the PG&E electric grid where the impacted electric lines and geographical locations are aligned and forecasted to experience consistent timing for a potential PSPS. TPs are identified for each PSPS and receive consistent treatment for notifications and de-energization. Once actual weather conditions occur, weather “All-Clear” and service restoration times may vary due to actual weather conditions within a TP.

When there’re multiple TPs, each of them receives a number and is assigned a unique color for easy identification on a map. Prediction models of weather severity may change significantly over time, which may result in one or more TPs being removed from scope.

Figure 5-13 shows an example map with several TPs.

Figure 5-13: Map with Several Time Places (TPs) Example

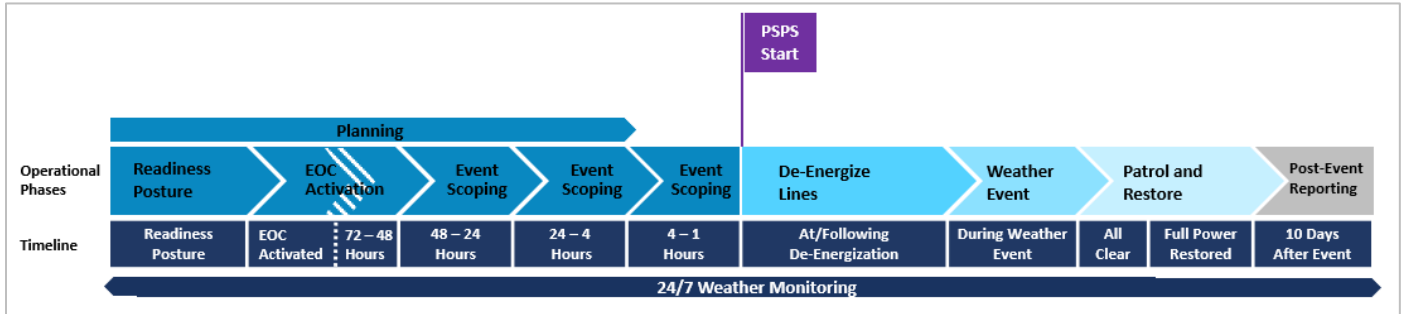


5.2.3.4 PSPS Event Timeline

Forecasts are subject to change quickly and preparation timelines adjust to forecasts for each PSPS.

Figure 5-14 shows an example of a general timeline of a PSPS.

Figure 5-14: Example Timeline of a PSPS



5.3 Decision-Making Process

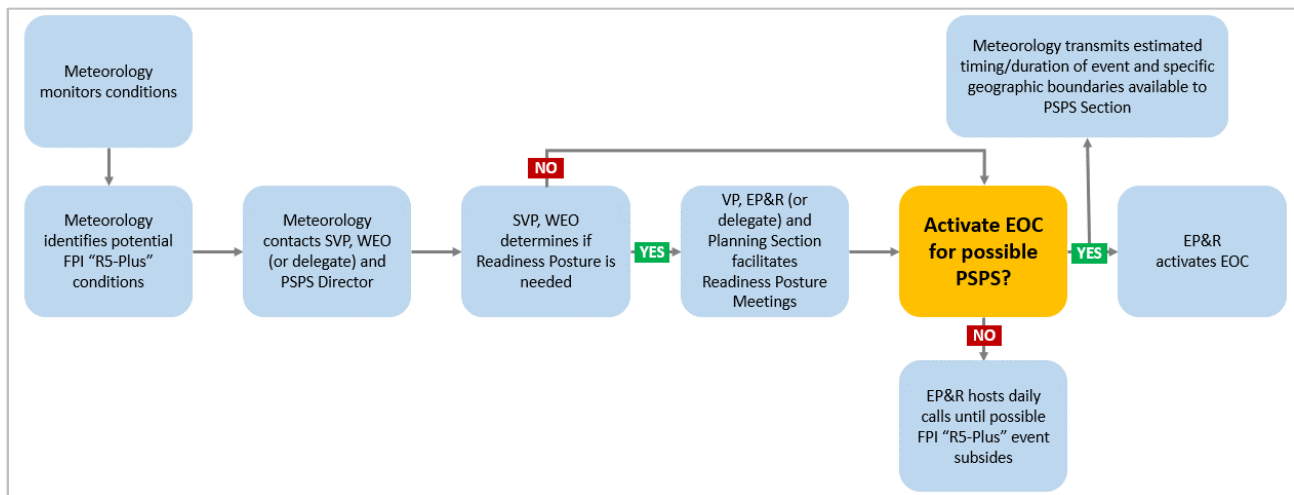
5.3.1 EOC Activation

The EP&R SE organization facilitates the pre-event conference call to determine if the EOC should be activated for a potential PSPS. If the decision is made to activate the EOC, standard procedures outlined in the CERP are followed. EP&R SE will make internal notifications that the EOC is moving into a Readiness Posture and those in pre-assigned positions are to report.

Due to the dynamic circumstances of a PSPS, a pre-PSPS conference call may or may not happen as weather conditions might unfold quicker than planned. Additionally, back-to-back PSPS events may result in the EOC staying activated between events. For more information on the ICS approach and EOC activation process and execution, see the [CERP, Incident Management Concepts and Guidelines, Incident Command System](#).

Figure 5-15 shows the PSPS EOC activation process map.

Figure 5-15: PSPS EOC Activation Process Map



5.3.1.1 Readiness Posture EOC Sections and Positions

The on-duty EOC Commander leads the overall coordination of Readiness Posture, which includes Safety, Liaison, Customer Strategy, Public Information, Operations, Planning, PSPS and Logistics². Staff required to participate in Readiness Posture include³:

- Safety: Safety Officer
- Liaison
 - Liaison Officer
 - Liaison Coordinator (depending on EOC Activation timing)
- Customer Strategy: Customer Strategy Officer
- Public Information
 - Public Information Officer
 - Assistant Public Information Officer
- Operations
 - Operations Section Chief
 - Deputy Operations Section Chief
 - Distribution Branch Director
 - Transmission Branch Director
 - Vegetation Management Branch Director
 - Information Technology Coordination Center (ITCC) PSPS Application Task Force Lead
 - Temporary Generation Branch Director
 - Electric Distribution Emergency Center
 - Electric Transmission Emergency Center
- Planning
 - Planning Section Chief
 - Deputy Planning Section Chief
 - Situation Unit Leader
 - Documentation Unit Leader
 - Meteorologist-in-Charge
 - HAWC Unit Lead
- PSPS
 - PSPS Section Chief
 - PSPS Deputy Section Chief
 - PSPS Scoping Unit Leader
 - PSPS Distribution Asset Health Specialist
 - PSPS Transmission Asset Health Specialist
 - PSPS Scoping Specialist
 - PSPS External Reporting Unit Leader
 - PSPS Portal Specialist
 - PSPS Notification Specialist Lead
 - PSPS Notification Specialist Support
- Logistics
 - Logistics Section Chief
 - Emergency Site Unit Leader
- Finance and Administration Section
 - Finance and Administration Section Chief
 - Deputy Finance and Administration Section Chief

² The EOC Commander, Deputy Commander, Officers, Chiefs and Deputy Chiefs attend the Readiness Posture meeting.

³ Additional staff may be requested to support Readiness Posture activities at the discretion of the EOC Commander, Officers and Section Chiefs.

5.3.2 PSPS Decisions

The OIC makes several key decisions throughout a PSPS, including the ultimate decision to shut off power and issue a weather “All-Clear” to begin the process of patrols and restoration after high-risk weather conditions subside.

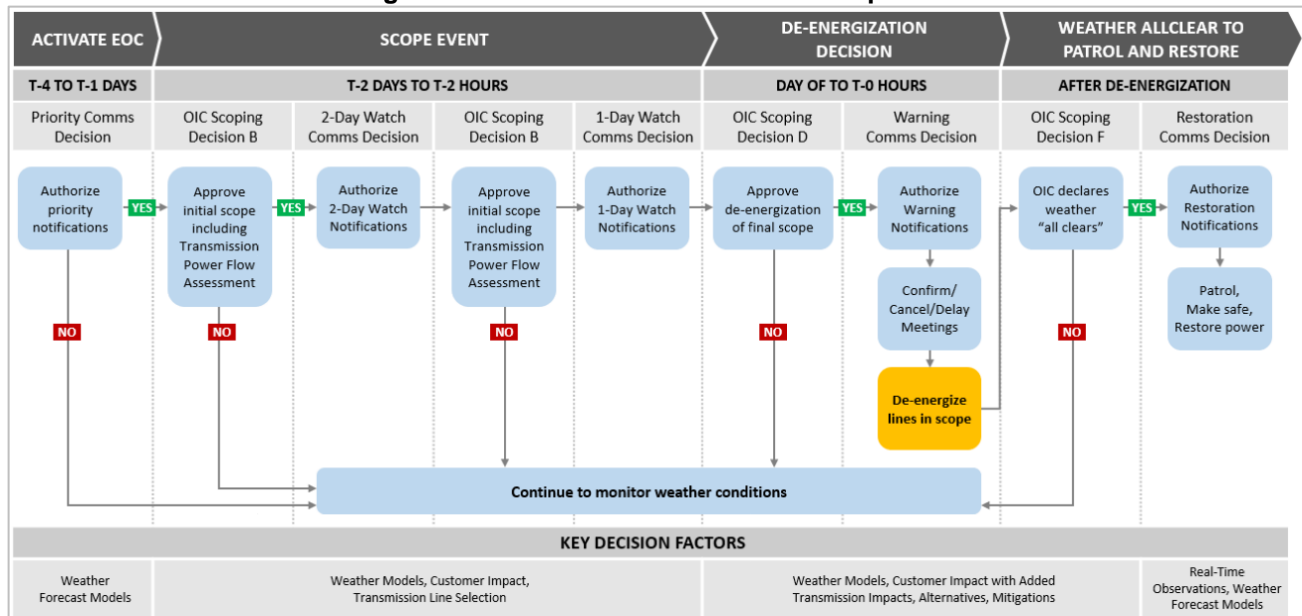
There’re several important PSPS Decisions throughout a PSPS, which are either “scoping-related” or “communications-related” decisions. The decisions include:

1. **Priority Communications Decision:** Authorize priority notifications to impacted transmission customers and Public Safety Partners.
2. **OIC Scoping Decision B:** Approve the initial PSPS scope, on which notifications are based and authorize the initiation of the Transmission Line Power Flow Assessment.
 - Note: There can be multiple OIC Scoping Decision B meetings and, depending on the size of the PSPS, a Power Flow Assessment may be run after the first meeting, or again after one of the subsequent meetings to ensure all Transmission customers are identified prior to Watch communications.
3. **2-Day Watch Communications Decision:** Authorize 2-day Watch notifications to all impacted customers and Public Safety Partners.
4. **1-Day Watch Communications Decision:** Authorize 1-day Watch notifications to all impacted customers and Public Safety Partners.
5. **OIC Scoping Decision D:** Approve the final PSPS scope, on which notifications are based and authorize de-energization to proceed.
6. **Warning Communications Decision:** Authorize Warning and De-energization notifications to all impacted customers and Public Safety Partners.
7. **OIC Scoping Decision F:** Authorize “All-Clear” for the areas where weather has passed and authorize the initiation of Patrol and Restoration.
 - Note: After this Decision is made, Restoration notifications are automatically sent to impacted customers and Public Safety Partners.

Upon confirming the decision to shut off power, the OIC may delegate responsibility to the EOC Commander to execute the necessary steps to de-energize. Additionally, they may also delegate the authority to adjust the PSPS scope to the EOC Commander, as necessary, if there’re emergent weather changes.

Figure 5-16 shows the sequencing of the PSPS Decision process, including what happens if a decision is made to not proceed with a PSPS.

Figure 5-16: PSPS Decision Process Sequence



PG&E’s Meteorology and Fire Science and HAWC teams will (1) continue to closely monitor changing forecasts and conditions leading up to the PSPS and (2) update the OIC and EOC Commander on changes in the forecasts or conditions. Concurrently, PG&E will begin notifying all potentially impacted entities, including Tribal, state and local agencies, Public Safety Partners and customers. Based on the latest information provided by the Meteorology and Fire Science team, the OIC, or the EOC Commander if delegated responsibility, will decide whether to proceed with de-energization of distribution and transmission lines passing through the areas of forecasted risk.

The EOC Commander, Operations and Meteorology and Fire Science teams will monitor approaching weather and may hold a series of “Confirm/Delay” and “Delay/Cancel” meetings to confirm de-energization or delaying de-energization for each TP. These meetings are repeated until all TPs are confirmed or cancelled. They’re held immediately prior to anticipated de-energization, which allows PG&E to change course and reduce or expand the scope, as necessary, if there’s an emergent change in the weather.

5.3.3 Weather “All-Clear” Decision Methodology

Weather “All-Clears” are determined based on pre-defined areas that align with timing of weather conditions, which is known as the “All-Clear Zone” methodology. Due to the large geographic span, PG&E has further divided Fire Index Areas (FIAs) into pre-defined boundaries to allow for varying geographic weather conditions. “All-Clear Zones” align with known meteorological phenomena, such as mountain tops and wind gaps, which may experience longer periods of extreme weather. This methodology provides for further granularity in calling weather “All-Clears,” allowing for areas less prone to extended periods of wind gusts or adverse conditions to potentially be cleared earlier and restored as these more localized conditions permit.

Based on the “All-Clear Zone” Decision (i.e., OIC Decision F), the OIC provides the weather “All-Clears” to begin the restoration process. They can declare weather “All-Clears” for specific “All-Clear Zones,” entire TPs or complete FIAs.

5.3.4 Restoration Decision Factors

To begin patrol and restoration, current weather conditions must be below meteorology PSPS guidance, including declining pressure gradients, decreasing winds based on weather stations reports and field observations must confirm decreasing fire-weather conditions. Additionally, weather forecasts should also indicate that winds are forecasted to continue decreasing in strength, such that conditions won't exceed meteorology PSPS guidance in the immediate future.

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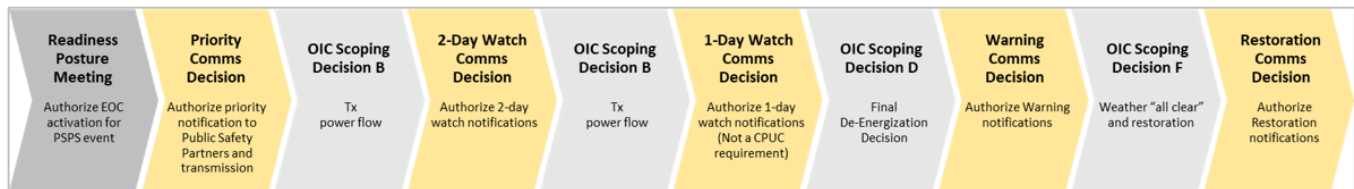
6. PSPS Operations

6.1 De-Energization

For information on the de-energization process, see the [Public Safety Power Shutoff for Transmission and Distribution \(PSPS-1000P-01\)](#).

Figure 6-1 shows the de-energization process.

Figure 6-1: De-energization Process



6.1.1 Electric Transmission Emergency Center (ETEC) for PSPS

The initiation of a PSPS triggers activation of Electric Transmission Emergency Center (ETEC) or Grid Control Center/Electric Transmission support. ETEC will (1) serve as a hub for all transmission assets and (2) communicate and coordinate between internal entities, such as the EOC, Electric Distribution Emergency Center (EDEC), Substation Transmission Operations Emergency Center (STOEC) and external agencies (e.g., CAISO, municipally owned utilities, etc.).

The Transmission Grid Control Center (GCC) Supervisor will send a “PSPS Awareness” notification to CAISO by phone and email. This notification will consist of potentially impacted transmission lines and an estimated timeline of the PSPS. After further analysis, the PSPS Section will provide a list of transmission lines to ETEC and the Operations Section Chief. Once the list is received, the ETEC team will begin the direct transmission impact analysis with support from Operations Engineering, System Protection and CAISO.

6.1.2 Monitor during De-Energization

During de-energization, the EOC will monitor the weather, its impacts to the system and presence of any emerging or existing fires.

For distribution, once identified assets have been de-energized, the Distribution Control Center(s) (DCC) will segment portions of the de-energized circuit to prepare for “step restoration.” This segmenting consists of opening pre-identified devices that delineate circuit segment boundaries, which are provided to DCC and field patrol personnel to ensure the alignment of patrol efforts once weather has passed. The Customer Owned Line (COL) and Foreign Transmission Line (FTL)⁴ assets identified during the PSPS scoping phases can typically be isolated during the segmenting phase if resources are available. If not, they’ll need to be isolated during the restoration phase.

For transmission, following the de-energization of all lines in scope, the GCC continue to monitor the grid’s integrity and ETEC initiates restoration sequence planning. This involves (1) creating a

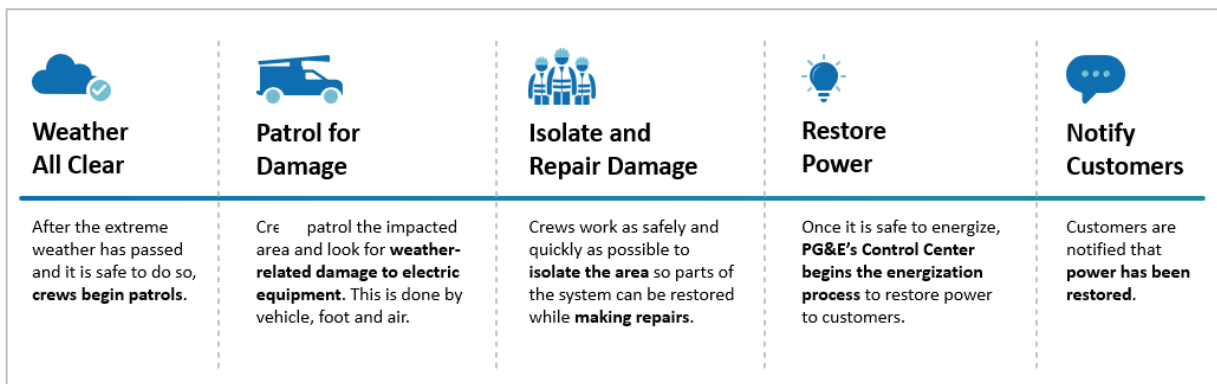
⁴ COL/FTL here refers to customers that own either distribution and/or transmission facilities.

prioritized sequence for restoration of transmission assets and (2) validating the plan with the GCC and CAISO. This plan is discussed and developed with the EOC and EDEC. The finalized plan is provided to the GCC, allowing them to coordinate the restoration efforts once the weather has passed.

6.2 Restoration

Figure 6-2 shows the weather “All-Clear” restoration process.

Figure 6-2: Weather “All-Clear” Restoration Process



6.2.1 Patrol and Restoration Criteria

Following the OIC’s weather “All-Clear” decision for select distribution and/or transmission event-specific assets at risk⁵, Operations will begin the patrol and restoration procedures.

For distribution facilities, circuit-based teams are typically formed and used to patrol the impacted event-specific assets at risk for damage and/or hazards, with either being reported accordingly. The appropriate DCC and OEC will be notified of damage and/or hazards and any repair work that’ll be required on the impacted assets. Any assets that require repair are analyzed, then subsequent restoration plan adjustments are made accordingly.

For transmission facilities, the Transmission Branch Director communicates transmission patrol results to the GCC Supervisor. GCC isolates all equipment with found trouble and reports the same to ETEC.

If a privately-owned line (POL) is de-energized due to a PSPS, PG&E will provide a courtesy patrol prior to re-energizing. If after the patrol the line is deemed unsafe and repairs are needed by the POL owner, PG&E will isolate the POL and keep the line de-energized until the corrections have been remediated. Additionally, PG&E will patrol impacted PG&E owned lines to the point-of-service with any associated COL equipment and FTL. PG&E won’t restore COL or FTL assets until customer confirmation has been received. For more information on COL and FTL processes, see the [Public Safety Power Shutoff for Transmission and Distribution \(PSPS-1000P-01\)](#).

Field resources patrol lines according to [Applying EMER-4102S Work Activities Procedure \(EMER-4102P-01\)](#) and [Public Safety Power Shutoff for Transmission and Distribution \(PSPS-1000P-01\)](#).

⁵ Event-specific assets at risk for Distribution are assets that’re in the Meteorology polygon. Event-specific assets at risk for Transmission are segments that include structures that exceed PSPS event guidance.

6.2.2 Restoration Process

The restoration process primarily consists of the following actions:

- GCC, DCC and OECs develop restoration plans and determine the scope of restoration, including prioritization of circuits/lines and available resources.
- Meteorology creates a forecast of weather “All-Clears” by “All-Clear Zones,” including circuits. The PSPS Section creates a “forecast” restoration playbook.
- EOC Commander provides the OIC the recommendation to re-energize power (i.e., weather “All-Clear”) for designated “All-Clear Zones” or globally for all areas previously de-energized for PSPS.
- The OIC gives approval to re-energize power, during OIC Scoping Decision F, for designated “All-Clear Zones” or globally for all PSPS de-energized areas. If a decision is made only for a designated area, later decisions will address remaining de-energized areas.
- GCC, DCC and field resources follow procedures found in the [Public Safety Power Shutoff for Transmission and Distribution \(PSPS-1000P-01\)](#) to execute the restoration process.

For more information on the restoration process, see the [Public Safety Power Shutoff for Transmission and Distribution \(PSPS-1000P-01\)](#).

6.2.3 Step Restoration

PSPS circuits have been analyzed to “pre-sectionalize” itself into smaller patrol zones, called “segments”. When the patrol of an individual segment is completed, it can be re-energized. This “step restoration” strategy allows for more efficient customer restoration compared to patrolling the entire line prior to restoration.

There isn’t a ‘one-size-fits-all’ approach and strategy for every circuit. Patrols and restorations are based on connectivity, infrastructure, customer criticality and impacts, with additional considerations typically being length, configuration, patrol types required (i.e., air, vehicle and/or foot) and resource availability.

The Task Force Lead (TFL) is the single point-of-contact between the DCC and field operation restoration activities. For more information on restoration, see the [Public Safety Power Shutoff for Transmission and Distribution \(PSPS-1000P-01\)](#).

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7. Customer and Agency Notifications and Resources

7.1 Overview

PG&E is committed to adhering to state directives for disseminating information during a PSPS. This includes communications and external outreach via website updates, press releases and social media updates, along with direct notifications to potentially impacted agencies and customers. The EOC Commander will make the decision to notify agencies and customers of de-energization during the Communications Decisions. For more information on the PSPS Decisions, see Section 5.3.2.

7.1.1 Notification Sequence

PG&E works to notify stakeholders of the PSPS by providing multiple direct notifications and Cal OES Notification Form⁶ whenever possible before de-energization, including:

- **EOC Activation** (Within one hour of EOC activation): Inform Cal OES, CPUC and CAL FIRE about EOC activation for a potential PSPS event.⁷
- **Priority Notice** (48-72 hours prior to anticipated de-energization): Notification to Public Safety Partners, Transmission Customers, Critical Public-Safety, Community Choice Aggregators (CCAs) and Publicly Owned Utilities (POUs) related facilities.
- **2-Day Watch** (24-48 hours prior to anticipated de-energization): Notification to all potentially impacted customers and stakeholders.
- **1-Day Watch** (4-24 hours prior to anticipated de-energization): Notification to all potentially impacted customers and stakeholders.⁸
- **Warning** (1-4 hours before de-energization): Notification to all potentially impacted customers and stakeholders.
- **Pending Delay** (Prior to de-energization through forecasted severe weather timing): Notification of delays in de-energization based on weather impacts (as needed).⁹
- **Cancel Notification** (Within 2 hours after decision to cancel): Notification to all impacted customers, stakeholders and Public Safety Partners (as needed).
- **De-energization** (Time of de-energization): Notification to all impacted customers and stakeholders who are being de-energized.
- **“All-Clear”** (Patrols begin): Notification to all impacted customers, stakeholders and Public Safety Partners.
- **Update/ETOR** (When de-energization is extended, delayed or damage found during patrols): Notification to all impacted customers and stakeholders of updated Estimated Time of Restoration (ETOR) (as needed).
- **Restoration** (Restoration is complete): Notification to all impacted customers with the date and time that their power was restored, and notification to agencies with information that their jurisdiction has been restored.

⁶ The Cal OES form is submitted to Cal OES, CPUC and Cal FIRE multiple times during a PSPS (at EOC Activation, Priority, Watch, Warning, Power Off, All Clear and Restoration notifications). Additionally, a Cal OES form is submitted if there're significant changes to scope.

⁷ In compliance with Standard Six of G.O. 166, within one hour of identification of a major outage or other newsworthy event, EP&R SE must notify the CPUC and Warning Center at Cal OES of the location, possible cause and expected duration of the PSPS.

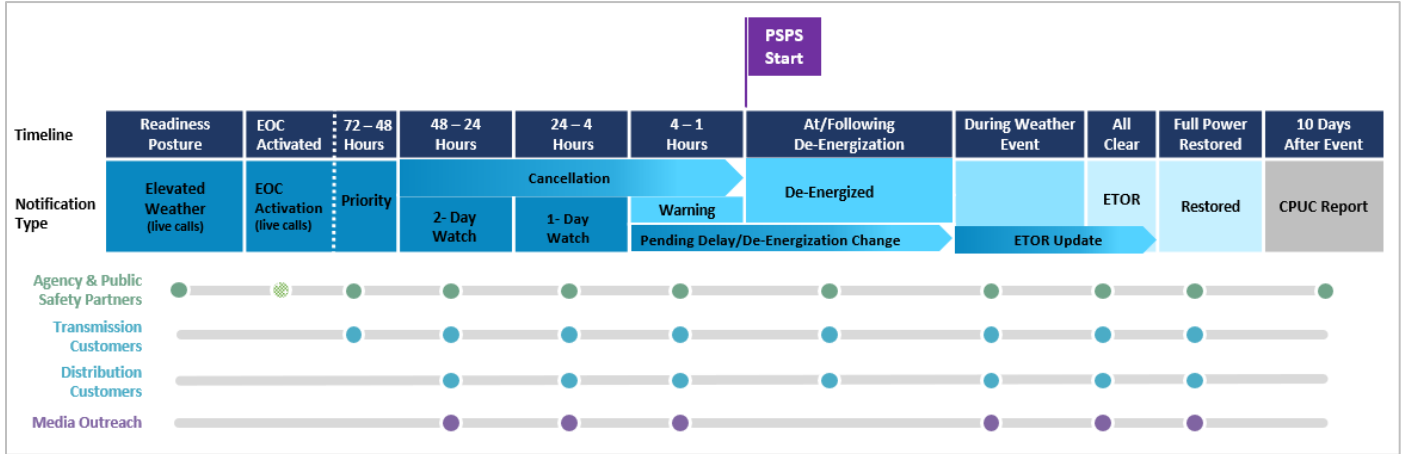
⁸ “1-Day Watch” is not a CPUC requirement. This is a courtesy notification based on PG&E’s practice to communicate with customers at least once a day starting at “2-Day Watch” until de-energization.

⁹ “Pending Delay” is not a CPUC requirement. This is a courtesy notification based on PG&E’s practice to communicate de-energization delays to customers.

For information about the PSPS alert timeline, see [PG&E's PSPS Alerts site](#).

Figure 7-1 shows a general timeline of PSPS notifications.

Figure 7-1: PSPS Notifications Timeline¹⁰



7.2 Customer Notifications

PG&E aims to send our customers PSPS notifications two days ahead, one day ahead, just before turning off power, once power is turned off, if the ETOR changes, just before restoration and at restoration. For more information about the notification sequence, see Section 7.1.1. Notifications include impacted locations and information regarding the duration of PSPS (e.g., estimated shutoff time, when weather conditions may improve and estimated time power may be restored). PG&E will send customers notifications via calls, text and/or email.

For example notifications scripts, see the [PSPS Event Notifications document](#).

7.2.1 Medical Baseline (MBL) and Self-Identified Vulnerable (SIV)

PG&E recognizes that de-energization has a disproportionate impact on our most vulnerable populations, including Medical Baseline (MBL) customers and Access and Functional Needs (AFN) individuals, as defined by the CPUC.¹¹ It’s critical to ensure these individuals are aware of a potential PSPS and prepared with information and resources.

PG&E will take additional steps to notify customers who’re enrolled in the PG&E MBL program and Self-Identified Vulnerable (SIV) program or self-identified electric dependent customers reliant on durable medical equipment or assistive technology. PSPS notifications to these customers are made through automated phone calls, emails and text messages in advance of de-energization. We request these customers to confirm that they’ve received their messages. If automated phone calls, emails and text messages aren’t acknowledged by these customers, and

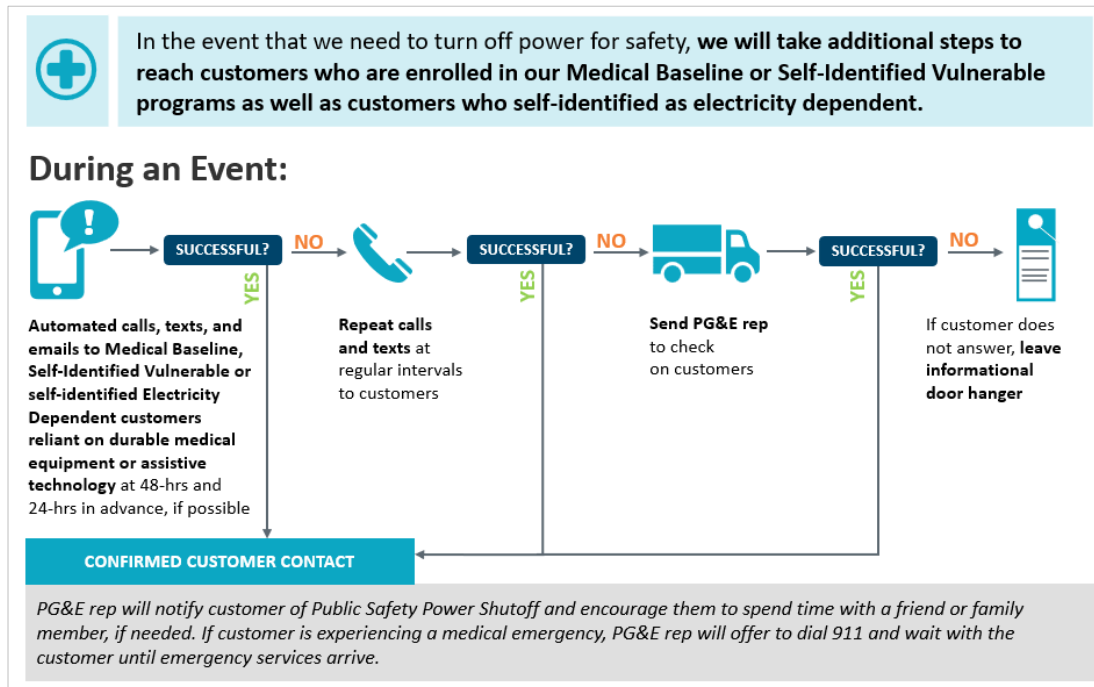
¹⁰ Actual timing of the notifications will be driven by the timing of the weather, forecasting and expected impacts.

¹¹ CPUC, in PSPS Phase 1 D.19-05-042 (pp. A6-A7), defines AFN Populations as “individuals who have developmental or intellectual disabilities, physical disabilities, chronic conditions, injuries, limited English proficiency or who are non-English speaking, older adults, children, people living in institutionalized settings or those who are low income, homeless, or transportation disadvantaged, including, but not limited to, those who are dependent on public transit or those who are pregnant.”

repeated calls aren't successful, we'll send representatives to the customer's home to ensure that they're aware of the potential PSPS and can execute their emergency plan accordingly.

Figure 7-2 shows the Customer Contact Success Reporting process for MBL, SIV or self-identified electricity dependent customers reliant on durable medical equipment or assistive technology.

Figure 7-2: Customer Contact Success Reporting



7.2.2 Master Meter Customer Notification

Master Meter customers are those that have a single account that covers multiple residences or a business (e.g., apartment buildings and property management companies).

PG&E doesn't have contact information to communicate with the Master Meter tenant (i.e., customers that aren't the Master Meter account holder) before or during a PSPS. The exception to this is if a Master Meter tenant is enrolled in MBL.

7.2.2.1 Address Level Alerts

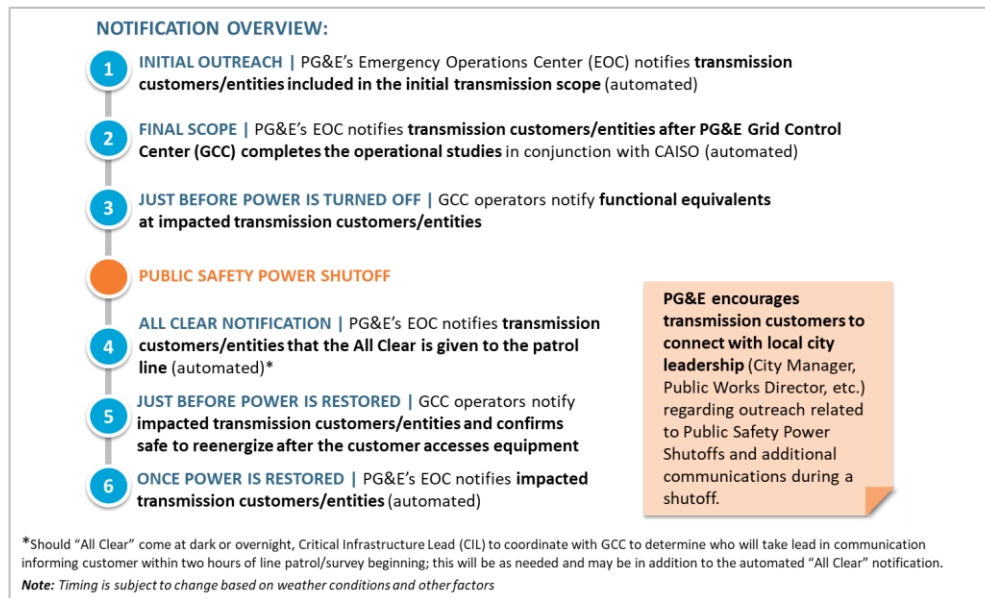
Address alerts are available to anyone that wants to receive PSPS notifications for a location that is important to them (e.g., a parent's house, work site or child's school). This tool can also be used by non-PG&E account holders to receive PSPS notifications for locations where the landlord is the account holder (e.g., rental units or mobile home parks). PG&E continues to drive awareness of Address Level Alerts to Master Metered owners. Notifications can be received via Interactive Voice Recording (IVR) or text message (SMS), and in-language (English and 15 languages).

7.3 Critical Facilities Support

7.3.1 Transmission Customers

Figure 7-3 shows the notifications sequence for transmission customers.

Figure 7-3: Notifications Sequence for Transmission Customers



Note: If Transmission lines are in scope to be de-energized, PG&E also generates the Federal Energy Regulatory Commission (FERC) posting.

7.3.2 Telecommunications

During a PSPS, telecommunication providers will receive:

- A dedicated PG&E contact to help address real-time issues.
- Access to the PSPS Portal for the latest outage maps and information.
- Advanced notifications via phone calls, emails and text messages.
- Invitations to the daily Systemwide Cooperators Calls for the latest PSPS information.
- Access to PG&E's EOC (as requested).

7.3.3 Water Agencies

During a PSPS, water service providers will receive:

- Support from PG&E.
- Access to the PSPS Portal for the latest outage maps and information.
- Advanced notifications via phone calls, emails and text messages.
- Invitations to the daily Systemwide Cooperators Calls for the latest PSPS information.

7.3.4 Hospitals

During a PSPS, hospitals will receive:

- Support from PG&E.

- Access to the PSPS Portal for the latest outage maps and information.
- Advanced notifications via phone calls, emails and text messages.
- Continued pursuit of continuity solutions for hospitals that're at a higher likelihood for PSPS or being served by powerlines protected by EPSS.

7.4 Customer Tools and Resources

7.4.1 Community Resource Centers (CRCs)

To minimize PSPS impacts and serve our communities and vulnerable customers during a PSPS, PG&E is required to open Community Resource Centers (CRCs) in impacted communities. CRCs provide customers a safe location to meet their basic power needs, such as charging medical equipment and electronic devices, access to resources (e.g., water, snacks, ADA-accessible restrooms, etc.) and receive updated PSPS information. PG&E works closely with counties and tribes to mobilize indoor and outdoor CRCs as soon as possible from the time of de-energization until restoration. For additional details about the CRC program, see [PG&E's 2024 Public Safety Power Shutoff Pre-Season Report, June 2024](#).

7.4.2 Community Based Organizations (CBOs)

Before, during and after a PSPS, PG&E collaborates with a number of Community Based Organizations (CBOs) as information and resource partners to help broaden our message, provide resources and assist with emergency preparedness. For specific details on CBOs, see [PG&E's 2024 Access and Functional Needs \(AFN\) Plan for Public Safety Power Shutoff \(PSPS\) Support](#).

7.4.3 Disability Disaster Access & Resources (DDAR) Program

[PG&E's Disability Disaster Access and Resources \(DDAR\) Program](#) provides assistance to individuals who (1) live in a HFTD or have experienced two or more PSPS events since 2022 and (2) either have an electrical medical device or assistive technology, have a disability or chronic condition or rely on electricity to live independently. PG&E partners with the California Foundation for Independent Living Centers (CFILC) to implement the DDAR program. Local Independent Living Centers (ILCs) participating in the DDAR program can be found at the [Disability Disaster Access and Resources site](#).

7.4.4 211

PG&E partners with the California Network of 211, a free-confidential calling and texting service to provide customers with connection to local support and resources during periods of critical needs. 211 provides PSPS education, outreach and emergency planning before a PSPS and connect individuals with AFN or other needs to critical resources. This includes transportation, food delivery, hotel accommodations, access to portable backup batteries, food replacement and other social services during and after a PSPS. For more information on additional resources, partnerships and detailed information, see [PG&E's Accessibility Assistance and Resources site](#).

7.4.5 Food Replacements

PG&E partners with local food banks and other community-based organizations (CBOs) to support food box distribution and other food replacement services throughout our service territory during a PSPS and up to three days after power is restored. Additionally, PG&E partners with

Meals on Wheels to deliver an additional meal (or two) per day for affected home-bound seniors who're enrolled in the Meals on Wheels service and in our service area during a PSPS.

7.4.6 Temporary Generation and Backup Power Support

PG&E generally doesn't offer backup generation to individual facilities. However, PG&E's policy allows for granting exceptions for critical facilities when a prolonged outage could have a significant adverse impact to public health or safety, including:

- High risk to public safety (e.g., hospital with active trauma units, critical water or wastewater asset, or city and county EOC).
- High risk of environmental hazard (e.g., chemical plant which risks toxic spill into local river).
- High risk to essential emergency response and support facilities (e.g., 911 call center, water pump availability compromises firefighting, critical telecommunications equipment or other support businesses that directly affect emergency services provision).

PG&E's EOC manages incoming requests for backup power support during a PSPS. These requests will be routed through an approval process within the ICS and, if approved, will be fulfilled by PG&E in partnership with generator contractors. Temporary generation requests and prioritization are reviewed on a rolling basis during PSPS in accordance with [Mobile Generator Use During Public Safety Power Shutoff \(PSPS\) \(PSPS-4000S\)](#).

7.4.7 Microgrids for Community Power Continuity

PG&E has two microgrid initiatives designed to support customers during PSPS events, each of which is configured to address a different type of PSPS impact:

1. **Temporary Substation Microgrids:** Focused on energizing customers when the substation serving them is impacted by an upstream transmission line de-energization, but the distribution lines coming out of the Substation still have safe-to-energize load (i.e., transmission-level only impacts).
2. **Temporary Distribution Microgrids:** Focused on energizing "main street corridors" with shared services and critical facilities when the distribution lines serving these areas are de-energized as a result of a PSPS (i.e., distribution-level impacts or transmission-level impacts).

Microgrids are "temporary" in nature because they use mobile temporary generation. The scale and scope of each temporary microgrid will vary. Instructions, including rental equipment needs, switching logs and customer notification processes, will be handled by the EOC and DCCs for each temporary microgrid that's declared operationally ready.

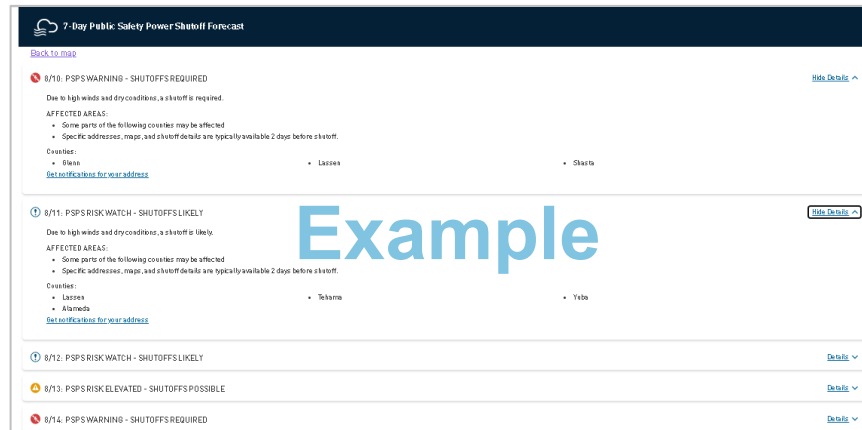
7.4.8 Website

7.4.8.1 7-Day Public Safety Power Shutoff Forecast

A daily 7-Day PSPS Forecast is published on [PG&E's Outage Center site](#). This website also provides a forecast discussion which includes the (1) general weather pattern over the next seven days, (2) general state of fuel moistures and vegetation and (3) longer-range projections from federal agencies and climate outlooks. During a potential PSPS, updates may be issued more frequently (as required).

Figure 7-4 shows an example of the 7-Day PSPS Forecast.

Figure 7-4: 7-Day PSPS Forecast Example



7.4.8.2 PSPS-Specific Information on PGE.com

PSPS-specific information is available to the public on [PG&E's Outage Center site](#), including PSPS updates, maps and an address search tool to see if a location will potentially be affected. Updates to the site are made when the possibility of a PSPS is announced and new information is available regarding the decision to de-energize, weather “All-Clear,” patrols, ETORs and restoration progress.

7.4.8.3 Language Support

Information regarding all PSPS events will be provided 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. Customers can also call 1-866-743-6589 for translation support in more than 240+ additional languages, or 1-800-743-5000 to receive communications in large print or Braille.

7.4.8.4 Traditional and Social Media

PG&E uses traditional and social media, including Facebook, Instagram, X and NextDoor, to direct users to our website where they can access important emergency preparedness information and PSPS updates and resources.

7.5 Agency Support

7.5.1 Resources Before a PSPS

The following information resources are available in advance of a PSPS:

- Access to the PSPS Portal, including:
 - Planning maps.
 - Summary Customer Impact tabular files.
 - Lists of MBL program participants (e.g., Customers and Master Metered tenants) in areas estimated to be within the scope of the upcoming event and within the jurisdiction of the agency.
 - Critical facilities in areas estimated to be within the scope of the upcoming event and within the jurisdiction of the agency.

- The [Public Safety Power Shutoff Policies and Procedures, Emergency Managers](#), which includes information such as PSPS criteria, event notifications and customer resources.
- Invitations to PSPS exercises which simulate and test PSPS response procedures.
- Access to an assigned Agency Representative who can provide additional materials or information regarding emergency planning and PSPS.

7.5.2 Resources During a PSPS

The following information resources are available when the EOC has been activated for a PSPS:

- A phone call to affected Office of Emergency Services (OES) from their dedicated PG&E representative when an upcoming PSPS is being monitored.
- A phone call to all Public Safety Answering Points (PSAP) in potentially affected areas.
- A phone call and email to potentially affected county and Tribal OES's with information regarding estimated PSPS timing, availability of preliminary PSPS maps and customer lists, and an offer to embed a PG&E representative in their local EOC.
- Automated phone calls, emails and text messages at least once a day in accordance with the minimum timeline requirements (i.e., de-energization, weather "All-Clear," updates, restoration and/or cancellation) for their jurisdiction.
- Tribal and Operational Area Cooperator calls hosted by Tribal and Agency Representatives to review PSPS-specific information changes and resolve local issues (Tribal and Agency Representatives and county to determine the need and frequency).
- Daily Systemwide Cooperators Call hosted by PG&E's EOC providing the latest high-level PG&E systemwide event updates.
- Email notifications to all PSPS Portal users when updates are made.
- Resources uploaded on the PSPS Portal, including:
 - Situation Reports (posted twice daily and when scope changes).
 - Maps (interactive, PDFs and GIS layers) at a parcel-level and updated as decisions affecting power shut off scope are made.
 - Summary reports with customer impact totals by jurisdiction.
 - Lists of potentially affected MBL program participants (e.g., Customers and Master Meter tenants) and critical customer lists with names and addresses (for Public Safety Partner agencies that accepted the online agreement).
 - Ability to provide PSPS-specific feedback.

Additionally, PG&E offers the following resources to support local EOCs during a PSPS:

- **Agency Representatives** will be assigned to each Tribe and county to act as a single point-of-contact during a PSPS and can assist with resolving local issues in real-time. The Agency Representative can also staff a county or Tribe's local EOC (as requested).
- **Third-Party Representatives**, such as Tribes, cities, counties, water agencies and telecommunication providers, may request to send or virtually embed a representative to PG&E's EOC during a PSPS.
- **Account Managers and Local Customer Strategy Officers** to engage with critical customers locally.

7.5.3 Resources After a PSPS

The following information resources are available after a PSPS:

- Access to PG&E's Post-Event Report submitted to the CPUC.
- Post-Event Survey.
- Access to an assigned Agency Representative who can provide additional materials or information.

7.6 Agency Tools and Resources

7.6.1 PSPS Portal

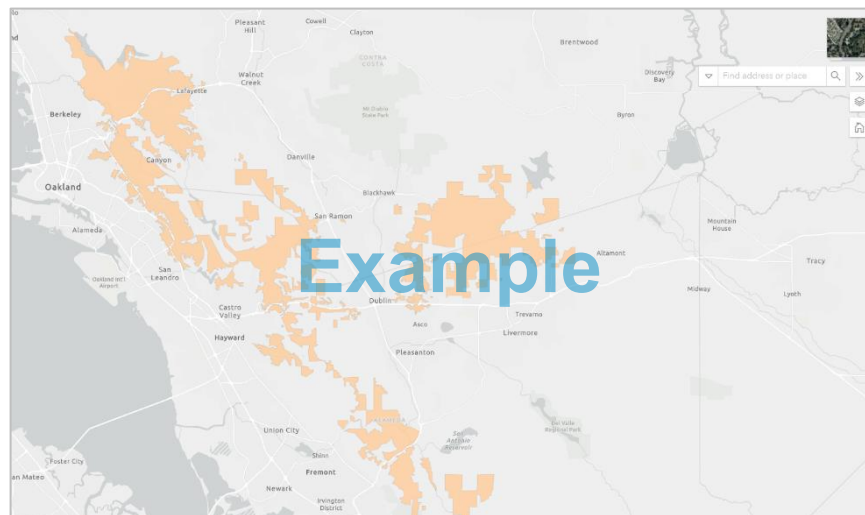
During a PSPS event, maps, PSPS-specific Dashboard, customer impact files, situation reports and other information are posted on the [Public Safety Power Shutoff Portal](#). This data is published concurrently with the communication sequences required during a PSPS. PG&E updates the maps and all data files on the PSPS Portal as weather forecasts change and detailed customer impact assessments are performed. PG&E validates that the information shared on the PSPS Portal is refreshed twice daily, once at 0900 and 1500, regardless of a change in scope or customer impact.

Portal users subscribed to an ArcGIS Followers Group receive ArcGIS community email notifications when new files are available on the PSPS Portal and at the twice daily updates. PG&E Agency Representatives aim to keep Tribes, cities and counties informed during a PSPS when changes to the PSPS Portal have been made.

The interactive event map allows users to view the areas and distribution circuits forecasted to be affected by PSPS. These layers are parcel-based without buffered areas. Additionally, each map layer is clickable, displaying a pop-up that details general customers, MBL customers and critical facility impacts associated with selected polygons. The map also includes a search function to allow users to locate a specific city or county.

Figure 7-5 shows an example of an event map.

Figure 7-5: Event Map Example



Event files posted on the PSPS Portal include a PSPS Dashboard, county and Tribal PDF maps, GIS layers, a PSPS-specific Customer Impact Summary Report and situation reports. For agencies, these files include lists of MBL customers, critical facilities and all impacted customers within the forecasted scope of the PSPS. Critical facility providers are given a list of all their sites within the forecasted scope of the PSPS. Ad hoc data requests from users are also conducted, as needed, and those files are shared accordingly.

For information on how internal PG&E personnel receive access to the PSPS Portal, see Appendix C.1 Internal PG&E Data Portals Access Job Aid. External users should request access via an online form available at [PG&E's Data Portals](#). Additionally, external users can email PSPSPortal@pge.com for access to a Registration Job Aid, see Appendix C.2 External PG&E Data Portal Job Aid.

7.6.1.1 External PSPS Daily Calls

PG&E observes the following daily call schedule during a PSPS to keep agency partners informed. These calls begin when the EOC is activated through restoration.

- **Operational Areas Cooperators Comms Call** (as needed): Provides point-of-contact with Agency Representatives to review PSPS-specific information and resolve local issues at a time and frequency determined by the county
- **Tribal Cooperators Call** (09:30): Hosted by Tribal Group Supervisor with potentially impacted tribes to provide the latest PSPS-specific information and answer questions in real time
- **Systemwide Cooperators Calls** (12:00): Provides an update on the PSPS and customer/agency outreach. This call is open to Tribal, city, county governments, water agencies, telecommunication providers, emergency hospitals, CBOs and CCAs within PG&E's service area, not just those within the PSPS event's scope
- **Resource Partner Coordination Call** (12:00): Hosted by the AFN Strategy Lead with CBO partners who're providing resources during the event to answer questions
- **State Executive Briefing** (15:30): Hosted by the EOC Commander with Cal OES, CPUC, CAL FIRE and leadership from other state agencies to provide the latest PSPS-specific information and answer questions

8. External Reporting

8.1 Overview

In addition to the reporting requirements in Resolution ESRB-8, CPUC Decision R. 18-12-005 [Phase 1 \(D. 19-05-042\)](#), R. 18-12-005 [Phase 2 \(D. 20-05-051\)](#), R. 18-12-005 [Phase 3 \(D. 21-06-034\)](#) and PSPS Order Instituting Investigation (OI) ([D. 21-06-014](#)) to provide further information in PSPS Reports, PG&E is required to file the following reports documenting PSPS events: CPUC De-energization Report (PSPS Post-Event Report), PSPS Pre-Season Report, PSPS Post-Season Report and PSPS Post-Season Data Report, and Quarterly Data Reports (QDR).

PG&E's PSPS Post-Event Report, PSPS Pre-Season Report, and PSPS Post-Season Reports are located on [PG&E's PSPS Reports site](#) and the [CPUC's Utility PSPS Reports site](#). Reporting requirements and report templates are located on the [CPUC's Utility PSPS Reports site](#), while data guidelines and Geodatabase (GDB) templates are located on the [Office of Energy Infrastructure Safety \(Energy Safety\) Data Analytics site](#).

8.1.1 PSPS Post-Event Report

In accordance with CPUC [Resolution ESRB-8](#) and R. 18-12-005 [Phase 2 \(D. 20-05-051\)](#), PG&E is required to file a report with the director of the CPUC's Safety and Enforcement Division (SED) no later than 10 business days following a PSPS. This report covers PSPS-specific actions taken before, during and after de-energization, including meteorology data, circuit information, customer and agency notifications, mitigations, lessons learned, etc. This also applies to circumstances after high-threat events where PG&E activated its EOC and provided notifications to local government, agencies and customers of possible de-energization but no de-energization occurred.

Note: The format of the PSPS Post-Event Report is subject to change depending on regulatory requirements.

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9. Appendices

Appendix A: Acronyms and Glossary

Appendix B: Supporting Documents and Links

Appendix C: PSPS Portal – Instructions to Request Access

Appendix D: Example Customer Communication Materials for PSPS.

Appendix E: PSPS Business Continuity

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Appendix A. Acronyms and Glossary

A.1 Acronym List

Acronym	Meaning
AAR	After Action Report
ADA	American with Disabilities Act
AFN	Access and Functional Needs
ALUT	Address Look Up Tool
BC(P)	Business Continuity (Plan)
BES	Business Energy Solutions
CAISO	California Independent System Operator
CAL FIRE	Department of Forestry and Fire Protection
Cal OES	Governor's Office of Emergency Services
CAP	Corrective Action Program
CBOs	Community Based Organizations
CCAs	Community Choice Aggregators
CCECC	Customer Contact Emergency Coordination Center
CERP	Company Emergency Response Plan
CEUA	California Emergency Utilities Association
CFB	Catastrophic Fire Behavior
CFB _T	Catastrophic Fire Behavior-Transmission model
CFP _T	Catastrophic Fire Probability-Transmission model
CFP _{T-Veg}	Catastrophic Fire Probability - Vegetation
CFI	Critical Facilities Infrastructure Customers
CFILC	California Foundation for Independent Living Centers
CFP _D	Catastrophic Fire Probability
CIMC	Corporate Incident Management Council
CRC	Community Resource Center
CRESS	Corporate Real Estate
CSO	Customer Strategy Officer (EOC)
CPUC	California Public Utilities Commission
CWSP	Community Wildfire Safety Program
DAHS	Distribution Asset Health Specialist
DCC	Distribution Control Center
DDAR	Disability Disaster Access and Resource
DMS	Distribution Management System
DSO	Distribution System Operation
Dx	Distribution
EC	EOC Commander
EDEC	Electric Distribution Emergency Center
EDGIS	Electric Distribution Geospatial Information System

Acronym	Meaning
EMS	Emergency Management System
EOC	Emergency Operations Center
EP&R SE	Emergency Preparedness and Response Strategy and Execution
ETEC	Electric Transmission Emergency Center
ETOR	Estimated Time of Restoration
FERC	Federal Energy Regulatory Commission
FIA	Fire Index Area
FORCE	Field Operations Resource Calculator ETOR
FPI	Fire Potential Index
FSS	Field Safety Specialist
GACC	Geographic Area Coordination Center
GCC	Transmission Grid Control Center
GEC	Gas Emergency Center
GDL	Guidance Document Library
GIS	Geographic Information System
HAWC	Hazard Awareness and Warning Center
HFRA	High Fire Risk Areas
HFTD	High Fire Threat District
I&I	Intelligence and Investigations
ICS	Incident Command Structure
ILC	Independent Living Center
IOU	Investor-Owned Utility
IPW	Ignition Probability Weather
ITCC	Information Technology Coordination Center
LCE	Local Customer Experience
LNO	Liaison Officer (EOC)
MBL	Medical Baseline
MIC	Meteorologist-in-Charge
MW	Megawatt
NERC	North American Electric Reliability Corporation
NIMS	National Incident Management System
NOAA	National Oceanic and Atmospheric Administration
OAFN	OES' Office of Access and Functional Needs
OA	Operability Assessment
OE	Operations Engineer/Operations Engineering
OEC	Operations Emergency Center
OES	Office of Emergency Services
OIC	Officer-in-Charge (EOC)
OMT	Outage Management Tool
OPW	Outage Producing Winds Index
OWF	Other Wildfire Areas

Acronym	Meaning
PIH	Pre-installed interconnection hub
PIO	Public Information Officer (EOC)
PMO	Program Management Office
POL	Privately Owned Line
POMMS	PG&E's Operational Mesoscale Model System
POUs	Publicly Owned Utilities
PSAP	Public Safety Answering Points
PSIP	PSPS Situational Intelligence Platform
QEW	Qualified Electric Worker
RAS	Remedial Action Schemes
REC	Regional Emergency Center
RH	Relative Humidity
SBFW	Santa Barbara Wildfire Area
SCADA	Supervisory Control and Data Acquisition
SCE	Southern California Edison
SDG&E	San Diego Gas & Electric
SED	CPUC Safety and Enforcement Division
SEMS	California Standardized Emergency Management system
SIPT	Safety and Infrastructure Protection Teams
SIV	Self-identified Vulnerable
SO	Safety Officer
SOC	State Operations Center
SPC	Storm Prediction Center
STOEC	Substation Transmission Operations Emergency Center
TAHS	Transmission Asset Health Specialist
T&D	Transmission and Distribution
FTL	Foreign Transmission Line
T-Line	Transmission Line
TOTL	Transmission Operations Tracking & Logging System
TP	Time Place
TSO	Transmission System Operations
Tx	Transmission
WFA	Wildfire Analyst Enterprise
WIV	Wildfire Incident Viewer

A.2 Glossary

Access and Functional Needs (AFN) populations: Individuals who have developmental or intellectual disabilities, physical disabilities, chronic conditions, injuries, limited English proficiency or who are non-English speaking, older adults, children, people living in institutionalized settings, low income, homeless, or transportation disadvantaged, including, but not limited to, those who are dependent on public transit or those who are pregnant.

Access and Functional Needs (AFN) characteristics: In accordance with D.21-06-034, PG&E includes customers who have indicated they are “dependent on electricity for durable medical equipment or assistive technology” in an effort to identify customers “above and beyond those in the medical baseline population” to include persons reliant on electricity to maintain necessary life functions including for durable medical equipment and assistive technology. Once applied, these designations remain on their account indefinitely or until the customer requests their removal.

CPUC De-Energization Report: In accordance with Resolution ESRB-8, all IOUs are required to file a report with the director of the Commission’s Safety and Enforcement Division no later than ten business days after a PSPS. This also applies to circumstances after high-threat events where the IOU provided notifications to local government, agencies, and customers of possible de-energization though no de-energization occurred.

Critical Facilities Infrastructure Customers (CFI): “Critical Facilities” and “Critical Infrastructure” refer to facilities and infrastructure that are essential to the public safety and that require additional assistance and advance planning to ensure resiliency during de-energization events.

The CPUC adopted the following interim list of Critical Facilities and Critical Infrastructure, as aligned with Department of Homeland Security’s Critical Infrastructure Sectors:

- **Emergency Services Sector:** Police Stations, Fire Stations, Emergency Operations Centers.
- **Government Facilities Sector:** Schools, Jails and prisons.
- **Healthcare and Public Health Sector:** Public Health Departments, Medical facilities, including hospitals, skilled nursing facilities, nursing homes, blood banks, health care facilities, dialysis centers and hospice facilities.
- **Energy Sector:** Public and private utility facilities vital to maintaining or restoring normal service, including, but not limited to, interconnected publicly owned utilities and electric cooperatives.
- **Water and Wastewater Systems Sector:** Facilities associated with the provision of drinking water or processing of wastewater including facilities used to pump, divert, transport, store, treat and deliver water or wastewater.
- **Communications Sector:** Communication carrier infrastructure including selective routers, central offices, head ends, cellular switches, remote terminals and cellular sites.
- **Chemical Sector:** Facilities associated with the provision of manufacturing, maintaining, or distributing hazardous materials and chemicals.

Note: Some customers meet the criteria of being both a Public Safety Partner & Critical Facility, which include Emergency services sector, water and wastewater providers, communication service providers and emergency hospitals.

CSV file: Comma-separated values. A CSV file is a simple file format used to store tabular data, such as a spreadsheet.

De-energization / De-energize: The process of shutting off power.

Distribution System Operation (DSO) Storm Outage Prediction Project (SOPP) Model: The DSO SOPP is a modeling system (a collection of models) that is used to predict the number of transformer level and above Sustained Outages (SOs) per division for each of the next four days.

Electric Corrective Tag/Notifications: The SAP record that holds the data identifying a compelling abnormal or regulatory condition.

Emergency Preparedness and Response Strategy and Execution (EP&R S&E): An overarching organization that leads initiatives focused on enhancing company-wide emergency preparedness and response.

Emergency Operations Center (EOC): A central command and control facility responsible for carrying out the principles of emergency preparedness and emergency management, or disaster management functions at a strategic level during an emergency and ensuring the continuity of operation of a company.

Fire Ignition Utility Threat Index: A CPUC index that provides information about where utility caused fires of high consequence are probable based on topography, fuel types, and proximity to utility assets (similar basis of analysis for determining Tier 2 and 3 HFTDs).

Fire Index Area (FIA): Boundaries originally designated by the California Department of Forestry and Fire Protection and United States Forest Service for the purpose of establishing a fire-danger rating for that area based on local conditions. There are 109 rating areas in the Company service territory. A map of the FIAs can be viewed at [PG&E's Fire Index Area map](#).

Fire Index Rating: A rating used by fire agencies to determine the risk of fire and its likely behavior. Its calculation considers fuel moisture, humidity, wind speed, air temperature, and historical fire occurrence. These ratings are as follows:

- **R1** – Very little or no fire danger.
- **R2** – Moderate fire danger.
- **R3** – When fire danger is so high that care must be taken using fire-starting equipment. Local conditions may limit the use of machinery and equipment to certain hours of the day.
- **R4** – Fire danger is critical. The use of equipment and open flames are limited to specific areas and times.
- **R5** – Fire danger is so critical that the use of equipment and open flames are not allowed at any time.
- **R5-Plus** – Fire danger is at R5 "plus" high risk weather trigger of strong wind.

Fire Potential Index (FPI): See Utility Fire Potential Index.

First/Emergency Responders: Individuals who, in the early stages of an incident, are responsible for the protection and preservation of life, property, evidence, and the environment, including emergency response providers. The term “emergency response providers” includes federal, state, and local governmental and nongovernmental public safety, fire, law enforcement, emergency response, emergency medical services providers (including hospital emergency facilities), and related personnel, agencies and authorities.

Geographic Information System (GIS): A system that integrates many types of data that are designed to capture, manage, analyze, and present geographic and spatial information.

Hazard Awareness and Center (HAWC): The physical operations center that monitors for wildfires. The HAWC leadership communicates and informs other PG&E Business Units and Executive Leadership about potential wildfire impacts.

High Fire Risk Area (HFRA): The HFRA Map considers catastrophic fire risk factors and utility infrastructure and was developed by considering incremental changes to the HFTD map boundaries to add areas where risk factors for the potential of catastrophic fire from utility infrastructure ignition during offshore wind events is higher.

High Fire Threat Districts (HFTDs): Per D.17-01-009, areas of the State designated by the CPUC and CAL FIRE to have elevated wildfire risk, indicating where utilities must take additional action (per GO 95, GO 165, and GO 166) to mitigate wildfire risk.

The districts have three levels:

- **Zone 1:** High Hazard Zones on the U.S. Forest Service-California Department of Forestry and Fire Protection (CAL FIRE) joint map of Tree Mortality High Hazard Zones.
- **Tier 2:** Elevated risk for utility-associated wildfires.
- **Tier 3:** Extreme risk for utility associated wildfires.

High Impact Critical Customers: Non-residential customers that may present a significant community impact in the event they experience a sustained outage but do not meet the CPUC criteria for a Critical Facility Customer.

High Priority Vegetation Tag: “Priority 1” and “Priority 2” vegetation tags which are created when trained vegetation inspectors identify trees or limbs that currently present elevated risk and must be worked on an expedited basis. Inspectors use Priority 1 tags for vegetation (i) in contact or showing signs of previous contact with a primary conductor; (ii) actively failing or at immediate risk of failing and which could strike PG&E’s facilities; or (iii) presenting an immediate risk to PG&E’s facilities. Inspectors use Priority 2 tags for vegetation that does not rise to the level of Priority 1 but has encroached within the PG&E minimum clearance requirements or has an identifiable potential safety issue requiring expedited work.

KMZ file: KMZ stands for Keyhole Markup language Zipped. KMZ is a file extension for a placemark file used by Google Earth Pro. It is a compressed version of a KML (Keyhole Markup Language) file. KMZ files are zipped .KML files, which make them easier to distribute with multiple users.

Large Fire Probability Model for Distribution (LFPD): The Large Fire Probability Model for distribution is the product of the probability of an outage (OPW Model) and probability of large fires (FPI Model). This model is used for PSPS events.

Large Fire Probability Model for Transmission (LFP_T): The Large Fire Probability Model for transmission is the product of the probability of an outage (OA Model) and probability of large fires (FPI Model). This model is used for PSPS events.

Life Support Equipment: A medical device to sustain life as defined by PG&E on [PG&E's Medical Baseline Program site](#).

Medical Baseline: A PG&E financial assistance program for residential customers who have additional energy needs due to certain qualifying medical conditions.

Notification: A communication intended to inform recipients of an unscheduled event for which contingency plans are in place.

Officer-in-Charge (OIC): PG&E maintains an Officer-in-Charge on-call list during wildfire season (typically June through October). Prior to a PSPS, the on-call list will be used to identify the Officer-in-Charge for PSPS decision-making. The power shutoff decision will be made by the designated (OIC) with the support from Emergency Operations Center (EOC) leads.

Outage Areas: Shared via ESRI compliant GIS files per the Joint Letter issued by CPUC, Cal OES, CAL FIRE. OAs are provided as generalized polygons that display potential or actual circuit areas for de-energization in a PSPS. Outage Areas are subject to change during the course of an event.

Patrol Inspection: In accordance with GO 165, a simple visual inspection of applicable utility equipment and structures that is designed to identify obvious structural problems and hazards. Patrol inspections may be carried out in the course of other company business.

PG&E Operational Mesoscale Modeling System (POMMS): PG&E Operational Mesoscale Modeling System (POMMS) provides a high-resolution numerical weather prediction system. Technosylva Suite of wildfire simulation software applications whose propagation and consequence outcomes are based on available fuels, topography, and weather; as well as building and population locational data. Technosylva simulation outputs are used as the source of spatially resolved fire severity data that is the primary input into the spatial consequence calculations.

Playbooks (PSPS):

- **De-energization Playbook:** The list of transmission lines and distribution circuits planned to be de-energized as part of the PSPS event. The De-energization Playbook has four main versions A, B, C, D, each playbook updates the previous. Version A is the initial distribution impacts. Version B is distribution impacts including abnormal conditions and confirmed mitigations. Version C is distribution abnormal and transmission direct impacts, also including downstream impacted transmission lines. Version D is distribution abnormal and transmission direct and indirect impacts including System Protection. The letter “E” is not used for playbooks.
- **Restoration Playbook F:**
 - The Restoration Playbook contains a list of all circuits by Division, impacted by the PSPS, along with the associated “All-Clear” Zones for each circuit and the segment/patrol guides. Prior to the first OIC Decision F meeting, Meteorology provides a forecast of distribution “All-Clear” times for each “All-Clear” Zone in the Playbook, which are then input in the Playbook. At this stage, the Restoration Playbook is named “Restoration Playbook F01_Forecast”.
 - When the first Decision F meeting occurs, the approved “All-Clear” times for each approved “All-Clear” Zone are input in the Restoration Playbook, and the corresponding forecast times are grayed out. After the first OIC Decision F meeting, the Restoration Playbook F01_Forecast is then retitled “Restoration Playbook F01_Approved”. This playbook thus notes which areas have been

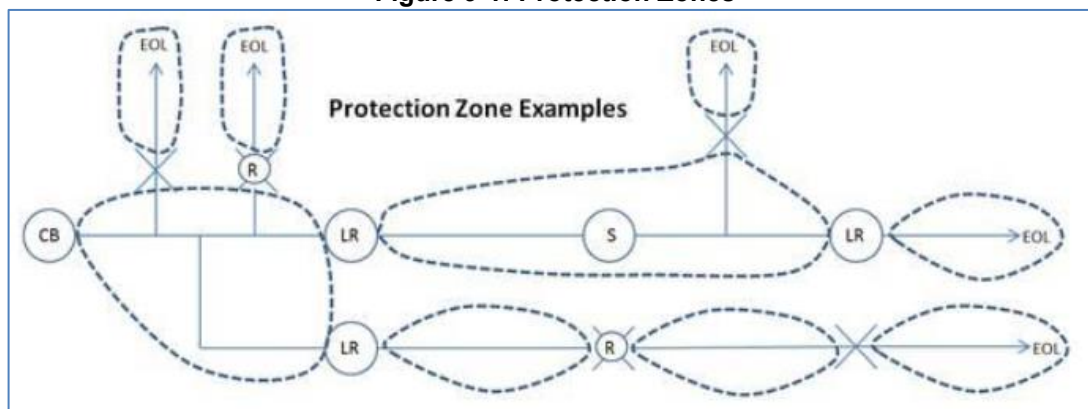
approved for weather “All-Clears” and which areas will have to be approved in subsequent OIC Decision F meetings.

Polygon (Meteorology): When GIS software is an enclosed area, the resulting shape is known as a polygon. For PSPS, PG&E provides potential outage areas through buffering protection zone portions of circuits as polygons in both shapefiles and KMZ files.

Protection Zone: The area between two protective devices (i.e., starts at the device that relayed and/or locked out or blown) such as a Circuit Breaker (CB), Line Recloser (LR), Switch (S), Fuse (X), Interrupter (I), TripSaver, and End of Line (EOL), and continues downstream until all of the next protective devices are reached which could include multiple branches of the circuit. See Figure 9-1.

Figure 9-1 shows a diagram example Protection Zones.

Figure 9-1: Protection Zones



Public Safety Partner: First/emergency responders at the local, state and federal level, water, wastewater and communication service providers, affected community choice aggregators, publicly owned utilities/electrical cooperatives, the CPUC, the California Governor’s Office of Emergency Services and the California Department of Forestry and Fire Protection.

The term “emergency response providers” includes federal, state, and local governmental and nongovernmental public safety, fire, law enforcement, emergency response, emergency medical services providers (including hospital emergency facilities), and related personnel, agencies and authorities.

PSPS Event: The time period from the first public safety partner notified of a planned public safety de-energization to the final customer re-energized.

PSPS Patrol: After the severe weather has passed, a PSPS patrol consists of a visual assessment of assets to identify any condition that would prevent a circuit or portion thereof from being safely energized.

Public Safety Partner: First responders at the local, state, and federal level; water, wastewater, and communication providers; Community Choice Aggregators; affected Publicly Owned Utilities/electric cooperatives; CPUC; Cal OES; and CAL FIRE.

Public Safety Power Shutoff Program (PSPS): A Program to proactively de-energize distribution and transmission lines that traverse the high fire-risk area under severe weather.

Restoration: The process of turning the power back on.

Red Flag Warning: A warning issued by the National Weather Service to alert fire officials and firefighters of potentially dangerous and imminent fire weather conditions.

Safety and Infrastructure Protection Team (SIPT): An in-house team that can be used for pre-treatment, standby, and asset protection. These teams will engage at the operational level with internal and external. They provide inspection, assessment, and medical standby services for day-to-day high-risk work being performed in the system. They also provide field observations for PSPS events.

Sectionalizing: The process of creating segmented power lines by separating loads within a circuit.

Section of Segments: The portion of power line that has been bounded by sectionalizing devices or the end of the distribution line.

Self-identified Vulnerable (SIV): Inclusive of customers who have indicated they are “dependent on electricity for durable medical equipment or assistive technology” as well as customers that are not enrolled or qualify for the Medical Baseline program and “certify that they have a serious illness or condition that could become life threatening if service is disconnected.” This designation remains on their account for 90 days from when they notify PG&E of their need to self-certify. The customer is required to submit an application for approval to stay on the program for one year. After one year, the customer is required to re-certify.

Shapefile: A simple, non-topological format for storing the geometric location and attribute information of geographic features. Geographic features in a shapefile can be represented by points, lines, or polygons (areas).

SOPP Model (The Distribution System Operation (DSO) Storm Outage Prediction Project (SOPP) Modeling System): A modeling system (a collection of models) that is used to predict the number of transformer level and above Sustained Outages (SOs) per division for each of the next four days.

Standardized Emergency Management System (SEMS): The system required by Government Code §8607 (a) for managing response to multi-agency and multi-jurisdiction emergencies in California. SEMS provides for a multiple level emergency response organization and is intended to structure and facilitate the flow of emergency information and resources within and between the organizational levels.

Step Restoration: When a substation is re-energized, and circuits are subsequently safely energized in segments as patrols continue to confirm areas are free of damage or hazards.

Sustained Wind: The average observed wind speed value over a two-minute period.

System Hardening: Contiguous sections of overhead facilities built to the wildfire rebuild design guidance (TD-9001B-009 rev 2) where the most prominent feature is the covered conductor and minimized exposed energized components.

Transmission Impacts:

- **Direct Impact (D):** Lines considered to have an unacceptable level of ignition risk, wildfire consequence or combination thereof and thus scoped for de-energization on a particular PSPS.
- **Direct Impact Plus (D+):** Lines and substations identified using TARA to have lost connectivity to the grid given the set of direct impacts.
- **Indirect Impact (I):** Lines and substations that will be de-energized due to operational setups identified through Power Flow and Fault Duty studies to ensure safety, security or stability of our system given the set of Direct Impact and Direct Impact Plus lines and substations.

Wildland Fire: A fire in an area of combustible vegetation occurring in rural areas.

Wind Gust: A rapid fluctuation of wind speed with variations of 10 knots or more between peaks and lulls, typically, determined by averaging observed values over a three-second period.

Utility Fire Potential Index (FPI): The Fire Potential Index Model, also referred to as the FPI Model or the Utility FPI Model, combines several factors including a fire weather index (wind, temperature, and humidity) with fuel moisture data (10-hour dead fuel moisture and live fuel moistures), and landcover type (grass, shrub/brush, or forest). The FPI Model outputs the probability of a small fire becoming a large fire. The FPI forecast describes the potential for fires to spread rated on a scale from “R1” (lowest) to “R5” (highest). The FPI Model is run at 2 x 2 km resolution and provides hourly forecasts out four days.

Vulnerable Populations: Individuals who have physical, developmental, intellectual disabilities; chronic conditions or injuries, are limited English proficient or non-English speaking; older adults, children, people living in institutionalized settings, low-income, homeless and/or transportation-disadvantaged (i.e., dependent on public transit) and pregnant women.

Weather “All-Clear”: The Officer-in Charge gives approval to start restoration and can be issued for all impacted areas at once or for specific areas.

Appendix B. Supporting Documents and Links

B.1 Emergency Response Personnel Contact Lists

The following documentation and procedures are supplemental to this Guidance Document and should be referenced as necessary for PSPS preparation and execution.

Document Name	Owner
Company Emergency Response Plan (CERP) (EMER 3001M)	Emergency Preparedness and Response Strategy and Execution (EP&R S&E)
Public Safety Power Shutoff (PSPS) Standard (PSPS-1000S)	PSPS
Public Safety Power Shutoff for Distribution and Transmission (PSPS-1000P-01)	PSPS
Wildfire Annex (EMER-3105M)	Emergency Preparedness and Response Strategy and Execution (EP&R S&E)
Mobile Generator Use During Public Safety Power Shutoff (PSPS) Standard (PSPS-4000S)	Temporary Generation
Preventing and Mitigating Fires While Performing PG&E Work (EMER-4102S)	Electric Operations/Hazard Awareness and Center (HAWC)
Customer Notification documents	Customer Care Emergency Response
Community Wildfire Safety Program: Wildfire Mitigation Plan (WMP) documents	Community Wildfire Safety Program (CWSP)


B.2 Links related to PSPS

Topic/ SharePoint/ Webpage	Link
EOC Incidents site	Emergency Operations Center: Incidents site
EOC Record Retention site	EOC Resources: Record Retention Only site
EOC Learning Center site	Emergency Operations Center: EOC Learning Center site
PG&E's Fire Potential Index (FPI) site	To self-subscribe or unsubscribe to these notifications, navigate to the Subscribe/Unsubscribe page.
PSPS landing page	PG&E's Public Safety Power Shutoff (PSPS) site
PSPS Event Updates site	PG&E's PSPS Updates site
Community Wildfire Safety Program (CWSP) site	PG&E's Community Wildfire Safety Program site

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Appendix C. PG&E Data Portals – Instructions to Request Access

C.1 Internal PG&E Data Portals Access Job Aid



PSPS Data Portals Job Aid

PORTAL ENTERPRISE ACCOUNT—PGEISPORTAL

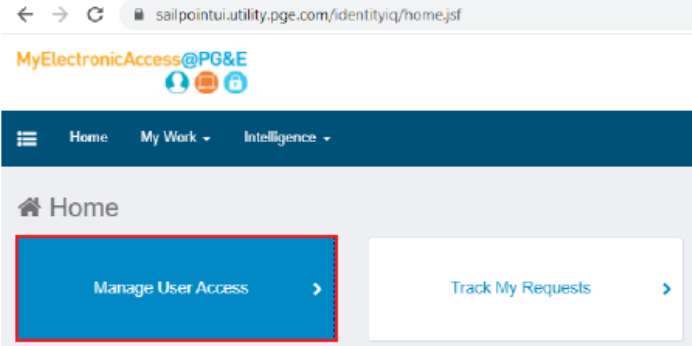
Purpose: Provides step-by-step instructions to request PSPS Portal Enterprise Account and complete access set-up

August 2022

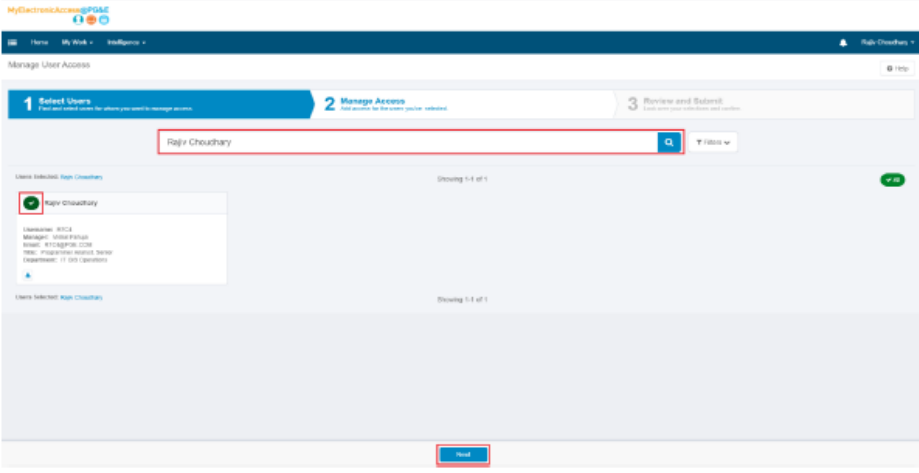
PORTAL ENTERPRISE ACCESS REQUEST INSTRUCTIONS

1. To request for Portal Enterprise access, on your web browser go to [SailPoint](#) site (also known as MyElectronicAccess)

*Click Manage User Access

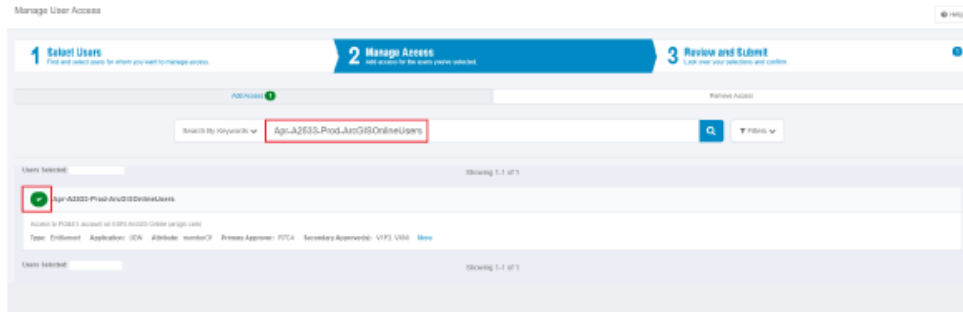


2. Select User (Search for LanID or full name)
The user's name will be on the top left corner. Click the check mark next to name to turn the circle green. Click 'Next' button at the bottom of the screen.



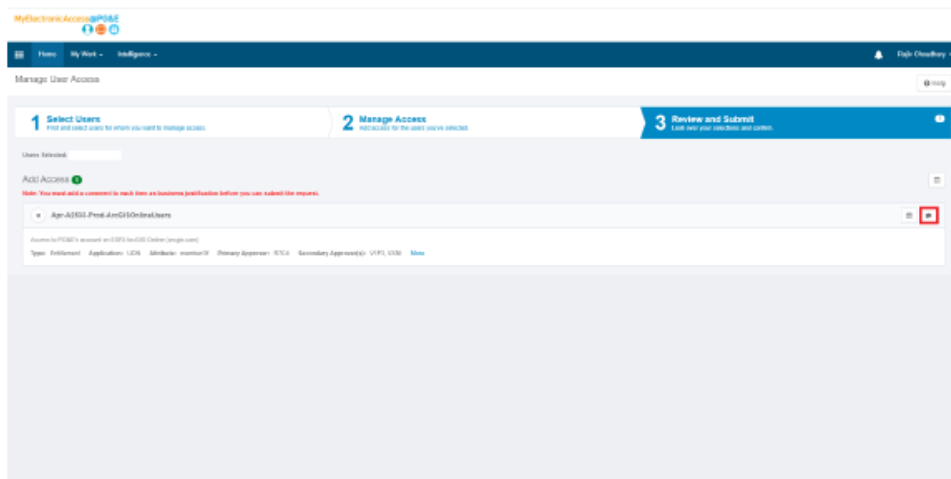
1

3. In the search box type keyword “GeoHub-PROD-Creator” and click search icon



Click the “check mark” next to the “GeoHub-PROD-Creator” - to turn green. This will also bring up the ‘Next’ button at the bottom of screen, click ‘Next’

4. Type in a justification - on the “comment” icon to the right of the “GeoHub-PROD-Creator” selection rectangle, click icon to launch pop-up, type in your justification, then “save”.



Example justification: “I will need access to view the PSPS Impacted Area Maps, and Customer Lists, to provide support to Public Safety Partners in assisting customers in a PSPS event.”

5. Click “calendar” icon next to the “comment” to indicate **ONLY** the Start Date (current date) of access. **IMPORTANT — LEAVE THE END DATE BLANK!**

The screenshot shows a modal window with a dark blue header containing the text "Set Sunrise/Sunset dates for < Entitlement Name >". Below the header, there are two input fields. The first is labeled "Start Date:" and contains the placeholder text "mm/dd/yyyy" with a calendar icon to its right. The second is labeled "End Date:" and also contains "mm/dd/yyyy" with a calendar icon. At the bottom right of the modal, there are two buttons: "Cancel" and "Save".

You can track your request’s progress through the MEA link at the top of the page under ‘Track my Requests’

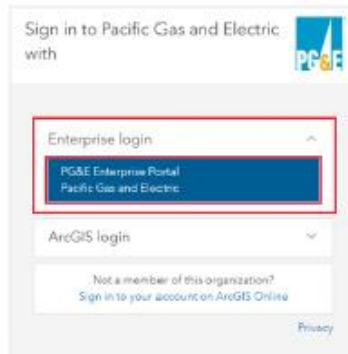
Note: Your request will be routed to your supervisor, then to pgegisportal site owners / IT GISCOE. For follow-up questions, please contact [GeoMart OnM Support](#)

NEXT STEPS (once access is approved)

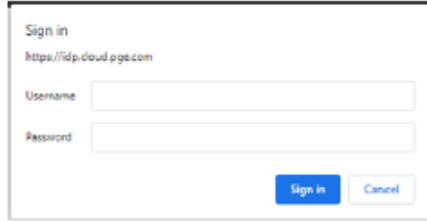
1. Login on <https://pgegisportal.maps.arcgis.com> using the “Sign In” button on the top right corner of the web page



2. Next you will be directed to the Sign-in options window, select the “Enterprise Login” option



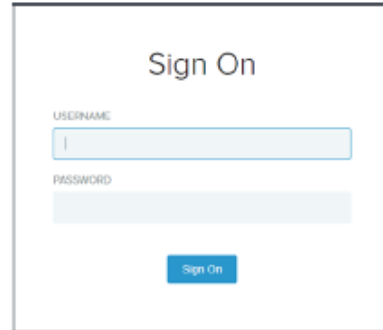
- 3. The pop-up PG&E Enterprise Portal button may present the following two (or just one) windows, enter your LanID and network password



Sign in
https://idp.cloud.pge.com

Username

Password

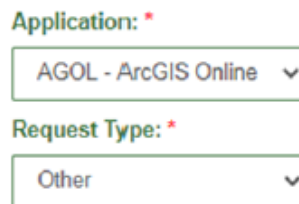


Sign On

USERNAME

PASSWORD

Note: In case of any log-in issues, raise a ticket at the [GeoMart Ops front door web page](#) and choose Application as AGOL - ArcGIS Online and Request types as "Other" as shown in the screenshot given:



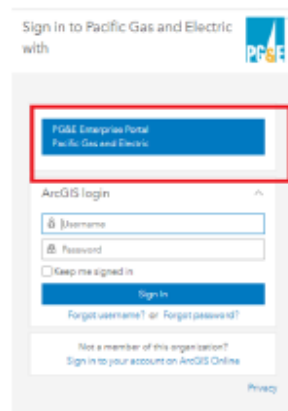
Application: *

Request Type: *

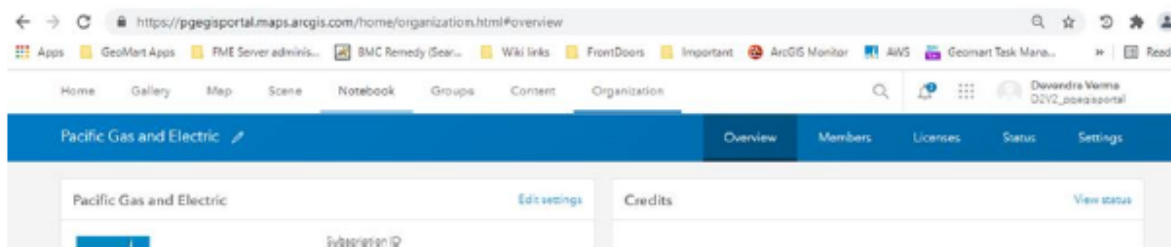
* To complete Data Portals access, continue to the necessary next steps on the following pages

ACTION ITEMS for Enterprise account to complete access to Data Portal Groups:

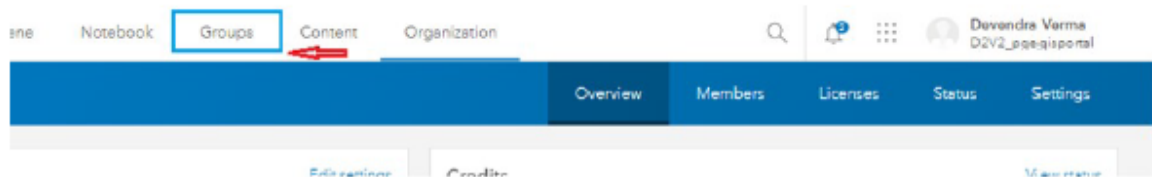
1. Log-in to your Data Portals account, by clicking on “Enterprise Portal”



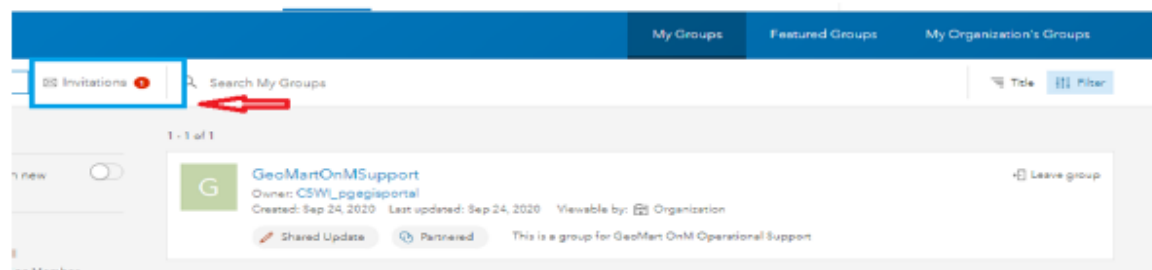
2. This will automatically take you to your account without a need to enter network password:



3. Go to “Groups” tab.



4. The “Groups” tab will have the alerts at the top left corner containing the invitations to the Portal groups, (PSPS basic group: “Public Safety Power Shutoff Portal Member”) click the icon to process your acceptance.



C.2 External PG&E Data Portals Job Aid

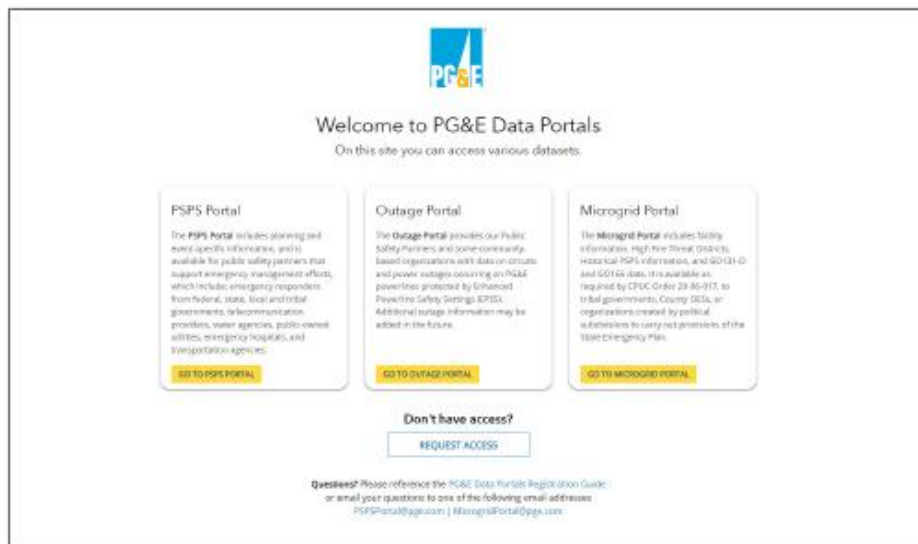


Pacific Gas & Electric Company Data Portals Registration Guide

December 2022

This Pacific Gas and Electric Company (PG&E) Data Portals Registration Guide outlines how to request access to one or more of the PG&E Data Portals: the Public Safety Power Shutoff (PSPS) Portal, Outage Portal and Microgrid Portal.

STEP 1: Go to pgedataportals.pge.com



Welcome Screen on pgedataportals.pge.com

STEP 2: Select the "Request Access" Button

Complete the application form by providing the required information:

- First and last name
- Work email address
- Work phone number
- Organization name
- Title
- Organization type

Please login to be able to request access to PSPS, PPS Portal, Outage Portal and/or Microgrid Portal.

NOTE: We'll send you an email once processing is complete. If approved, the email will include your username and password.

Required field

FIRST NAME*

LAST NAME*

WORK EMAIL ADDRESS*

View of the Request Access Form

Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires. CCC-0722-5445.

Organization Types	Example
Federal Agency*	U.S. Coast Guard
State Agency*	California Governor's Office of Emergency Services
County Agency*	Shasta County
City Agency*	City of Santa Rosa
Regional Agency**	Regional Transportation Planning Authority
Tribal Agency*	Hoopa Valley Tribe
Community Choice Aggregator	East Bay Community Energy
Critical Facility	Community Regional Medical Center
<ul style="list-style-type: none"> ■ Emergency Hospital ■ Publicly Owned Utility ■ Telecommunications Provider ■ Water/Wastewater Agency 	Alameda Municipal Power AT&T, Comcast East Bay Municipal Utility District
Transportation Agency	BART, Amtrak
Select Community-based Organizations***	California Foundation for Independent Living Centers

*Eligible to receive confidential customer information

**Some regional agencies are eligible to receive confidential customer information

***Must be a partner that provides customer resources before, during and/or after a PSPS

STEP 3: Choose Portal(s) Requiring Access

Click the box next to the option that matches the portal(s) for which access is requested. Note critical facilities, transportation agencies and community-based organizations are not eligible for the Microgrid Portal. This option will not appear for these agency types.

What type of data are you interested in accessing?*

PSPS Portal
 The PSPS Portal provides access to information about current or upcoming Public Safety Power Shutoffs (PSPS).

Outage Portal
 The Outage Portal provides access to data on circuits and power outages occurring on powerlines protected by Enhanced Powerline Safety Settings (EPSS).

Microgrid Portal
 The Microgrid Portal provides access to information about PG&E work that is relevant for planning microgrids.

View of Portal Options on Request Access Form

Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires. CCC-0722-5445.

STEP 4: Determine Level of Access (Agencies Only)

Agency users must select the level of access required for each portal the user is requesting access to. If only requesting access to the Microgrid Portal, please skip to **STEP 5**.

Below is the information available for each level of access.

1 Detailed Customer and Critical Facility Information

- Affected customer details, including names and addresses
- Medical Baseline customer details, including names and addresses
- Critical facility customer details, including names and addresses

2 Customer and Critical Facility Summary Totals

- Aggregated customer counts by jurisdiction and customer type

Note: Critical facility customers and Community Choice Aggregators will be provided with a list of their site locations and aggregated, summary-level information.

Users who require confidential customer information are to select, "I need access to customer names and addresses, as well as customer and facility impact totals, to support emergency management efforts" in order to review the Terms and Conditions for each requested portal. Accepting the Terms and Conditions assumes reasonable safeguards will be implemented to protect the information. After selecting the confidential level of access required, please proceed to **STEP 5**.

If confidential customer information is not needed, users will still be able to view aggregated, summary-level information and are not required to accept the Terms and Conditions. Users not requesting confidential customer information are to select, "I need access to customer and facility impact totals only." Then, hit **SUBMIT** at the bottom of the form and proceed to **STEP 6**.

Choose your level of access for the selected PSPPS Portal*

I need access to customer names and addresses, as well as customer and facility impact totals, to support emergency management efforts.

I need access to customer and facility impact totals only.

Choose your level of access for the selected Outage Portal*

I need access to customer names and addresses, as well as customer and facility impact totals, to support emergency management efforts.

I need access to customer and facility impact totals only.

View of Access Levels on Request Access Form

Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires. CCC-0722-5445.

STEP 5: Terms and Conditions

Agency users requesting confidential customer information are required to read, agree to and electronically sign the Terms and Conditions. First, select the Terms and Conditions for each portal that confidential access is required. After reviewing, select "Yes, I agree." Repeat this step for each portal that confidential access is required. Once complete, the user must type their first and last name in the electronic signature box and click **SUBMIT**.

View of Terms and Conditions on Request Access Form

STEP 6: Confirmation Page

The confirmation page indicates the request was received. If the request is approved, users will receive an email from ArcGIS Notifications (notifications@arcgis.com) containing a username and link to create an account password. Please use those credentials to log in within 14 days. This completes the registration process.

View of Confirmation Page

Users with an existing ArcGIS account may email pspsportal@pge.com in lieu of submitting a request.

For general questions or technical assistance, please email pspsportal@pge.com.
For questions regarding the Microgrid Portal, please email microgridportal@pge.com.

Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires. CCC-0722-5445.

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Appendix D. Example Customer Communication Materials for PSPS

D.1 Example CWSP PSPS Medical Baseline Customer Door Hanger

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Appendix E. PSPS Business Continuity

In the event that the PSPS Business Continuity Plan is activated, please refer to the [Business Continuity Plan](#).

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