PACIFIC GAS AND
ELECTRIC COMPANY

PUBLIC SAFETY POWER SHUTOFF

POLICIES AND PROCEDURES

EMERGENCY MANAGERS

2024

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation.
©2024 Pacific Gas and Electric Company. All rights reserved.

CONTENTS

01 Introduction 2

02 Criteria and Scoping 3

03 Customer Notifications 5

04 Customer Tools and Resources 12

05 Agency Notifications 18

06 Agency Tools and Resources 22

07 Temporary Power and Backup Generation 32

08 Power Restoration 35

APPENDIX 36

Timeline and Checklist 37

Roster of Agency Representatives 47

Sample Agency Notifications 51

Participating Independent Living Centers (ILC) 60

Participating Food Banks 63

Glossary of Terms 69

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

1 INTRODUCTION

Safety is Pacific Gas and Electric Company's (PG&E) most important responsibility. Because high winds could cause trees and debris to contact powerlines and start a wildfire, we may need to turn off power as a last resort. This is called a Public Safety Power Shutoff (PSPS).

The purpose of this guide is to provide you with detailed information about PSPS, what to expect and steps you can take to help prepare.

We are working to reduce the need for PSPS by:

- Undergrounding 10,000 miles of powerlines in the highest fire-threat areas, as part of a multi-year effort.
- Installing strong poles and covered powerlines on 1,700+ miles of overhead powerlines.
- Leveraging community and remote microgrids to provide clean, local energy and enhance local resilience.
- Using sectionalizing devices to limit the number of customers who lose power during PSPS outages.

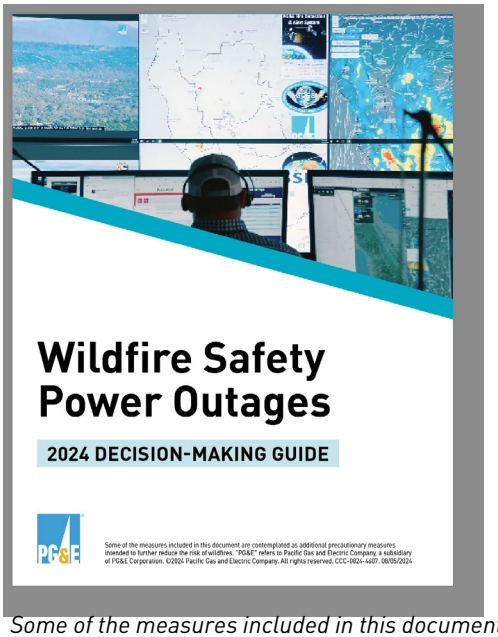
We are committed to collaborating with tribal, county and city emergency managers in advance of and during PSPS outages to support affected customers and communities. As part of that commitment, we have prepared the following PSPS Policies and Procedures to share more detailed information.

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

2 PSPS CRITERIA AND SCOPING

PSPS outages continue to be a necessary, last-resort tool to protect communities. We understand how disruptive it is to be without power. That's why we're working hard to reduce the size and frequency of outages while keeping customers safe. We review a combination of factors to decide if a PSPS is necessary, including:

- **Low humidity levels** (less than ~30%)
- **Forecasted high winds** above 19 miles per hour with **gusts** above 25-40 miles per hour
- **Trees tall enough to hit powerlines**
- **Condition and moisture content of dry material and vegetation** on the ground
- **Real-time ground observation**
- **Red Flag Warning** declared by the National Weather Service



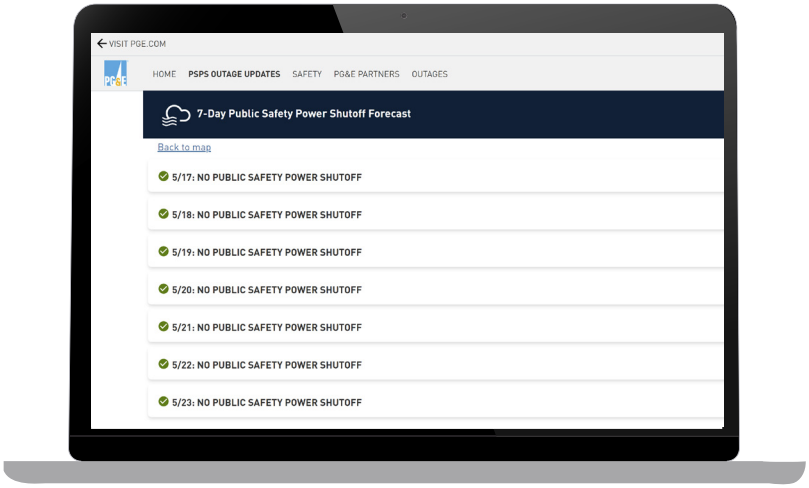
Check out our guide for more information about PSPS decision-making:

Wildfire Safety Outages Decision-Making Guide

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

PSPS 7-DAY POTENTIAL FORECAST

Our team of meteorology and fire science experts monitor the weather closely and update our seven-day forecast every day to provide potential PSPS information to customers and communities.



The following statuses will be posted on the website in accordance with current weather conditions. Details on affected areas and counties in scope will also be provided.

- **No Public Safety Power Shutoff:** Conditions that generally warrant a PSPS are not planned at this time.
- **PSPS Risk Elevated – Shutoffs Possible:** PSPS is being monitored for an increased potential of a PSPS.
- **PSPS Watch – Shutoffs Likely:** PSPS is likely due to a combination of adverse weather and dry fuel conditions.
- **PSPS Warning – Shutoffs Required:** PSPS is required given the latest forecast of weather and fuels and/or observed conditions.

For a **7-day PSPS forecast**, visit:

pge.com/weather

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

3 CUSTOMER NOTIFICATIONS

We share what we know about the weather and the status of our equipment as soon as we can. While weather conditions can be uncertain, we aim to send customer notifications via automated calls, texts and emails based on the notification timeline below.

DIRECT-TO-CUSTOMER OUTREACH

NOTIFICATION TIMELINE*

FORECAST PERMITTING

- PSPS WATCH — **48-24 HOURS** before power is turned off
- PSPS WARNING — **4-1 HOURS** before power is turned off
- **WHEN** power is turned off
- **AFTER** weather has passed
- **DAILY** until power has been restored, and if estimated restoration time changes

CUSTOMER CONTACT INFORMATION

Customers can update their contact information at **pge.com/myalerts** or by calling PG&E at **1-866-743-6589**.

ADDRESS ALERTS

Customers and non-account holders can receive PSPS notifications for any addresses that are important to them. Address Alerts are available via text or phone call in multiple languages.

pge.com/addressalerts

*See p. 22 for a more detailed PSPS notification timeline

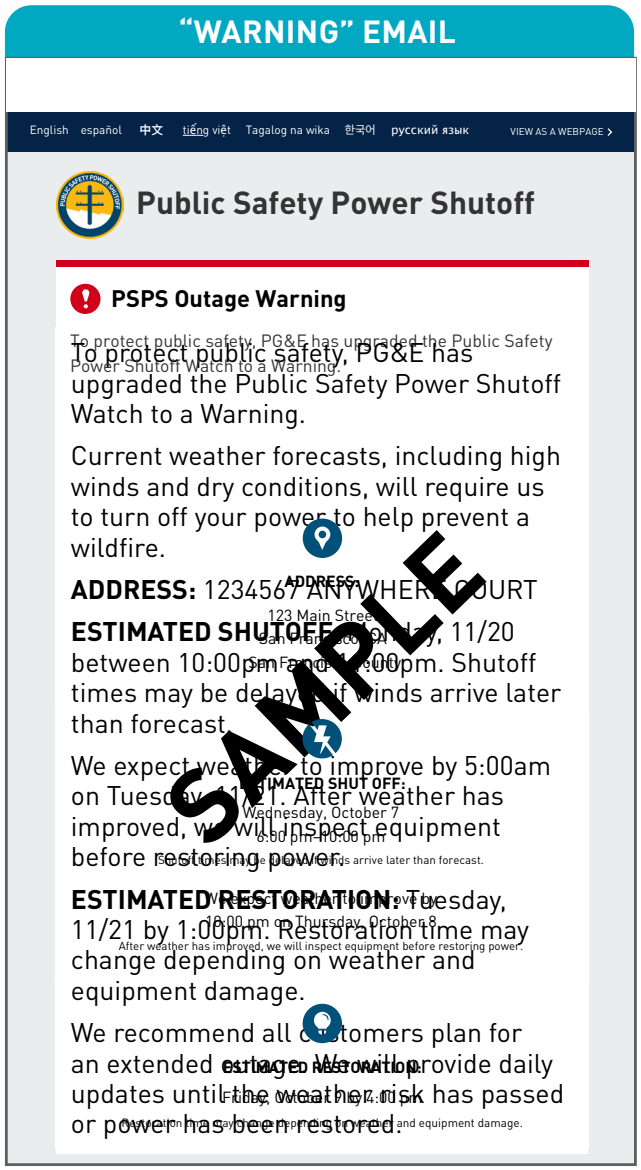
Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

SAMPLE CUSTOMER NOTIFICATIONS

Customers can choose to receive notifications in one of 16 languages* at **pge.com/myalerts**. We also provide general notification messaging in American Sign Language to serve those who are Deaf or hard of hearing.

"WATCH" TEXT

"WARNING" EMAIL



*Languages include: English, Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong, Thai, Hindi and Portuguese

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

MEDICAL BASELINE PROGRAM

Our Medical Baseline Program assists residential customers who rely on power for certain medical needs. These customers may receive additional notifications in advance of a PSPS and must acknowledge receipt. For safety, we will continue hourly attempts to notify the customer if they don't respond. Or, we will contact them in person until we reach them.

Large print, Braille and audio alternative formats are available. Interested customers can email **CIACMC@pge.com** or call **1-800-743-5000**. Contact California Relay Service at **711** for Deaf/hard of hearing calling services.

For more information or to download the application, visit: **pge.com/medicalbaseline**

SELF-IDENTIFIED VULNERABLE PROPGRAM

Customers who are not eligible for the Medical Baseline Program can enroll in our Self-Identified Vulnerable program if they, or someone in their household, have a serious illness or condition that could become life threatening if electric service is disconnected. Just like customers in the Medical Baseline Program, these customers may receive follow-up PSPS alerts, including doorbell rings, if they do not respond to previous alerts. Self-Identified Vulnerable status remains on a customer's account for 90 days, or for one year if an extension is submitted. Customers must renew each year to maintain enrollment.

To learn more and download an application, visit: **pge.com/vulnerable**

DOORBELL RINGS

If a Medical Baseline or Self-Identified Vulnerable customer does not acknowledge receipt of our PSPS notifications, we will make every attempt to conduct doorbell rings to confirm they are informed about a potential outage. We do this to ensure our customers with medical needs know it is time to activate their emergency plan.

If we are conducting doorbell rings and encounter a customer who informs us that they are experiencing a life-threatening emergency, we will help them call 911. If a customer is not home when the doorbell ring takes place, we will leave a doorhanger to convey the information.

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

CRITICAL FACILITIES

Critical facilities that are essential to public safety have special power needs. These facilities receive priority notifications and restoration when possible. We also offer extra resources before and during outages.

Critical facilities include the following sectors:

- **Chemical:** Facilities associated with the provision, manufacturing, maintaining or distributing of hazardous materials and chemicals.
- **Communications:** Communication carrier infrastructure including cellular sites, selective routers, central offices, head ends, cellular switches and remote terminals.
- **Emergency Services:** Tribal government providers, police stations, fire stations, emergency operations centers, public safety answering points, Disability Disaster Access and Resources (DDAR) Centers and 211.
- **Energy:** Public and private utility facilities are crucial to maintaining and restoring normal service, including but not limited to interconnected publicly owned utilities and electric cooperatives.
- **Food and Agriculture:** Emergency feeding organization centers, such as food banks, food pantries and soup kitchens.
- **Government Facilities:** Schools, jails, prisons, homeless shelters, senior centers, community centers, Independent Living Centers, voting centers and vote tabulation sites.
- **Health Care and Public Health:** Public health departments, cooling and warming centers, temporary public health emergency and medical facilities.
- **Transportation:** Facilities associated with automobile, rail, aviation, major public transportation and maritime transportation for civilian and military purposes and traffic management systems.
- **Water and Wastewater Systems:** Facilities associated with the provision of drinking water or processing of wastewater.

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

COORDINATION WITH TRANSMISSION-LEVEL CUSTOMERS

We support customers who take service directly from network transmission facilities under control of the California Independent System Operator (CAISO) and publicly-owned utilities and electric cooperatives. Transmission-level customers receive priority notifications to help mitigate potential public safety risks of PSPS.

COORDINATION WITH TELECOMMUNICATION PROVIDERS

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 notification via calls, texts and emails
- Invitations to the daily Systemwide Cooperators Calls for the latest PSPS information
- Access to PG&E's Emergency Operations Center (EOC), as requested

COORDINATION WITH WATER AGENCIES

During a PSPS, water service providers will receive:

- Support from PG&E's EOC and Customer Relationship Managers
- Access to the PSPS Portal for the latest outage maps and information
- Advanced notification via calls, texts and emails
- Invitations to the daily Systemwide Cooperators Calls for the latest PSPS information

COORDINATION WITH HOSPITALS

During a PSPS, hospitals will recieve:

- Support from PG&E's EOC and Customer Relationship Managers
- Access to the PSPS Portal for the latest outage maps and information
- Advanced notification via calls, texts and emails
- Some hospitals with a higher likelihood of Wildfire Safety outages will receive service continuity solutions

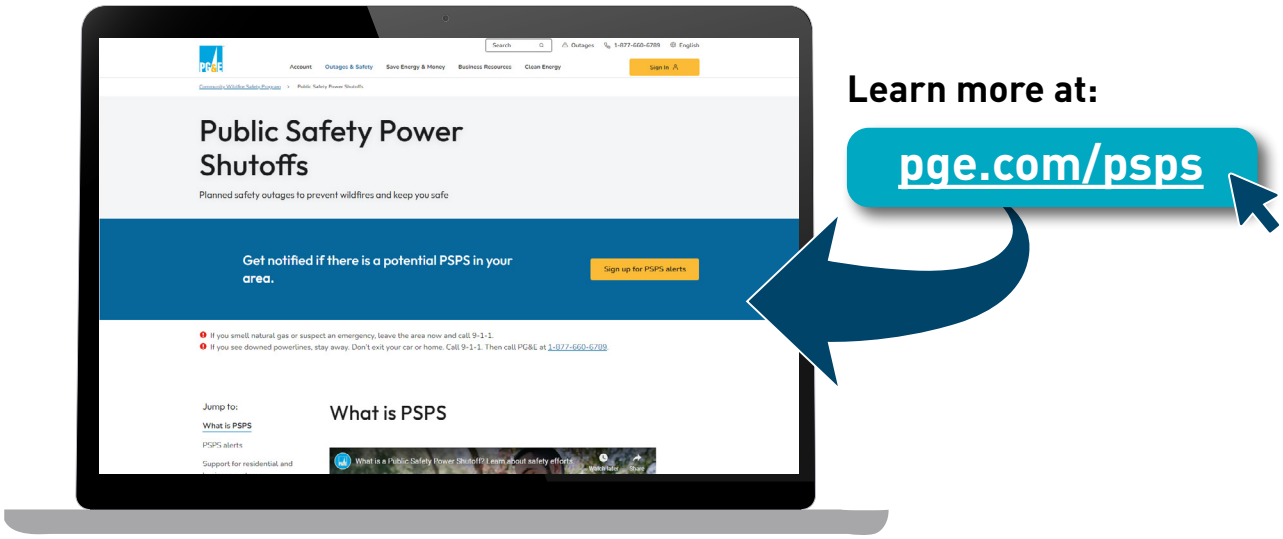
Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

PSPS WEBPAGE

The **pge.com/pspsupdates** webpage is the go-to resource for customers and communities during PSPS outages.

Resources available on the PG&E website include:

- Real-time updates and interactive outage maps
- Estimated restoration times
- Community Resource Center locations
- Local food banks providing meal replacements
- Tools to update contact information
- Emergency preparedness tips, including information for Medical Baseline customers
- Accessible wildfire safety webinars and recordings
- A seven-day PSPS forecast
- Backup power options
- Access to live, localized data collected by PG&E weather stations
- Materials translated in 16 languages
- Additional support available to Access and Functional Needs (AFN) customers, such as Meals on Wheels and the Disability Disaster Access & Resources Center



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

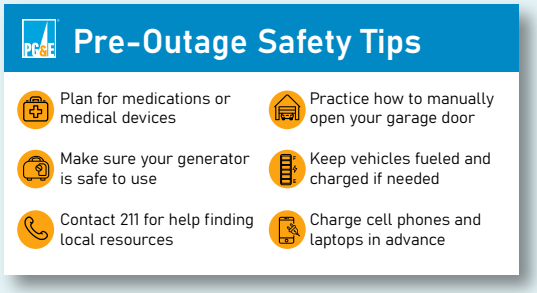
LANGUAGE SUPPORT

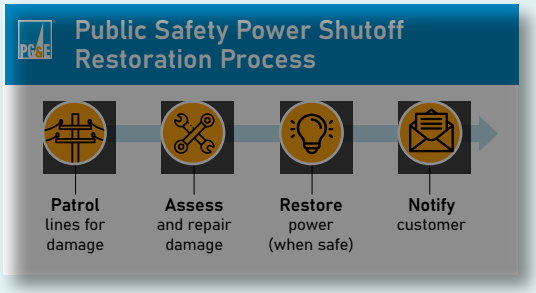
Information regarding all PSPS outages is provided in 16 languages, including: English (includes ASL), Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong, Thai, Hindi and Portuguese. Customers can also call **1-800-743-5000** for translation support in more than 240 languages or to receive communications in large print, audio or Braille..

TRADITIONAL AND SOCIAL MEDIA OUTREACH

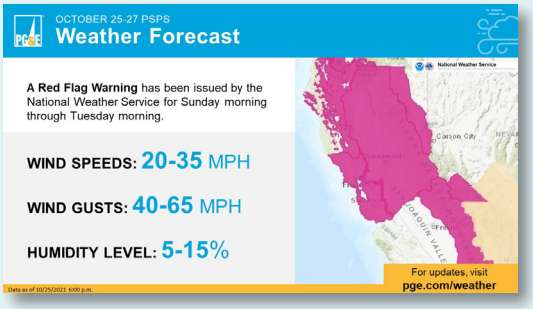
We also use social media, community-based organizations, local news and radio outlets to keep customers informed and updated. In some cases, we may also host public briefings.

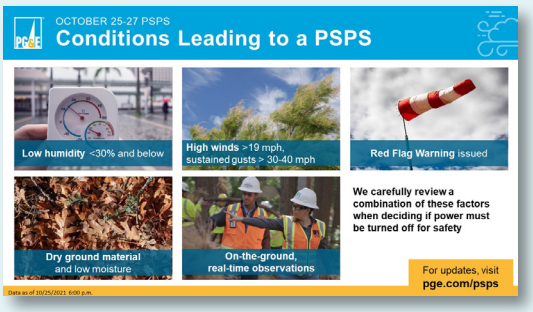
SAMPLE SOCIAL MEDIA POSTS



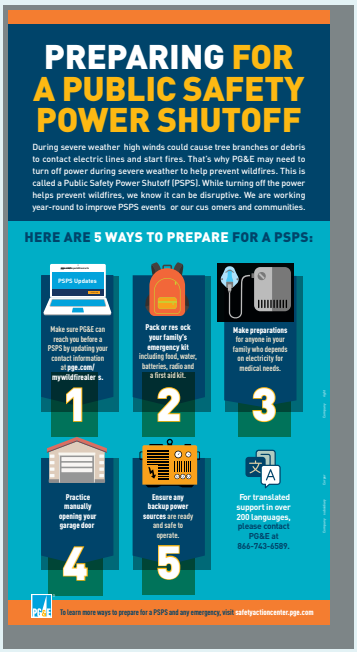


SAMPLE PUBLIC BRIEFING





SAMPLE PUBLIC ANNOUNCEMENT



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

4 CUSTOMER TOOLS AND RESOURCES

We continue to provide resources before, during and after any PSPS outages. These include numerous programs and partnerships to help support our customers and communities.

COMMUNITY-BASED ORGANIZATIONS (CBOs)

We partner with more than 250 CBOs to conduct outreach and provide resources during a PSPS. These CBOs serve a variety of populations, including low-income, older adults and individuals with disabilities or who rely on power for certain medical needs. We continue to engage with a diverse group of organizations to identify resources and communication capabilities.

DISABILITY DISASTER ACCESS & RESOURCES (DDAR) PROGRAM

The DDAR Program is a collaboration with the California Foundation for Independent Living Centers (CFILC).* This program provides resources for people with medical or independent living needs whose life or health would be at risk during a power outage. Those eligible may include older adults, people with disabilities and chronic medical conditions who require electricity to live independently.

Outage support can include:

- ADA-accessible transportation
- Hotel stays
- Food stipends
- Emergency planning
- Portable batteries
- Generator fuel stipends
- Refrigeration for medication

Customers are encouraged to reach out to their local participating DDAR Center in advance of a PSPS.

Learn more at: **pge.com/ddar**

***See p. 61** for a list of participating Independent Living Centers

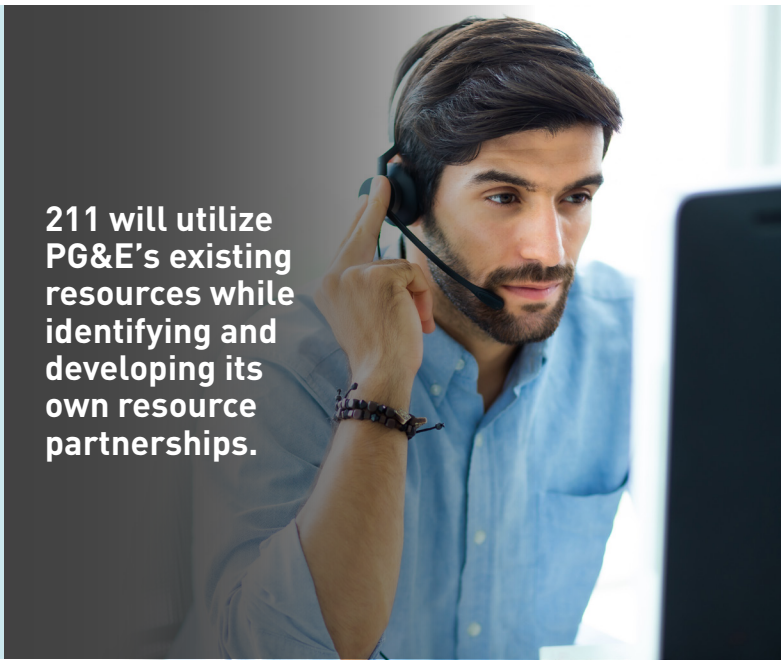
Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

211

PG&E has partnered with the California 211 Providers Network to help you prepare, get support and stay safe. 211 is a free, confidential service. This resource is available 24/7 in more than 150 languages. 211 can refer you to local services and programs before and during outages and other emergencies.

Among other services, resource coordination may include:

- Create a plan ahead of a potential power outage or other emergency
- Explore backup power options and available programs
- Find rides, hotel stays and food during power outages
- Get support during or after a power outage or emergency
- Receive financial support or bill payment assistance



To learn more about 211, customers can call **211**, text 'PSPS' to **211-211** or visit: **pge.com/211**

Watch a video on PG&E's partnership with 211:

211 video

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

FOOD REPLACEMENT

FOOD BANKS*

We partner with local food banks to provide food replacement packages during a PSPS and up to three days after power is restored. Perishable and non-perishable foods may be available. Some food banks may have income restrictions.

MEALS ON WHEELS

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

Find a list of local food banks or Meals on Wheels centers:

pge.com/localsupport

BACKUP POWER PROGRAMS

PORTABLE BATTERY PROGRAM

PG&E's Portable Battery Program provides no-cost, backup portable batteries for qualifying Medical Baseline or Self-Identified Vulnerable customers who rely on a medical device, assistive technology or durable medical equipment. Additionally, customers must have experienced at least one PSPS since 2021, or five or more outages on a circuit protected by EPSS since 2022.

Our program partners will reach out to pre-qualified customers to conduct a phone or email assessment. Customers may then be matched with the best fully subsidized battery available for their needs, and/or refrigeration for medication. If their power needs exceed portable battery capabilities, they are referred to the DDAR Program.

Learn more about eligibility requirements online at:

pge.com/portablebattery

***See p. 64** for a list of participating food banks

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

GENERATOR AND BATTERY REBATE PROGRAM

Customers may qualify for a $300 rebate on the purchase of a qualifying generator or battery. These customers must have an active PG&E account, reside in a High Fire-Threat District (HFTD) or be served by an EPSS circuit, and the generator must be listed on our Qualified Product List and comply with the California Air Resources Board (CARB). Each customer account is limited to one rebate for either a generator or a battery.

Customers who participate in PG&E's California Alternative Rates for Energy (CARE) or Family Electric Rate Assistance (FERA) programs can receive an additional $200. Rebate amounts cannot exceed the purchase price of the product, nor can it include taxes or shipping costs. The rebate application must be submitted within 12 months from purchase date of the qualifying product or by December 31, 2024.

Learn more at: **pge.com/gbrp**

BACKUP POWER TRANSFER METER

Customers who live in a HFTD or who are served by a circuit protected by EPSS can receive a free Backup Power Transfer Meter. When utility power is off, the Backup Power Transfer Meter can switch to generator power and it will automatically switch back to utility power when it becomes available. With the Backup Power Transfer Meter, a customer can use their electrical panel to pick which appliances or rooms to power. This makes it easier and safer to connect to generator power during a power outage. Participants must have a compatible generator, provide PG&E access to the site for installation and allow PG&E to inspect the panel to verify it meets operational requirements.

Learn more at: **pge.com/transfermeter**

SELF-GENERATION INCENTIVE PROGRAM

Customers with qualifying rate schedules can receive additional financial rebates from the Self-Generation Incentive Program. Limited funds are available to offset full battery costs for eligible Medical Baseline customers that qualify for the Equity Resiliency budget.

Learn more at: **pge.com/sgip**

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

COMMUNITY RESOURCE CENTERS (CRCs)

Customers can find basic supplies, outage information and charging stations at local CRCs during a PSPS.

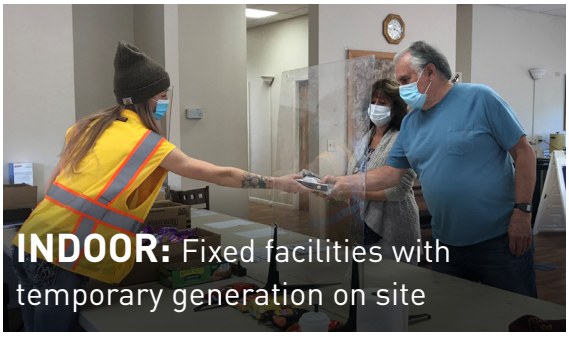
Resources may include:

- Device charging
- Wi-Fi
- Bottled water
- Snacks
- Tables and chairs
- ADA-accessible restrooms
- Bagged ice (at indoor centers)
- Blankets
- Air conditioning or heating (at indoor centers)

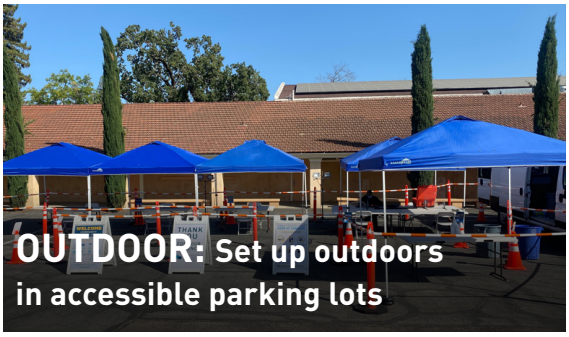
The standard CRC operating hours are from 8 a.m. to 10 p.m.

Location information will be shared via social media, local news and at: **pge.com/crc**

CENTER TYPES



INDOOR: Fixed facilities with temporary generation on site



OUTDOOR: Set up outdoors in accessible parking lots

CENTER LOCATION SELECTION

We have contracts in place with over 400 indoor and outdoor locations to serve as Community Resource Centers when needed. Center locations are selected based on historic and forecast PSPS impacts and in coordination with counties and tribes.

We work closely with local communities to refine the locations, availability and services provided by centers. The number and type of center sites to be activated will depend on these ongoing discussions, as well as the scale of an individual PSPS.

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

CRC LOCATION SELECTION

We have contracts in place with over 400 indoor and outdoor locations to serve as CRCs when needed. CRC locations are selected based on historic and forecast PSPS impacts and in coordination with counties and tribes.

We work closely with local communities to refine the locations, availability and services provided by CRCs. The number and type of center sites to be activated will depend on these discussions, as well as the scale of an individual PSPS.

5 AGENCY NOTIFICATIONS

We work closely with our agency partners to ensure they have the information they need to support their communities.

BEFORE WILDFIRE SEASON

- Host meetings with agencies to discuss wildfire safety work in their area
- Provide maps that note areas most likely to be impacted by a PSPS and lists of Medical Baseline Program participants and critical facilities
- Share the latest PSPS Policies and Procedures
- Host PSPS exercises to simulate and test event response procedures
- Provide a dedicated PG&E representative to coordinate with agencies and support emergency planning

DURING PSPS OUTAGES

- Call Office of Emergency Services (OES) when a potential PSPS outage is being monitored
- Assign Agency Representatives to impacted tribes, counties and some cities to assist with local issues in real time and embed in local EOCs, as requested
- Provide PG&E EOC access for tribes, counties and cities, as requested
- Call Public Safety Answering Points in potentially affected areas
- Call and email potentially affected county OES and tribal contacts with event information
- Upload event-specific maps and Situation Reports on the PSPS Portal
- Send automated calls, texts and emails to agency contacts with outage timing for their jurisdiction
- Host operational areas communications to resolve local issues
- Host daily Systemwide Cooperators Call and State Executive Briefing to review event-specific information
- Provide opportunity for agencies to provide feedback via PSPS Portal

AFTER PSPS OUTAGES

- Gather feedback from impacted agencies via survey
- Prepare and submit event report to the California Public Utilities Commission (CPUC); a copy is provided to impacted agencies for feedback
- Ensure an Agency Representative is available to answer questions

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

EMERGENCY OPERATIONS CENTER COORDINATION

We offer the following resources to support during a PSPS:

- **AN AGENCY REPRESENTATIVE** will be assigned to each tribe, county and some cities potentially impacted to act as a single point of contact during an event.
- **AGENCY REPRESENTATIVES EMBEDDED IN LOCAL EOCs** opened by tribes, counties or cities, as requested.
- **PG&E EOC ACCESS** opened to tribes, counties or cities, as requested.

NOTIFICATIONS

Automated notifications via calls, texts and emails are sent to agency contacts, in addition to direct outreach conducted by the Agency Representative. Note that timing of notifications is subject to change based on weather conditions and other factors.

72-48 hours before power is turned off

PRIORITY NOTIFICATION: After PG&E's EOC is activated, contact is made to Cal OES, tribal contacts and county OES. We will also provide an initial notification to public safety partner contacts.

48-24 hours before power is turned off

PSPS WATCH: We send a notification in advance of the planned de-energization.

4-1 hours before power is turned off

PSPS WARNING: We send a notification when the decision to de-energize has been made.

Timing is **weather dependent**

CANCELLATION/UPDATE: A notification is sent any time weather conditions change and a PSPS outage is cancelled or if different areas will be impacted.

Following **weather "all-clear"**

POST-WEATHER EVENT: After severe weather has passed, we notify agencies that system inspections are underway.

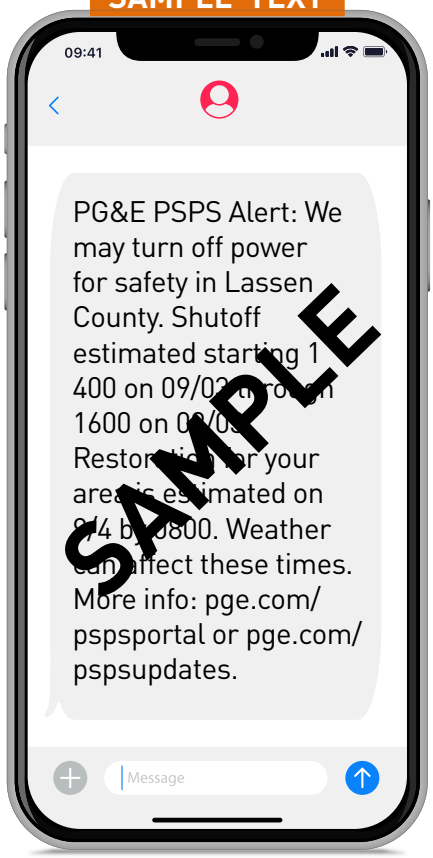
Following **power restoration**

POWER RESTORATION: A notification will be sent once power has been restored.

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

SAMPLE AGENCY NOTIFICATIONS

SAMPLE TEXT



SAMPLE EMAIL

Public Safety Power Shutoff (PSPS) Alert

PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a PSPS.

AREA: Portions of Lassen County

ESTIMATED SHUTOFF: Starting 1400 on 09/03/2023 through 1600 on 09/03/2023. We expect weather to improve beginning 0800 on Monday, September 4th. After severe weather has passed, we will inspect equipment before restoring power.

ESTIMATED RESTORATION: Tuesday, September 5th by 0800.

Actual shutoff and restoration times may vary depending on weather and equipment conditions.

We recommend all potentially affected communities plan for an extended outage. We will provide daily updates until the severe weather has passed or power has been restored.

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

SAMPLE

SAMPLE IVR/VOICE MESSAGE

This is P G and E calling on 02/23 at 0840
with a Public Safety Power Shutoff alert. Due to current weather forecasts, portions of Lassen County are estimated to shut off starting 1 400 on 09/03 through 1600 on 09/03.

Restoration for your area is estimated on 9/4 by 0800. Actual shut off and restoration times may vary depending on weather or equipment conditions. We will provide daily updates until the severe weather has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off power. Visit pge.com/pspsportal or pge.com/pspsupdates for more information.

SAMPLE

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

PSPS NOTIFICATION TIMELINE

Below is the proposed notification timeline before, during and after a PSPS. Please note that the notifications are dependent on the time PG&E's EOC is activated and weather conditions.

READINESS POSTURE

Call all County OES/Tribal Contacts

EOC ACTIVATED, INITIAL PSPS EVENT SCOPE IS GENERATED

INITIAL AGENCY NOTIFICATION (T-72-48)

PRIORITY

Refine and update PSPS event scope to inform agency and customer notifications

T-60 **Update PSPS Portal** with maps, customer lists and External Situation Report

T-60 **Continuous updates** to CAISO as data is refined and analysis is complete

T-59
- **Email** Cal OES form at activating PSPS protocols
- **Email and Call** CPUC (SED)
- **Call** PSAP and County OES/ Tribal Contacts
- **Email** Impacted County OES/ Tribal Contacts
- **Automated Messages** to Counties, Cities, CCAs, Tribes, Telecom, Emergency Hospital Services, Water Agencies and Publicly-Owned Utilities

DAILY EVENT UPDATE CALLS

INITIAL CUSTOMER NOTIFICATION (T-48-24)

WATCH

T-48 **Update PSPS Portal** with maps, customer lists and External Situation Report

T-47 **Update Emergency Website** with live maps and CRC list

T-46 **Automated Messages to:**
- Counties, Cities, CCAs, Tribes, Telecom, Emergency Hospital Services, Water Agencies and Publicly-Owned Utilities
- Other Critical Facilities, Medical Baseline/Vulnerable Customer Status Participants, Residential and Commercial Customers

T-46 **Issue news releases** following send of automated messages

T-45 **Notifications** sent to customers from Cities/Counties, as needed (after PG&E notifications)

T-44 **Doorbell rings** to Medical Baseline/Vulnerable Customer Status Participants until positive contact (starting at 8am); **Hourly Automated Messages** to Medical Baseline/Vulnerable Customer Status Participants until positive contact

DAILY EVENT UPDATE CALLS

PSPS UPDATE NOTIFICATION (T-24-4)

T-24 **Update PSPS Portal** with maps, customer lists and External Situation Report

T-23 **Update Emergency Website** with live maps and CRC list

T-22 **Automated Messages to:**
- Counties, Cities, CCAs, Tribes, Telecom, Emergency Hospital Services, Water Agencies and Publicly-Owned Utilities
- Other Critical Facilities, Medical Baseline/Vulnerable Customer Status Participants, Residential and Commercial Customers

T-22 **Issue news releases** following send of automated messages

T-21 **Notifications** sent to customers from Cities/Counties, as needed (after PG&E notifications)

DAILY EVENT UPDATE CALLS

IMMINENT PSPS NOTIFICATION (T-4-1)

WARNING

T-4 **Update PSPS Portal** with maps, customer lists and External Situation Report

T-4 **Email** Cal OES form at decision to de-energize

Email CPUC (SED)

T-3 **Update Emergency Website** with live maps and CRC list

T-3 **Automated Messages to:**
- Counties, Cities, CCAs, Tribes, Telecom, Emergency Hospital Services, Water Agencies and Publicly-Owned Utilities
- Other Critical Facilities, Medical Baseline/Vulnerable Customer Status Participants, Residential and Commercial Customers

T-3 **Issue news releases** following send of automated messages

T-3 **Notifications** sent to customers from Cities/Counties, as needed (after PG&E notifications)

DAILY EVENT UPDATE CALLS

NET NEW NOTIFICATONS SENT, AS NEEDED

AT DE-ENERGIZATION

POWER OFF

Email Cal OES form at initiate de-energization

Email CPUC (SED)

Update Emergency Website with live maps and CRC list

Live calls to impacted Counties, Cities, Tribes, as needed

Email/Call to Counties, Cities, Tribes, as needed

Automated Messages to: Other Critical Facilities, Medical Baseline/Vulnerable Customer Status Participants, Residential and Commercial Customers

Issue news releases following send of automated messages

Notifications sent to customers from Cities/Counties, as needed (after PG&E notifications)

DAILY EVENT UPDATE CALLS

PSPS EVENT

WEATHER HAS PASSED (PATROLS & INSPECTIONS BEGIN)

Email Cal OES form at initiate re-energization

Email CPUC (SED)

Update PSPS Portal with maps, customer lists and External Situation Report

Update Emergency Website with live maps and CRC list

Automated Messages to:
- Counties, Cities, CCAs, Tribes, Telecom, Emergency Hospital Services, Water Agencies and Publicly-Owned Utilities
- Other Critical Facilities, Medical Baseline/Vulnerable Customer Status Participants, Residential and Commercial Customers

Issue news releases following send of automated messages

Notifications sent to customers from Cities/Counties, as needed (after PG&E notifications)

Calls to Medical Baseline/Vulnerable Customer Status Participants until positive contact

DAILY EVENT UPDATE CALLS

POWER RESTORATION COMPLETE

Email Cal OES form at PSPS lines re-energized

Email CPUC (SED)

Update PSPS Portal with maps, customer lists and External Situation Report

Update Emergency Website with live maps and CRC list

Automated Messages to:
- Counties, Cities, CCAs, Tribes, Telecom, Emergency Hospital Services, Water Agencies and Publicly-Owned Utilities
- Other Critical Facilities, Medical Baseline/Vulnerable Customer Status Participants, Residential and Commercial Customers

Issue news releases following send of automated messages

Notifications sent to customers from Cities/Counties, as needed (after PG&E notifications)

DAILY EVENT UPDATE CALLS

DAILY EVENT UPDATE CALLS

0900	Event-specific information uploaded to PSPS Portal
0930	Tribal Operational Cooperators Call with impacted tribes
1200	Systemwide Cooperators Call with all Public Safety Partners
1230	Resource Partner Daily Coordination Call
1500	Event-specific information uploaded to PSPS Portal
1530	State Executive Briefing with Cal OES, CPUC, CAL FIRE
N/A*	Agency Representative available for Operational Areas Cooperators communications

**Completed on an as needed basis, and during a time agreed upon by participants*

ACRONYMS: EOC: Emergency Operations Center | **OES:** Office of Emergency Services | **PSAP:** Public Safety Answering Points | **CCA:** Community Choice Aggregator | **CPUC:** California Public Utilities Commission

6 AGENCY TOOLS AND RESOURCES

PSPS PORTAL

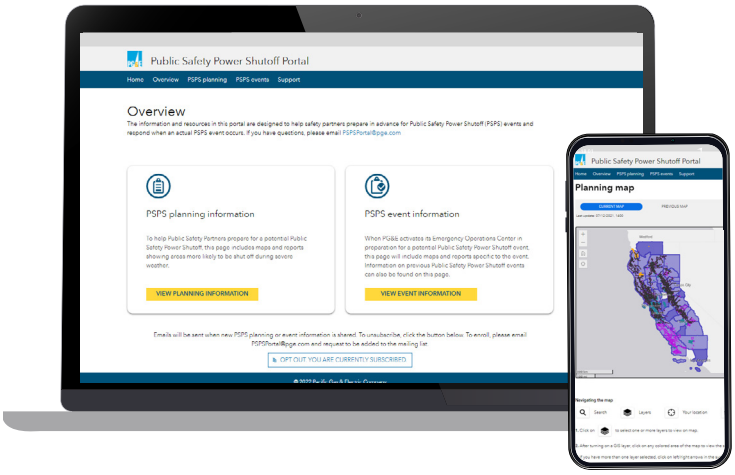
The PSPS Portal shares planning and event-specific information with public safety partners.

The PSPS Portal includes the following information:

BEFORE AN OUTAGE:

- PSPS planning maps (GIS, KML, Shapefile and PDF)
- Summary of potentially impacted customers and critical facilities
- List of critical facilities and site contact information*
- List of Medical Baseline customers more likely to be impacted*

DURING AN OUTAGE:



- Situation Report with event information
- Interactive event map
- Outage area and circuit maps (GIS, KML, Shapefile and PDF)
- Activated Community Resource Center location information
- Customer impact files by agency, county, city and tribe
- List of impacted critical facilities*
- List of impacted Medical Baseline customers and status of outreach*
- Ability to provide feedback to PG&E

*Contains names and addresses; available to federal, state, tribal, county and city public safety partners that have accepted the online confidentiality agreement

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

ACCESS TO THE PSPS PORTAL

Access to the PSPS Portal is available to public safety partners. Below is a list of information that is available to each user type.

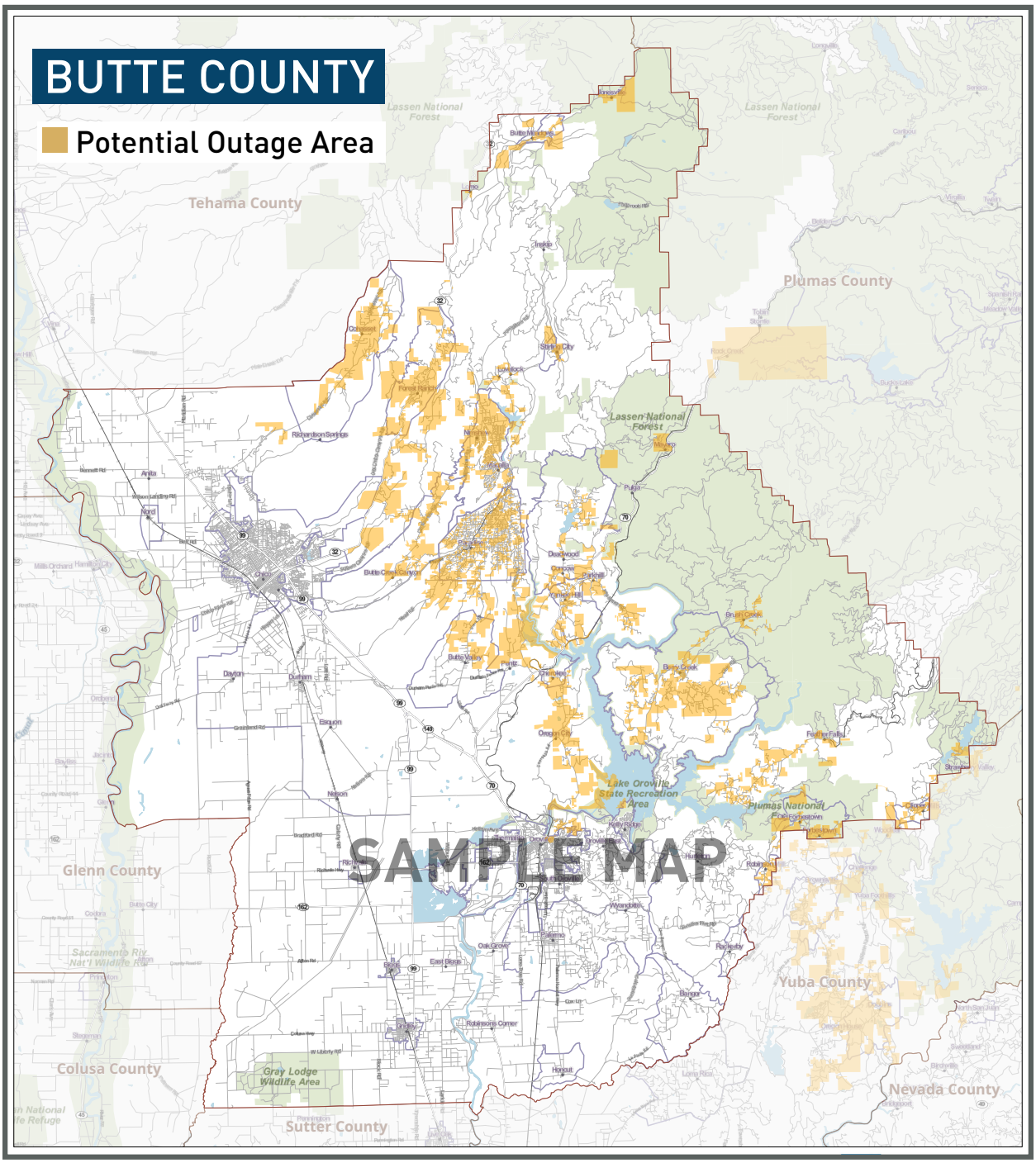
	PLANNING INFORMATION			EVENT INFORMATION				
	MAPS	SUMMARY REPORTS	CUSTOMER LISTS*	MAPS	SITUATION REPORT	SUMMARY REPORTS	CUSTOMER LISTS*	FACILITY SITE LIST
FEDERAL	✓	✓	✓	✓	✓	✓	✓	
STATE	✓	✓	✓	✓	✓	✓	✓	
TRIBAL	✓	✓	✓	✓	✓	✓	✓	
COUNTY/ CITY	✓	✓	✓	✓	✓	✓	✓	
REGIONAL	✓	✓	✓	✓	✓	✓	✓	
CCA	✓	✓		✓	✓	✓		
EMERGENCY HOSPITAL	✓	✓		✓	✓	✓		✓
PUBLIC UTILITY	✓	✓		✓	✓	✓		✓
TELECOM	✓	✓		✓	✓	✓		✓
WATER	✓	✓		✓	✓	✓		✓
TRANSMISSION	✓	✓		✓	✓	✓		✓

*Contains names and addresses; available to federal, state, tribal, county and city public safety partners that have accepted the online confidentiality agreement

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

SAMPLE MAP

During a PSPS, PG&E will provide potential outage area maps. These maps will be located on the PSPS Portal and PG&E website. See the sample map below for reference.



SAMPLE SITUATION REPORT

We provide Situation Reports with key PSPS outage information on the PSPS Portal at 0900 and 1500 each day PG&E's EOC is activated and if there is a change in scope. Please see the below sample Situation Report template. Note the template and content may change.

Data as of 1411 on 2024-04-27

PSPS Event Summary

	Description	Estimated Total
FORECASTED EVENT SUMMARY	**Counties Impacted**	**13**
	Tribes Impacted	**2**
	Customers Impacted	**4,905**
	Medical Baseline Customers Impacted	353
ACTUAL DE ENERGIZATION AND RESTORATION	**Current Customers De-energized**	**0**
	Current Medical Baseline Customers De-energized	0
	Customers De-energized at Peak	**0**
	Customers Restored	**0**
	Medical Baseline Customers Restored	0
CIRCUIT IMPACTS	**Transmission Circuits**	**1**
	Distribution Circuits	**32**

*Total is adjusted if the event scope is updated but will not change once de-energization begins; this is to reflect the total number of customers anticipated to be impacted throughout the event.
Note: The information included in this document is for public safety partner use only. Please do not share this information before it is publicly available. All data may also be preliminary and is subject to change based on weather or other factors. Current data/scope may not include potential impacts to transmission lines and may be updated based on further analysis.

Internal 1

Data as of 1411 on 2024-04-27

PSPS Event Forecast

Below is an overview of the potential PSPS event impact areas and timing.

#	Counties/Tribes*	Estimated De energization Start Time	Estimated Weather Start Time	Estimated Weather All Clear Time	Estimated Restoration Time	Forecasted Customer Impact**	Forecasted Tribal Customer Impact
TP 01	**Counties:** Shasta, Tehama	10/22 0900	10/22 1100	10/22 1700	10/23 1300	269	0
TP 02	**Counties:** Tehama	10/22 0900	10/22 1100	10/22 1700	10/23 1300	205	0
TP 03	**Counties:** Tehama	10/22 0900	10/22 1100	10/22 1700	10/23 1300	230	0
TP 04	**Counties:** Glenn, Tehama	10/22 0900	10/22 1100	10/22 1800	10/23 1800	1,124	0
TP 05	**Counties:** Colusa, Glenn, Tehama **Tribes:** Grindstone Rancheria	10/22 1100	10/22 1200	10/23 1600	10/24 1600	856	49
TP 06	**Counties:** Stanislaus	10/23 0700	10/23 0800	10/23 1800	10/24 1200	29	0
TP 07	**Counties:** San Benito, Fresno	10/23 0900	10/23 1000	10/23 1900	10/24 1400	97	0
TP 8	**Counties:** Colusa **Tribes:** Cortina Rancheria	10/23 0500	10/23 0600	10/23 1600	10/23 2200	52	8

* Counties/Tribes may fall into multiple de-energization time places. **Tribal Customers Impacted are included in Estimated Customers Impacted counts.

Note: The information included in this document is for public safety partner use only. Please do not share this information before it is publicly available. All data may also be preliminary and is subject to change based on weather or other factors. Current data/scope may not include potential impacts to transmission lines and may be updated based on further analysis.

Internal 2

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

CONTINUED →

SAMPLE SITUATION REPORT (CONTINUED)

Data as of 1411 on 2024-04-27

PSPS Customer Resources Summary

	Description	Estimated Total
COMMUNITY RESOURCE CENTERS	**Active Community Resource Center (CRC) Sites**	**8**
	Indoor CRC Sites	5
	Outdoor CRC Sites	3
	Tribes Served by CRC sites	**4**
COMMUNITY BASED ORGANIZATION PARTNERSHIPS	**Community-Based Organization Partnerships**	**21**
	California Foundation for Independent Living Centers	6
	Food Banks	3
	Meals on Wheels	1
	Accessible Transportation	5
	Other	3
OTHER CUSTOMER SUPPORT	**In-Language Multi-Media Partners**	**3**
	Customers Energized by Mitigation	**0**
	Ad Hoc Backup Power	**0**

Note: The information included in this document is for public safety partner use only. Please do not share this information before it is publicly available. All data may also be preliminary and is subject to change based on weather or other factors. Current data/scope may not include potential impacts to transmission lines and may be updated based on further analysis.

Internal

3

Data as of 1411 on 2024-04-27

PSPS Event Data by County

Below is event data by county. Note actual customer restoration counts may differ slightly from forecasted customer impact counts that are used for planning purposes only.

COUNTY	ESTIMATED DE ENERGIZATION	ESTIMATED RESTORATION	FORECASTED CUSTOMERS IMPACTED*	FORECASTED MEDICAL BASELINE CUSTOMERS IMPACTED**	FORECASTED LIFE SUPPORT CUSTOMERS IMPACTED***	FORECASTED SELF IDENTIFIED CUSTOMERS IMPACTED	FORECASTED CRITICAL FACILITIES IMPACTED	ACTUAL CUSTOMERS DE ENERGIZED	TOTAL CUSTOMERS RESTORED*	MEDICAL BASELINE CUSTOMERS RESTORED**	LIFE SUPPORT CUSTOMERS RESTORED***	SELF IDENTIFIED CUSTOMERS RESTORED	CRITICAL FACILITY RESTORED
BUTTE	10/23 1700	10/24 2000	431	32	23	18	12	-	-	-	-	-	-
COLUSA	10/22 1100 10/23 0500 10/23 0600	10/24 1600 10/23 2200 10/23 2100	495 52 12	35 2 0	25 0 0	19 0 1	23 5 0	-	-	-	-	-	-
FRESNO	10/23 0900	10/24 1400	92	4	2	2	9	-	-	-	-	-	-
GLENN	10/22 0900 10/22 1100	10/23 1800 10/24 1600	5 360	0 22	0 19	0 12	1 15	-	-	-	-	-	-
KERN	10/23 2300	10/24 1700	595	36	28	19	28	-	-	-	-	-	-
LAKE	10/23 0600 10/23 0600 10/23 0700	10/24 1500 10/24 1800 10/24 1300	22 15 49	0 0 3	0 0 2	1 0 1	1 2 7	-	-	-	-	-	-
NAPA	10/23 0600	10/24 1500	85	6	0	0	8	-	-	-	-	-	-
SAN BENITO	10/23 0900	10/24 1400	2	0	0	0	1	-	-	-	-	-	-
SHASTA	10/22 0900	10/23 1300	268	22	20	14	6	-	-	-	-	-	-
SONOMA	10/23 0600 10/23 0600	10/24 1500 10/24 1800	12 10	0 0	0 0	0 0	0 5	-	-	-	-	-	-
STANISLAUS	10/23 0700	10/24 1200	29	0	0	0	12	-	-	-	-	-	-

*Total is adjusted if the event scope is updated but will not change once de-energization begins; this is to reflect the total number of customers anticipated to be impacted throughout the event. Note tribal customers are included in customer impacted and restored counts.
**Master Meter Tenants are not included in Medical Baseline customer counts; life support customers are included in Medical Baseline customers counts, some of which are self-identified customers.

Note: The information included in this document is for public safety partner use only. Please do not share this information before it is publicly available. All data may also be preliminary and is subject to change based on weather or other factors. Current data/scope may not include potential impacts to transmission lines and may be updated based on further analysis.

Internal

4

CONTINUED →

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

SAMPLE SITUATION REPORT (CONTINUED)

Data as of 1411 on 2024-04-27

PSPS Event Data by Tribe

Below is event data by tribe. Note actual customer restoration counts may differ slightly from forecasted customer impact counts that are used for planning purposes only.

TRIBE	ESTIMATED DE ENERGIZATION	ESTIMATED RESTORATION	FORECASTED CUSTOMERS IMPACTED*	FORECASTED MEDICAL BASELINE CUSTOMERS IMPACTED**	FORECASTED LIFE SUPPORT CUSTOMERS IMPACTED***	FORECASTED SELF IDENTIFIED CUSTOMERS IMPACTED	FORECASTED CRITICAL FACILITIES IMPACTED	ACTUAL CUSTOMERS DE ENERGIZED	TOTAL CUSTOMERS RESTORED*	MEDICAL BASELINE CUSTOMERS RESTORED**	LIFE SUPPORT CUSTOMERS RESTORED***	SELF IDENTIFIED CUSTOMERS RESTORED	CRITICAL FACILITY RESTORED
CORTINA RANCHERIA	10/23 0500	10/23 2200	8	1	0	0	1	-	-	-	-	-	-
GRINDSTONE RANCHERIA	10/22 1100	10/24 1600	49	4	4	3	0	-	-	-	-	-	-
TOTALS			57	5	4	3	1						

*Total is adjusted if the event scope is updated but will not change once de-energization begins; this is to reflect the total number of customers anticipated to be impacted throughout the event. Note tribal customers are included in customer impacted and restored counts.
**Master Meter Tenants are not included in Medical Baseline customer counts; life support customers are included in Medical Baseline customers counts, some of which are self-identified customers.

Note: The information included in this document is for public safety partner use only. Please do not share this information before it is publicly available. All data may also be preliminary and is subject to change based on weather or other factors. Current data/scope may not include potential impacts to transmission lines and may be updated based on further analysis.

Internal 5

Data as of 1411 on 2024-04-27

Delta Report by County

The delta columns below reflect changes in event scope and timing since the previous Situation Report. This page only includes forecasted information. The latest restoration information is located on the PSPS Event Data slides.

COUNTY	ESTIMATED DE ENERGIZATION			ESTIMATED RESTORATION			FORECASTED CUSTOMERS IMPACTED*			FORECASTED MEDICAL BASELINE CUSTOMERS IMPACTED**			FORECASTED LIFE SUPPORT CUSTOMERS IMPACTED***			FORECASTED IMPACTED SELF IDENTIFIED CUSTOMERS			FORECASTED CRITICAL FACILITIES IMPACTED		
	PREVIOUS	CURRENT	DELTA	PREVIOUS	CURRENT	DELTA	PREVIOUS	CURRENT	DELTA	PREVIOUS	CURRENT	DELTA	PREVIOUS	CURRENT	DELTA	PREVIOUS	CURRENT	DELTA	PREVIOUS	CURRENT	DELTA
BUTTE	10/23 1700	10/23 1700	-	10/24 2000	10/24 2000	-	431	431	-	32	32	-	23	23	-	18	18	-	12	12	-
COLUSA	10/22 1100	10/22 1100	-	10/24 1600	10/24 1600	-	495	495	-	35	35	-	25	25	-	19	19	-	23	23	-
COLUSA	10/23 0500	10/23 0500	-	10/23 2200	10/23 2200	-	52	52	-	2	2	-	0	0	-	0	0	-	5	5	-
COLUSA	10/23 0600	10/23 0600	-	10/23 2100	10/23 2100	-	12	12	-	0	0	-	0	0	-	1	1	-	0	0	-
FRESNO	10/23 0900	10/23 0900	-	10/24 1400	10/24 1400	-	92	92	-	4	4	-	2	2	-	2	2	-	9	9	-
GLENN	10/22 0900	10/22 0900	-	10/23 1800	10/23 1800	-	5	5	-	0	0	-	0	0	-	0	0	-	1	1	-
GLENN	10/22 1100	10/22 1100	-	10/24 1600	10/24 1600	-	360	360	-	22	22	-	19	19	-	12	12	-	15	15	-
KERN	10/23 2300	10/23 2300	-	10/24 1700	10/24 1700	-	595	595	-	36	36	-	28	28	-	19	19	-	28	28	-
LAKE	10/23 0600	10/23 0600	-	10/24 1500	10/24 1500	-	22	22	-	0	0	-	0	0	-	1	1	-	1	1	-
LAKE	10/23 0600	10/23 0600	-	10/24 1800	10/24 1800	-	15	15	-	0	0	-	0	0	-	0	0	-	2	2	-
LAKE	10/23 0700	10/23 0700	-	10/24 1300	10/24 1300	-	49	49	-	3	3	-	2	2	-	1	1	-	7	7	-
NAPA	10/23 0600	10/23 0600	-	10/24 1500	10/24 1500	-	85	85	-	6	6	-	0	0	-	0	0	-	8	8	-
SAN BENITO	10/23 0900	10/23 0900	-	10/24 1400	10/24 1400	-	2	2	-	0	0	-	0	0	-	0	0	-	1	1	-
SHASTA	10/22 0900	10/22 0900	-	10/23 1300	10/23 1300	-	268	268	-	22	22	-	20	20	-	14	14	-	6	6	-

*Total is adjusted if the event scope is updated but will not change once de-energization begins; this is to reflect the total number of customers anticipated to be impacted throughout the event. Note tribal customers are included in customer impacted and restored counts.
**Master Meter Tenants are not included in Medical Baseline customer counts; life support customers are included in Medical Baseline customers counts, some of which are self-identified customers. . ***Life support customers are included in Medical Baseline customers counts. Only some self-identified customers are considered Medical Baseline customers; these customers are also included in the Medical Baseline customer counts.

Note: The information included in this document is for public safety partner use only. Please do not share this information before it is publicly available. All data may also be preliminary and is subject to change based on weather or other factors. Current data/scope may not include potential impacts to transmission lines and may be updated based on further analysis.

Internal 6

CONTINUED →

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

SAMPLE SITUATION REPORT (CONTINUED)

Data as of 1411 on 2024-04-27

Delta Report by Tribe

The delta columns below reflect changes in event scope and timing since the previous Situation Report. This page only includes forecasted information. The latest restoration information is located on the PSPS Event Data slides.

TRIBE	ESTIMATED DE ENERGIZATION			ESTIMATED RESTORATION			FORECASTED CUSTOMERS IMPACTED*			FORECASTED MEDICAL BASELINE CUSTOMERS IMPACTED**			FORECASTED LIFE SUPPORT CUSTOMERS IMPACTED***			FORECASTED IMPACTED SELF IDENTIFIED CUSTOMERS			FORECASTED CRITICAL FACILITIES IMPACTED		
	PREVIOUS	CURRENT	DELTA	PREVIOUS	CURRENT	DELTA	PREVIOUS	CURRENT	DELTA	PREVIOUS	CURRENT	DELTA	PREVIOUS	CURRENT	DELTA	PREVIOUS	CURRENT	DELTA	PREVIOUS	CURRENT	DELTA
CORTINA RANCHERIA	10/23 0500	10/23 0500	-	10/23 2200	10/23 2200	-	8	8	-	1	1	-	0	0	-	0	0	-	1	1	-
GRINDSTONE RANCHERIA	10/22 1100	10/22 1100	-	10/24 1600	10/24 1600	-	49	49	-	4	4	-	4	4	-	3	3	-	0	0	-
Total: 2							57	57	+0	5	5	+0	4	4	+0	3	3	+0	1	1	+0

*Total is adjusted if the event scope is updated but will not change once de-energization begins; this is to reflect the total number of customers anticipated to be impacted throughout the event. Note tribal customers are included in customer impacted and restored counts.
**Master Meter Tenants are not included in Medical Baseline customer counts; life support customers are included in Medical Baseline customers counts, some of which are self-identified customers. : ***Life support customers are included in Medical Baseline customers counts. Only some self-identified customers are considered Medical Baseline customers; these customers are also included in the Medical Baseline customer counts.

Note: The information included in this document is for public safety partner use only. Please do not share this information before it is publicly available. All data may also be preliminary and is subject to change based on weather or other factors. Current data/scope may not include potential impacts to transmission lines and may be updated based on further analysis.

Internal

7

Data as of 1411 on 2024-04-27

PSPS Event Mitigation Summary

Below is a summary of the mitigation efforts being used during this PSPS event.

TOTAL CUSTOMERS ENERGIZED	
MITIGATION TYPE	CUSTOMERS ENERGIZED
Microgrids (Substation and Distribution)	0
Permanent Energy Generation	0
TOTAL CUSTOMERS ENERGIZED BY MITIGATION	**0**

SITES	
MITIGATION TYPE	TOTAL SITES
Microgrids Enabled (Substation and Distribution)	0
Critical Facilities Energized By Ad-hoc Backup Power	0
Permanent Energy Generation	0

DEFINITIONS

- **Microgrids:** A small portion of the electric grid that is isolated from the larger electric grid and powered via backup generators located at a substation or other pre-determined site
- **Ad-Hoc Backup Power:** Backup generation deployed to critical facilities (e.g., emergency hospitals)
- **Permanent Energy Generation:** Generators permanently installed and connected to overhead lines that run through Tier 2 and 3 High Fire-Threat Districts. This generation is only used when it is not within the PSPS weather footprint.

Note: The information included in this document is for public safety partner use only. Please do not share this information before it is publicly available. All data may also be preliminary and is subject to change based on weather or other factors. Current data/scope may not include potential impacts to transmission lines and may be updated based on further analysis.

Internal

8

CONTINUED →

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

SAMPLE SITUATION REPORT (CONTINUED)

Data as of 1411 on 2024-04-27

PSPS Event Mitigations in Scope

COUNTY	SITE NAME	MITIGATION TYPE	ESTIMATED CUSTOMERS MITIGATED
BUTTE	Magalia	Microgrid – Distribution	-
EL DORADO	Placerville	Microgrid – Distribution	500
LAKE	Lucerne	Microgrid – Distribution	-
LAKE	Clearlake South	Microgrid – Distribution	-
LAKE	Clearlake North	Microgrid – Distribution	-
SIERRA	Downieville	Permanent Energy Generation	1,000

Note: Customers may experience a temporary power outage when PG&E is switching power sources, including switching to the backup power source and back to the electric grid following the PSPS event.

LEGEND: MOBILIZING PLANNED OPERATING CANCELLED CONCLUDED

Note: The information included in this document is for public safety partner use only. Please do not share this information before it is publicly available. All data may also be preliminary and is subject to change based on weather or other factors. Current data/scope may not include potential impacts to transmission lines and may be updated based on further analysis.

Internal

9

Data as of 1411 on 2024-04-27

PSPS Event Ad Hoc Backup Power in Scope

COUNTY	CUSTOMER TYPE
CONTRA COSTA	Hospital
MARIN	Water Treatment Facility
MONTEREY	Critical Infrastructure
SAN LUIS OBISPO	Hospital
SANTA BARABARA	Critical Infrastructure
SHASTA	Hospital

Note: Customers may experience a temporary power outage when PG&E is switching power sources, including switching to the backup power source and back to the electric grid following the PSPS event.

LEGEND: LEGEND MOBILIZING MOBILIZING OPERATING OPERATING CANCELLED CANCELLED CONCLUDED

Note: The information included in this document is for public safety partner use only. Please do not share this information before it is publicly available. All data may also be preliminary and is subject to change based on weather or other factors. Current data/scope may not include potential impacts to transmission lines and may be updated based on further analysis.

Internal

10

CONTINUED →

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

SAMPLE SITUATION REPORT (CONTINUED)

Data as of 1411 on 2024-04-27

Community Resource Centers

ACTIVE CRC SITES: 8

INDOOR SITES: 5 | OUTDOOR SITES: 3

COUNTY	CITY	SITE NAME	ADDRESS	LOCAL TRIBES SERVED*	INDOOR/OUTDOOR	OPERATING HOURS	04/27/2023 VISITORS	04/28/2023 VISITORS	04/29/2023 VISITORS	TOTAL MEDIA
Shasta	Redding	River crest Park	1426 state dr	**Pit River**	Indoor	8:00 AM - 5:00 PM	110	50	12	5
Amador	Jackson	Argonaut High School	501 Argonaut Ln	**Jackson Rancheria**	Indoor	8:00 AM - 6:00 PM	13	5	8	1
Glenn	Elk Creek	Elk Creek Community House	800 Elm Street	**None**	Indoor	8:00am-12:00pm	12	26	0	0
Lake	Middle Town	Lake county Library	21256 Washington Street	**Middletown Rancheria**	Outdoor	8:00 AM - 6:00 PM	5	6	30	4
Marin	Mill Valley	Whole foods Market	414 Miller Ave	**None**	Outdoor	11:00am-3:00pm	11	7	6	2
Nevada	Grass Valley	Grass valley public library	207 Mill St	**Cold Springs Rancheria of Mono Indians**	Outdoor	2:00pm-8:00pm	0	0	50	3

LEGEND: **PENDING LAND AGREEMENT (location subject to change)** | **IN PROCESS/BUILDING** | **CRC BUILT/ACTIVE** | **DEMOBILIZED**

* Local tribes served refers to tribes within a 30-minute drive to a CRC location.

Note: The information included in this document is for public safety partner use only. Please do not share this information before it is publicly available. All data may also be preliminary and is subject to change based on weather or other factors. Current data/scope may not include potential impacts to transmission lines and may be updated based on further analysis.

Internal

11

Data as of 1411 on 2024-04-27

Community-Based Organization Partnerships

TOTAL COMMUNITY-BASED PARTNERSHIPS: 21

CFILC: 6 | Food Banks: 3 | Meals on Wheels: 1 | In-Language/Multi-Media Partners: 3 | Accessible Transportion: 5 | Other: 3

COUNTY	CALIFORNIA FOUNDATION FOR INDEPENDENT LIVING (CFILC)		FOOD BANK	MEALS ON WHEELS	TOTAL IN LANGUAGE MULTI MEDIA PARTNERS	ACCESSIBLE TRANSPORTATION	OTHER
	CFILC NAME	LOCAL TRIBES SERVED*					
Alameda	- Community Resources for Independent Living	- Yoruk Tribe - Cher-Ae Heights Indian Community of the Trinidad Rancheria - Bear River Band of Rohnerville Rancheria	- Alameda County Food Bank		- Open Heart Kitchen - Radio Lazer SJ (KXZM 93.7 FM)	- Alianza News	
All Counties	- KBTV-Crossings TV - Russian American Media	- Greenville Rancheria - Grindstone Rancheria - Redwood Valley Rancheria				- Fresno Economic Opportunities Commission	- California Council of the Blind
Amador	- Lotus Radio Sacramento	- Amador Tribe			- Disability Resources Agency for Independent Living		
Butte				- Chico Meals On Wheels		- Community Action Agency of Butte County	- Lotus Radio Sacramento

* Local tribes served refers to tribes within a 30-minute drive to a CFILC location.

Note: The information included in this document is for public safety partner use only. Please do not share this information before it is publicly available. All data may also be preliminary and is subject to change based on weather or other factors. Current data/scope may not include potential impacts to transmission lines and may be updated based on further analysis.

Internal

12

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

DAILY CALLS

PG&E also keeps agency partners informed through daily calls.
These calls take place when PG&E's EOC is activated through full restoration.

0930

TRIBAL COOPERATORS CALL

Tribal Group Supervisor hosts calls with potentially impacted tribes to provide the latest event-specific information and answer questions in real time.

1000

OPERATIONAL AREAS COOPERATORS COMMUNICATIONS

Agency Representatives will be available to review event-specific information and resolve local issues at a time and frequency determined by the county.

1200

SYSTEMWIDE COOPERATORS CALL

PG&E's EOC hosts a call to provide an update on the PSPS event. The call is open to tribal, city and county governments, water agencies, telecommunications providers, emergency hospitals, authorized CBOs and community choice aggregators within PG&E's service area, not just those within the PSPS scope. Invites are sent via email once PG&E's EOC is activated.

1230

RESOURCE PARTNER COORDINATION CALL

AFN Strategy Lead hosts a call with CBO partners who are providing resources during the event to answer questions.

1500

OPERATIONAL AREAS COOPERATORS COMMUNICATIONS

Agency Representatives will be available to review event-specific information and resolve local issues at a time and frequency determined by the county.

1530

STATE EXECUTIVE BRIEFING

EOC Commander hosts a call with Cal OES, CPUC, CALFIRE and other state agencies to provide the latest event-specific information and answer questions.

7 TEMPORARY POWER AND BACKUP GENERATION

To safely keep areas energized during a PSPS, we implement mitigation efforts throughout the electric grid. This includes:

Microgrids

Energizing "main street" corridors, central community resources and critical facilities

Islanding Locations

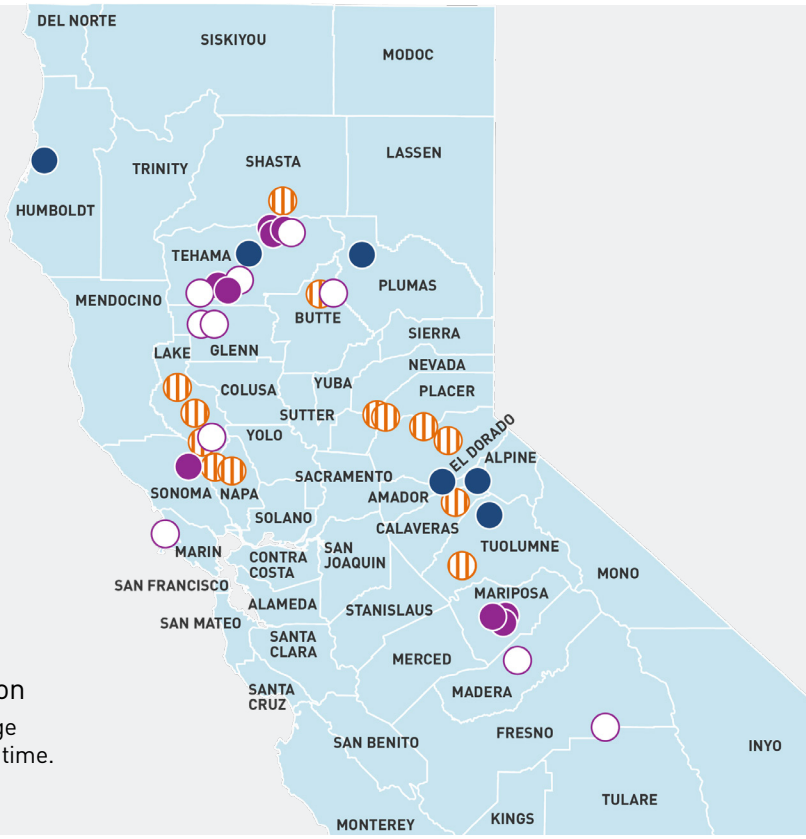
Energizing substations using local, centralized power generation facilities

Remote Grids

Energizing customers in remote locations year-round using standalone solar, battery and propane generation

Where Is This Work Taking Place?

- **Microgrid** Construction Complete
- **Islanding Location** Operational
- **Remote Grid** Operational
- **Remote Grid*** Planning



*Additional remote grids also under consideration

Data as of 8/1/2024. Local work plans are subject to change and data is based on the best available information at this time.

These mitigation efforts are specific to PSPS and are not available for other outages, including those on circuits enabled by EPSS. This is because the time required to set up temporary generation is longer than the average outage duration.

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

BACKUP GENERATION

We also have secured temporary backup generation to provide resources and keep the electricity on during a PSPS.

These backup generation sources will be used:

- To provide energy to CRCs.
- On an as-needed basis to support certain qualifying critical customers (i.e., hospitals, infrastructure, water and sewage facilities, etc.) should their original backup generation fail and affect public safety.

We encourage customers to take steps in preparation for the possibility of a future PSPS, including securing backup power, if appropriate.

MICROGRIDS

Microgrids can serve as a vital layer of protection in ensuring that communities can continue to have access to safe, reliable power. Benefits include:

- Increasing reliability in communities at higher risk of outages
- Back-up energy source for critical facilities such as fire stations, hospitals and water treatment facilities
- Reduced greenhouse gas emissions

COMMUNITY MICROGRID ENABLEMENT PROGRAM (CMEP)

CMEP helps communities implement their own microgrid projects. To qualify for this program, microgrid projects must:

- Serve areas that are prone to outages, are in a HFTD, or have experienced a PSPS outage.
- Serve one or more critical facilities plus at least one additional customer.
- Be supported by local governments and stakeholders.
- Located in an area where no other mitigations such as undergrounding or system hardening are planned.

Learn more at: **pge.com/cmep**

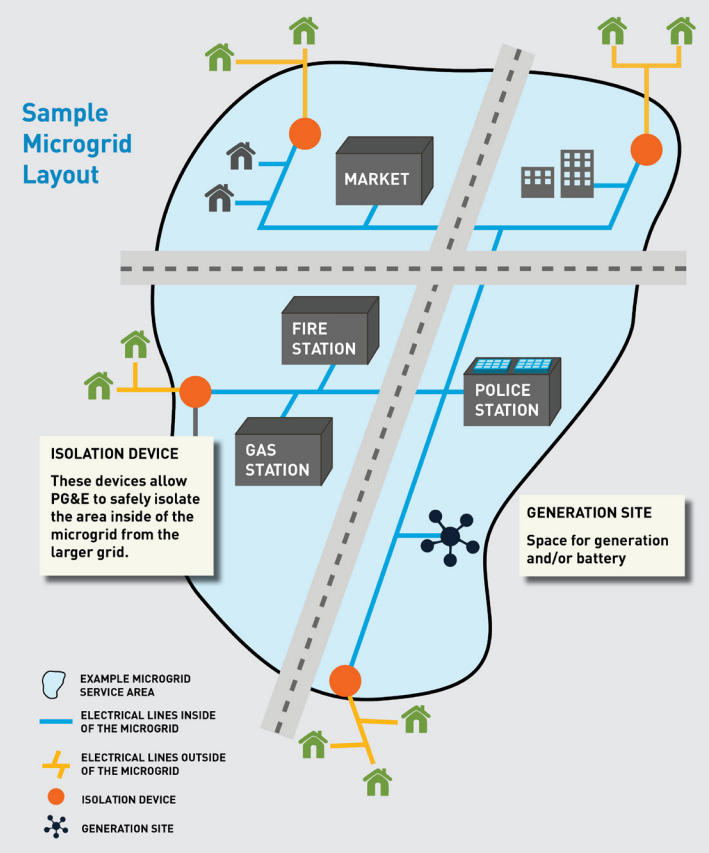
Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

MICROGRID INCENTIVE PROGRAM (MIP)

The MIP is a $200 million program designed to fund clean community microgrids that support the critical needs of vulnerable populations most likely to be impacted by outages.

Eligible communities may include areas that are:

- Located in a high fire risk area;
- At higher risk for outages including PSPS
- Designated as a disadvantaged or vulnerable community



For a complete list of eligibility criteria, visit **pge.com/mip**

MIP awardees may qualify for up to $15 million in addition to $3M in CMEP funding per project for engineering and development costs. Eligibility does not guarantee funding.

Communities that wish to build a microgrid may also receive technical resources and support via Community Microgrid Enablement Tariff (CMET).

Learn more at: **pge.com/mip**

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

8 POWER RESTORATION

After the severe weather has passed and it is safe to do so, our crews will visually inspect for damage to ensure the lines are safe to energize. Our goal is to restore power to all customers within 24 hours after severe weather has passed.

RESTORATION STEPS

1. **Weather "All-Clear":** After high winds have passed and it is safe to do so, a weather "all-clear" is given so that our crews can begin patrols and inspections.

2. **Patrol and Inspect:** Our crews visually inspect for potential weather-related damage to the lines, poles and towers. This is done by vehicle, foot and air.

3. **Isolate and Repair Damage:** Where equipment damage is found, our crews work to isolate the damaged area from the rest of the system. This allows other parts of the system to then be restored.

4. **Restore Power:** Once the poles, towers and lines are safe to energize, PG&E's Control Center completes the process and restores power to affected areas.

5. **Notify Customers:** Customers are notified that power has been restored.

Restoration resources may include:

3,200	On-the-ground personnel
20-70	Helicopters
60-150	Drone Teams
2	Airplanes

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

APPENDIX

PSPS Outage Timeline and Checklist 37

Roster of Agency Representatives 47

Sample Agency Notifications 51

Participating Independent Living Centers (ILC) 60

Participating Food Banks 63

Glossary of Terms 69

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

PSPS OUTAGE TIMELINE

	PRE-EOC ACTIVATION (~T-96 HOURS)	EOC ACTIVATION (~T-72 HOURS) (ASSUMES A 0600 ACTIVATION)		~T-48 HOURS	
		AM	PM	AM	PM
METEOROLOGY	• Meteorology identifies potential PSPS conditions	• 0800: Participate in interagency call with NWS & GACC		• 0800: Participate in interagency call with NWS & GACC	
		Develop PSPS scope based on weather polygons			
	Continuous weather modeling				
OPERATIONS	• EOC Readiness Posture	• Activate EOC for potential PSPS • Receive approval and send transmission customer and Public Safety Partner notifications		• OIC approves event scope and initiates Transmission Power Flow Assessment • Open local Operational Emergency Centers (OEC)	
	Develop utility crew resource plan, including air and ground resources				
		Develop restoration plan, including prioritization of critical facilities			
TEMPORARY GENERATION	• Review potential scope against temporary generation resource/ infrastructure locations	**Refine deployment approach as PSPS scope evolves**			
				• Begin to assess ad hoc requests for backup power support, as applicable • Coordinate with local agencies and stakeholders re: temporary generation usage	
PORTAL		• Share maps, Situation Report and summary customer impact report • Share critical facilities and Medical Baseline/Self-Identified as Vulnerable customer lists to agency users that accepted the online agreement • Share impacted site lists to critical facilities		• Share maps, Situation Report and summary customer impact report • Share critical facilities list and Medical Baseline/Self-Identified as Vulnerable customer list with outreach status to agency users that accepted the online agreement • Share impacted site lists to critical facilities	
			Share maps and reports, if scope changes		
STATE AGENCIES	• Call Cal OES re: change to "elevated" on weather website	• Submit Cal OES form notifying of EOC activation • Update CPUC (SED)	• Submit 1500 Cal OES form • Send State Executive Briefing deck • 1530: State Executive Briefing	• Submit 0700 Cal OES form	• Submit 1500 Cal OES form • Send State Executive Briefing deck • 1530: State Executive Briefing
		Update CAISO			
PUBLIC SAFETY PARTNERS* OUTREACH/ NOTIFICATIONS	• Call County OES/Tribal Contacts re: change to "elevated" on weather website	• Call Public Safety Answering Points • Call and email County OES/Tribal Contacts re: scope, call info, CRCs and Agency Rep contact • Email Systemwide Cooperators Call info • Automated messages**	• 1500: Agency Rep available for Operational Areas Cooperators Comms	• 0800: Agency Rep available for Operational Areas Cooperators Comms • Automated messages**	• 1200: Systemwide Cooperators Call • 1500: Agency Rep available for Operational Areas Cooperators Comms
		Agency Rep Coordination with County OES/Tribal Contacts			
WEBSITE / MEDIA	• Update weather website to "Elevated"			• Update weather website to "Watch" • Upload maps to website • Address lookup map updated automatically • Issue news release • Share event information on multiple social media platforms	
CUSTOMER OUTREACH / NOTIFICATIONS		• Automated messages to transmission customers**		• Automated messages to Medical Baseline/Self-Identified as Vulnerable customers, critical facilities, residential and business customers** • Automated messages to customers in substation and temporary microgrid scope, if possible**	**Hourly automated messages** and doorbell rings to non-responsive Medical Baseline/Self-Identified as Vulnerable customers until positive contact**
CUSTOMER SUPPORT		• Coordinate regarding Community Resource Center (CRC) locations • Notify customer resource partners of potential event		• Confirm CRC locations and mobilize backup generation, as needed • Send PSPS Toolkit and news release (as appropriate) to customer resource and informational partners	
LOCAL OES PROMPT		• Request Agency Rep in EOC, if needed • Determine timing of Operational Areas Cooperator Comms • Review and provide feedback on CRC locations • Hold on sending customer notifications		• Coordinate with Agency Rep on any vulnerabilities with existing temporary generation plans • Begin notifications to customers, as needed (after PG&E's customer notifications are sent)	

LEGEND:

- PG&E
- Public Safety Partners/ State Agencies
- Customers
- Local OES Prompt

* **Public Safety Partners** include: federal, tribal, 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.

** **Automated Messages** includes: calls, email and text.

RESOURCES
pge.com/pspsportal, pge.com/weather, and pge.com/pspsupdates.

PSPS OUTAGE TIMELINE (CONTINUED)

	~T-24 HOURS	~T-4 HOURS
	AM	PM
METEOROLOGY	• Review PG&E weather station data to confirm timing and scope • 0800: Participate in interagency call with NWS & GACC	• Review PG&E weather station data to confirm timing and scope
	Develop PSPS scope based on weather polygons	
	Continuous weather modeling	
OPERATIONS		• Host "Go/No Go" decision meeting
	Develop utility crew resource plan, including aerial and ground resources; begin mobilizing resources into position for restoration, depending on expected event duration	
	Develop restoration plan, including prioritization of critical facilities	
TEMPORARY GENERATION	• Refine deployment approach as PSPS scope evolves	• Upon de-energization, energize generators at distribution microgrids • Upon de-energization, reconfigure circuits for restoration
PORTAL	• Share maps, Situation Report and summary customer impact report • Share critical facilities list and Medical Baseline/Self-Identified as Vulnerable customer list with outreach status to agency users that accepted the online agreement • Share impacted site lists to critical facilities	• Share maps, Situation Report and summary customer impact report • Share critical facilities list and Medical Baseline/Self-Identified as Vulnerable customer list with outreach status to agency users that accepted the online agreement • Share impacted site lists to critical facilities
	Share maps and reports, if scope changes	
STATE AGENCIES	• Submit 0700 Cal OES form	• Submit 1500 and de-energization Cal OES form • Update CPUC (SED) • Send State Executive Briefing deck • 1530: State Executive Briefing
	Update CAISO	
PUBLIC SAFETY PARTNERS* OUTREACH/ NOTIFICATIONS	• 0800: Agency Rep available for Operational Areas Cooperators Comms • Automated messages**	• 1200: Systemwide Cooperators Call • 1500: Agency Rep available for Operational Areas Cooperators Comms • Automated messages**
	Agency Rep Coordination with County OES/Tribal Contacts	
WEBSITE / MEDIA	• Upload new maps to website (if needed) • Address lookup map updated automatically • Issue news release • Share event information on multiple social media platforms	• Update weather website to "Warning" • Upload new maps to website, if needed • Address lookup map updated automatically • Issue news release • Share event information on multiple social media platforms
CUSTOMER OUTREACH / NOTIFICATIONS	• Automated messages to Medical Baseline/Self-Identified as Vulnerable customers, critical facilities, residential and business customers and to customers in substation and temporary microgrid scope**	• Automated messages to Medical Baseline/Self-Identified as Vulnerable customers, critical facilities, residential and business customers and to customers in substation and temporary microgrid scope**
	Hourly automated messages and doorbell rings to non-responsive Medical Baseline/Self-Identified as Vulnerable customers until positive contact**	
CUSTOMER SUPPORT	• Stand up CRCs • Send news release to customer resource and informational partners, as appropriate	• Stand up CRCs • Send news release to customer resource and informational partners, as appropriate
LOCAL OES PROMPT	• Coordinate with Agency Rep on any vulnerabilities with existing critical facilities resiliency and temporary generation plans, as needed • Assist with publicizing CRC locations • Send notifications to customers, as needed (after PG&E's customer notifications are sent)	• Coordinate with Agency Rep on any vulnerabilities with existing critical facilities resiliency and temporary generation plans, as needed • Assist with publicizing CRC locations • Send notifications to customers, as needed (after PG&E's customer notifications are sent)

LEGEND:

- PG&E
- Public Safety Partners/ State Agencies
- Customers
- Local OES Prompt

* **Public Safety Partners** include: federal, tribal, 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.

** **Automated Messages** includes: calls, email and text.

RESOURCES
pge.com/pspsportal, pge.com/weather, and pge.com/pspsupdates.

PSPS OUTAGE TIMELINE (CONTINUED)

	WEATHER PASS / PATROLS AND INSPECTIONS BEGIN		POWER RESTORATION (GOAL: RESTORE WITHIN 24 HOURS)		T+10 BUSINESS DAYS
	AM	PM	AM	PM	
METEOROLOGY	• 0800: Participate in interagency call with NWS & GACC • Monitor PG&E weather stations to confirm conditions are safe to energize • Recommend "weather all-clears" to Operations		• 0800: Participate in interagency call with NWS & GACC		
OPERATIONS	• OIC declares "weather all-clear" to begin patrols • Begin aerial and ground patrols and inspections • If damage is identified, repair **Patrol, repair and restore**		• Prioritize restoration of critical facilities, as is feasible		
TEMPORARY GENERATION	• Develop restoration plan • Assess any new ad hoc requests for backup power support; deploy temporary generators where feasible and critical to public safety		• Shut off temporary generators and return customers to grid source • Remove generators from sites where they were deployed as ad hoc backup power support if they are not stored seasonally on site		
PORTAL	• Share maps, Situation Report and summary customer impact report • Share critical facilities list and Medical Baseline/Self-Identified as Vulnerable customer list with outreach status to agency users that accepted the online agreement • Share impacted site lists to critical facilities		• Share Situation Report		
STATE AGENCIES	• Submit 0700 Cal OES form • Update CPUC (SED) **Update CAISO**	• Submit 1500 Cal OES form • Send State Executive Briefing deck • 1530: State Executive Briefing	• Submit 0700 Cal OES form • Update CPUC (SED)	• Submit restoration Cal OES form • Send State Executive Briefing deck, as needed • 1530: State Executive Briefing, as needed	• File de-energization event report to CPUC (SED)
PUBLIC SAFETY PARTNERS* OUTREACH/ NOTIFICATIONS	• 0800: Agency Rep available for Operational Areas Cooperators Comms • Automated messages re: restoration timing** **Agency Rep Coordination with County OES/Tribal Contacts**	• 1200: Systemwide Cooperators Call • 1500: Agency Rep available for Operational Areas Cooperators Comms	• 0800: Agency Rep available for Operational Areas Cooperators Comms, as needed • Automated messages** re: restoration • Coordinate with Tribal contacts/County OES re: CRC demobilization	• 1200: Systemwide Cooperators Call, as needed • 1500: Agency Rep available for Operational Areas Cooperators Comms, as needed	• Email de-energization event report and survey for feedback
WEBSITE / MEDIA	• Issue news release • Share event information on multiple social media platforms • Address lookup map updated automatically		• Issue news release • Share event information on multiple social media platforms • Address lookup map updated automatically		• Post de-energization event report to website
CUSTOMER OUTREACH / NOTIFICATIONS	• Automated messages to Medical Baseline/Self-Identified as Vulnerable customers, critical facilities, residential and business customers re: restoration timing** **Live calls to non-responsive Medical Baseline/ Self-Identified as Vulnerable customers until positive contact**		• Automated messages to Medical Baseline/Self-Identified as Vulnerable customers, critical facilities, residential and business customers that restoration is complete**		
CUSTOMER SUPPORT	• CRCs Open • Send news release to customer resource and informational partners, as appropriate		• Demobilize CRCs when entire county has been restored • Send news release to customer resource and informational partners, as appropriate		
LOCAL OES PROMPT	• Send notifications to customers, as needed (after PG&E's customer notifications are sent)		• Report any outage areas, as needed • Provide feedback on closures of CRC locations • Send notifications to customers, as needed (after PG&E's customer notifications are sent)		• Provide feedback/comments to de-energization event report

LEGEND:

- PG&E
- Public Safety Partners/ State Agencies
- Customers
- Local OES Prompt

* **Public Safety Partners** include: federal, tribal, 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.

** **Automated Messages** includes: calls, email and text.

RESOURCES
pge.com/pspsportal, pge.com/weather, and pge.com/pspsupdates.

Public Safety Power Shutoff
Emergency Operations Center Outage Checklist

~T-96 to T-72 Hours		
PLANNING AND OPERATIONS	**INFORMATION SHARING**	**RESOURCES**
☐ Meteorology identifies potential PSPS conditions ☐ Activate EOC readiness posture ☐ Continue to update weather model ☐ Review potential scope against temporary generation resource/ infrastructure locations ☐ Begin developing utility crew resource plan, including air and ground resources	☐ Update weather forecast on the website to "Elevated" ☐ Call Cal OES re: weather website changing to "elevated" ☐ Call County OES/Tribal Contacts re: change to "elevated" on weather website	

LEGEND: Local OES Prompt Customer Notifications

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

Public Safety Power Shutoff
Emergency Operations Center Outage Checklist

~T-72 to T-48 Hours

PLANNING AND OPERATIONS	INFORMATION SHARING	RESOURCES
☐ Activate EOC for potential PSPS	☐ Submit Cal OES form (EOC activation for PSPS) and at 0700 and 1500	☐ Share maps, Situation Report, summary of customer impact report
☐ Continue to update weather model	☐ Update CPUC	☐ Share impacted site lists to critical facilities
☐ Develop PSPS scope based on weather polygons	☐ Call Public Safety Answering Points	☐ Share critical facilities and Medical Baseline customer lists to agency users that accepted the online agreement
☐ Continue to develop utility crew resource plan, including air and ground resources	☐ Call and email impacted County OES/Tribal Contacts re: scope, call info, CRC locations, Agency Rep contact	
☐ Refine temporary generation deployment approach as PSPS scope evolves	☐ **OES: Determine timing of twice-daily Operational Area Cooperator Comms**	
☐ Begin coordinating Community Resource Center (CRC) locations	☐ **OES: Review and provide feedback on CRC locations**	
☐ Begin developing restoration plan, including prioritization of critical facilities	☐ **OES: Request County Rep in PG&E EOC, if needed**	
☐ Provide approval to send Transmission customers and Public Safety Partner notifications	☐ Call to neighboring counties re: scope	
☐ **0800:** Participate in interagency call with NWS & Geographic Area Coordination Center (GACC)	☐ Notify customer resource partners of a potential PSPS	
	☐ Email systemwide cooperators call info to Public Safety Partners	
	☐ Agency Reps to coordinate with potentially impacted counties and tribes	
	☐ Update CAISO	
	☐ Automated messages to Public Safety Partners	
	☐ **OES: Hold on notifications to customers**	
	☐ **0930:** Tribal Cooperators Call with impacted tribes	
	☐ **1500:** Agency Rep available for Operational Areas Cooperators Comms	
	☐ Send State Executive Briefing deck	
	☐ **1530:** State Executive Briefing	

LEGEND: Local OES Prompt Customer Notifications

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

Public Safety Power Shutoff
Emergency Operations Center Outage Checklist

~T-48 to T-24 Hours

PLANNING AND OPERATIONS	INFORMATION SHARING	RESOURCES
☐ OIC approves event scope and initiates transmission power flow assessment	☐ Agency Reps to continue to coordinate with potentially impacted counties and tribes	☐ Continue to share maps, Situation Report, summary of customer impact report
☐ Continue to update weather model	☐ Continue to update CAISO	☐ Continue to share impacted site lists to critical facilities
☐ Develop PSPS scope based on weather polygons with circuits to create scope	☐ **0700:** Submit Cal OES form	☐ Continue to share critical facilities list and Medical Baseline customer list with outreach status to agency users that accepted the online agreement
☐ Continue to develop utility crew resource plan, including air and ground resources	☐ **0800:** Agency Rep available for Operational Areas Cooperators Comms	☐ Begin sharing event information on multiple social media platforms
☐ Continue to refine temporary generation deployment approach as PSPS scope evolves	☐ **0930:** Tribal Cooperators Call with impacted tribes	☐ Upload maps to website prior to customer notifications
☐ Begin to assess ad hoc requests for backup power support, as applicable	☐ **OES: Coordinate with Agency Rep on any vulnerabilities with existing temporary generation plans**	☐ Update address lookup tool map
☐ Continue to develop restoration plan, including prioritization of critical facilities	☐ Coordinate with County OES/Tribal Contacts re: temporary generation usage	☐ Issue news release
☐ **0800:** Participate in interagency call with NWS & GACC	☐ Update weather website to "Watch"	
☐ Open local Operational Emergency Centers	☐ Automated messages to Public Safety Partners	
☐ Confirm CRC locations and mobilize backup generation, as needed	☐ **Automated messages to Medical Baseline/ Self-Identified Vulnerable customers, critical facilities, residential and business customers**	
	☐ **Automated messages to customers in substation and temporary microgrid scope, if possible**	
	☐ Send PSPS Toolkit and news release (as appropriate) to customer resource and informational partners	
	☐ **OES: Begin notifications to customers, as needed**	
	☐ **Begin hourly automated messages and doorbell rings to non-responsive Medical Baseline/Self-Identified Vulnerable customers until receive positive contact**	
	☐ **1200:** Systemwide cooperators call with Public Safety Partners	
	☐ **1500:** Agency Rep available for Operational Areas Cooperators Comms	
	☐ **1500:** Send Cal OES form	
	☐ Send State Executive Briefing deck	
	☐ **1530:** State Executive Briefing	

LEGEND: Local OES Prompt Customer Notifications

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

Public Safety Power Shutoff
Emergency Operations Center Outage Checklist

~T-24 to T-4 Hours

PLANNING AND OPERATIONS	INFORMATION SHARING	RESOURCES
☐ Continue to update weather model	☐ Submit Cal OES form (decision to de-energize and 0700)	☐ Continue to share maps, Situation Report, summary of customer impact report
☐ Review weather station data to determine timing and scope	☐ Update CPUC	☐ Continue to share impacted site lists to critical facilities
☐ Develop PSPS scope based on weather polygons	☐ Agency Reps to continue to coordinate with potentially impacted counties and tribes	☐ Continue to share critical facilities list and Medical Baseline customer list with outreach status to agency users that accepted the online agreement
☐ Continue to develop utility crew resource plan, including air and ground resources	☐ Continue to update CAISO	☐ Continue to upload new maps to website, as needed
☐ Continue to refine temporary generation deployment approach as PSPS scope evolves	☐ **0800:** Agency Rep available for Operational Areas Cooperators Comms	☐ Continue sharing event information on multiple social media platforms
☐ Continue to develop restoration plan, including prioritization of critical facilities	☐ **0930:** Tribal Cooperators Call with impacted tribes	☐ Update address lookup tool map
☐ **0800:** Participate in interagency call with NWS & GACC	☐ **OES: Coordinate with Agency Rep on any vulnerabilities with existing critical facilities resiliency and temporary generation plans, as needed**	☐ Issue news release
☐ Finalize initial list and prepare temporary generators/personnel for energization at substation microgirds, distribution microgrids and ad hoc backup generation sites (including critical facilities and hospitals)	☐ **OES: Assist with publicizing CRC locations**	
☐ Stand up CRCs	☐ Automated messages to Public Safety Partners	
☐ Begin mobilizing resources into position for restoration, depending on expected event duration	☐ **Automated messages to Medical Baseline/Self-Identified Vulnerable customers, critical facilities, residential and business customers and to customers in substation and temporary microgrid scope**	
	☐ Send news release to customer resource and informational partners, as appropriate	
	☐ **OES: Notify customers, as needed**	
	☐ **Continue hourly automated messages and doorbell rings to non-responsive Medical Baseline/Self-Identified Vulnerable customers until receive positive contact**	
	☐ **1200:** Systemwide cooperators call with Public Safety Partners	
	☐ **1500:** Agency Rep available for Operational Areas Cooperators Comms	
	☐ Send State Executive Briefing deck	
	☐ **1530:** State Executive Briefing	

LEGEND: Local OES Prompt Customer Notifications

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

Public Safety Power Shutoff
Emergency Operations Center Outage Checklist

~T-4 to T-1 Hours

PLANNING AND OPERATIONS	INFORMATION SHARING	RESOURCES
☐ Continue to update weather model	☐ Submit Cal OES form (de-energization initiated and 1500)	☐ Continue to share maps, Situation Report, summary of customer impact report
☐ Review weather station data to determine timing and scope	☐ Update CPUC	☐ Continue to share impacted site lists to critical facilities
☐ Develop PSPS scope based on weather polygons	☐ Agency Reps to continue to coordinate with potentially impacted counties and tribes	☐ Continue to share critical facilities list and Medical Baseline customer list with outreach status to agency users that accepted the online agreement
☐ Continue to develop utility crew resource plan, including air and ground resources	☐ Continue to update CAISO	☐ Continue to upload new maps to website, as needed
☐ Continue to develop restoration plan, including prioritization of critical facilities	☐ **0800:** Agency Rep available for Operational Areas Cooperators Comms	☐ Continue sharing event information on multiple social media platforms
☐ Upon de-energization, energize generators at substation microgrids and distribution microgrids	☐ **0930:** Tribal Cooperators Call with impacted tribes	☐ Update address lookup tool map
☐ Deploy ad hoc backup generation support where feasible and critical to public safety (including critical facilities and hospitals)	☐ **OES: Coordinate with Agency Rep on any vulnerabilities with existing critical facilities resiliency and temporary generation plans, as needed**	☐ Issue news release
☐ Stand up CRCs	☐ **OES: Assist with publicizing CRC locations**	
☐ Continue mobilizing resources into position for restoration, depending on expected event duration	☐ Update weather website to "Warning"	
☐ Put circuits into configuration to avoid de-energization in certain areas	☐ Automated messages to Public Safety Partners	
☐ Upon de-energization, reconfigure circuits for restoration	☐ **Automated messages to Medical Baseline/Self-Identified Vulnerable customers, critical facilities, residential and business customers and customers in substation and temporary microgrid scope**	
☐ **0800:** Participate in interagency call with NWS & GACC	☐ Send news release to customer resource and informational partners, as appropriate	
☐ Host "Go/No Go" decision meeting	☐ **OES: Notify customers, as needed**	
	☐ **Continue hourly automated messages and doorbell rings to non-responsive Medical Baseline/Self-Identified Vulnerable customers until receive positive contact**	
	☐ Call with Public Safety Partners	
	☐ **1500:** Agency Rep available for Operational Areas Cooperators Comms	
	☐ Send State Executive Briefing deck	
	☐ **1530:** State Executive Briefing	

LEGEND: Local OES Prompt Customer Notifications

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

Public Safety Power Shutoff
Emergency Operations Center Outage Checklist

Weather Pass / Patrols and Inspections Begin

PLANNING AND OPERATIONS	INFORMATION SHARING	RESOURCES
☐ Monitor PG&E weather stations to confirm conditions are safe to energize	☐ Submit Cal OES form (re-energization initiated, 0700 and 1500)	☐ Share Situation Report and summary customer impact report
☐ Recommend "weather all-clear" to Operations	☐ Update CPUC	☐ Continue to share impacted site lists to critical facilities
☐ OIC declares "weather all clear" to begin patrols	☐ Agency Reps to continue to coordinate with potentially impacted counties and tribes	☐ Continue to share critical facilities list and Medical Baseline customer list with outreach status to agency users that accepted the online agreement
☐ Begin aerial and ground patrols and restoration	☐ Continue to update CAISO	☐ Continue sharing event information on multiple social media platforms
☐ If damage is identified, submit reports and repair	☐ **0800:** Agency Rep available for Operational Areas Cooperators Comms	☐ Update address lookup tool map
☐ Develop temporary generation restoration plan	☐ **0930:** Tribal Cooperators Call with impacted tribes	☐ Issue news release
☐ Assess any new ad hoc requests for backup power support; deploy temporary generators where feasible and critical to public safety (including critical facilities and hospitals)	☐ Update weather website	
☐ Continue to keep CRCs open	☐ Automated messages to Public Safety Partners	
☐ **0800:** Participate in interagency call with NWS & GACC	☐ **Automated messages to Medical Baseline/Self-Identified Vulnerable customers, critical facilities, residential and business customers**	
	☐ Send news release to customer resource and informational partners, as appropriate	
	☐ **OES: Notify customers, as needed**	
	☐ **Begin live calls to non-responsive Medical Baseline/Self-Identified Vulnerable customers until receive positive contact**	
	☐ **1200:** Systemwide cooperators call with public safety partners	
	☐ **1500:** Agency Rep available for Operational Areas Cooperators Comms	
	☐ Send State Executive Briefing deck	
	☐ **1530:** State Executive Briefing	
	☐ **1600:** Tribal Cooperators Call with impacted tribes	

LEGEND: Local OES Prompt Customer Notifications

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

Public Safety Power Shutoff
Emergency Operations Center Outage Checklist

Power Restoration

PLANNING AND OPERATIONS	INFORMATION SHARING	RESOURCES
☐ Continue aerial and ground patrols and restoration	☐ Submit Cal OES form (restoration, 0700 and 1500)	☐ Share Situation Report
☐ If damage is identified, submit reports and repair	☐ Agency Reps to continue to coordinate with potentially impacted counties and tribes	☐ Continue sharing event information on multiple social media platforms
☐ Prioritize restoration of critical facilities, as feasible	☐ Continue to update CAISO	☐ Update address lookup tool map
☐ Shut off temporary generators and return customers to grid source	☐ **0800:** Agency Rep available for Operational Areas Cooperators Comms, as needed	☐ Issue news release
☐ Remove generators from sites where they were deployed as ad hoc backup power support	☐ **0930:** Tribal Cooperators Call with impacted tribes, as needed	
☐ Demobilize CRCs when entire county has been restored	☐ Coordinate with agencies re: demobilization of CRCs	
☐ **0800:** Participate in interagency call with NWS & GACC	☐ **OES: Provide feedback on CRC closures**	
	☐ Automated messages to Public Safety Partners	
	☐ **Automated messages to Medical Baseline/Self-Identified Vulnerable customers, critical facilities, residential and business customers**	
	☐ Send news release to customer resource and informational partners, as appropriate	
	☐ **OES: Notify customers, as needed**	
	☐ **1200:** Systemwide cooperators call with Public Safety Partners, as needed	
	☐ **1500:** Agency Rep available for Operational Areas Cooperators Comms, as needed	
	☐ Send State Executive Briefing deck, as needed	
	☐ **1530:** State Executive Briefing, as needed	
	☐ **OES: Report any outage areas, as needed**	
	☐ Update CPUC	

LEGEND: Local OES Prompt Customer Notifications

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

ROSTER OF AGENCY REPRESENTATIVES

During a PSPS, each potentially impacted tribe, county and some cities will have an Agency Representative who can address local issues in real time. These representatives include public safety specialists, local government affairs representatives and cultural resource specialists. Below is the list of representatives. Please note, this list is subject to change.

COUNTY AGENCY REPRESENTATIVE STAFFING

County	Staffing	Email
Alameda	1	[redacted]
	2	
Alpine	1	
	2	
Amador	1	
	2	
Butte	1	
	2	
Calaveras	1	
	2	
Colusa	1	
	2	
Contra Costa	1	
	2	
El Dorado	1	
	2	
Fresno	1	
	2	
Glenn	1	
	2	
Humboldt	1	
	2	
Kern	1	
	2	

CONTINUED →

County	Staffing	Email
Kings	1	[redacted]
	2	
Lake	1	
	2	
Lassen	1	
	2	
Madera	1	
	2	
Marin	1	
	2	
Mariposa	1	
	2	
Mendocino	1	
	2	
Merced	1	
	2	
Modoc	1	
Monterey	1	
	2	
Napa	1	
	2	
Nevada	1	
	2	
Placer	1	
	2	
Plumas	1	
	2	
Sacramento	1	
	2	
San Benito	1	
	2	

CONTINUED ⟶

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

County	Staffing	Email
San Bernadino	1	[redacted]
	2	
San Francisco	1	
	2	
San Joaquin	1	
	2	
San Jose	1	
	2	
San Luis Obispo	1	
	2	
San Mateo	1	
	2	
Santa Barbara	1	
	2	
Santa Clara	1	
	2	
Santa Cruz	1	
	2	
Shasta	1	
	2	
Sierra	1	
	2	
Siskiyou	1	
	2	
Solano	1	
	2	
Sonoma	1	
	2	
Stanislaus	1	
	2	

CONTINUED ⟶

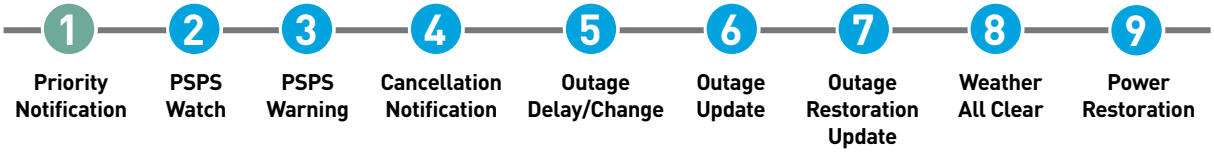
Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

County	Staffing	Email
Sutter	1	[redacted]
	2	
Tehama	1	
	2	
Trinity	1	
	2	
Tulare	1	
	2	
Tuolumne	1	
	2	
Yolo	1	
	2	
Yuba	1	
	2	

TRIBAL AGENCY REPRESENTATIVE STAFFING

Name	Email
[redacted]	

SAMPLE AGENCY NOTIFICATIONS



PHONE/VOICE

This is P G and E calling on [DATE] at [TIME] with a Public Safety Power Shutoff alert. Due to current weather forecasts, portions of [CUSTOMER NAME] are estimated to shut off starting [TIME] on [DATE] through [TIME] on [DATE]. Restoration for your area is estimated on [DATE] by [TIME]. Actual shutoff and restoration times may vary depending on weather or equipment conditions. We will provide daily updates until the severe weather has passed or power has been restored. Visit p g e dot com forward slash p s p s portal for more information. This link is for public safety partner use only.

TEXT

PSPS PSPS Alert: We may turn off power for safety in [CUSTOMER NAME]. Shutoff estimated starting [TIME] on [DATE] through [TIME] on [DATE]. Restoration for your area is estimated on [DATE] by [TIME]. Weather can affect these times. More info: **pge.com/pspsportal**.

EMAIL

SUBJECT: PG&E PSPS Alert: Power shutoffs may be required for safety in [CUSTOMER NAME].

Due to current weather forecasts, your area is currently under a Watch for a PSPS.

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

Actual shutoff and restoration times may vary depending on weather and equipment conditions.This is an advanced alert for public safety partner use only. Please do not share this information before it is publicly available. We will provide daily updates until the severe weather has passed or power has been restored. Visit pge.com/pspsportal for more information.

Message sent at [SYSTEM DATE / TIME]

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

Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

SAMPLE AGENCY NOTIFICATIONS

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

PHONE/VOICE

This is P G and E calling on [DATE] with a Public Safety Power Shutoff alert. Due to current weather forecasts, portions of [CUSTOMER NAME] are estimated to shut off starting [TIME] on [DATE] through [TIME] on [DATE]. Restoration for your area is estimated on [DATE] by [TIME]. Actual shut off and restoration times may vary depending on weather or equipment conditions. We will provide daily updates until the severe weather has passed or power has been restored. Visit p g e dot com forward slash p s p s portal or p g e dot com forward slash p s p s updates for more information.

TEXT

PSPS PSPS Alert: We may turn off power for safety in [CUSTOMER NAME]. Shutoff estimated starting [TIME] on [DATE] through [TIME] on [DATE]. Restoration for your area is estimated on [DATE]by [TIME]. Weather can affect these times. More info: pge.com/pspsportal or pge.com/pspsupdates.

EMAIL

SUBJECT: PG&E PSPS Alert: Power shutoffs may be required for safety in [CUSTOMER NAME].

Due to current weather forecasts, your area is currently under a Watch for a PSPS.

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

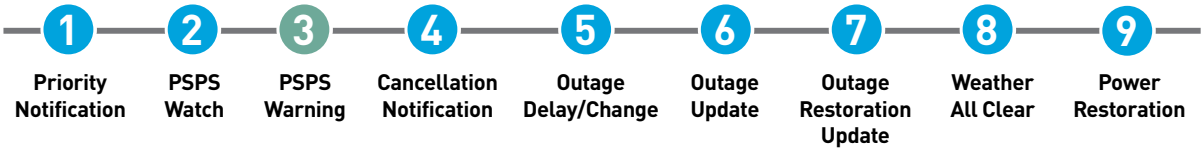
Actual shutoff and restoration times may vary depending on weather and equipment conditions. We recommend all potentially affected communities plan for an extended outage. We will provide daily updates until the severe weather has passed or power has been restored. Visit pge.com/pspsportal or pge.com/pspsupdates for more information.

Message sent at [SYSTEM DATE / TIME]

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

Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

SAMPLE AGENCY NOTIFICATIONS



PHONE/VOICE

This is P G and E calling on [DATE] at [TIME] with a Public Safety Power Shutoff alert. High temperatures, low humidity levels, extreme dryness and high winds will require us to turn off power to help prevent a wildfire. Portions of [CUSTOMER NAME] are estimated to shut off starting [TIME] on [DATE] through [TIME] on [DATE]. Restoration for your area is estimated on [DATE] by [TIME]. Actual shutoff and restoration times may vary depending on weather or equipment conditions. We will provide daily updates until the severe weather has passed or power has been restored. Visit p g e dot com forward slash p s p s portal or p g e dot com forward slash p s p s updates for more information.

TEXT

PG&E PSPS Alert: We will turn off power for safety in [CUSTOMER NAME]. Shutoff estimated starting [TIME] on [DATE] through [TIME] on [DATE]. Restoration is estimated on [DATE] by [TIME]. Weather can affect these times. More info: pge.com/pspsportal or pge.com/pspsupdates.

EMAIL

SUBJECT: PG&E PSPS Alert: Power shutoff expected in [CUSTOMER NAME]

To protect public safety, PG&E has upgraded the PSPS to a Warning. High temperatures, low humidity levels, extreme dryness and high winds will require us to turn off power to help prevent a wildfire.

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

Actual shutoff and restoration times may vary depending on actual weather and equipment conditions. We recommend all affected communities plan for an extended outage. We will provide daily updates until the severe weather has passed or power has been restored. Visit pge.com/pspsportal or pge.com/pspsupdates for more information.

Message sent at [SYSTEM DATE / TIME]

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

Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

SAMPLE AGENCY NOTIFICATIONS

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

PHONE/VOICE

This is P G and E calling on [DATE] at [TIME] with a Public Safety Power Shutoff alert. Forecasted weather conditions have improved, and we are not planning to turn off power for public safety in [CUSTOMER NAME] on [DATE]. We are continuing to monitor weather conditions. It is still important to continue to be prepared for extended outages. Visit p g e dot com forward slash p s p s portal or p g e dot com forward slash p s p s updates for more information.

TEXT

PG&E PSPS Alert: Forecasted weather conditions have improved, and we are not turning off power for public safety in [CUSTOMER NAME] on [DATE]. More info: pge.com/pspsportal or pge.com/pspsupdates.

EMAIL

SUBJECT: PG&E PSPS Alert: Power shutoff cancelled in [CUSTOMER NAME]

Forecasted weather conditions have improved, and we are **NOT** planning to turn off power for public safety in [CUSTOMER NAME] on [DATE].

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

Message sent at [SYSTEM DATE / TIME]

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

Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

SAMPLE AGENCY NOTIFICATIONS

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

PHONE/VOICE

This is P G and E calling on [DATE] at [TIME] with a Public Safety Power Shutoff alert. Weather conditions have changed and the PSPS outage in [CUSTOMER NAME] will be delayed. We are monitoring conditions and will share updates, as soon as possible. We will also provide daily updates until the severe weather has passed or power has been restored. Visit p g e dot com forward slash p s p s portal or p g e dot com forward slash p s p s updates for more information.

TEXT

PG&E PSPS Alert: Forecasted weather conditions have changed and the outage in [CUSTOMER NAME] will be delayed. We are monitoring conditions and will share updates, as soon as available. More info: pge.com/pspsportal or pge.com/pspsupdates.

EMAIL

SUBJECT: PG&E PSPS Alert: Power shutoff delayed in [CUSTOMER NAME]

Weather conditions have changed and the PSPS outage in [CUSTOMER NAME] will be delayed. We are closely monitoring the weather conditions in your area and will share an updated shutoff and estimated restoration time, as soon as available.

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

Message sent at [SYSTEM DATE / TIME]

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

Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

SAMPLE AGENCY NOTIFICATIONS

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

PHONE/VOICE

This is P G and E calling on [DATE] at [TIME] with a Public Safety Power Shutoff alert. Weather conditions have changed and the PSPS outage in [CUSTOMER NAME] will be delayed. Shutoff is now estimated starting [TIME] on [DATE] through [TIME] on [DATE]. Restoration for your area is estimated on [DATE] by [TIME]. Weather can affect these times. We will provide daily udpates until the severe weather has passed or power has been restored. Visit p g e dot com forward slash p s p s portal or p g e dot com forward slash p s p s updates for more information.

TEXT

PG&E PSPS Alert: Weather conditions have changed in [CUSTOMER NAME]. Shutoff is now estimated starting [TIME] on [DATE] through [TIME] on [DATE]>. Restoration estimated on [DATE] by [TIME] . Weather can affect these times. More info: pge.com/pspsportal or pge.com/pspsupdates.

EMAIL

SUBJECT: PG&E PSPS Alert: Updated timing of power shutoffs in [CUSTOMER NAME]

Weather conditions have changed for your area.

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

Actual shutoff and restoration times may vary depending on actual weather and equipment conditions Visit pge.com/pspsportal or pge.com/pspsupdates for more information.

Message sent at [SYSTEM DATE / TIME]

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

Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

SAMPLE AGENCY NOTIFICATIONS

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

PHONE/VOICE

This is P G and E calling on [DATE] at [TIME] with a Public Safety Power Shutoff alert. Power remains off in portions of [CUSTOMER NAME] to help prevent a wildfire. Crews will restore power as soon as it is safe to do so. Restoration for your area is estimated on [DATE] by [TIME]. Restoration times may vary depending on weather conditions and equipment damage. We will provide daily updates until your power has been restored. Visit p g e dot com forward slash p s p s portal or p g e dot com forward slash p s p s updates for more information.

TEXT

PG&E PSPS Alert. Power remains off in [CUSTOMER NAME] to help prevent wildfires. Restoration is estimated on [DATE] by [TIME]. Weather can affect these times. More info at pge.com/pspsportal or pge.com/pspsupdates.

EMAIL

SUBJECT: PG&E PSPS Alert: Updated estimated restoration time for [CUSTOMER NAME]

Power remains off in your area to help prevent a wildfire. We apologize for the disruption, and we appreciate your patience. Crews will restore power as soon as it is safe to do so.

In [CUSTOMER NAME], we expect weather to improve by [TIME] on [DATE]. After the severe weather has passed and it is safe to do so, we will inspect equipment before restoring power. The estimated restoration is on [DATE] by [TIME].

Actual restoration times may vary depending on actual weather and equipment conditions. Visit pge.com/pspsportal or pge.com/pspsupdates for more information.

Message sent at [SYSTEM DATE / TIME]

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

Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

SAMPLE AGENCY NOTIFICATIONS

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

PHONE/VOICE

This is P G and E calling on [DATE] at [TIME] with a Public Safety Power Shutoff alert. Weather conditions have improved, and crews are inspecting equipment in [CUSTOMER NAME]. Restoration for your area is estimated on [DATE] by [TIME]. Restoration times may vary depending on equipment damage. We will provide daily updates until power in your area has been restored. Visit at p g e dot com forward slash p s p s portal or p g e dot com forward slash p s p s updates for more information.

TEXT

PG&E PSPS Alert: Weather conditions have improved, crews are inspecting equipment in [CUSTOMER NAME]. Restoration is estimated on [DATE] by [TIME]. Equipment damage can affect these times. More info: pge.com/pspsportal or pge.com/pspsupdates.

EMAIL

SUBJECT: PG&E PSPS Alert: Crews are inspecting equipment in [CUSTOMER NAME]

Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power. We apologize for the disruption, and we appreciate your patience.

In [CUSTOMER NAME]>, the estimated restoration is [DATE] by [TIME] . Actual restoration times may vary depending on equipment damage. Visit pge.com/pspsportal or pge.com/pspsupdates for more information.

Message sent at [SYSTEM DATE / TIME]

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

Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

SAMPLE AGENCY NOTIFICATIONS

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

PHONE/VOICE

This is P G and E calling on [DATE] at [TIME] with a Public Safety Power Shutoff alert. Crews have successfully restored power to all customers in [CUSTOMER NAME]. If you are still receiving reports of outages, please instruct customers to visit p g e dot com forward slash outages or call 1-800-743-5002. We apologize for the disruption, and we appreciate your patience.

TEXT

PG&E PSPS Alert. Crews have successfully restored power in [CUSTOMER NAME]. If you are still receiving reports of outages, please instruct customers to visit pge.com/outages or call 1-800-743-5002.

EMAIL

SUBJECT: PG&E PSPS Alert: Power restored in [CUSTOMER NAME]

Crews have successfully restored power to all customers in [CUSTOMER NAME]. We apologize for the disruption, and we appreciate your patience.

While PSPS outages have been fully restored, crews may be working to quickly address damages that are causing other service outages. If you are still receiving reports of outages, please instruct customers to visit pge.com/outages or call 1-800-743-5002. Visit pge.com/pspsportal or pge.com/pspsupdates for more information.

Message sent at [SYSTEM DATE / TIME]

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

Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

PARTICIPATING INDEPENDENT LIVING CENTERS (ILC)

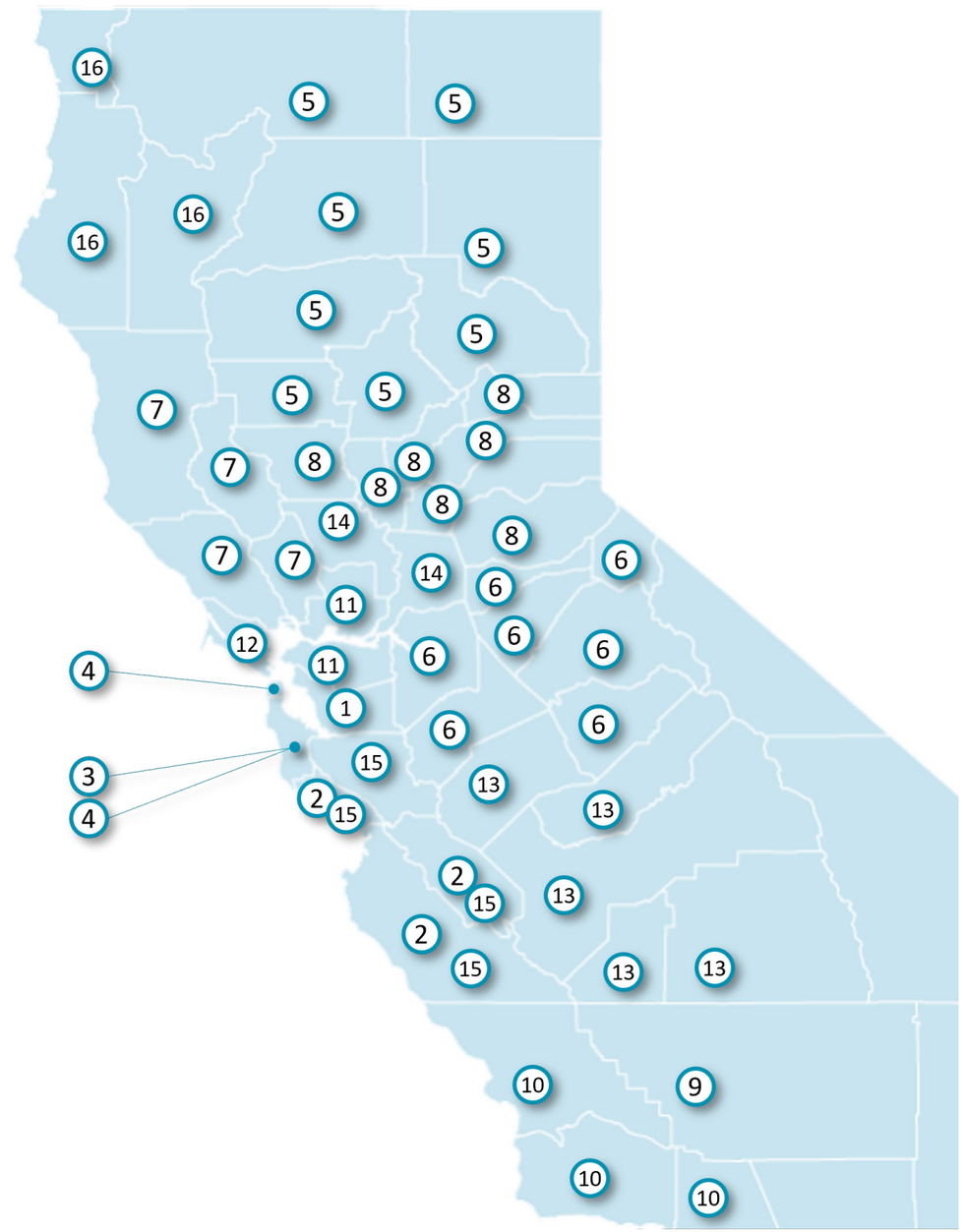
Participating ILC	Counties Served	Address, Website and Phone Number
Center for Independence of Individuals with Disabilities (CID)	San Mateo, San Francisco	2001 Winward Way Suite 103 San Mateo, CA 94403 **cidsanmateo.org** Phone: 650-645-1780
Community Resources for Independent Living (CRIL)	Alameda (except cities of Oakland and Alameda)	439 A St. Hayward, CA 94541 **crilhayward.org** Phone: 510-794-5735
Disability Action Center (DAC)	Butte, Glenn, Lassen, Modoc, Plumas, Shasta, Siskiyou, Tehama	1161 East Ave. Chico, CA 95926 **actionctr.org** Phone: 530-893-8527
Disability Resources Agency for Independent Living (DRAIL)	Alpine, Amador, Calaveras, Mariposa, San Joaquin, Stanislaus, Tuolumne	1101 Sylvan Ave. Suite A25 Modesto, CA 95350 **drail.org** Phone: 209-521-7260
Disability Services & Legal Center (DSLC)	Lake, Mendocino, Napa, Sonoma	521 Mendocino Ave. #5241 Santa Rosa, CA 95401 **mydslc.org** Phone: 707-528-2745
FREED Center for Independent Living	Colusa, El Dorado, Nevada, Placer, Sierra, Sutter, Yuba	435 Sutton Way Grass Valley, CA 95945 **freed.org** Phone: 530-477-3333
Independent Living Center of Kern County (ILCKC)	Kern	5251 Office Park Dr. #200 Bakersfield, CA 93309 **ilcofkerncounty.org** Phone: 661-325-1063
Independent Living Resource Center (ILRC)	San Luis Obispo, Santa Barbara, Ventura	423 W. Victoria St. Santa Barbara, CA 93101 **ilrc-trico.org** Phone: 805-963-0595

Continued ⟶

Participating ILC	Counties Served	Address, Website and Phone Number
Independent Living Resources of Solano & Contra Costa Counties (ILRSCC)	Contra Costa, Solano	1850 Gateway Blvd. Suite 120 Concord, CA 94520 **Ilrscc.org** Phone: 925-363-7293
Marin Center for Independent Living (MCIL)	Marin	710 Fourth St. San Rafael, CA 94901 **marincil.org** Phone: 651-646-8342
Resources for Independent Living (RIL)	Yolo, Sacramento	420 I Street, Level B: Suite 3 Sacramento, CA 95814 Fresno, CA 93726 **ril-sacramento.org** Phone: 916-446-3074
Resources for Independence Central Valley (RICV)	Fresno, Kings, Madera, Merced, Tulare	25 N. 14th St. Suite 1000 San Jose, CA 95112 **ricv.org** Phone: 559-221-2330
Silicon Valley Independent Living Center (SVILC)	San Benito, Santa Clara, Santa Cruz, Monterey	25 N. 14th St. Suite 1000 San Jose, CA 95112 **svilc.org** Phone: 408-985-1242
The Center for Independent Living (CIL)	Alameda (City of Alameda and Oakland)	3075 Adeline St. Suite 100 Berkeley, CA 94703 **thecil.org** Phone: 510-841-4776
Tri-County Independent Living (TCIL)	Del Norte, Humboldt, Trinity	139 Fifth St. Eureka, CA 95501 **tilinet.org** Eureka office 707-498-7233 Del Norte office 707-834-2555

DDAR CENTERS

	Organization	Counties Served
1	Center for Independent Living, Inc. (CIL)	Alameda
2	Central Coast Center for Independent Living (CCCIL)	Monterey, Santa Cruz, San Benito
3	Center for Independence of the Disabled (CID)	San Mateo
4	Community Resources for Independent Living (CRIL)	San Mateo, San Francisco
5	Disability Action Center (DAC)	Butte, Glenn, Lassen, Modoc, Plumas, Shasta, Siskiyou, Tehama
6	Disability Resources Agency for Independent Living (DRAIL)	Alpine, Amador, Calaveras, Mariposa, San Joaquin, Stanislaus, Tuolumne
7	Disability Services & Legal Center (DSLC)	Lake, Mendocino, Napa, Sonoma
8	Center for Independent Living (FREED)	Colusa, El Dorado, Nevada, Placer, Sierra, Sutter, Yuba
9	Independent Living Center of Kern County (ILCKC)	Kern
10	Independent Living Resource Center (ILRC)	San Luis Obispo, Santa Barbara, Ventura
11	Independent Living Resources of Solano & Contra Costa Counties (ILRSCC)	Contra Costa, Solano
12	Marin Center for Independent Living (MCIL)	Marin
13	Resources for Independent Living Central Valley (RICV)	Fresno, Kings, Madera, Merced, Tulare
14	Resources for Independent Living (RIL)	Sacramento, Yolo
15	Silicon Valley Independent Living Center (SVILC)	Monterey, San Benito, Santa Clara, Santa Cruz
16	Tri-County Independent Living Center (TCIL)	Del Norte, Humboldt, Trinity



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

PARTICIPATING FOOD BANKS

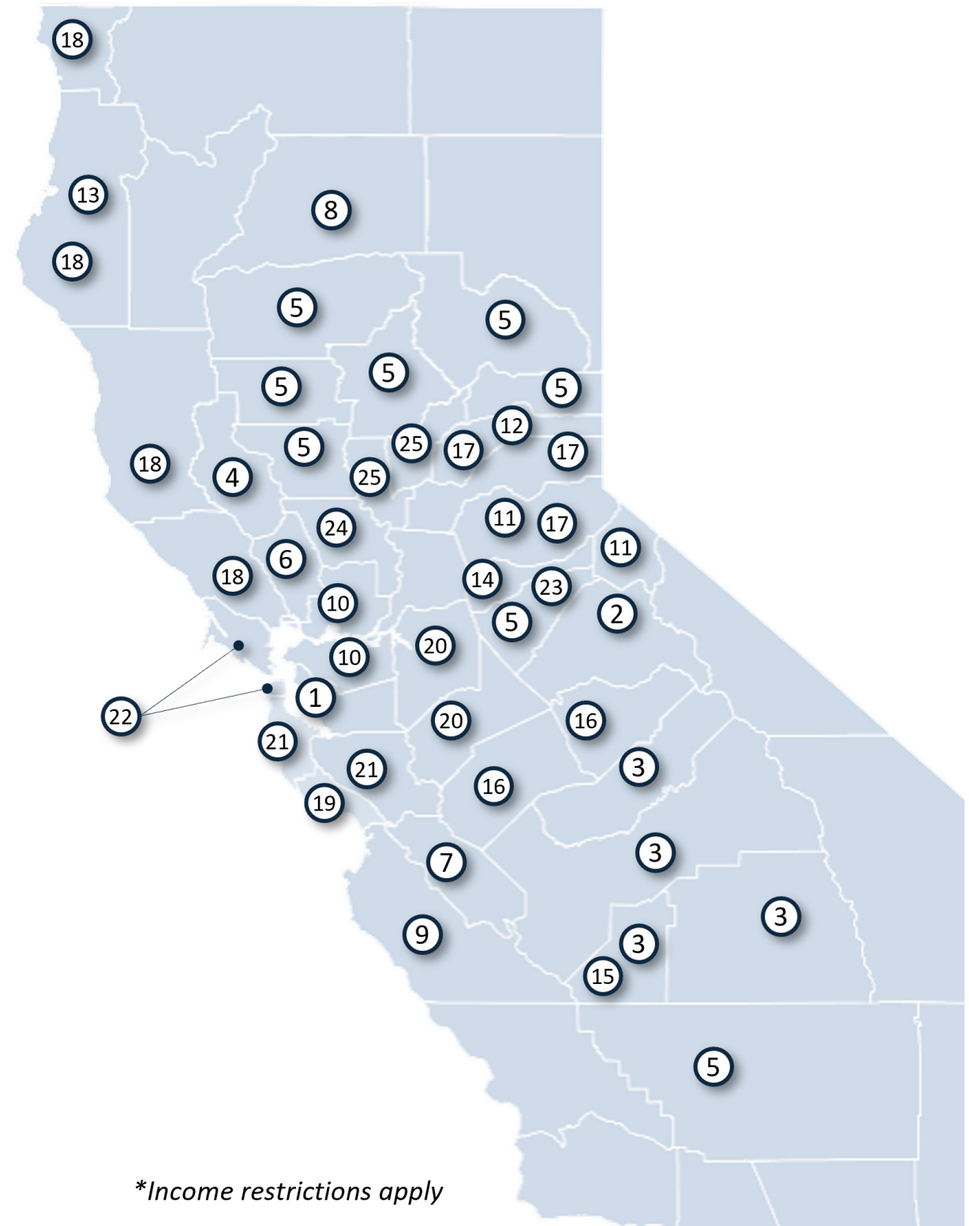
Food Bank	Counties Served	Website	Contact Number
Alameda County Community Food Bank	Alameda	**accfb.org**	510-635-3663
Amador Tuolumne Community Action Agency (ATCAA) Food Bank	Tuolumne	**atcaa.org/food-bank**	209-984-3960
Central California Food Bank	Fresno, Kings, Madera, Tulare	**ccfoodbank.org**	559-237-3663
Clear Lake Gleaners	Lake	**bit.ly/clgleaners**	707-263-8082
Community Action Agency of Butte County-North State Food Bank	Butte, Calaveras, Colusa, Glenn, Kern, Plumas, Sierra, Tehama	**buttecaa.com**	530-712-2600
Community Action of Napa Valley Food Bank	Napa	**canv.org/food-bank**	707-253-6100
Community Food Bank of San Benito	San Benito	**communityfoodbankofsbc.org**	831-637-0340
Dignity Health Connected Living	Shasta	**bit.ly/dignityhealthfoodbank**	530-226-3071
Food Bank for Monterey County	Monterey	**foodbankformontereycounty.org**	831-758-1523
Food Bank of Contra Costa and Solano	Contra Costa and Solano	**foodbankccs.org**	855-309-3663
Food Bank of San Benito	San Benito	**communityfoodbankofsbc.org/**	831-637-0340
Food Bank of El Dorado County	Alpine and El Dorado	**foodbankedc.org**	530-621-9950

Continued ⟶

Food Bank	Counties Served	Website	Contact Number
Food Bank of Nevada County	Nevada	**foodbankofnc.org**	530-272-3796
Food for People	Humboldt	**foodforpeople.org**	707-445-3166
Interfaith Food Bank of Amador County	Amador	**feedamador.org**	209-267-9006
Kings Community Action Organization	Kings	**kcao.org**	559-582-4386
Merced County Food Bank	Mariposa and Merced	**mmcfb.org**	209-726-3663
Placer Food Bank	El Dorado, Nevada and Placer	**placerfoodbank.org**	916-783-0481
Redwood Empire Food Bank	Del Norte, Humboldt, Lake, Mendocino, Sonoma	**refb.org**	707-523-7900
San Francisco Marin Food Bank	Marin, San Francisco	**sfmfoodbank.org/find-food**	415-282-1900
Second Harvest Food Bank of Santa Cruz County	Santa Cruz	**thefoodbank.org**	831-662-0991
Second Harvest of the Greater Valley	San Joaquin and Stanislaus	**localfoodbank.org**	209-239-2091
Second Harvest Food Bank of Silicon Valley	Santa Clara and San Mateo	**shfb.org**	800-984-3663
The Resource Connection	Calaveras	**trcac.org**	209-754-2000
Yolo Food Bank	Yolo	**yolofoodbank.org**	530-668-0690
Yuba-Sutter Food Bank	Sutter, Yuba	**feedingys.org**	530-673-3834

FOOD BANKS

	Organization	Counties Served
1	Alameda County Community Food Bank	Alameda
2	ATCAA Food Bank*	Tuolumne
3	Central California Food Bank	Fresno, Kings, Madera, Tulare
4	Clear Lake Gleaners	Lake
5	Community Action Agency of Butte County – North State Food Bank	Butte, Calaveras, Colusa, Glenn, Kern, Plumas, Sierra, Tehama
6	Community Action of Napa Valley Food Bank	Napa
7	Community Food Bank of San Benito	San Benito
8	Dignity Health Connected Living	Shasta
9	Food Bank for Monterey County*	Monterey
10	Food Bank of Contra Costa & Solano	Contra Costa, Solano
11	Food Bank of El Dorado County	Alpine, El Dorado
12	Food Bank of Nevada County	Nevada
13	Food for People	Humboldt
14	Interfaith Food Bank of Amador County	Amador
15	Kings Community Action Organization	Kings
16	Merced County Food Bank	Mariposa, Merced
17	Placer Food Bank	El Dorado, Nevada, Placer
18	Redwood Empire Food Bank	Del Norte, Humboldt, Lake, Mendocino, Sonoma
19	Second Harvest Food Bank Santa Cruz County	Santa Cruz
20	Second Harvest of the Greater Valley	San Joaquin, Stanislaus
21	Second Harvest of Silicon Valley*	Santa Clara, San Mateo
22	San Francisco Marin Food Bank	Marin, San Francisco
23	The Resource Connection*	Calaveras
24	Yolo Food Bank	Yolo
25	Yuba-Sutter Food Bank	Sutter, Yuba

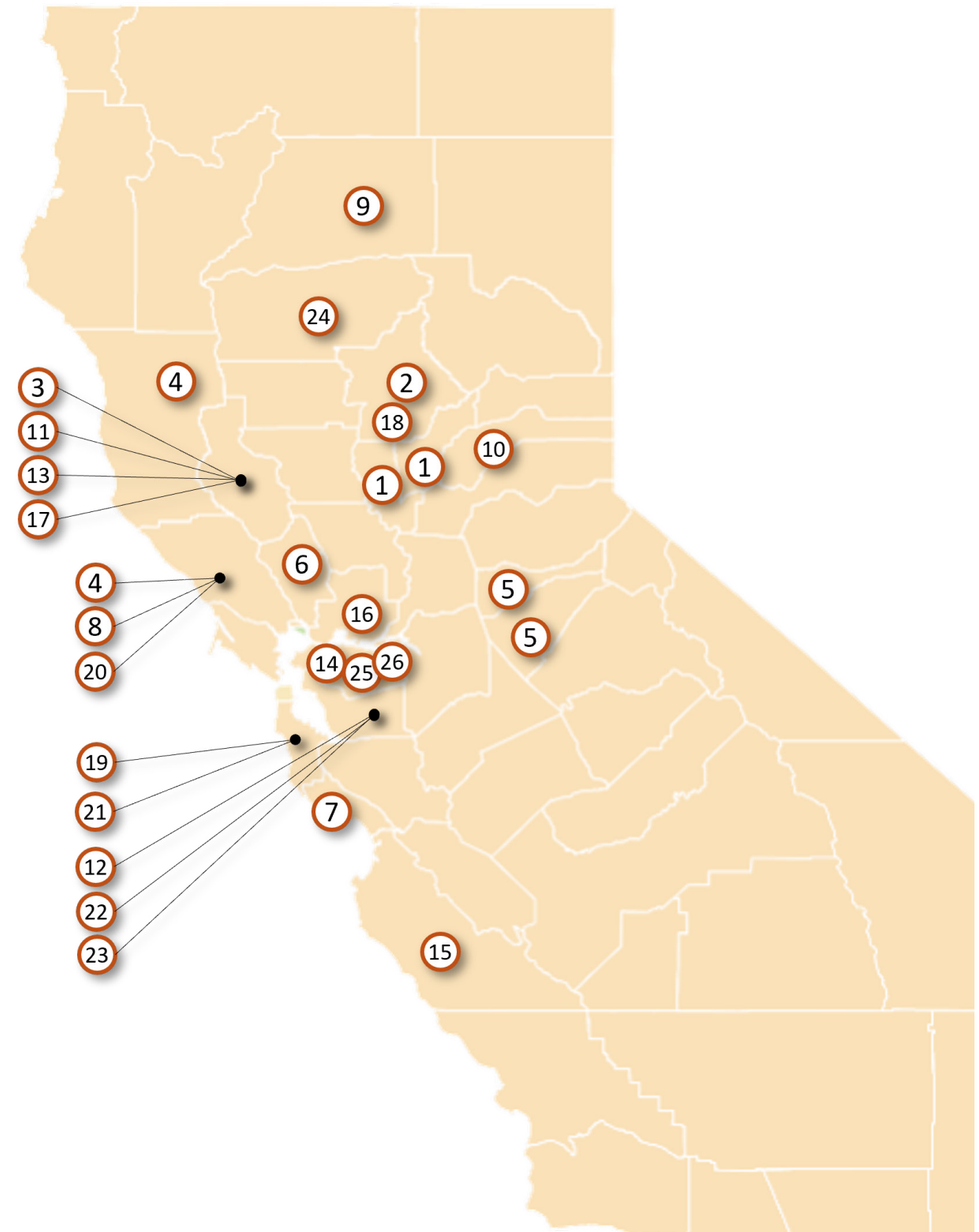


*Income restrictions apply

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

MEALS ON WHEELS

	Organization	Counties Served
1	Area Agency on Aging (Yuba Sutter Meals on Wheels)	Yuba, Sutter
2	Chico Meals on Wheels	Butte
3	Clearlake Senior Center	Lake
4	Coastal Seniors	Mendocino, Sonoma
5	Common Ground Senior Services	Amador, Calaveras
6	Community Action Agency of Napa Valley	Napa
7	Community Bridges	Santa Cruz
8	Council on Aging	Sonoma
9	Dignity Health Connected Living	Shasta
10	Gold Country Community Services	Nevada
11	Lakeport Senior Center	Lake
12	Life ElderCare	Alameda
13	Liveoak Senior Center	Lake
14	Meals on Wheels Diablo Region	Contra Costa
15	Meals on Wheels Monterey Peninsula	Monterey
16	Meals on Wheels Solano County	Solano
17	Middletown Senior Center	Lake
18	Passsages	Butte
19	Peninsula Volunteers	San Mateo
20	Petaluma People Services	Sonoma
21	Senior Coastsiders	San Mateo
22	Service Opportunity for Seniors	Alameda
23	Spectrum Community Services	Alameda
24	Tehama County Community Action Agency	Tehama
25	West Contra Costa Meals on Wheels	Contra Costa
26	J-Sei	Contra Costa



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

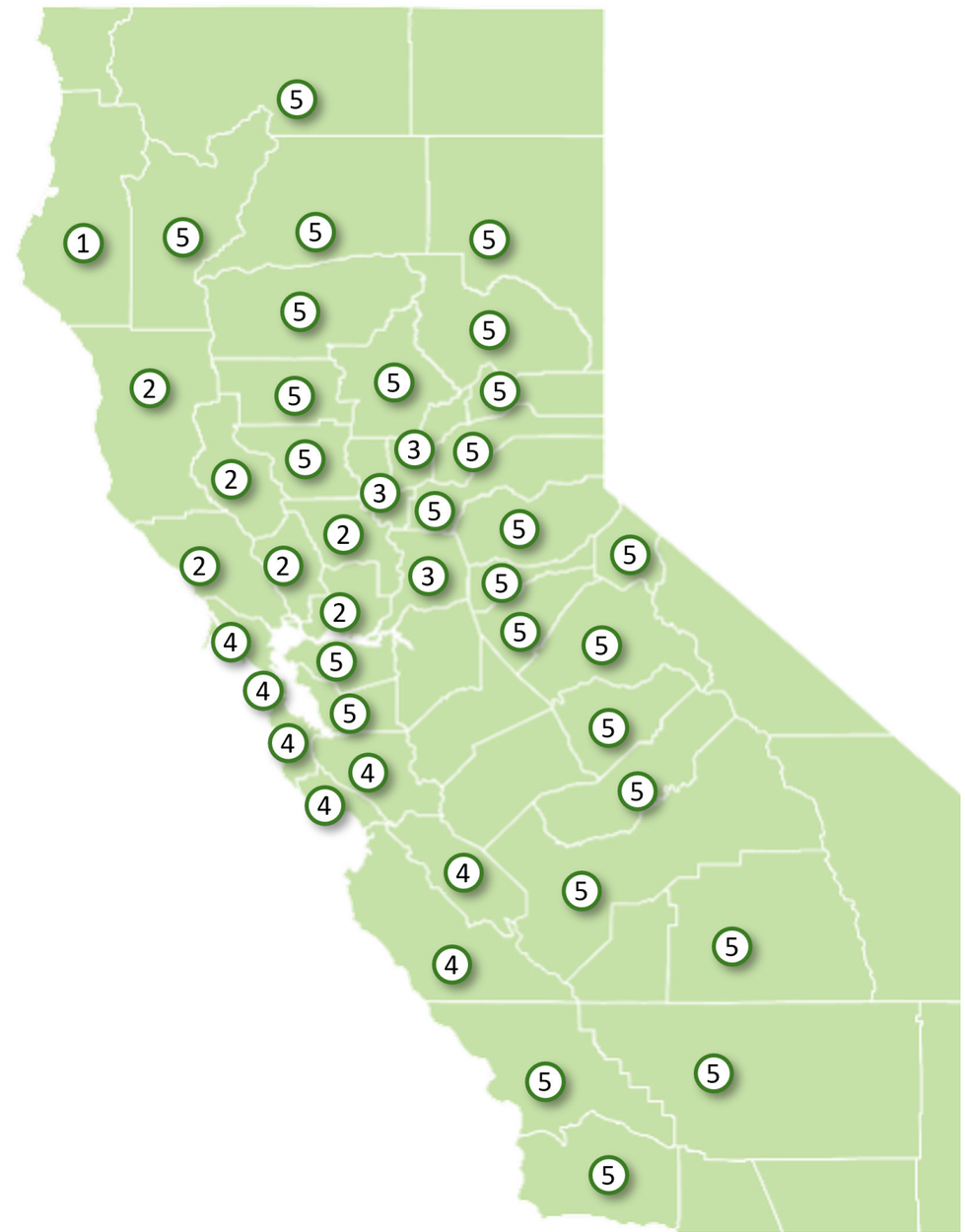
211 PARTNERSHIP PROGRAMS

	Organization	Counties Served
1	211 Humboldt	Humboldt
2	CommUnify Santa Barbara	Santa Barbara
3	Community Action Partnership of Kern	Kern
4	Community Link Capital Region	Sacramento, Yolo
5	Connecting Point	Nevada
6	Contra Costa Crisis Center	Contra Costa
7	County of Calaveras	Calaveras
8	County of Lake	Lake
9	County of Placer	Placer
10	Eden I&R	Alameda
11	Family Resource Center San Joaquin	San Joaquin
12	First 5 San Benito	San Benito
13	Help Central	Butte, Glenn, Colusa
14	United Way Kings County	Kings
15	United Way Bay Area	Marin, Napa, San Francisco, San Mateo, Santa Clara, Solano
16	United Way Fresno and Madera Counties	Fresno, Madera
17	United Way of Merced County / 211 Mountain Valley	Merced, Mariposa
18	United Way of Northern California	Shasta, Siskiyou, Tehama
19	United Way of San Luis Obispo County	San Luis Obispo
20	United Way of Santa Cruz County	Santa Cruz
21	United Way of Stanislaus County	Stanislaus
22	United Way of the Wine Country	Mendocino, Sonoma
23	United Way of Tulare County	Tulare
24	United Way Monterey County	Monterey

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

PORTABLE BATTERY PROGRAM

	Organization	Counties Served
1	**Redwood Community Action Agency** (LiHEAP vendor) 904 G Street, Eureka, CA 95501 (707) 269-2016	**Humboldt**
2	**North Coast Energy Services, Inc.** (LiHEAP vendor) 966 Mazzoni Street, Ukiah, CA 95482 Toll-free: (800) 233-4480 | Phone: (707) 463-0303	**Lake, Mendocino, Napa, Solano, Sonoma, Yolo**
3	**Community Resource Project, Inc.** (LiHEAP vendor) 250 Harris Avenue, Sacramento, CA 95838 Phone: (833) 232-3355	**Sacramento, Sutter, Yuba**
4	**Central Coast Energy Services, Inc.** (LiHEAP vendor) (800)-564-4012	**Marin, Monterey, San Benito, San Francisco, San Mateo, Santa Clara, Santa Cruz**
5	**Richard Heath & Associates** (559) 214-1190	**Alameda, Alpine, Amador, Butte, Calaveras, Colusa, Contra Costa, El Dorado, Fresno, Glenn, Kern, Kings, Lassen, Madera, Mariposa, Nevada, Placer, Plumas, San Joaquin, San Luis Obispo, Santa Barbara, Shasta, Sierra, Siskiyou, Stanislaus, Tehama, Trinity, Tulare, Tuolumne**



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

GLOSSARY OF TERMS

Term	Definition
211	A free, confidential calling and texting service that provides 24/7 connections to local resources and assists with emergency preparedness planning.
Access and Functional Needs (AFN)	Customers with medical and independent living needs who are dependent on electricity for life-sustaining devices, including those enrolled in PG&E's Medical Baseline and Self-Identified Vulnerable Programs.
Address Alerts	A tool used to notify customers about a potential Public Safety Power Shutoff (PSPS) at any address that's important to them.
Agency Representative	Serves as single point of contact for impacted counties and tribes during a PSPS.
Assistive Technology	Any product, software program, piece of equipment or system that is used to enhance working, living and learning for those with disabilities.
Backup Power Transfer Meter	A free offer available to PG&E customers who are located in a Tier 2 or 3 High Fire-Threat District and/or are served by a circuit protected by Enhanced Powerline Safety Settings (EPSS).
California Air Resources Board (CARB)	Oversees all air pollution control efforts in California to attain and maintain health-based air quality standards.
California Alternative Rates for Energy (CARE)	A statewide program providing enrollees with a discount on their electric or gas bill.
California Foundation for Independent Living Centers (CFILC)	State agency that increases access and equal opportunity for people with disabilities by building the capacity of Independent Living Centers (ILCs).
California Public Utilities Commission (CPUC)	State agency that regulates utilities in California.
California State Association of Counties (CSAC)	Organization that provides advocacy, educational and financial services to California's 58 counties.

Continued ⟶

Term	Definition
Community Resource Center (CRC)	Mobile or indoor locations where community members can go during a PSPS and access resources, including a safe location to meet their basic power needs.
Community Wildfire Safety Program (CWSP)	A PG&E program aimed at better responding to climate challenges and making the electric system safer.
Community-Based Organizations (CBOs)	A public or private nonprofit organization representative of a community or a significant segment of a community that works to meet community needs.
Critical Facilities	Facilities that provide services that are essential to public safety, such as hospitals, police and fire stations, communications services and water providers.
Disability Disaster Access and Resources Program (DDAR)	A program that provides critical assistance and resources to qualifying customers whose life or health would be at risk during a power outage.
Doorbell Rings	In-person visits to Self-Identified Vulnerable customers, Self-Identified Electricity Dependent customers or Medical Baseline customers to confirm awareness of an upcoming PSPS.
Durable Medical Equipment	Medical equipment and/or supplies ordered by a health care provider for everyday or extended use. Some examples include oxygen equipment, wheelchairs, walkers or crutches.
Emergency Operations Center (EOC)	A location that is activated during an emergency. All non-locational emergency management efforts are conducted at this location.
Enhanced Powerline Safety Settings (EPSS)	Enhanced safety settings on PG&E powerlines that turn off power within one-tenth of a second if a wildfire hazard is detected.
Family Electric Rate Assistance (FERA)	A statewide program providing electric bill discounts to eligible customers of PG&E, Southern California Edison or San Diego Gas and Electric Company.
Generator and Battery Rebate Program	A program offering eligible PG&E customers a rebate on the purchase of a qualifying generator or battery to prepare for outages.

Continued ⟶

Term	Definition
High Fire-Threat District (HFTD)	Language adopted by the CPUC referring to areas of California that are at an elevated or extreme risk of wildfires.
Independent Living Centers (ILCs)	Consumer-controlled, community-based, cross-disability, non-residential private nonprofit agency designed and operated within a local community by individuals with disabilities, providing an array of independent living services.
Master Meter	A unit that has control of the utilities of a complex or multi-tenant or multi-unit residential property.
Medical Baseline Program	PG&E program that provides an additional allotment of energy or a discount depending on the customer's rate if they have a medical condition and/or require use of a medical device to treat ongoing medical conditions. These customers will be notified of a PSPS until confirmation is received.
Office of Emergency Services (OES)	County offices that handle preparation and execution of emergency management.
Portable Battery Program	Provides backup batteries to lessen the impact of a PSPS on PG&E customers who rely on medical devices.
Public Safety Partner	First/emergency responders at the local, state, tribal 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.
Public Safety Power Shutoff (PSPS)	PG&E program under the CWSP that may turn off electricity during high winds and dry conditions in the interest of public safety.
PSPS Warning	Indicates execution of a PSPS is probable given the latest forecast of weather and fuels and/or observed or expected conditions.

Continued ⟶

Term	Definition
PSPS Watch	Occurs when there is a reasonable chance of executing PSPS for public safety due to a combination of adverse weather and dry fuel conditions.
Red Flag Warning	A warning that is issued by the National Weather Service indicating current or expected red flag conditions, generally within the next 12 to 24 hours.
Red Flag Events	Red flag events are defined by critical weather and fire danger conditions that could lead to extensive wildfires and/or control problems on existing wildfires or prescribed burns.
Restoration	PG&E's inspection of the electric system for wind and debris-caused damage after a PSPS, to make sure it is safe to turn the power back on.
Safety Action Center	A PG&E webpage containing information about what customers can do to keep their families, homes and businesses safe during a PSPS.
Self-Identified Vulnerable	A program for those who have a serious illness or condition that could become life threatening if their electric service is disconnected. Participants receive follow-up PSPS alerts, including doorbell rings, if they do not respond to previous alerts.
Self-Generation Incentive Program	A program for PG&E customers that offers access to incentives for installing permanent battery storage systems.
System Hardening	How PG&E describes the installation of equipment designed and built to be more resistant to severe weather and wildfire risk.
Telecommunications Providers	Providers who cover communication over a distance by cable, telegraph, telephone or broadcasting.
Undergrounding	Refers to PG&E's multiyear infrastructure safety program to underground approximately 10,000 miles of powerlines in and near high fire-risk areas.

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