

**Pacific Gas and Electric Company (PG&E)
2026 Public Safety Power Shutoff (PSPS) Pre-Season Report**

Table of Contents

Section I: Authorities..... 4

Section II: Community Resource Center Plan..... 5

Section III: Critical Facilities and Infrastructure Plan..... 11

Section IV: PSPS Exercise Reports..... 14

Section V: Education and Outreach..... 16

Section VI: Notification Plan 23

Section VII: PSPS Event Lessons Learned..... 27

Section VIII: High Risk Circuits 28

Section IX: Others..... 30

Section X: Tree Overstrike 40

APPENDIX A 42

APPENDIX B 56

APPENDIX C 62

APPENDIX D 74

Executive Summary

High winds can cause tree branches and debris to contact energized electric lines, and potentially lead to a wind-driven wildfire. As a result, we may need to turn off power during severe weather to help prevent wildfires. This is called a Public Safety Power Shutoff (PSPS).

PSPS is one of PG&E's robust layers of wildfire protection. PG&E's Wildfire Protection Strategy is based on three pillars, including Ignition Prevention, Ignition Containment and Community Resilience. PSPS is an operational mitigation of last resort within Ignition Prevention.

We initiate a PSPS when the weather forecast is so severe that public safety, lives, homes and businesses may be in danger of wildfires. It is not a decision we take lightly. For the safety of our customers and communities, PSPS continues to be a necessary tool as a last resort.

Pursuant to Decision (D.) 21-06-034 and D.21-06-014, per the California Public Utilities Commission (CPUC) Safety and Enforcement Division (SED), we have prepared this PSPS Pre-Season Report to describe "actions the IOUs have taken, or are taking, in preparation for potential PSPS events during the upcoming wildfire season."¹

We are working year-round to make our system safer, more resilient and mitigate the impact of PSPS on our customers and communities through advanced technologies and improvements to the electric infrastructure. This year, we are continuing to refine the program by:

- Enhancing the customer notification process to ensure timely and accurate communications.
- Executing Undergrounding and System Hardening projects.
- Identifying opportunities to install additional sectionalizing devices to reduce the number of customers impacted during a PSPS.
- Installing Continuous Monitoring devices that use innovative technologies and over 5.5 million sensors to gather equipment data. These devices help shorten outages, prevent future outages, increase situational awareness, improve safety patrols and predict warning signs of equipment issues.
- Refining existing artificial intelligence and technology to precisely target areas experiencing severe weather to reduce the size and scope of a PSPS.
- Utilizing Distribution microgrids that can power critical community services, even during an outage. We currently have 13 Distribution microgrids, four of these will be pre-staged with temporary generation for the upcoming wildfire season.

Prior to submitting this report, we executed two PSPS events. Due to the timing of these PSPS events, some of the 2026 PSPS pre-season activities discussed in this report were not incorporated into our processes. The May 17 – 18, 2026 PSPS was the first PSPS PG&E has initiated in May, serving as an important reminder that we must remain prepared and vigilant year-round for potential conditions that may lead to wildfire. Due to evolving wildfire risk, PG&E is continuously monitoring weather, maintaining situational awareness and reinforcing our emergency preparedness efforts to help keep our customers and hometowns safe.

¹ D.21-06-034.

Section I: Authorities

- 1. All reporting plans concurrently required to be included in the (current year) Pre-Season Report herein, must be produced in a single document submitted by each electric investor-owned utility. Specifically, these include the community resource center plan (A.1, A.3, and A.6), critical facilities plan (B.2), PSPS Exercise Reports (C.2), education and outreach-related surveys and accessibility efforts and associated costs (E.1, E.2 and E.3), and notification plan (I.3). The (current year) Pre-Season Report must also include the following items of information:**
 - a. Description of lessons learned from past PSPS events, including feedback from impacted customers and stakeholders, and how the electric investor-owned utility has applied such lessons to its current and future efforts in preparation for the upcoming wildfire season.**
 - b. Identify circuits at greatest risk of de-energization during the upcoming wildfire season. Include the number of times each circuit was de-energized during the prior four calendar years, and describe all steps toward risk-reduction and de-energization mitigation for each circuit, including specific outreach and education efforts and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit.**
 - c. Annual reports, as applicable, required by Ordering Paragraphs 8, 21, 27, 30, 33, 36, 38, 41, 46, 47, 51, and 57 of D.21-06-014. (*D.21-06-034; Appendix A at p. A14, Section K-1.*)**

Section II: Community Resource Center Plan

- 1. Each IOU must provide an updated annual Community Resource Centers (CRC) plan as Appendix A. Describe in the plan all the actions the IOUs have taken, are taking, and will take in preparation for potential PSPS events during the upcoming wildfire season; as part of such description, the IOUs should specify lessons learned from past events, and how they are applying those lessons to their current preparations. The IOUs should incorporate and address the following minimum topics in the CRC plan. (D.21-06-034, Appendix A at p. A14, Section K-1; SED Additional Information.)**
 - a. CRC objectives (SED Additional Information.)**
 - b. CRC strategies, actions, and timing (SED Additional Information.)**
 - c. CRC contracting effort in place to ensure sufficient contracted CRC available during PSPS events (D.21-06-034, Appendix at p. A1, Sections A-2.)**
 - d. Engagement with local populations on AFN needs (D.20-05-051, Appendix at p. 5, Sections d; D.21-06-034, Appendix at p. A1, Section A-3.)**
 - e. Stakeholder recommendations on AFN needs of services and supplies (D.21-06-034, Appendix at p. A1, Section A-3.)**
 - f. Criteria used to determine the types of CRCs needed during each event (D.21-06-034, Appendix at p. A1, Sections A-4.)**
 - g. Services and supplies available at each CRC to customers and AFN populations (D.21-06-034, Appendix at p. A1, Sections A-7; ESRB-8, p.5, Section II.A.)**
 - h. CRC information transparency and accessibility on PSPS webpage and PSPS advanced notification during event (D.21-06-034, Appendix at p. A1, Sections A-5.)**
 - i. COVID-19 considerations, (D.20-05-051, Appendix at p. 5, Sections d.)**
 - j. Prior year CRC usage metrics (D.21-06-034, Appendix at p. A1, Sections A-6.)**
 - k. CRC program evaluation including customers feedback, CRC related surveys, survey results, survey evaluation, and IOU's related challenges (D.21-06-034, Appendix at p. A1, Sections A-6; SED Additional Information.)**
 - l. Lessons learned protocol (SED Additional Information.)**

Please incorporate in the above sections how the utility is applying the lessons learned related to CRC in Table 14 of Section VII.

Response:

Information requested for this section can be found in [Appendix A: Community Resource Center \(CRC\) Plan](#).

2. The IOUs must provide a list of all CRCs available in the IOUs' service territories in advance of wildfire season with the following minimum fields: (ESRB-8, p.5, Section II.2.A; D.20-05-051, Appendix at p. 5&6, Sections d; SED Additional Information.)

Table 1 – List of Available CRCs (as of cut off date of current year)

- a. CRC Unique ID
 - b. Location Name
 - c. County or Tribe
 - d. CRC Type (e.g., fixed facility or mobile location, indoor or outdoor, tent, micro, mobile)
 - e. Standard Operation Hours
 - f. List of Planned Supplies*
 - g. List of Planned Services*
 - h. List of Planned AFN Services and Supplies*
 - i. Contracted (Yes or No)
 - j. Date of Contract
 - k. Location Address
 - l. Latitude (with at least five digits after decimal point)
 - m. Longitude (with at least five digits after decimal point)
- * Sub-table(s) may be provided for the Lists.

Response:

Information requested for this section can found in Table 1 of *R.18-12-005_PGE_2026_PSPS_Pre-Season_Report_Tables_20260701_PUBLIC.xlsx*.

3. The annual CRC plan must detail how the utility will provide the services and supplies required to serve Medical Baseline (MBL) and Access and Functional Needs (AFN) populations as recommended by regional local government, Advisory Boards, Public Safety Partners, representatives of people/communities with access and functional needs, tribal representatives, senior citizen groups, business owners, community resource organizations, and public health and healthcare providers. In the annual CRC plans, the utilities must set forth the specific recommendations made by the above-noted entities, whether the utilities adopted the recommendation (or did not adopt the recommendation), the reason it was adopted (or not adopted), and the timeline for implementation. The IOUs must provide a summary table of stakeholder recommendations on AFN needs for services and supplies including, at a minimum, the following fields: (D.21-06-034, Appendix at p. A1, Section A-3; SED Additional Information.)

Table 2 - Stakeholders' CRC Recommendations on AFN Needs

- a. Recommendation Description**
- b. Recommended Date**
- c. Recommending Party Type (e.g., Tribal, local government, non-profit entity, Advisory Boards, public health and healthcare provider)**
- d. Adopted? (Yes or No)**
- e. Reasoning for Adoption/Denial**
- f. Initiative(s) As a Result of Recommendation**
- g. (Estimated) Planning Start Date**
- h. (Estimated) Organization Completion Date**
- i. (Estimated) Equipment Completion Date**
- j. (Estimated) Training Completion Date**
- k. (Estimated) Exercise Completion Date**

If an adopted recommendation is not completed in the current reporting period, it should be carried into future annual reporting period(s) until it is finished or no longer relevant.

Response:

Information requested for this section can be found in Table 2 of *R.18-12-005_PGE_2026_PSPS_Pre-Season_Report_Tables_20260701_PUBLIC.xlsx*.

4. The IOU CRC plan must include prior year CRC usage metrics including, at a minimum, the following fields: *(D.21-06-034, Appendix at p. A1, Sections A-6.)*

Table 3 – Prior Year PSPS CRC Usage Metrics

- a. Event ID
- b. Event Name/Period (PSPS Event Name will match the same event name used during the event and shared with public safety partners)
- c. County
- d. Date Service Area De-energized
- e. Time Service Area De-energized (24-hr. clock)
- f. Date CRC Opened
- g. Time CRC Opened
- h. Date Service Area Re-energized
- i. Time Service Area Re-energized (24-hr. clock)
- j. Date CRC Closed
- k. Time CRC Closed
- l. Total Days Opened Total Hours Opened (Integer)
- m. Type of CRC (Indoor, Outdoor, Mobile)
- n. Average AQI during Operation
- o. Was CRC powered by Backup Generation? (yes/no)
- p. Operation Hour Compliance Indicator (Yes or No, if CRC was operable at least 8 AM-10 PM during an active de-energization event)
- q. If Not in Compliance with operation hour requirements, Provide an Explanation
- r. Service or Supply Provided (List the name of each service or supply provided by the utility in a separate field and fill the description in the cell such as Bottle Water “Yes”, Charging Station “Yes”, Cellular Network Services “Yes”, Chairs “Yes”, PSPS Information Representatives “Yes”, Restrooms “Yes”, ADA Accessible “Yes”)
- s. Total Number of Visitors
- t. Location Address
- u. Latitude (with at least five digits after decimal point)
- v. Longitude (with at least five digits after decimal point)

Response:

Information requested for this section can be found in Table 3 of *R.18-12-005_PGE_2026_PSPS_Pre-Season_Report_Tables_20260701_PUBLIC.xlsx*.

5. The IOU CRC plan must include a prior year CRC customer feedback summary including, at a minimum, the following fields: (D.21-06-034, Appendix at p. A1, Sections A-6; SED Additional Information.)

Table 4 - Prior Year CRC Customer Feedback

- a. Customer Feedback Type (e.g., resource availability, operation hour, location, customer service, complaints)
- b. Customer Feedback Description/ Open Comments on Areas in Need of Improvement
- c. Feedback Submission Count (for this feedback type)
- d. Initiative(s)/Responsive Action(s) – List the initiatives to respond to feedback if any. If there is none, please explain.
- e. Initiative Implementation Start Date
- f. Initiative Estimated Completion Date
- g. Implementation Status as of DD/MM/YYYY (Planning, Implementing, or Complete)

Response:

Information requested for this section can be found in Table 4 of R.18-12-005_PGE_2026_PSPS_Pre-Season_Report_Tables_20260701_PUBLIC.xlsx.

6. **The IOU CRC plan must include prior year CRC challenges faced when setting up and operating CRCs. The challenge summary includes, at a minimum, the following fields:**
(D.21-06-034, Appendix at p. A1, Sections A-6.)

Table 5 - Prior Year IOU CRC Challenges

- a. **Challenge Type**
- b. **Description of Challenge**
- c. **Initial Month and Year Challenge Discovered**
- d. **Initiative(s)/Responsive Action(s) – List the responsive initiatives to address the challenge if any. If there is none, please explain.**
- e. **Implementation Start Date**
- f. **Estimated Completion Date**
- g. **Implementation Status As of MM/DD/YYYY (Planning, Implementing, or Complete)**

Response:

Information requested for this section can be found in Table 5 of *R.18-12-005_PGE_2026_PSPS_Pre-Season_Report_Tables_20260701_PUBLIC.xlsx*.

Section III: Critical Facilities and Infrastructure Plan

- 1. Each IOU must provide an updated Critical Facilities and Infrastructure (CFI) plan as Appendix B. Describe in the plan all the actions the IOUs have taken, are taking, and will take in preparation for potential PSPS events during the upcoming wildfire season; as part of such description, the IOUs should specify lessons learned from past events, and how they are applying those lessons to their current preparations. The IOUs should incorporate and address the following minimum topics in the CFI plan.** (D.21-06-034, Appendix A at p. A14, Section K-1; SED Additional Information.)
 - a. CFI objectives** (*SED Additional Information.*)
 - b. CFI strategies, actions, and timing** (*SED Additional Information.*)
 - c. CFI definition and IOU CFI contact on PSPS website** (*D.21-06-034, Appendix at p. A3, Sections B-1.*)
 - d. Identification method of CFI** (*D.21-06-034, Appendix at p. A3, Sections B-2; D.19-05-042, Appendix p. A11.*)
 - e. Changes in CFI since prior annual report** (*D.21-06-034, Appendix at p. A3, Sections B-2.*)
 - f. Maintenance and update process of CFI list** (*D.21-06-034, Appendix at p. A3, Sections B-2), (D.21-06-014, Ordering Paragraph 21, D.19-05-042, Appendix pp. A11-12.)*)
 - g. Collaboration with transmission-level customers** (*D.21-06-034, Appendix at p. A3, Sections B-2.*)
 - h. Comparison of current year CFI request total with last year** (*D.21-06-034, Appendix at p. A3, Sections B-2.*)
 - i. CFI backup power assessment efforts/actions, backup power provisions and terms.** (*D.21-06-034, Appendix at p. A3, Sections B-2; D.21-06-014, Ordering Paragraph 21; D.21-06-014, Ordering Paragraph 57; D.19-05-042, Appendix p.A12.*)
 - j. Engagement with local government and Public Safety Partners on CFI identification and back-up generation need** (*D.20-05-051, Appendix at p. A7, Sections (f).*)
 - k. Maintenance and accessibility of CFI list** (*D.21-06-034, Appendix at p. A3, Sections B-3.*)
 - l. Consultation with local and tribal governments** (*D.21-06-034, Appendix at p. A3, Sections B-3.*)
 - m. Coordination with CFI to maintain energization during PSPS events of varying lengths** (*D.19-05-042, Appendix at p.A12.*)
 - n. Lessons learned protocol, including where in the plan you have incorporated in any lessons learned**

Please include the lessons learned related to CRCs in Table 14 of Section VII.

Response:

Information requested for this section can be found in [Appendix B: Critical Facilities and Infrastructure \(CFI\) Plan](#).

2. **The IOUs must include a list of critical facilities and infrastructure within the utility’s service area. The list must include, at a minimum, the following fields. The list must be posted in the IOUs’ PSPS web portal with restricted access to confidential information. (D.21-06-034, Appendix at p. A3-4, Sections B-1 and B-3; D.21-06-014, Ordering Paragraphs 21, 30, 33 & 57.)**

Table 6 - Critical Facilities and Infrastructure List (as of last updated date)

- a. **Facility/Infrastructure Name**
- b. **CFI Type**
- c. **CFI Address**
- d. **County**
- e. **Date Identified as CFI**
- f. **Primary Point of Contact Name**
- g. **Primary Point of Contact Title**
- h. **Primary Contact Phone Number**
- i. **Primary Contact Email Address**
- j. **Secondary Point of Contact Name**
- k. **Secondary Point of Contact Title**
- l. **Secondary Contact Phone Number**
- m. **Secondary Contact Email Address**
- n. **Last Date of Update on Contact Information***
- o. **Indicator if CFI has been contacted with backup power needs***
- p. **Date of Contact***
- q. **Indicator if CFI has been assessed with backup power needs (Yes or No)***
- r. **Date of Assessment***
- s. **Results of Assessment***
- t. **Whether or not CFI provided any needed backup power generation (Yes or No)***

***These fields are applicable to PG&E, SCE, and SDG&E only.**

Response:

In alignment with Southern California Edison (SCE) and San Diego Gas & Electric (SDG&E), PG&E collects CFI customer information through multiple channels and updates the CFI customer list in the PSPS Data Portal monthly. This list includes CFI customers in High Fire Threat District (HFTD) Tier 2 and Tier 3 areas. Each month we notify agencies that updated lists are available on the PSPS Data Portal and encourage them to review and confirm we have included all CFI customers in their jurisdiction. The latest version of this list was posted on May 1, 2026.

Further information requested for this section can be found in Table 6 of *R.18-12-005_PGE_2026_PSPS_Pre-Season_Report_Tables_20260701_CONFIDENTIAL.xlsx*. Note, we only have access to information provided by CFI customers and agencies, and as a result, some information may not be captured.

3. **The IOUs must include, in the CFI plan, the number of requests from customers to be designated as critical facilities and infrastructure in the current year and the prior year, whether the utility accepted or denied the request, and the reasons for any denial. The list must include the following minimum fields. (D.21-06-034, Appendix at p. A3, Sections B-2.)**

Table 7 – List of Requests to Be CFI Over Last Two Years

- a. **Facility/Infrastructure Type**
- b. **Facility/Infrastructure Location** (The city where the CFI customer is located in.)
- c. **Date of Request**
- d. **Accepted or Denied?**
- e. **Reason for Denial**

Response:

Information requested for this section can be found in Table 7 of *R.18-12-005_PGE_2026_PSPS_Pre-Season_Report_Tables_20260701_PUBLIC.xlsx*.

Section IV: PSPS Exercise Reports

1. Each investor-owned utility must prepare and file a PSPS Exercise Report as part of the [current year] Pre-Season Report. These PSPS Exercise Reports must include, at a minimum, provisions for both table-top (TTX) and functional PSPS exercises (FE), how many PSPS exercises were held, the dates held, and what entities participated. Please provide the following tables with the minimum fields listed. (D.21-06-034, Appendix at p. A1, Sections C-2; SED Additional Information.)

Table 8 - PSPS Exercise Summary (January 1 through December 31 of current year)

- a. Starting Date of Exercise
- b. Ending Date of Exercise
- c. Total Hours of Exercise
- d. Type of Exercise (e.g., table-top, functional, full-scale, and specify if virtual, in-person, or hybrid)
- e. Region (if applicable)
- f. Counties
- g. Number of utility personnel participating in the exercise
- h. Number of Public Safety Partners actively participating as a player in the exercise
- i. Number of AFN community representatives participating as a player in the exercise
- j. Total Number of Participants

Table 9 - List of Exercise Participated Entities

- a. Name of Entity
- b. Exercise Date Range

Response:

Information requested for this section can be found in Table 8 and Table 9 of *R.18-12-005_PGE_2026_PSPS_Pre-Season_Report_Tables_20260701_PUBLIC.xlsx*.

2. For each exercise, please provide the items below. (SED Additional Information.)
 - a. After-Action Report (AAR)
 - b. Provide a short general description of the written materials (e.g., slides, instructions) provided to telecommunication carriers and other Public Safety Partners during and after they participate in TTXs, FSEs or other trainings/briefings
 - c. Provide a list that includes the file or document name (if needed a short description), and copies of the written material and/or web-links to where copies can be found
 - d. Indicate if this information is also posted in your PSP Portal.

Response:

Files requested for this section can be found in *R.18-12-005_PGE_2026_PSPS_Pre-Season_Report_Written_Materials_20260701_PUBLIC.zip*.

We conducted two PSPS exercises in Spring 2026, the table-top (TTX) and full-scale PSPS

exercises (FSE). Each exercise simulates a PSPS based on R-5-Plus weather conditions to test our ability to prepare for, respond to and recover from a PSPS.

The following materials are included within the zip file submitted with this report. Note, all the materials within the zip file, except for the After-Action Reports (AARs), were provided via email to participating telecommunication carriers and other Public Safety Partners before, during and after they participated in the 2026 FSE and TTX. None of these exercise materials are posted on the PSPS Data Portal.

- **2026 PGE PSPS FSE CES Handbook:** Document providing exercise Controllers, Evaluators, and Simulators (CES) scenario details, description of responsibilities, exercise staff roles and exercise logistics.
- **2026 PGE PSPS FSE Exercise Plan:** Document for exercise planners, players and observers describing exercise objectives, code of conduct, the exercise scenario and logistics for submitting feedback.
- **2026 PSPS FSE CES Training:** Slide deck of training to FSE staff (controller, evaluator, simulator) including exercise conduct, data collection and exercise logistics.
- **2026 PSPS FSE Player Observer:** Slide deck of training to FSE players and observers including exercise conduct, exercise logistics and participant feedback.
- **2026 PSPS WF Main Slide Deck:** Slide deck covering exercise conduct, the exercise scenario and discussion questions that will be directed towards players during the TTX.
- **2026 PSPS WF TTX Evaluation Notes:** Document serving as primary data-collection tool for evaluators of TTX.
- **PGE 2026 & Wildfire TTX Situation Manual:** Document for players serving as a resource providing exercise objectives and the exercise scenario for the TTX.
- **PSPS & Wildfire Exercise Series AAR:** Reports the TTX and FSE results and follow up action items to be addressed following the exercises.

During the PSPS FSE, agencies and critical facilities also had access to the following materials as well as confidential customer information lists for their jurisdiction/facilities via the PSPS Data Portal. Due to privacy concerns, we have not included the documents listed below in the zip file. We are available to coordinate with the CPUC regarding these documents, as needed.

- All Impacted Customer List
- Critical Facilities All Affected Sites List
- Critical Facilities List
- Customer Impact Summary
- Medical Baseline (MBL) Customers List
- PSPS Data Portal Application Programming Interface (API) Instructions
- PSPS Data Portal User Guide
- PSPS Training Video
- PSPS Data Portal FAQs
- PSPS Data Portal Registration Guide
- PSPS Policies and Procedures for Emergency Managers
- PSPS Event Notifications
- Sample Forecasted Circuits Impacted
- Sample Forecasted Outage Areas

Section V: Education and Outreach

- 1. Each utility must conduct, at a minimum, two PSPS education and outreach surveys accessible to all customers each calendar year. The Commission’s SED is authorized to direct an IOU to modify or issue more of these surveys. Please provide a survey summary table with the following minimum fields. (D.21-06-034, Appendix at p. A7, Sections E-1; SED Additional Information.)**

Table 10 – Survey Summary (Reporting period for this table is prior calendar year)

- a. Period Survey Conducted**
- b. Overall Objectives**
- c. Surveyed Scope (e.g., pre-season, during-season, post-season, all)**
- d. Methods (e.g., online, text messages, letter, telephone, in-person)**
- e. Target Audiences (e.g., residential customer, commercial, CFI, AFN)**
- f. Total Number of Surveys Sent**
- g. Total Number of Survey Responses Received**
- h. Indicate if the survey was conducted in all “prevalent” languages, as defined in D.20-03-004.**
- i. If so, please list the number of “prevalent” languages used during survey**
- j. If not, please provide an explanation**

Response:

We conduct a minimum of two Wildfire Safety Surveys each year that evaluate our PSPS education and outreach performance. These surveys are accessible to all customers and include:

- Pre-Season Survey in August/September at the beginning of peak wildfire season.
- Post-Season Survey conducted in November/December after peak wildfire season.

Due to the timing of the 2026 surveys, we do not currently have survey information and results. Our 2026 survey results will be included in the 2026 PSPS Post-Season Report.

Information regarding PG&E’s 2025 Wildfire Safety Survey can be found in Table 10 of *R.18-12-005_PGE_2026_PSPS_Pre-Season_Report_Tables_20260701_PUBLIC.xlsx*.

- 2. The IOUs must provide copies of all prior year PSPS education and outreach surveys templates.**

(D.21-06-034, Appendix at p. A7, Sections E-1; SED Additional Information.)

Response:

The 2026 Wildfire Safety Survey template for Pre-Season and Post-Season surveys can be found in [Appendix D: 2026 Wildfire Safety Survey Template](#) (as of 4/9/2026).

Previous survey templates can be found in past [PSPS Pre-Season Reports](#) and corresponding results to these survey templates can be found in past [PSPS Post-Season Reports](#).

- 3. Each IOU must collaborate with relevant community-based organizations and Public Safety Partners to develop these surveys, which must include, at a minimum, metrics to evaluate whether the education and outreach is effectively helping communities and residents before, during, and after a PSPS event to plan for alternatives electricity arrangements and/or avoid the impacts of de-energization events. (D.21-06-034, Appendix at p. A7, Sections E-1.)**

Response:

In 2021, we aligned with the Joint IOUs to produce a draft survey that was circulated to the Joint IOU Statewide Access and Functional Needs (AFN)² Advisory Council participants for comments and suggestions prior to the execution of the survey. Feedback was requested to determine if the questions measure the level of effectiveness and awareness across all customer groups.

Since coordinating with stakeholders in 2021, we have updated our AFN survey questions based on alignment meetings with the Joint IOU Statewide AFN Advisory Council in Q4 2025 and Q1 2026. Additionally, we have made minor revisions to the Enhanced Powerline Safety Settings (EPSS) section.

While the survey is considered finalized for use, we continue to meet regularly with Joint IOU and stakeholder groups to ensure survey effectiveness and alignment of the survey questions.

For the 2025 Wildfire Safety Survey results, see PG&E's [2025 PSPS Post-Season Report](#), Appendix A, pp. 28 – 34.

- 4. IOUs must include the results of the most recent education and outreach surveys not yet previously reported on, as an attachment to the [current year] Pre-Season Report and the [prior year] Post-Season Report. (D.21-06-034, Appendix at p. A7, Sections E-1 and K-1)**

Response:

The 2025 Wildfire Safety Survey results can be found in the [2025 PSPS Post-Season Report](#), Appendix A, pp. 24 – 30. Additional information regarding PG&E's 2025 Wildfire Safety Surveys is provided in Table 10 of *R.18-12-005_PGE_2026_PSPS_Pre-Season_Report_Tables_20260701_PUBLIC.xlsx*.

Our 2026 Wildfire Safety Surveys will be conducted in August/September for the Pre-Season Survey and November/December for the Post-Season Survey. Survey results will be included in the 2026 PSPS Post-Season Report.

The 2026 Wildfire Safety Survey template for both Pre-Season and Post-Season can be found in [Appendix D: 2026 Wildfire Safety Survey Template](#) (as of 4/9/2026).

²AFN is defined by the CPUC as individuals who have developmental or intellectual disabilities, physical disabilities, chronic conditions, injuries, limited English proficiency or who are non-English speaking, older adults, children, people living in institutional settings or those who are low income, homeless, or transportation disadvantaged, including but not limited to those who are dependent on public transit or those who are pregnant.

5. IOUs must identify and describe any new PSPS preparedness initiatives/actions in responding to the education and outreach survey results including, but is not limited to, the survey key findings, the survey result recommendations, and the significant unfavorable items. (D.19-05-042, Appendix A p. A24; SED Additional Information.)

Response:

For our 2025 Wildfire Safety Survey results and evaluation, see PG&E’s [2025 PPS Post-Season Report](#), Appendix A, pp. 24 – 30.

Key findings from the Wildfire Safety Surveys include:

PSPS Awareness and Preparedness	
Sentiment	Results
Recalled PG&E’s wildfire safety communications	Pre-Season: 54% Post-Season: 47%
Awareness among HFTDs where the majority of outreach is directed	Pre-Season: 63% Post-Season: 59%
Awareness of PPS	Post-Season: 77% (general population) 90% (customers living in HFTDs)
Felt prepared for a PPS	Post-Season: <ul style="list-style-type: none"> 72% (general population) 86% (customers living in HFTDs) <p>A significantly higher percentage of those who recalled the outreach said they felt prepared for a PPS (79% versus 66% of non-recallers).</p>
Satisfied overall with the PPS Program	Pre-Season: 46% Post-Season: 52%
PG&E PPS Resources and Communications	
The most frequently used resources during or after a PPS were Language Preference on Alerts and Notifications, PG&E’s Report-It Mobile App, Call 2-1-1 and PG&E’s MBL Program.	
Resources with the greatest customer interest were the PG&E Portable Battery Program (PBP), the Generator Rebate Program, PG&E’s Report-It Mobile App, and Call 2-1-1.	
Email remained the most remembered communication channel (60%) followed by mass media advertising (34%) and direct mail (32%). However, Text Messages (70%) and the PG&E website (63%) were rated as the most useful.	
PG&E Commitment	
About half of Post-Season respondents agreed PG&E is committed to restoring power after wildfires (56%), communicates with customers (50%), and is committed to wildfire safety (50%).	
A significantly higher percentage of customers living in High Fire Threat Districts (HFTDs) agreed that “PG&E takes proactive measures to protect the electricity grid from wildfires” (53%, up from 46% in 2024).	

In response to these findings, we plan to implement the following initiatives in 2026 to improve PSPS preparedness:

- Additional marketing initiatives to promote the Self-Identified Vulnerable (SIV) Program and California 211 Providers Network (CA 211).
- Additional marketing initiatives for seniors, healthcare including caregivers/care centers and neurodivergent customers.
- Evaluation of the use, awareness and satisfaction of our AFN resources and services by vulnerable PG&E non-account holders.

6. Each IOU must report prior year costs for PSPS-related education and outreach in the format of the SED POSTRS3_Template_2026, or reference it if it has been provided in the prior post-season report. (D.21-06-034, Appendix at p. A7, Sections E-3. and K-1)

Response:

Information requested for this section can be found in our [2025 PSPS Post-Season Report - Education and Outreach Costs Tracking](#).

7. PG&E, SCE, and SDG&E are required to describe how it works, in advance of each wildfire season and during each wildfire season, with local jurisdictions, in a proactive manner, to identify and communicate with all people in a de-energized area, including visitors. This requirement is applicable to PG&E, SCE, and SDG&E only. (D.21-06-014, Ordering Paragraph 38.)

Response:

We employed a multi-channel outreach strategy to reach Tribal and local governments, residents, AFN communities, businesses, and visitors, using paid and earned media, social media, PG&E's website, direct mail, email, in-person and virtual community events, and a network of community-based organizations (CBOs) to broaden awareness and preparedness education.

We utilized paid advertising in High Fire Threat zip code areas, including Weather-Triggered Over-the-Top (OTT) TV, digital banners, pre-roll, social media and search engine marketing ads. We also utilized earned media through outreach to local media in all of our markets, issuing news releases, Letters to the Editor and direct conversations with reporters. Additionally, we invited local media to film news coverage at PSPS impacted locations.

We post educational information on social media (Facebook and Instagram), in English, Spanish and Chinese, and on our [PSPS website](#). Our website also provides information on preparedness tools, including a [PSPS Guide](#) and [PSPS Fact Sheet](#) available for download and sharing. These tools are shared with CBOs to distribute to their constituencies.

In advance of peak wildfire season, we sent a direct mail letter and an email to customers with information about power outages and resources available to support them before, during and after a PSPS. In addition, we sent an email to visitor bureaus with information about power outages, available resources and provided a digital rack card and fact sheet for them to share and distribute.

Additionally, PG&E’s Tribal Liaison Representatives, Local Government Affairs Representatives, and Public Safety Specialists (PSS) met with Tribal and local governments regarding this multi-channel outreach strategy, which supplements the local public agencies’ outreach to communities regarding PSPS preparedness.

For more information on our proactive communication strategies, see PG&E’s [2026 – 2028 WMP R3](#), Vol 1, Section 11.3, External Collaboration and Coordination, pp. 499 – 509.

- 8. Each IOU must file information pertaining to, at a minimum, discussions at Working Group meetings regarding the accessibility of utility’s education and outreach efforts, including surveys, for individuals with access and functional needs, the recommendations, if any, made by individuals with or representatives of communities with access and functional needs to enhance education and outreach pertaining to PSPS events, and whether those recommendations, if any, were incorporated into the utility’s PSPS protocols. (D.21-06-034, Appendix at p. A7, Sections E-2.)**

Table 11 - AFN Outreach Recommendations

- a. Recommendation Type**
- b. Description of Recommendation**
- c. Party Name**
- d. Date of Recommendation**
- e. Incorporated into PSPS Protocols? (Yes or No)**
- f. Reason for Decision Made**
- g. Description of PSPS Protocol Change**

Response:

Information requested for this section can be found in Table 11 of *R.18-12-005_PGE_2026_PSPS_Pre-Season_Report_Tables_20260701_PUBLIC.xlsx*.

- 9. PG&E, SCE, and SDG&E must include a detailed summary to substantiate all efforts to develop and implement, in advance of wildfire season, a communications strategy to rely on during a proactive de-energization when restrictions due to the power loss exist. This detailed summary must address how the utility worked in coordination with Public Safety Partners to develop this communication strategy. (D.21-06-014, Ordering Paragraph 41.)**

Response:

Our PSPS communication strategy remains consistent with our 2025 plan. For more information on our PSPS communication strategy for customers, see Section V.8 above, as well as PG&E’s [2026 – 2028 WMP R3](#), Vol 1 Section 11.4, Public Communication, Outreach, and Education Awareness Program, pp. 510 – 533, and [Appendix C: Notification Plan](#).

For more information on our communication strategy during a PSPS for Tribal and local governments, see PG&E’s [2026 – 2028 WMP R3](#), Vol 1, Section 11.3.1, Communication Strategy with Public Safety Partners, pp. 499 – 509, Vol 1, Section 11.3.3, Collaboration With Tribal Governments, pp. 507 – 509, and [Appendix C: Notification Plan](#).

We also used several engagement channels to coordinate with Public Safety Partners and receive feedback. This includes Regional Working Group (RWG) meetings, Community Wildfire Safety Program (CWSP) Advisory Committee meetings, The People with Disabilities and Aging Advisory Council (PWDAAC) and the Joint IOU AFN Collaborative Council and Statewide AFN Advisory Council meetings.

Each of these engagement channels are structured to solicit feedback. We regularly share information on aspects of PSPS execution and planning, including communication and outreach strategies, as well. For information on our communication strategies with the AFN community, see PG&E's [2026 AFN Plan](#), Section 2.7 AFN Public Education and Outreach, pp. 36-41.

Along with Public Safety Partners, we also invite representatives of AFN and vulnerable customers across our service area to participate in these meetings. For more information on our AFN communication strategies and meeting notes, see PG&E's [AFN Progress Reports](#).

10. PG&E, SCE, and SDG&E must provide all methods used to promote operational coordination with Public Safety Partners. (D.21-06-014, Ordering Paragraph 47.)

Response:

We regularly collaborate with Public Safety Partners to promote operational coordination through direct engagement and outreach. This includes providing them with our PSPS Policies and Procedures Guide and access to the PSPS Data Portal that provides PSPS planning and related information for Public Safety Partner use. Additionally, dedicated PG&E Local Government Affairs Representatives, PSS, Tribal Liaisons and Business Account Representatives are available to Public Safety Partners for daily coordination.

For more information on our Public Safety Partner engagement activities ahead of wildfire season, see PG&E's [2026 – 2028 WMP R3](#), Vol 1, Section 11.2.1, Overview of Wildfire and PSPS Emergency Preparedness and Service Restoration, pp. 487 – 495, and Table 17 of *R.18-12-005_PGE_2026_PSPS_Pre-Season_Report_Tables_20260701_PUBLIC.xlsx*. Table 17 includes engagements conducted or scheduled to be conducted between September 18, 2025 – August 18, 2026.

We outline our PSPS Policies and Procedures for Public Safety Partners as referenced in PG&E's [2026 – 2028 WMP R3](#), Vol 1, Section 11.3.1, Communication Strategy with Public Safety Partners, pp. 499 – 502, and in our [2025 PSPS Policies and Procedures](#). This guide is updated and distributed annually, and we are currently finalizing the 2026 PSPS Policies and Procedures document.

To test our PSPS policies, procedures, and operations, we invited Public Safety Partners to participate in or observe PSPS exercises ahead of the 2026 wildfire season. On April 1, 2026, we held a TTX and conducted a FSE on April 27 – May 1, 2026. For more information, see [Section IV: PSPS Exercise Reports](#).

11. PG&E, SCE, and SDG&E must provide all methods used to work with Public Safety Partners to improve responses to concurrent emergencies. (D.21-06-014, Ordering Paragraph 51.)

Response:

We work collaboratively with Public Safety Partners to improve responses to concurrent emergencies (other emergencies occurring during a PSPS, such as wildfires or capacity events) by coordinating with Tribal, county and city emergency managers before, during, and after a PSPS to support impacted customers and communities. We integrate Public Safety Partners into our processes to improve our response to concurrent emergencies:

- **Emergency Preparedness and Planning:** This includes PSPS FSE, live action drills, earthquake and fire TTX, and various all-hazards preparedness seminars. Public Safety Partners were invited to observe and participate in both the TTX and FSE in 2026. For a list of outreach efforts made regarding concurrent emergencies from May 2, 2025 – May 1, 2026, see Table 18 of *R.18-12 005_PGE_2026_PSPS_Pre-Season_Report_Tables_20260701_PUBLIC.xlsx*.
- **Incident Command System (ICS), Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS) protocols:** These nationally standardized emergency management protocols rely heavily on guidelines to manage scalability to support response to concurrent emergencies. This includes coordinating with appropriate incident leaders through the execution of ICS core principles during events and managing existing lines of communication through dedicated PG&E Agency Representatives and other channels. Representatives who engage with Public Safety Partners receive regular training and are well versed in emergency management systems. Using the same system as our Public Safety Partners helps us work more efficiently with our agency partners.
- **Notification and Communication Strategy:** PG&E’s Liaison and Customer Teams manage most notifications to key stakeholders during concurrent emergencies. We have assigned dedicated representatives within our Federal Affairs, State Government Relations, Tribal Relations departments, Local Government Affairs, Regulatory Affairs, and PSS, who are responsible for communicating to federal, state, Tribal and local agencies during emergencies. Our outreach is frequent, tailored to the stakeholder’s needs, and focuses on providing the latest event information.
- **Situational Awareness Sharing:** We include a number of situational awareness tools that are shared with our Public Safety Partners:
 - [PG&E’s PSPS Data Portal](#) includes PSPS-specific maps, situation reports and impacted customer lists.
 - High-definition cameras.
 - pge.com/weather which includes real-time data of:
 - Fire Detection Satellite Map
 - Humidity
 - Link to individual weather station data
 - Temperatures
 - Wind speeds

Section VI: Notification Plan

- 1. Each IOU must provide an updated annual PSPS notification plan as Appendix C. Describe in the plan all the actions the IOUs have taken, are taking, and will take in preparation for potential PSPS events during the upcoming wildfire season; as part of such description, the IOUs should specify lessons learned from past events, and how they are applying those lessons to their current preparations. The IOUs should incorporate and address the following minimum topics in the notification plan. (D.21-06-034, Appendix A at p. A14, Section K-1; D.21-06-034, Appendix at p. A11, Section H-1 through Section H-9; D.21-06-014, Ordering Paragraph 41; SED Additional Information.)**
 - a. Notification objectives**
 - b. Notification strategies, actions, and timing**
 - c. Notification process planning and improvement**
 - d. Updated/Current Notification script and templates**
 - e. In-language translations**
 - f. Notification methods**
 - g. Meeting notification timeline requirements**
 - h. Notification accuracy and precision**
 - i. Entity responsible for notifications**
 - j. Consistency of PSPS notification information across all platforms**
 - k. Coordination with stakeholders**
 - l. Affirmative notifications to MBL populations and any self-identified vulnerable populations**
 - m. Notification strategies on AFN population subsets, and the planning, organization, equipment required, training, and exercise for AFN subset notification plans listed on Table 13**
 - n. Public warning of PSPS events such as week-ahead forecasts**
 - o. Notification cancellation**
 - p. Transmission-level customers notification**
 - q. Impacted customer information available to Public Safety Partners from outset of PSPS:**
 - r. Secure portal for Public Safety Partners:**
 - s. Lessons learned protocol**
 - t. Please include the lessons learned related to notification in Table 14 of Section VII**

Response:

Information requested for this section can be found in [Appendix C: Notification Plan](#).

2. Each electric investor-owned utility must develop a notification plan jointly with Cal OES, Public Safety Partners, county, tribal, and local governments, independent living centers, paratransit agencies, durable medical equipment vendors, agencies that serve individuals who receive Medi-Cal home and community-based services, and other organizations representative of all subsets of people or communities with access and functional needs. Each electric investor-owned utility must specifically describe its plans for notifications according to specific access and functional needs, for instance, the needs of persons with vision impairments as distinct from the needs of persons with a developmental disability. Each electric investor-owned utility must finalize its notification plan for inclusion in its [current year] Pre-Season Report. Provide a list of the joint efforts to develop the AFN population notification plan with the aforementioned stakeholders. The table should include the following minimum fields. *(D.21-06-034, Appendix at p. A11, Sections H-3.)*

Table 12 - List of Joint Efforts on AFN Notification Plan

- a. Date of Joint Effort
- b. Participant Type
- c. Participant Name
- d. AFN Subsets or Topics Discussed
- e. Result/Proposal

In addition, IOUs provide a list of AFN population subsets and notification plans including the following minimum fields. Planning, Organization, Equipment, Training, and Exercise (POETE) dates will align with Fiscal Year activities.

Table 13 - AFN Population Subset Notification Plan (as of cutoff date)

- a. AFN Population Type (e.g., vision impairment, developmental disability, older adult, children, limited English proficiency)
- b. Subset Notification Plan
- c. (Estimated) Planning Start Date
- d. Organization Completion Date
- e. (Estimated) Equipment Completion Date
- f. (Estimated) Training Completion Date
- g. (Estimated) Exercise Completion Date
- h. # of People Planned to Be Trained on AFN Notification Plan (during reporting period)
- i. # of People Training on AFN Notification Plan (during reporting period)
- j. List Types of Training on AFN Notification Plan

Response:

Information requested for this section can be found in Table 12 of *R.18-12-005_PGE_2026_PSPS_Pre-Season_Report_Tables_20260701_CONFIDENTIAL.xlsx* and Table 13 of *R.18-12-005_PGE_2026_PSPS_Pre-Season_Report_Tables_20260701_PUBLIC.xlsx*.

3. PG&E, SCE, and SDG&E must include a detailed summary of efforts to develop, in advance of wildfire season, notification and communication protocols and systems to reach all customers and communicate in an understandable, accessible manner. This detailed summary must include, at a minimum, an explanation of the actions taken by the utility to ensure customers understand (1) the purpose of proactive de-energizations, (2) the process relied upon by the utility for initiating a PSPS event, (3) how to manage safely through a PSPS event, and (4) the impacts on customers when a proactive power shutoff is deployed by the utility. This requirement is applicable to PG&E, SCE, and SDG&E only. (D.21-06-014, Ordering Paragraph 41.)

Response:

In advance of wildfire season, we implemented a robust customer and community education campaign to increase public awareness and support of utility wildfire mitigation activity. This campaign included translations of the following communications for customers with Limited English Proficiency (LEP) and specific details to address concerns and needs of AFN populations (e.g., simplified versions of collateral and webinars). For more information, see PG&E’s [2026 – 2028 WMP R3](#), Vol 1 Section 11.4, Public Communication, Outreach and Education Awareness, Public Outreach and Education Awareness Program, pp. 510 – 533, and Section 11.3.1, Communication Strategies with Public Safety Partners, pp. 499 – 502.

In 2026, we will continue to host Wildfire Safety Webinars, Safety Town Halls and region-specific Town Halls for residential customers and unassigned small and medium business customers to provide additional information about wildfire safety, including PSPS purpose, processes and available resources. A list of engagement efforts can be found in Table 17 of *R.18-12-005_PGE_2026_PSPS_Pre-Season_Report_Tables_20260701_PUBLIC.xlsx*.

In addition, the following in-language webinars and multicultural media engagements have been planned for customers with LEP in 2026:

- **In-language webinars:** We will co-host at least six in-language webinars this year, partnering with selected multicultural media outlets. During the webinars, customers will learn about the purpose, processes, impact and resources we offer as support before, during, and after a PSPS. We will promote these events via our media partners, social media channels, and direct email to targeted LEP customers and websites. See the schedule below:

Webinar Date	Language	Targeted Counties	Media Partner
6/18/2026	Spanish	Bay Area	KDTV Univision
6/25/2026	Spanish	North Valley and Sierra	KUVS Univision
7/1/2026	Spanish	Central Valley	KFTV Univision
7/18/2026	Taglish	All HFTD Counties	KTSF-TV
7/21/2026	Chinese	All HFTD Counties	Skylink TV
7/22/2026	Russian	All HFTD Counties	Ethno FM Radio

- **Multicultural Media Engagement Campaign:** We partnered with 41 trusted multicultural media partners to help educate LEP customers on wildfire safety and preparedness. Potential media partners attended an information session on April 15, 2026. Participating media partners were then required to attend an annual online training to learn about the purpose, processes, impact and resources offered to support LEP customers before, during and after a PSPS on May 20, 2026. These media partners will help support PG&E to disseminate accurate and timely information through their in-language channels (broadcast, digital and/or social) before, during, and after a PSPS. We are unable to track the specifics of communications provided by our multicultural media partners as their systems and/or platforms used are out of our purview. However, we require all the participating media partners to share their in-language coverage.

Section VII: PSPS Event Lessons Learned

- 1. IOUs must provide a list of all lessons learned from past PSPS events, including feedback from impacted customers and stakeholders, and explain how the IOU has applied such lessons to its current and future PSPS activities. (D.21-06-034, Appendix at p. A14, Sections K-1.)**

Table 14 – PSPS Event Lessons Learned Summary

- a. Type of Issue (e.g., CRC, notification)**
- b. Description of Issue**
- c. Date of Discovery/ Applicable Activation**
- d. Risk Priority (high, medium, low)**
- e. Overall Resolution (Explanation of how IOU has applied lessons learned to its current and future PSPS activities, including any updates to specific plans)**
- f. Responsive actions (in detail)**
- g. Reference specific Plan page number(s) and updates from lessons learned, if applicable**
- h. Implementation Start Date**
- i. Estimated Completion Date**
- j. Status of Action (e.g., Planning, Implementing, or Complete (if Complete, add Date Complete))**

If a responding action is not completed by the reporting cutoff date, it should be carried into future annual reporting period(s) until it is fully implemented or irrelevant.

Response:

We collected feedback and lessons learned from our past PSPS events and exercises across multiple channels. This included “hotwash” meetings with our Emergency Operations personnel or surveys with impacted communities following a PSPS activation and additional surveys with community engagement events.

Lessons learned are incorporated into our process improvements and addressed through the Functional Area (FA). The results of the “hotwash” meetings are summarized in an AAR, and any actionable items that have not already been identified by an FA are routed through our Corrective Action Program (CAP), which identifies the issue owner, assesses the risk of the item and tracks progress.

Our risk matrix uses event severity and frequency as key factors to assign a risk of either High, Medium, Low or Level 5 to determine priority of the lessons learned. Most suggestions that do not have an impact on safety, reliability, compliance, quality, environment or finance, are ranked as “Level 5” risk. This means the issue does not meet the threshold for accruing risk to the business.

Information requested for this section can be found in Table 14 of *R.18-12-005_PGE_2026_PSPS_Pre-Season_Report_Tables_20260701_PUBLIC.xlsx*.

Section VIII: High Risk Circuits

- 1. IOUs should describe the methodology and criteria used to identify circuits at greatest risk of PSPS in the upcoming wildfire season. (D.21-06-034, Appendix at p. A14, Sections K-1.b SED Additional Information)**

Response:

We predict the potential for frequently de-energized circuits using historical PSPS and climatology data. This dataset was developed by analyzing circuit-level data and identifying circuits de-energized three or more times in any year between 2019 – 2024.³ For more information, see PG&E's [2026 – 2028 WMP R3](#), Section 4.3, Frequently De-Energized Circuits, pp. 39 – 42.

We cannot foresee the locations of circuits impacted by future PSPS events as we use real-time weather forecasts. It is not possible to predict potential outages more than a week in advance. Weather varies year-to-year, which drives variability in the location and number of outages, their size and duration of potential PSPS events.

³ PG&E was not required to provide a list of 2025 Frequently De-Energized Circuits in our submission of the 2026 – 2028 WMP. However, we provided a list of 2025 Frequently De-Energized Circuits in Table 15 of *R.18-12-005_PGE_2026_PSPS_Pre-Season_Report_Tables_20260701_PUBLIC.xlsx*.

2. IOUs must include the number of times each circuit was de-energized during the prior four calendar years, and describe all steps toward risk reduction and de-energization mitigation for each circuit including specific outreach and education efforts and efforts to identify and provide appropriate resiliency support to customers with access functional needs on each circuit. (*D.21-06-034, Appendix at p. A14, Sections K-1.b; SED Additional Information.*)

Table 15 – High Risk PSPS Circuits (as of date of last update)

- a. Circuit ID
- b. Circuit Name
- c. Segment ID (optional field)
- d. Segment Name (optional field)
- e. Indicator for Distribution Line or Transmission Line
- f. Number of Times De-energized (in last four calendar years)
- g. Total MBL Customers
- h. Total AFN Customers (including MBL)
- i. Total CFI
- j. Total Customers
- k. Steps Toward Risk-reduction and PSPS Mitigation (including effect of PSPS mitigation/risk-reduction on PSPS thresholds or the change in expected de-energizations per year, specific outreach and education efforts, and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit)
- l. Start Date of Step Implementation
- m. Estimated Completion Date

Response:

Information requested for this section can be found in Table 15 of *R.18-12-005_PGE_2026_PSPS_Pre-Season_Report_Tables_20260701_PUBLIC.xlsx*.

Section IX: Others

Section IX requirements are applicable to PG&E, SCE, and SDG&E only.

- 1. PG&E, SCE, and SDG&E must provide, with the following minimum fields, the dates/times when the Joint Utility PSPS Working Group (JUPSPSWG) convened and the webpage links to all meeting reports filed with the Commission. (D.21-06-014, Ordering Paragraph 8)**

Table 16 – JUPSPSWG Meetings

- a. Date of Meeting**
- b. Time of Meeting**
- c. Report Name**
- d. Webpage Link to Report**

Response:

Information requested for this section can be found in Table 16 of *R.18-12-005_PGE_2026_PSPS_Pre-Season_Report_Tables_20260701_PUBLIC.xlsx*.

- 2. PG&E, SCE, and SDG&E must identify the status of the list of Public Safety Partners, including the last date updated, on their PSPS webpages. (D.21-06-014, Ordering Paragraph 27.)**

Response:

Since October 2021, we have uploaded a new Public Safety Partner list to the PSPS Data Portal each month. We maintain this monthly process based on feedback from internal and external stakeholders. The last upload of the list to the PSPS Data Portal occurred on June 2, 2026. For privacy reasons, Public Safety Partner lists are only provided to agencies who have agreed to the PSPS Data Portal online agreement, and they only receive information for their jurisdiction. These lists are not posted to PG&E's public website due to confidentiality and privacy reasons.

- 3. PG&E, SCE, and SDG&E must confirm that the utility (1) contacted its MBL customers, at least annually, to update contact information; (2) sought to obtain from MBL customers, at least annually, an alternative means of contact for PSPS events; (3) contacted all customers that use electricity to maintain necessary life functions, at least annually, to update contact information; and (4) sought to obtain from these customers that use electricity to maintain necessary life functions, at least annually, an alternative means of contact for PSPS events. Provide the IOU's protocol on maintaining the MBL customer contact list and the electricity reliance customer contact list in a timely manner. The maintenance protocol should include the steps, the staffing, and the deadlines to achieve the objectives. (D.21-06-014, Ordering Paragraph 36.)**

Response:

It is our goal to ensure every MBL and SIV Program customer is notified and prepared for a potential PSPS.⁴

Our MBL and SIV customers are sent an annual communication by email or direct mail between May and July to reinforce the importance of having updated contact information on file and encouraging these customers to provide a secondary alternative means of contact for PSPS notifications. After a PSPS, MBL and SIV customers that were in scope and did not have valid contact information receive a postcard requesting updated contact information for future use.

MBL and SIV customer information is updated automatically and in real-time when a customer updates their PG&E account information or when it is provided to a representative. Requests to change contact information can be submitted via multiple channels, therefore, there is not a dedicated staff member or department solely responsible for implementing changes. For example, contact information can be changed by customers via our website, which updates our systems of record directly.

To ensure quality control of MBL and SIV customer contact information, we conduct a weekly review to identify customers who have missing or invalid contact information as documented in our Customer Care and Billing System (CC&B). Additionally, we cross-reference contact information submitted through our other program applications (e.g., California Alternate Rates for Energy Program (CARE)⁵/ Family Electric Rate Assistance Program (FERA)⁶ and rebates) to run a daily sync between our application system (used to process these program applications) and the MBL database within CC&B. These weekly and daily processes are conducted year-round to help ensure the MBL and SIV contact information is current.

The following materials are samples of collateral we sent to AFN, MBL and SIV customers for the preparedness outreach activities listed above.

⁴ MBL are customers are those that require electricity for medical reasons. SIV customers are those that self-attest they are vulnerable and/or part of the AFN community.

⁵ A monthly rate discount of about 38% on electricity and 20% on gas. Participants qualify through income guidelines or if enrolled in certain public assistance programs.

⁶ A monthly discount of 18% on electricity only. Participants qualify through income guidelines.

No Contact Information – Direct Mail



ACTION REQUIRED

Your information is outdated or missing

Ensure your contact information is up to date so you can:


- ✓ **Stay informed** of potential power outages.
- ✓ **Receive important alerts** to keep you and your family safe.

Visit pge.com/alerts
or call **1-866-743-6589**.



You can review and update your contact information by doing the following:

- 1** Log in to your account at pge.com/alerts or call **1-866-743-6589**.
- 2** Provide or update your phone number(s), email address(es) and/or an alternate contact. For text alerts, add a cell phone number.
- 3** Select your preferred language for alerts.

 For translation support in 240+ languages, or to request a print material in Braille, large print or audio, call **1-800-743-5000**.

Message paid for by customers.

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Pacific Gas and Electric Company
P.O. Box 997320
Sacramento, CA 95899

MBL Master Meter Tenant – Direct Mail



Action Required: Prepare your tenants for Public Safety Power Shutoffs



Post the enclosed flyers
in a common area for
tenant awareness.

For your safety, PG&E may have to turn off power to prevent a wildfire when risk is high. This is called a Public Safety Power Shutoff (PSPS). Our goal is to alert you 1-2 days before a PSPS, then provide updates via texts, calls and emails until power returns. **Master Meter and primary account holders are required to share information about PSPS with their tenants.**

To help tenants prepare and stay safe:

- Keep your contact information current to receive the latest outage updates.** Visit [pge.com/myalerts](https://www.pge.com/myalerts) or call 1-866-743-6589 to make any changes.
- Encourage tenants to sign up for Address Alerts** for PSPS notifications.
- Research programs** that offer backup power options for free or at a reduced cost.
- Remind tenants that resources are available** before and during a PSPS, including food banks, accessible rides and more.
- Direct tenants who may need extra help** during an outage to make a plan.
- Share information about our Medical Baseline Program and Self-Identified Vulnerable Program** with your tenants who rely on power for medical needs.
- Make a plan to support tenants who need mobility assistance** during an outage when the elevators, wheelchair lifts, etc., are down.

Visit [pge.com/pspresources](https://www.pge.com/pspresources) to learn more
about our resources or call 1-877-660-6789.



For translation support in 240+ languages, or to request a print material in Braille, large print or audio, call 1-800-743-5000.

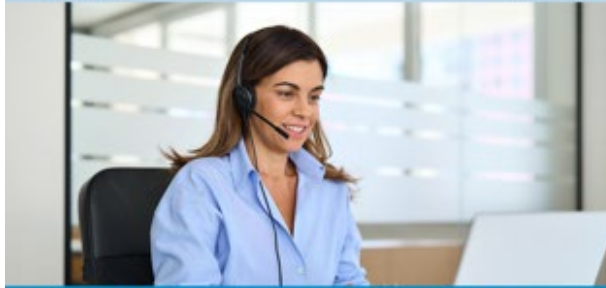
PG&E refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. ©2025 Pacific Gas and Electric Company. Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires. All rights reserved. CCC-0525-5217. 05/13/2025.



CA 211 Day Outreach



Our partners at 211 make outage planning easy



You don't have to plan for outages alone. We've partnered with **211**, a free, trusted service that provides live, personalized guidance to help you prepare and get connected to local programs.

Before, during and after power outages, a 211 care coordinator will:



Discuss your family's power needs and help create a customer outage plan and safety kit.



Review your household's needs and determine what support you may qualify for, like backup power.



Refer you to health and safety programs and help you complete applications.



Connect you with local support, like food banks, hotels, fuel for generators and financial programs.



Continually check in during and after outages. Live staff can connect you with more resources if needed.

[Learn more about 211 »](#)

To get help from 211:

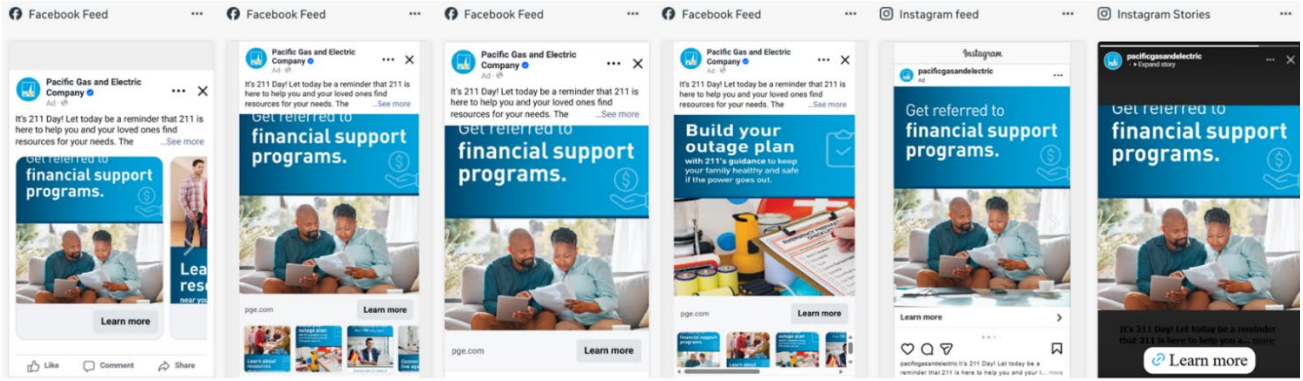
- Dial **211** (or **866-346-3211** if using relay services)
- Text "PREPARE" to **211-211**

For translation support in 240+ languages, or to request a print material in Braille, large print or audio, call **1-800-743-5000**. If you are Deaf, hard of hearing or need extra support, contact the California Relay Service at **711**.

Message paid for by customers.



CA 211 Day Outreach Cont.





Outages

1-877-660-6789

English

Account

Outages & Safety

Save Energy & Money

Business Resources

Clean Energy

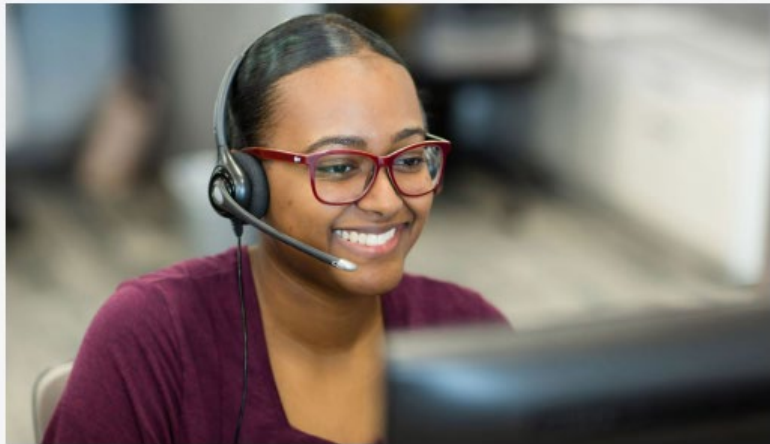
Sign In

May is Wildfire Awareness Month

To keep you safe, power may be shut off when wildfire risk is high.

[See how you can prepare](#)

[Pay your bill](#) > [Start or stop service](#) > [Billing questions](#)



Get live assistance

211 can help you prepare for emergencies and outages with resources near you.

[Learn more about 211](#)

Outage Preparedness Brochure – Direct Mail

Improving Safety With Layers of Wildfire Protection

Ongoing prevention work is making our system safer and more resilient.

1,500+ weather stations used to better monitor and respond to wildfire risk

46,000+ poles pre-treated with fire resistant spray to enhance safety

1,500+ sectionalizing devices applied to help reduce the impact of safety outages

1,250+ miles of strengthened poles and covered powerlines installed

900+ miles of powerlines undergrounded in the highest risk areas



See everything we're doing at pge.com/cwsp



Pacific Gas and Electric Company
P.O. Box 997320
Sacramento, CA 95899

See how we're working to keep you safe and reduce wildfire risk

Learn more at pge.com/cwsp



For translation support in 240+ languages, or to request print material in Braille, large print or audio, call 1-800-743-5000. Additional brochures are available for download in Spanish, Chinese, Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong, Thai, Hindi and Portuguese at pge.com/psps.

Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires. PG&E refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2023 Pacific Gas and Electric Company. All rights reserved. CCC-075-5342, 0101/02/23

See inside for wildfire safety improvements helping keep you safe!

Prepare your home for safety outages



See wildfire safety work in action

You can look up your address on our Progress Map to see safety work near you.

You can also see if your address qualifies for the Self-Generation Incentive Program or the Permanent Battery Storage Rebate Program.



Learn more at pge.com/progressmap

Safety outages protect your community

Public Safety Power Shutoff

Planned safety outages that help prevent a wildfire when risk is high. Our goal is to **notify you one to two days before** an outage.



Learn more at pge.com/psps

Enhanced Powerline Safety Settings

These settings may shut off power for safety **within one-tenth of a second**, or faster, if a hazard is detected on a powerline.



Learn more at pge.com/eps

We will keep you updated via text, call and/or email.



Be prepared in case of a safety power outage

Before an outage

- Create an emergency plan and find backup power options
- Make sure your contact information with PG&E is correct to get alerts
- See if you qualify for extra support through the Medical Baseline Program
- Get help planning if you're an older adult or have a disability through the Disability Disaster Access and Resources Program



Learn more at pge.com/afn

During an outage

- View current outages and restoration times at pge.com/outages
- Find local support by calling 211, texting 'Prepare' to 211-211 or visiting 211.org



tear here and post in an accessible place

Outage Preparedness – Direct Mail and Email

 **May is Wildfire Awareness Month:**
Prepare in case of wildfire safety outages



When wildfire risk is high, we may need to turn off power to help keep your community safe. We know past outages have been disruptive and we want to help you get prepared.

You don't have to plan for outages alone. 211 California is a free, trusted service that provides live, personalized guidance to help you prepare and get connected to local programs.

211

To get a live agent, call 211 or text "PREPARE" to 211-211. Learn more at pge.com/211.



For translation support in 240+ languages, or to request a print material in Braille, large print or audio, call 1-800-743-5000.





Message paid for by customers.

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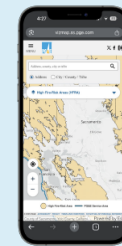
Use these tips to help you and your family prepare for outages

Outage preparedness tips:

-  Update your contact information at pge.com/myalerts so you can receive outage alerts.
-  Stock your emergency kit with non-perishable food and water.
-  Print out directions to important addresses and phone numbers.
-  Practice opening the garage door by hand if you need to evacuate.



Get more outage preparedness resources at pge.com/outageprep.



See wildfire prevention work in your community, including:

- Microgrids
- Hazard prevention work
- Outage size and length reduction measures
- Undergrounding projects

View prevention work near you at pge.com/progressmap.

 **May is Wildfire Awareness Month:**
Prepare in case of wildfire safety outages



To help protect you and prevent wildfires, we may turn off power when risk is high. We want to help you have a plan ready in case the power goes out.

You don't have to plan for outages alone. 211 California is a free, trusted service that provides live, personalized guidance to help you prepare and get connected to local programs.

211

To get a live agent, call 211 or text "PREPARE" to 211-211. Learn more at pge.com/211.



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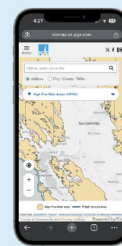
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Get more outage preparedness resources at pge.com/outageprep.



See wildfire prevention work in your community, including:

- Microgrids
- Hazard prevention work
- Outage size and length reduction measures
- Undergrounding projects

View prevention work near you at pge.com/progressmap.

Outage Preparedness Cont. – Direct Mail and Email

 Use these resources to help you and your family prepare for outages



May is Wildfire Awareness Month and a great time to ensure you are safe and outage ready.

When wildfire risk is high, we may need to turn off power to help keep your community safe. **We know past outages have been disruptive and we want to help you get prepared.**

You don't have to plan for outages alone.

211 California is a free, trusted service that provides live, personalized guidance to help you prepare and get connected to local programs.

- To connect with a live agent, call **211** or text "**PREPARE**" to **211-211**.

Live, knowledgeable staff will help you:

- ✓ **Identify** your household's needs and build a safety plan.
- ✓ **Get referred** to backup power and health and safety programs.
- ✓ **Connect with** local resources, like food options, discounted hotel stays, car rides and fuel for generators.

[Learn more about 211 »](#)

Outage preparedness tips

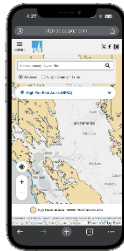
- **Make sure your contact information is up to date** so you can receive outage alerts. Check your information on [MyAlerts](#).
- **Stock your emergency kit** with non-perishable food and water.
- **Print out directions** to important addresses and phone numbers you may need.
- **Practice opening and closing your garage door** by hand in case you need to evacuate.

[Explore more outage preparedness resources »](#)

See wildfire prevention work in your community, including:

- Microgrids
- Hazard prevention work
- Outage size and length reduction measures
- Undergrounding projects

[Search your address today »](#)



Need materials in another format?

For translation support in 240+ languages, or to request a print material in Braille, large print or audio, call **1-800-743-5000**. If you are Deaf, hard of hearing or need extra support, contact the California Relay Service at **7-1-1**.

Message paid for by customers.



 Resources to help you prepare for potential power outages



May is Wildfire Awareness Month and a great time to ensure you are safe and outage ready.

When wildfire risk is high, we may need to turn off power to help keep your community safe. **We know past outages have been disruptive and we want to help you get prepared.**

You don't have to plan for outages alone.

211 California is a free, trusted service that provides live, personalized guidance to help you prepare and get connected to local programs. A 211 care coordinator can help you:

- **Identify** your household's needs and build a safety plan.
- **Get referred** to backup power and health and safety programs.
- **Connect with** local resources, like food options, discounted hotel stays, car rides and fuel for generators.

To connect with a live agent, call **211** or text "**PREPARE**" to **211-211**.

[Learn more about 211 »](#)

Start building your outage plan with these simple safety tips:



Make sure your contact information is up to date so you can receive outage alerts. Check your information on [MyAlerts](#).



Stock your emergency kit with non-perishable food and water.



Print out directions to important addresses and phone numbers you may need.



Practice opening and closing your garage door by hand in case of evacuation.

See if your address qualifies for backup power and prevention work near you at pge.com/progressmap.

[Explore more outage preparedness resources »](#)

Need materials in another format?

For translation support in 240+ languages, or to request a print material in Braille, large print or audio, call **1-800-743-5000**. If you are Deaf, hard of hearing or need extra support, contact the California Relay Service at **7-1-1**.

Message paid for by customers.



Section X: Tree Overstrike

- Pacific Gas and Electric Company (PG&E) must submit PSPS pre-season reports in compliance with the CPUC’s PSPS Guidelines. In addition, PG&E must estimate which circuits might be de-energized as a result of the inclusion of tree overstrike criteria and estimate the impacts on the frequency, duration, scope and scale of de-energization due to the utilization of tree overstrike criteria in its PSPS decision-making. PG&E should state if it intends to continue using tree overstrike criteria and include justification for its decision.**

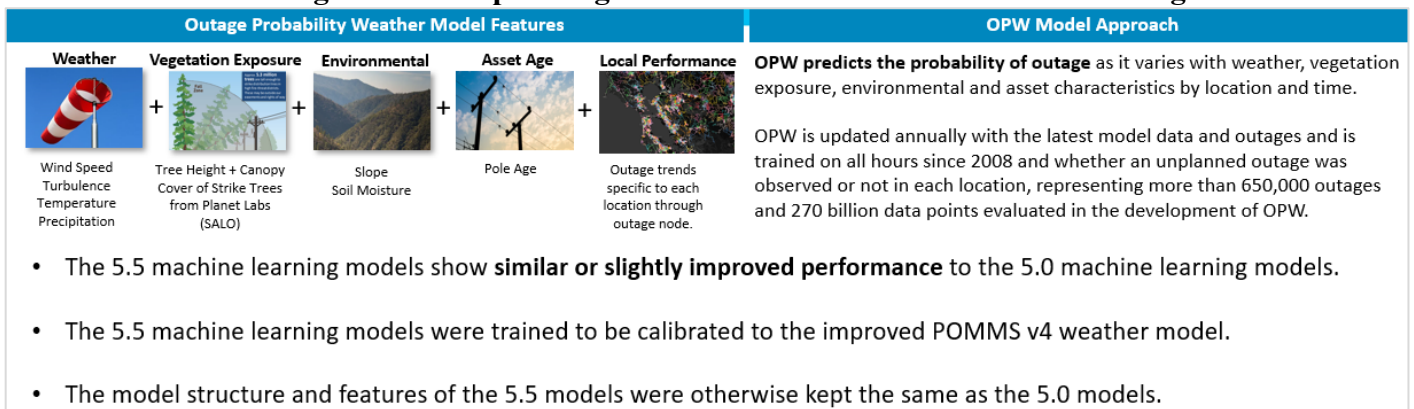
Response:

PG&E’s Outage Probability Weather Model (OPW) uses satellites to examine tree heights and canopy cover of strike trees which annually captures vegetation changes throughout the service area through either growth, felling, or management. The vegetation exposure analysis is incorporated into the OPW machine learning model, therefore, we are unable to separate data to show how the inclusion of tree overstrike, distinct from other factors in the model, impacted PG&E’s PSPS decision-making.

Vegetation exposure is one of many features in the OPW model. The OPW is combined with the Fire Potential Index (FPI) model to form PG&E’s Catastrophic Fire Probability Distribution (CFPD). Therefore, we are not able to quantify the effect that tree overstrike has on the changed frequency, duration, scope and scale of PSPS events. See Figure 1 below explaining the latest changes made to PG&E’s OPW model, including the transition to satellite derived products.

For more information on our PSPS decision-making process involving tree overstrike, see PG&E’s [PSPS Post-Event Reports](#), Section 2.

Figure 1: Incorporating Tree Strike Potential into PSPS Modeling



APPENDIX

APPENDIX A
CRC Plan (Version 5)
July 2026

Appendix A – Table of Contents

Section II.1.a - CRC Objectives.....	44
Section II.1.b - CRC Strategies, actions, and timing	44
Section II.1.c - CRC contracting efforts to ensure sufficient contracted CRC available during PSPS	47
Section II.1.d - Engagement with local populations on AFN needs	49
Section II.1.e - Stakeholder recommendations on AFN needs of services and supplies	50
Section II.1.f - Criteria used to determine the types of CRCs needed during each event.....	51
Section II.1.g - Services and supplies available at each CRC to customers and AFN populations.....	51
Section II.1.h - CRC information transparency and accessibility on PSPS webpage and PSPS advanced notification during event.....	54
Section II.1.i - COVID 19 Considerations	54
Section II.1.j - Prior year CRC usage metrics.....	54
Section II.1.k - CRC program evaluation including customer feedback, CRC related surveys, survey results, survey evaluation, and IOU’s related challenges.....	55
Section II.1.l – Lessons learned protocol	55

Section II.1.a - CRC Objectives

To mitigate impacts, we open CRCs during a PSPS to provide customers with a safe place to access basic resources including:

- Electricity to charge medical equipment and electronic devices;
- Latest information about the PSPS; and
- Water, snacks, blankets, Americans with Disabilities Act (ADA) accessible restrooms, and other items.

Section II.1.b - CRC Strategies, actions, and timing

When the EOC activates for PSPS, we evaluate the outage scope and propose pre-identified CRC sites to activate based on estimated customer impact. The proposed CRC site list is sent to impacted Tribal governments and the impacted counties' Offices of Emergency Management (OEMs) for their review and feedback. We will accommodate requests, as feasible, if alternative sites are suggested. Once a list of sites is approved, we conduct outreach to landowners to confirm site availability.

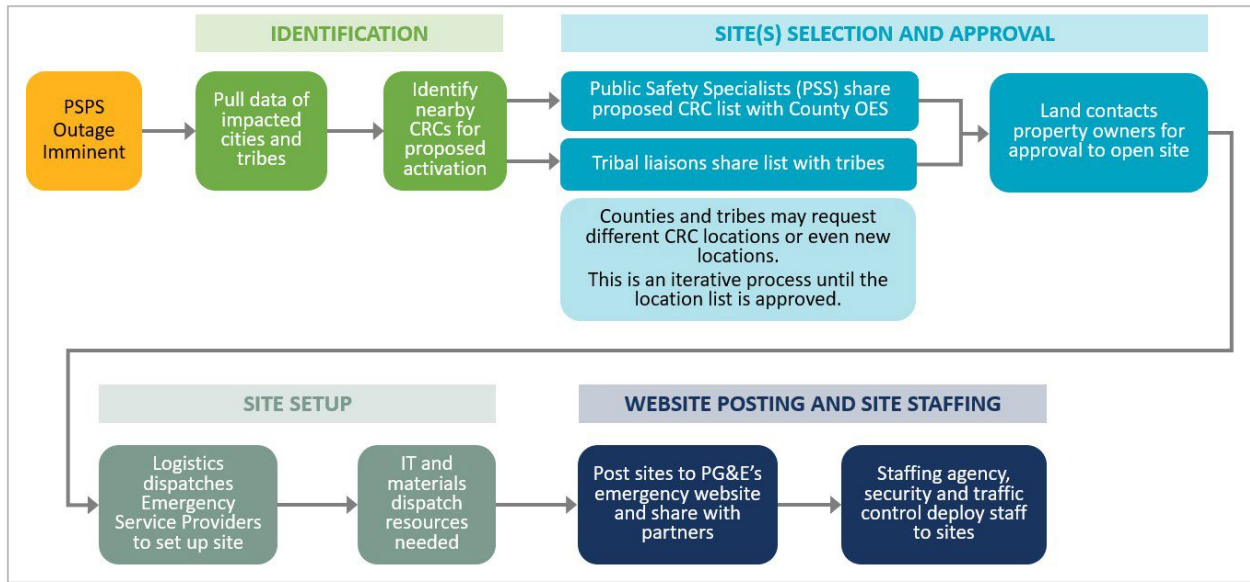
Once sites are confirmed by counties, contacts, and the landowners, we notify internal and external stakeholders by publishing the sites on PG&E's [CRC webpage](#). Simultaneously, internal and external partners begin to prepare and staff the sites.

CRCs are prepared by third-party Emergency Service Providers who have expertise in emergency response and are trained in CRC protocols. These specialized companies are contracted and on stand-by throughout peak wildfire season to prepare CRCs as needed.

Our website lists CRCs by county and provides details on the resources available at each CRC site. CRC locations are also included on PSPS maps, so users can identify which CRC is closest to their address. PG&E's website also provides information on areas not impacted by de-energization and locations where customers can access electricity when CRCs are closed.

CRC site information is communicated via press releases, social media posts, and local government outreach. Customer text and email notifications also include a hyperlink to PG&E's [PSPS webpage](#) where customers can find all relevant CRC information. The activation process is illustrated in Figure 2.

Figure 2: High-Level CRC Activation Process



Site Safety

Prior to opening a CRC, personnel conduct a safety briefing to identify all available safety resources and review procedures. This includes locating basic medical resources (e.g., first aid kits, fire extinguishers, etc.), identifying egress routes, and reviewing how to contact emergency services. All CRC personnel are required to familiarize themselves with external safety resources onsite and where to access relevant contact information (e.g., security personnel, traffic control, etc.). Additionally, CRCs post safety and emergency protocol signs in visible locations.

Our Emergency Service Providers set up cone bars or other barriers that encircle all outdoor CRCs to create clear entry and exit points, protect visitors from potential vehicle safety issues, and define a perimeter that can be patrolled by the on-site security personnel. See Figure 3 for an example of a cone bar at an outdoor CRC.

Figure 3: Cone Bar Example



CRC Rules and Code of Conduct

Our internal and contracted personnel are trained in CRC rules and code of conduct. Each CRC has posted signs to welcome visitors and inform them of all applicable rules. Materials are translated into 16 languages in our electric service area and can be printed, as needed. Additionally, staff offer to assist blind or low-vision customers.

Figure 4: Examples of CRC Signage



CRC Hours

Once PG&E’s Emergency Operations Center (EOC) is activated for a PSPS, initial CRC opening times align with estimated de-energization times in impacted communities. Standard operating hours thereafter are from 8:00 AM – 10:00 PM. CRCs are also actively monitored by PG&E’s Hazard Awareness and Warning Center (HAWC) and local Public Safety Specialist (PSS) teams for any wildfire evacuation warnings, air quality concerns such as elevated Air Quality Index (AQI), or other safety alerts. Any of these may cause a CRC to close early or open late. There may also be instances when CRCs are not opened, such as Tribal, local government or agency requests, estimated restoration timing, safety concerns or other unforeseen circumstances.

Once a county has reached, or is near 100% restoration, we will contact the county OEM for their approval to close CRCs in their county. When the approval is granted, we will close and demobilize the CRCs based on county approval and re-energization time and remove the site listings from PG&E’s public website.

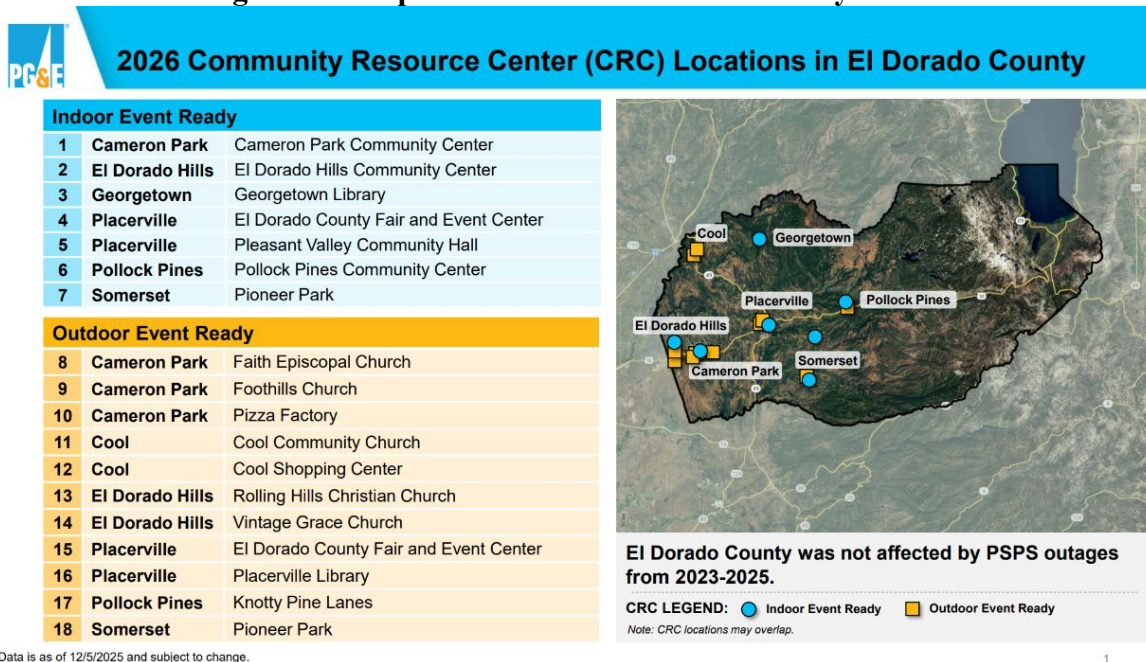
Section II.1.c - CRC contracting effort in place to ensure sufficient contracted CRC available during PSPS (D.21-06-034, Appendix at p. A1, Sections A-2.)

Throughout the year, we maintain a robust portfolio of contracted, pre-approved CRC locations identified in close coordination with Tribal and local governments where PSPS events are most likely to occur.

In February 2026, PG&E’s dedicated PSS team provided counties with a map depicting where a PSPS had impacted their respective communities in previous years and locations of event-ready and in-progress CRC locations. See Figure 5 for an example from El Dorado County.

Similarly, PG&E’s Tribal Liaisons met with Tribal governments in PG&E’s service area to review event-ready CRC locations on or near Tribal lands to make sure their needs were met. Most counties did not have additional CRC location requests. Any requests for additional indoor and outdoor CRC locations are handled by PG&E’s CRC team.

Figure 5: Sample outreach slide from February 2026⁷



Our current CRC portfolio includes 116 event-ready indoor sites and 264 event-ready outdoor sites as of May 1, 2026. Figure 6 shows the locations of these sites, and a full list is provided in Table 1 of R.18-12-005_PGE_2026_PSPS_Pre-Season_Report_Tables_20260701_PUBLIC.xlsx. Sites are generally concentrated where PSPS are more common.

⁷ Information included in figure contains data from December 2025.

Figure 6: Potential CRC Locations



Once a site has been identified, we conduct initial outreach to the landowner regarding their participation in the CRC program. If a landowner for an outside site is interested and meets the criteria, we engage in site utilization negotiations directly.

Accessibility

If a landowner for an indoor site is interested, we dispatch an ADA Subject Matter Expert (SME) to assess whether the proposed indoor space, parking area, and paths of travel meet ADA standards. PG&E's ADA SME assess the sites to ensure they meet federal accessibility standards required at polling places and other temporary use facilities. This assessment evaluates many factors including, but not limited to, assessing the gradient of the slope in the paths of travel, checking for gaps and cracks in pavement or asphalt, and measuring the ADA parking area. When the required remediation is deemed reasonable, an accredited ADA contractor will be engaged to make the necessary upgrades to current ADA/CBC 11B standards.

Generation

We deploy an electrical contractor to provide an estimate to upgrade the electric system to ensure a temporary backup generator can be used if there is not already generation on site. If the estimates for ADA remediations and/or electric system upgrades are reasonable and if the landowner signs a long-term use agreement, we will begin with the necessary site improvements.

- *Indoor CRCs:* While some contracted indoor locations already have their own back-up generation unit, we can install an automatic transfer switch (ATS) or provide a temporary, mobile back-up generation unit if a site does not have generation. Pre-staging generators ensure that indoor sites are event-ready and do not rely on electrical contractor crews to deploy during a PSPS. Generators are continuously monitored during the wildfire season and refueled as necessary to ensure readiness.
- *Outdoor CRCs:* During a PSPS, our third-party emergency service provider brings

mobile back-up generation to power sites while CRCs are set up. Outdoor CRCs are powered by small generators and have sufficient amperage to charge personal electronic, medical devices in addition to providing adequate lighting to the facility.

In rare instances, we have modified agreements with indoor CRC sites whereby we will not use the location if the CRC site is impacted by a PSPS. In these cases, we will utilize a different site, not impacted by a PSPS.

Section II.1.d - Engagement with local populations on AFN needs (*D.20-05-051, Appendix at p. 5, Sections d; D.21-06-034, Appendix at p. A1, Section A-3.*)

We have taken steps to make CRCs accessible to all visitors. This includes ongoing engagement and coordination with community stakeholders, site and material preparation, and in-event considerations. We will continue to solicit feedback from AFN customers and stakeholders to implement improvements.

We collected CRC feedback through several channels including our AFN Collaborative Council, Statewide AFN Council, and People with Disabilities and Aging Council during annual and quarterly meetings. For a list of council participants, see PG&E's [2026 AFN Plan](#), Appendix A.1 – C.1, pp. A – 1 to A – 11.

We also gathered feedback through surveys including our CA 211 partners' CRC Survey and our post-activation CBO Survey which includes a question related to our partner organizations receiving feedback about CRCs.

Additionally, we work directly with Tribal and local governments to ensure CRCs meet local needs and consider additional local demographics.

Compiled feedback from meetings with AFN Collaborative Council, Statewide AFN Council, and People with Disabilities and Aging Council during annual and quarterly meetings can be found in Table 2 of *R.18-12-005_PGE_2026_PSPS_Pre-Season_Report_Tables_20260701_PUBLIC.xlsx*.

Disability, Aging, AFN Communities, and MBL Visitor Advanced Site Considerations

Prior to a PSPS, we engage in advanced preparations to ensure a CRC remains accessible including:

- ADA evaluation for all new sites and remediation investment at indoor sites. See [Section II.1.c](#) for additional information.
- Disability etiquette training for customer service staff.
- Ensuring accessible parking at indoor and outdoor locations.
- Partnerships with transportation services.

During a PSPS, additional steps are taken to ensure a CRC is accessible including providing:

- Accessible parking at outdoor locations using signage or cones. Indoor site ADA parking is described in [Section II.1.c](#).
- ADA-accessible, portable restrooms and hand-washing stations.
- A large whiteboard with Wi-Fi information in large print at each entrance.
- A list of food bank and transportation partnerships by county are provided on

- information sheets in English, large print and braille.
- Illuminated traffic signage placed on the roadway for better visibility to direct visitors to the CRC location.
- Information cards and other print resources for visitors are available in braille as well as 15 other non-English languages, the latter printable on demand.
- Multi-lingual staff assigned based on local demographics and feedback from community partners. If additional in-language support is needed, staff have access to translation services in 240+ languages, including American Sign Language (ASL) through [LanguageLine Solutions](#), for visitors who may be multi-lingual, deaf or hard of hearing.
- Posted signage that complies with accessibility standards (i.e., font color, size and placement).
- Prioritizing AFN visitors who require charging for medical equipment.
- Privacy screens at indoor sites (e.g., for breastfeeding mothers).

We recognize that some impacted individuals may require transportation assistance to and from CRCs. To support those individuals, we have partnered with:

- CA 211, a 24/7 service that connects callers to local transportation resources.
- Disability Disaster Access and Resource Program (DDAR) which can provide accessible transportation through participating in Independent Living Centers (ILCs).
- Four additional transportation service providers⁸ in the highest impact areas.

Following feedback regarding awareness for transportation services, we added available transportation options and links to Google Maps driving and public transit navigation to CRC locations on our [emergency website](#). We also created a transportation fact sheet, available to any CRC visitor, which links the information directly to our outage web, CRC webpage and AFN webpage.

Section II.1.e - Stakeholder recommendations on AFN needs of services and supplies
(D.21-06-034, Appendix at p.A1, Section A-3.)

We created this CRC plan, including addressing recommendations on AFN customer services and supplies, in consultation with Tribal representatives, regional and local governments, Advisory Boards, Public Safety Partners, representatives of disability, aging, AFN communities, senior citizen groups, business owners, CBOs, and public health and healthcare providers.

Additionally, CRC recommendations are reviewed with other stakeholders including groups like CBOs, public health, and healthcare providers in multiple forums. This includes, but is not limited to:

- County Wildfire Townhalls;
- CWSP Advisory Committee meetings;
- Direct outreach to representatives of the disability, aging, AFN communities and CBOs;
- Presentations to County Boards of Supervisors, Mayors and City Councils;
- RWG meetings and;
- Wildfire Safety Working sessions.

⁸ Dignity Health Connected Living, El Dorado Transit Authority, Fresno Economic Opportunities Commission and Vivalon.

PG&E program managers (AFN/CRC) also meet on an ongoing basis to discuss recommendations from stakeholders and opportunities for improvements and benchmarking.

A list of suggested improvements from AFN stakeholder engagement can be found in Table 2 of *R.18-12-005_PGE_2026_PSPS_Pre-Season_Report_Tables_20260701_PUBLIC.xlsx*.

Section II.1.f - Criteria used to determine the types of CRCs needed during each event (D.21-06-034, Appendix at p. A1, Sections A-4.)

We rely on input from local officials, such as Tribal governments and OEMs, to identify locations for CRCs that will best serve their communities. As a part of this effort, we conducted annual outreach to all PSPS-impacted Tribal governments and counties in our service area to help identify any additional CRC locations. See Figure 5 for a sample outreach slide with a map showing counties impacted by PSPS in the previous three years against all existing or in progress CRC locations. We are actively pursuing the addition of new CRC sites identified through this approach in 2026. This can be an iterative process as not all identified sites meet the CRC requirements.

CRCs are set up in locations well known to the public and with two or more egress routes. While indoor CRCs are in buildings (e.g., community centers, libraries, schools, churches, senior centers), outdoor CRCs are set up in local parking lots.

When identifying and reviewing potential CRC locations, we use the criteria outlined below.

Indoor CRC Site Criteria

- Able to accommodate a reasonable number of people who would be potentially impacted by PSPS in the area.
- ADA-accessible and meets all associated facility and parking guidelines.
- Capable of receiving backup generation.
- Compliant with safety requirements (i.e., earthquake/fire codes, occupancy limits, meets all local codes, possesses interior and exterior lighting).
- Equipped with a level loading area to accommodate loading and unloading of materials.
- Outfitted with ADA-compliant restrooms and indoor plumbing and/or able to accommodate portable ADA-compliant restrooms.
- Reasonable amount of off-street, paved parking.

Outdoor CRC Site Criteria

- Accommodates portable and ADA-compliant restrooms.
- ADA-accessible lot.
- Approximately half acre or more in size.

Section II.1.g - Services and supplies available at each CRC to customers and AFN populations

Primary CRC offerings are standard for both indoor and outdoor sites, some extra amenities such as ice, heating, and cooling are only available at indoor sites. We have taken numerous steps to make CRCs accessible and our resource services available to all visitors including those with AFN. For more information, see PG&E's [2026 AFN Plan](#), Section 2.8.2.4, pp. 50 – 51.

Figure 7 is an example of an outdoor CRC site and Figure 8 describes the resources available at each type of site. We determine whether to open indoor or outdoor CRCs by considering current and anticipated outdoor conditions, like nearby wildfires, AQI level, weather conditions and how they may impact vulnerable populations. While we use indoor sites where available, the primary focus is on locating the CRC as close to the impacted population as possible.

Figure 7: Outdoor CRC site from August 2021 PSPS



Figure 8: Resources by CRC Type

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



Details/Resources	Indoor	Outdoor
CRC Overview	Indoor site (Community Center, Church, Library, School, etc.)	Open Air Tent Shelter
Health and Safety Measures*	✓	✓
ADA-Accessible Restroom	✓	✓
Heating and Cooling	✓	
Device Charging**	✓	✓
Wi-Fi Service	✓	✓
Bottled Water	✓	✓
Non-Perishable Snacks	✓	✓
Grab-and-Go Resource Offerings***	✓	✓
Tables and Chairs	✓	✓
Bagged Ice	✓	
Blankets	✓	✓
Security Personnel	✓	✓
Cellular Coverage	✓	✓
Customer Service Staff	✓	✓
Wind/Weather-Resistant	✓	
American Sign Language (ASL) Video Relay Interpreting (VRI)	✓	✓
Privacy Screens	✓	

* Regular disinfecting and cleaning of the site

** Medical device charging will be prioritized in times of high demand

*** Grab-and-go bag contains device charger, water, snacks and info card

We also worked with primary cellular providers in the service area to evaluate all pre-existing CRC sites for Long Term Evolution (LTE) cell coverage strength. In geographic areas with limited cell coverage, we purchased mobile cellular towers and satellite phones to deploy as needed to provide additional coverage.

Staffing

Our CRCs are staffed by third-party contractors that include Customer Service Leads and Customer Service Staff who are trained on how to serve individuals with AFN needs, such as accommodating visitors in mobility devices (such as canes, crutches, walkers, rollators and wheelchairs) or speaking languages other than English. Staff are trained to provide AFN resource information via various fact sheets and help visitors navigate PG&E's webpage to find PSPS information (restoration time, available resources, etc.). These staff members also have a dedicated number to call for customers who may be eligible to participate and are not already enrolled in PG&E's MBL Program.

During a PSPS, employees who are specialized in ADA compliance may visit sites or conduct virtual audits for safety and accessibility and offer suggestions for improvement to on-site staff.

Onsite CRC Staff

- Customer Service Lead
- Customer Service Support (1 – 2 people)
- Emergency Services Provider
- Security
- Traffic Control (1 – 2 people)

Offsite CRC Support

Throughout a PSPS, CRCs are also supported by PG&E's EOC staff including but not limited to:

- ADA Subject Matter Expert
- AFN Strategy Lead
- Customer Contact Emergency Coordination Center
- Digital Strategy
- Environmental
- EOC CRC Lead and Staff (2 people)
- Hazard Awareness & Warning Center
- IT
- Land
- Liaison/Public Information Officer (PIO)
- Logistics
- Materials
- Planning and Information
- PSS
- Safety
- Security
- Temporary Generation Branch

Section II.1.h - CRC information transparency and accessibility on PSPS webpage and PPS advanced notification during event

The success of a CRC, and serving impacted communities, relies on our community member's awareness. Through pre-season marketing and in-event publicity, we have seen significant improvements in CRC awareness.

CRC locations are communicated through press releases, social media posts, local government outreach and our network of CBO partners. Sites are also shared in public, agency, and media briefings. Additionally, leading up to and during a PPS, we send customers numerous notifications including Interactive Voice Recordings (IVRs), texts, and emails. These notifications direct customers to PG&E's website where CRC information is displayed prominently on the landing page and outage map. Additional information on notifications can be found in [Appendix C: Notification Plan](#).

To further increase CRC awareness, we include information about CRCs in our PPS pre-season outreach that educates residents on resources available during a PPS. This year, we will continue to include CRC information in PPS preparedness brochures mailed to customers in geographic areas that are most likely to be impacted.

Section II.1.i - COVID 19 Considerations

We follow the California Department of Health and Human Resources guidelines for cooling centers for COVID-19 considerations, and any other federal, state or local mandates.

As of May 1, 2026, our CRC health and safety guidelines are as follows:

- Facial coverings are not required but encouraged.
- For the health and safety of the community, individuals who exhibit any symptoms of illness are asked not to visit a center.
- Medical device charging is prioritized.
- Supplies are provided so visitors can leave at their discretion; visitors are welcome to stay and charge their devices on site.
- Surfaces are regularly sanitized.

Section II.1.j - Prior year CRC usage metrics

We include CRC locations, type, resources available, hours operated and visitor counts in each [PPS Post-Event Report](#) and in the [2025 PPS Post-Season Data Report](#).

In 2025, we opened CRCs during four EOC activations in response to PPS. Additional usage data can be found in Table 3 of *R.18-12-005_PGE_2026_PSPS_Pre-Season_Report_Tables_20260701_PUBLIC.xlsx*.

Section II.1.k - CRC program evaluation including customer feedback, CRC related surveys, survey results, survey evaluation, and IOU's related challenges (*D.21-06-034, Appendix at p. A1, Sections A-6; SED Additional Information.*)

We continue to utilize surveys to gather feedback from CRC visitors on their overall satisfaction and experience. In 2025, we received a total of 183 responses. Completed survey responses can be found in Table 4 of *R.18-12-005_PGE_2026_PSPS_Pre-Season_Report_Tables_20260701_PUBLIC.xlsx*.

To increase survey engagement, we provide survey cards at CRC check-in with a QR code to access the survey, an information card in each grab-and-go bag and additional signage at the CRCs on how to access the survey.

Details on CRC-related challenges can be found in Table 5 of *R.18-12-005_PGE_2026_PSPS_Pre-Season_Report_Tables_20260701_PUBLIC.xlsx*.

Section II.1.l - Lessons learned protocol, including where in the plan you have incorporated in any lessons learned

Following each PSPS, our CRC team reviews feedback and lessons learned to identify and address issues based on regulatory compliance, operational feasibility and available and potential resources. Feasible actions are vetted internally and implemented as process improvements. Historically, items have been focused on incremental process improvements.

We also utilize ongoing engagements, such as the quarterly RWG meetings, CWSP Advisory Committees, Webinars and Townhalls to obtain feedback from external stakeholders.

Actions taken based on previously identified lessons learned are incorporated into current PSPS planning and preparedness activities. We have implemented the following CRC-related improvements:

- Created a process to manage our response to a larger than expected number of CRC visitors.
- Developed training procedures to better prepare CRC staff on AFN referral processes.

Lessons learned from the previous year are included in PG&E's [2026 – 2028 WMP R3](#), Vol 1, Section 13, Lessons Learned, pp. 552 – 556, [2026 AFN Plan](#), Section 2.9.2, Recovery (After – Power has been restored) pp. 51 – 52, and Table 14 of *R.18-12-005_PGE_2026_PSPS_Pre-Season_Report_Tables_20260701_PUBLIC.xlsx*.

APPENDIX B
CFI Plan (Version 5)
July 2026

Appendix B – Table of Contents

Section III.1.a - CFI Objectives.....	58
Section III.1.b - CFI strategies, actions and timing.....	58
Section III.1.c - CFI definition and IOU CFI contact on PSPS website.....	59
Section III.1.d - Identification method of CFI	59
Section III.1.e - Changes in CFI since prior annual report	59
Section III.1.f - Maintenance and update process of CFI list.....	59
Section III.1.g - Collaboration with transmission-level customers	59
Section III.1.h - Comparison of current year CFI request total with last year	60
Section III.1.i - CFI backup power assessment efforts/actions, backup power provisions and terms ..	60
Section III.1.j - Engagement with local government and Public Safety Partners on CFI identification and back-up generation need	60
Section III.1.k - Maintenance and accessibility of CFI list.....	60
Section III.1.l - Consultation with local and tribal governments.....	60
Section III.1.m - Coordination with CFI to maintain energization during PSPS events of varying lengths.....	61
Section III.1.n - Lessons learned protocol.....	61

Section III.1.a - CFI Objectives

Our CFI plan touches on the three main objectives pursuant in D.21-06-034. These include:

- *Informing CFI customers during a PSPS:* We provide CFI customers, including Transmission-level customers, with advanced notifications and prioritized restoration as outlined in PG&E's [2026 – 2028 WMP R3](#), Vol 1 Section 11.4.3, Outreach and Education Awareness Activities, pp. 518 – 524 and additional communications and other resources before and during a PSPS.
- *Ongoing collaboration to ensure CFI customers are identified and prepared for PSPS:* In an effort to maintain accurate contact information and backup generation needs, we rely heavily on collaboration. Engagement with local government and Public Safety Partners by Account Representatives and PSS related to CFI customer identification, validation of contact information, and resiliency planning efforts associated with backup generation is conducted annually. This is in addition to the outreach noted in PG&E's [2026 – 2028 WMP R3](#), Vol 1 Section 11.4.3, Outreach and Education Awareness Activities, pp. 518 – 524.
- *Reviewing and assessing CFI customers backup power support:* In alignment with other IOUs, we provide CFI customers with the ability to request a backup power assessment and provide online resources, tools, and preparedness information related to their business needs. We do not provide backup generation to individual facilities. However, our policy allows exceptions for CFI customers when a PSPS could have a significant adverse impact to public safety, or the individual critical customer facility's backup generation and emergency plan fails.

Section III.1.b - CFI strategies, actions and timing

Our CFI strategies reflect actions taken in prior PSPS events, ongoing efforts, and planned enhancements for the upcoming wildfire season. Based on prior PSPS events, we have implemented our plans to capture information about the effects of prolonged outages on customers and their backup generation capabilities. Additionally, representatives conducted outreach to Customer-Owned Line (COL) and Foreign Transmission Line (FTL) operators to confirm PSPS protocols.

We recognize the importance of ensuring that agencies and critical facilities have the necessary information during emergency events to prepare resources, communication channels, and respond to community needs. During a PSPS, we follow ICS and National Incident Management System (NIMS) structure and protocols to ensure that Public Safety Partners receive timely and appropriate information. For more information, see Electric Annex to PG&E's [Company Emergency Response Plan](#), Section 8.2.6, Customer Strategy Officer pp. 8 – 5.

During a PSPS, we send automated notifications and have online information tools available for CFI customers, while working directly with them to answer questions in real-time. For more information on how the EOC provides support to CFI customers during a PSPS, see PG&E's [2026 – 2028 WMP R3](#), Vol 1, Section 11.3.1, Communication Strategy with Public Safety Partners, pp. 499 – 502, and Section 11.4.1, Protocols for Emergency Communications, pp. 511 – 513.

Section III.1.c - CFI definition and IOU CFI contact on PSPS website

The CFI definition and CFI contact information are made available on the PSPS Website: [Large Business and Critical Infrastructure](#) and the [Critical Facility Fact Sheet](#).

Section III.1.d - Identification method of CFI

CFI customers are identified using the definition specified in D.19-05-042 which was expanded in D.20-05-051 and further detailed in D.21-06-034.

Section III.1.e - Changes in CFI since prior annual report

Our 2026 CFI Plan is consistent with our 2025 CFI Plan, and no significant changes have been made since the issuance of our 2025 PSPS Pre-Season Report, Appendix B pp. 51 – 56.

Section III.1.f - Maintenance and update process of CFI list

Additions or updates to our CFI customer lists are collected during annual reviews. Requests for updates are also received directly from CFI customers to their assigned Account Representatives, PSS or the Critical Facilities Infrastructure Lead (CIL) noted on the PSPS Data Portal.

Requests to add, edit or remove CFI customers are reviewed by a governance committee for adherence to the definition of a CFI customer as specified in D.19-05-042, D.20-05-051 and D.21-06-034. Upon approval, accounts are created accordingly in our data systems.

Requests for changes are entered into our systems and integrated during a nightly upload. CFI customer lists are uploaded onto the PSPS Data Portal monthly for planning purposes. During a PSPS, CFI customer lists are refreshed to reflect the most current data.

Section III.1.g - Collaboration with transmission-level customers

Ahead of wildfire season, we sent direct outreach to Transmission-level entities from assigned Account Representatives which were invited to webinars to discuss wildfire prevention efforts, share resources before, during and after PSPS and review improved wildfire safety technology and tools.

During a PSPS, we notify Transmission-level customers, including Publicly Owned Utilities (POU) via:

- Automated notifications via email, text and phone call requests to confirm receipt of the notifications. If these customers do not confirm receipt of the automated notification, PG&E representatives from local Operations Emergency Centers (OEC), Customer Relationship Managers or the CIL make direct calls to critical facility contacts to ensure they are aware of the potential PSPS.
- Live calls by PG&E's CIL, as soon as possible.
- Live calls by PG&E's Grid Control Center (GCC) operators before de-energization and re-energization.

POUs and Telecommunication Providers are also invited to PG&E's daily Systemwide Cooperator Call to receive situational updates and have access to the PSPS Data Portal that contains maps and other PSPS information. Per CPUC requirements, Telecommunication Providers also have access to PG&E's EOC, as requested.

Section III.1.h - Comparison of current year CFI request total with last year

As of April 3, we have received 14 CFI designation change requests for 2026, compared to 344 requests received in 2025.

Section III.1.i - CFI backup power assessment efforts/actions, backup power provisions and terms

CFI customers can request a Backup Power assessment on the [Large Business and Critical Infrastructure](#) website. We continue to support Public Safety Partners and CFI customers with backup power support when feasible, utilizing our Backup Generation policy to determine eligibility and prioritization.

CFI customers are also invited to select Wildfire Safety webinars that provide information on backup power support resources and how to access them, including how to coordinate with their assigned account representatives to discuss their energy needs for potential outages.

Section III.1.j - Engagement with local government and Public Safety Partners on CFI identification and back-up generation need

We engaged with CFI customers in coordination with local government and Public Safety Partners to determine and support their backup generation needs in the case of a potential PSPS. These engagements include:

- Conducting annual outreach via phone and email to CFI customers located in HFRAs.
- Hosting Wildfire Safety webinars with a focus on CFI preparedness.
- Sending a PSPS Preparedness Email to CFI customers that provides information about resources available to support facilities' operations during outages.

In addition to an annual letter reminding CFI customers that we do not provide backup power, Account Representatives and PSS also conduct annual engagement with local governments and Public Safety Partners to support CFI identification.

This is in addition to the outreach noted in PG&E's [2026 – 2028 WMP R3](#), Vol 1, Section 11.4.3, Outreach and Education Awareness Activities, pp. 519 – 520.

Section III.1.k - Maintenance and accessibility of CFI list

For information on how our CFI customer list is updated and maintained, see [Section III.1.f](#) above.

Section III.1.l - Consultation with local and tribal governments

We consult with Tribal and local governments, County OES, advisory councils and Public Safety Partners to ensure they are informed of PG&E's emergency planning and preparedness resources. This includes hosting CWSP webinars, Town Halls, quarterly RWG meetings and CWSP Advisory Committees throughout the year. Furthermore, PG&E's Local Representatives conduct regular outreach to local governments to ensure they are informed of our emergency planning and preparedness resources. A list of engagement activities can be found in Table 17 of *R.18-12-005_PGE_2026_PSPS_Pre-Season_Report_Tables_20260701_PUBLIC.xlsx*.

PG&E's Tribal team conducted outreach to all Federally Recognized Tribes within our service area from January 26, 2026 – February 27, 2026, to request and update contact information.

Section III.1.m - Coordination with CFI to maintain energization during PSPS events of varying lengths

We do not offer backup generation to individual facilities. However, our policy allows exceptions for CFI customers when a PSPS could have a significant adverse impact on public safety, or the individual critical customer facility's backup generation and/or emergency plan fails.

Before a PSPS, we send automated notifications to potentially impacted CFI customers and ask them to confirm receipt of the notifications. If these customers do not confirm receipt of the automated notification, PG&E representatives will make direct calls to the critical facility contacts to ensure they are aware of the potential PSPS. This team also provides localized support for other Public Safety Partners such as water agencies and emergency hospitals confirming they have a mitigation plan in place or if backup generation support is needed.

Section III.1.n - Lessons learned protocol, including where in the plan you have incorporated in any lessons learned

Following each PSPS, our Business Energy Solutions (BES) Account Reps collect feedback and lessons learned from internal and external stakeholders as well as directly from CFI customers. BES Leadership and PSPS Program Management review and determine which items are feasible based on regulatory compliance, operational feasibility, and available and potential resources. Feasible actions are vetted internally and implemented as process improvements. Items unrelated to CFI notifications and engagement are added to the Customer Care master AAR list and assigned to an appropriate owner.

We also utilize ongoing engagements, such as the quarterly RWG meetings, CWSP Advisory Committees, Webinars and Townhalls, to obtain feedback from external stakeholders.

Actions taken based on previously identified lessons learned are incorporated into PSPS planning and preparedness activities. We have implemented the following improvements to support our CFI customers:

- Conducting targeted webinars to water agencies to inform them of resources available to them, including preparedness resources and tools for resiliency planning.
- Facilitating webinars for Transmission customers to proactively align on operational protocols, coordination processes and communication workflows.

Lessons learned from previous years are included in PG&E's [2026 – 2028 WMP R3](#), Vol 1, Section 13, Lessons Learned, pp. 552 – 556, [2026 AFN Plan](#), Section 2.9.2, Recovery (After – Power has been restored), pp. 51 – 52, and Table 14 of *R.18-12-005_PGE_2026_PSPS_Pre-Season_Report_Tables_20260701_PUBLIC.xlsx*.

APPENDIX C
Notification Plan (Version 5)
July 2026

Appendix C – Table of Contents

Section VI.1.a - Notification Objectives	64
Section VI.1.b - Notification strategies, actions, and timing	64
Section VI.1.c - Notification process planning and improvement	65
Section VI.1.d - Updated/Current Notification script and templates	66
Section VI.1.e - In-language translations	66
Section VI.1.f - Notification methods.....	67
Section VI.1.g - Meeting notification timeline requirements.....	67
Section VI.1.h - Notification accuracy and precision	67
Section VI.1.i - Entity responsible for notifications.....	68
Section VI.1.j - Consistency of PSPS notification information across all platforms	68
Section VI.1.k - Coordination with stakeholders	69
Section VI.1.l - Affirmative notifications to MBL populations and any self-identified vulnerable populations.....	70
Section VI.1.m - Notification strategies on AFN population subsets	70
Section VI.1.n - Public warning of PSPS events such as week-ahead forecasts.....	70
Section VI.1.o - Notification cancellation.....	70
Section VI.1.p - Transmission-level customers notification	71
Section VI.1.q - Impacted customer information available to Public Safety Partners from outset of PSPS.....	71
Section VI.1.r - Secure portal for Public Safety Partners.....	72
Section VI.1.s - Lessons learned protocol.....	73

Section VI.1.a - Notification Objectives

Our primary notification objective is to notify key stakeholders and customers of a PSPS as soon as possible to ensure they have enough time to prepare and safely respond. Notifications are sent in accordance with the minimum timelines set forth per D.19-05-042, weather and other factors permitting.

Section VI.1.b - Notification strategies, actions, and timing

We conducted extensive outreach to a variety of stakeholders when the EOC is activated to facilitate coordination for a potential PSPS. Key stakeholders include:

- First Responders;
- State Agencies, Counties, Tribal Governments, Cities and Community Choice Aggregators (CCA);
- CBOs;
- Customers with low English proficiency (LEP) and Other Needs;
- CFI customers;
- Electric Vehicle Charger Service Providers;
- General Customers;
- General Public/Media;
- MBL Customers and SIV Customers;
- Paratransit Agencies;
- Telecommunications and Water Providers;
- Third Party Commodity Suppliers and;
- Transmission-level Entities.

Notification Strategies and Actions

For each stakeholder group noted above, we send automated notifications via calls, texts, and emails at key milestones throughout a PSPS, in accordance D.19-05-042, typically once a day. See Figure 9 below for more information on notification cadence. Additionally, when our EOC activates for a potential PSPS, we notify the CPUC throughout the PSPS to provide in-event notifications in accordance with D.19-05-042. See PG&E's [2025 PSPS Policies and Procedures for Emergency Managers Guide](#), PSPS Notification Timeline, p. 23, and PSPS Outage Timeline and Checklist, pp. 36 – 45.

In addition to automated notifications, we conduct additional outreach to each stakeholder group to provide updates on the latest PSPS information. This outreach is tailored to the stakeholder's needs. For information regarding additional outreach and engagement by customer type, see PG&E's [2026 – 2028 WMP R3](#), Vol 1, Section 11.4 Public Communication, Outreach and Education Awareness, pp. 510 – 533.

Detailed descriptions of the information included in each notification can be found in *PGE_2026_PSPS_Notification_Scripts_20260701.pdf*, PG&E's [2026 – 2028 WMP R3](#), Vol 1, Section 11.3.1 Communication Strategy with Public Safety Partners, pp. 499 – 502, and the [2025 PSPS Policies and Procedures for Emergency Managers Guide](#), Section 3 Customer Notifications, pp. 5 – 9, and Section 7 Agency and Tribal Government Notifications, pp. 20 – 22.

Notifications Timing

Our automated notifications are in accordance with D.19-05-042. We prioritize sharing information about the weather, customer impacts, and our equipment as soon as we can, keeping in mind weather conditions can be uncertain and could adversely impact timing requirements. For example, changes in scope due to weather conditions may add, delay, or remove areas from de-energization.

See Figure 9 for an overview of the notification timeline. For more information on notification types, see PG&E’s [PSPS Post-Event Reports](#), Sections 5.1 – 5.2 and the [2025 PSPS Policies and Procedures for Emergency Managers Guide](#), PSPS Notification Timeline, p. 23, and PSPS Outage Timeline and Checklist, pp. 36 – 45.

Figure 9: Notification Timing⁹

	Severe weather forecasted			PSPS Outage			
	72 hours PRIORITY/ ADVANCED	48-24 hours WATCH	12-0 hours WARNING	De-Energization POWER IS OFF	Weather All Clear AUTOMATED	ETOR*	Power Restored
Agency/Critical Customer/CBO** Resource Partner Notifications	✓	✓	✓	✓	✓	✓	✓
Customer Notifications Includes Address Alerts		✓	✓	✓	✓	✓	✓
Media Outreach News releases, public briefings, social media		✓	✓	✓	✓	✓	✓

*Estimated Time of Restore **Community-Based Organization

Section VI.1.c - Notification process planning and improvement

Planning

Our annual PSPS notification planning strategy is based on feedback collected via Public Safety Partner and customer surveys, stakeholder engagement, and regularly scheduled meetings (e.g. RWGs, CWSP Advisory Committee, Joint IOU Statewide AFN Council, etc.), or PSPS AARs. Planning generally begins in Q4 for the following year. Improvements are assessed and prioritized based on resources, available technology, regulatory compliance and available data.

Improvements

In 2026, we implemented the following notification improvements:

- Automated our PG&E/SCE platform to ensure compliance during PSPS events that impact shared customers.
- Clarified the pge.com/pspsupdates link within our PSPS notifications will direct customers to “Community Resource Center” information.

⁹ While not a CPUC requirement, PG&E provides an additional 24-4 hour notification to Tribal/Local Governments, Public Safety Partners and customers.

- Enhanced our notification dashboard with real-time tracking of delivery, success rates and increase situational awareness on missed/failed notifications.
- Refined the translation of 15 non-English prevalent languages for all notifications to ensure better messaging in the customer’s native language.

Additionally, we will be prioritizing the following notification improvements ahead of the upcoming wildfire season:

- Enhancing performance and reliability through coordination with our notification vendor partners.
- Exploring the ability to notify customers using location services (e.g., iPhone Geofencing).

During our Q2 RWG and CWSP Advisory Committee meetings, we met with external stakeholders to solicit feedback on our PSPS Notification Plan, processes and future improvements.

Q2 RWG participants provided positive feedback and satisfaction regarding PSPS notifications. One participant inquired if PG&E is able to provide detailed CRC information within PSPS notifications. We provide CRC information to customers in PSPS notifications via hyperlink to the [PSPS updates page](#). This webpage includes updated CRC locations, services available and hours of operation as well as how customers can find local CRCs and where to access electricity during the hours CRCs are closed. Due to text message character constraints and the dynamic nature of CRCs information, providing a link to the [PSPS updates page](#) ensures that all impacted customers and local agencies have access to the latest CRC information.

No feedback was received regarding these topics during the Q2 CWSP Advisory Committee. For a list of external stakeholder groups invited to each meeting, see [Section VI.1.k](#).

Section VI.1.d - Updated/Current Notification script and templates

For our updated PSPS notification scripts, see *PGE_2026_PSPS_Notification Scripts_20260701.pdf*.

Section VI.1.e - In-language translations

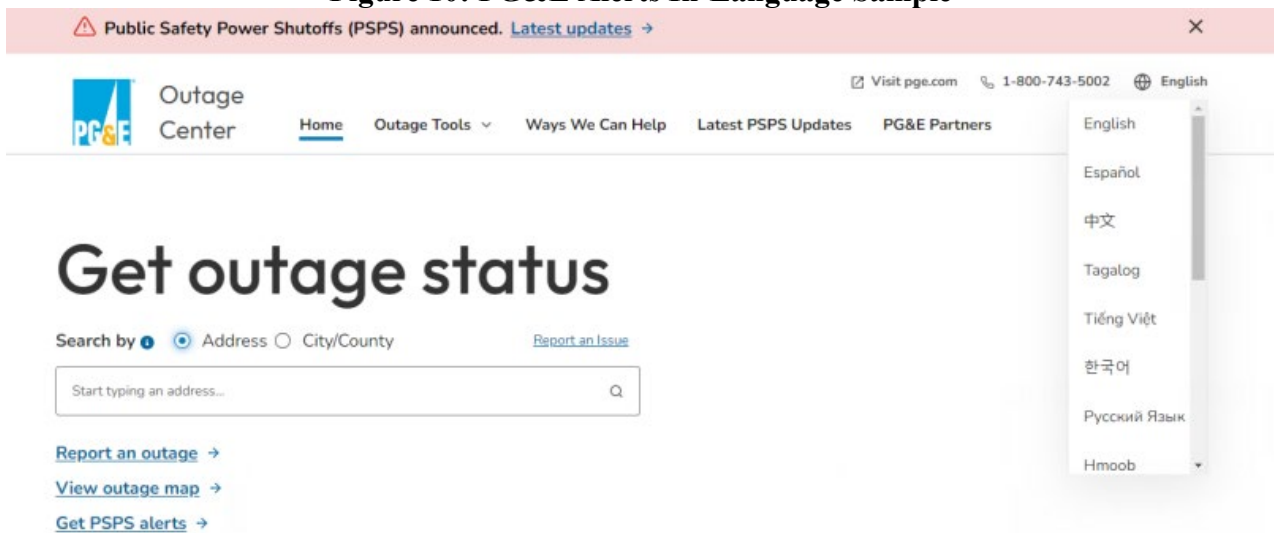
Customers who have selected their language preference in their PG&E accounts will receive in-language (translated) notifications. We currently offer notifications in 16 languages:

- | | |
|---|------------|
| • English (including ASL) ¹⁰ | • Arabic |
| • Spanish | • Farsi |
| • Chinese (Mandarin & Cantonese) | • Punjabi |
| • Vietnamese | • Japanese |
| • Korean | • Khmer |
| • Tagalog | • Hmong |
| • Russian | • Thai |
| • Portuguese | • Hindi |

¹⁰ ASL is recognized as a first language for individuals who are Deaf or Hard of Hearing.

In-language content is provided through automated customer notifications (text, email, and phone calls) and Address Alerts (text and IVR call) for both customers and other stakeholders that have provided a language preference. These notifications are provided in addition to the online maps and PSPS web pages that are also available in-language. For customers without a designated language preference, notifications are provided in English, including ASL, with information on how to access information in other languages. Customers can access PSPS information in their preferred language through pge.com/outage. Refer to [Translation & Accessibility Resources](#) for details. Additional details regarding how prevalent languages were determined can be found in [Advice Letter 4249-G/5827-E](#).

Figure 10: PG&E Alerts In-Language Sample



Section VI.1.f - Notification methods

We utilize several channels to notify customers, Public Safety Partners and the public before and during a PSPS.

For examples of our notification methods, see PG&E’s [2026 – 2028 WMP R3](#), Vol 1, Section 11.3.1 Communication Strategy with Public Safety Partners, pp. 499 – 502, Section 11.3.1-1, Communication Strategy for PSPS, pp. 500 – 502, and PG&E’s [2025 PSPS Policies and Procedures for Emergency Managers Guide](#), PSPS Notification Timeline, p. 23, Section 3, Customer Notifications, pp. 5 – 9, and Section 7 Agency and Tribal Government Notifications, pp. 20 – 22.

Section VI.1.g - Meeting notification timeline requirements

We follow the notifications guidelines provided by the CPUC in accordance with R.18-12-005 D.19-05-042. See Figure 9 above for more information on notification cadence.

Section VI.1.h - Notification accuracy and precision

We continuously evaluate our internal processes to determine how we can ensure information provided in notifications is accurate and that notifications are sent in accordance with the minimum timelines set forth by D.19-05-042.

We have multiple controls and quality checks embedded in the process to ensure accuracy of our information, keeping in mind that weather conditions and damage to equipment can change the scope and timing of the information being shared.

As noted in our [2025 PSPS Post-Season Report](#), we notified a majority of impacted customers prior to de-energization, despite weather shifts that changed scope during each PSPS.

In preparation for the upcoming wildfire season, we have evaluated, tested, and updated the automation logic of our notification platform that deployed mid-2025 to manage data discrepancies. Additionally, we conducted follow-up training to address the human-related notification errors that occurred in 2025.

Section VI.1.i - Entity responsible for notifications

PG&E's dedicated Liaison and Customer teams are responsible for and manage the majority of notifications to key stakeholders and customers during a PSPS.¹¹

We provide PSPS-specific notification information and performance in our [PSPS Post-Event Reports](#). We encourage our external partners to amplify PSPS notifications and communications on their platforms to increase awareness and ensure consistent messaging to the public. We are unable to track and report on notifications made by Public Safety partners, CBOs and other external stakeholders as their notification systems and/or platforms are out of our purview.

CBOs (In-Language Support) also support PSPS notifications to the public through in-person, social media and local radio. Information on platforms utilized to communicate through the various stages of PSPS, including PG&E's website and contact center, media outlets, and alternative customer notification methods can be found in PG&E's [2026 – 2028 WMP R3](#), Vol 1, Section 11.4.1, Protocols for Emergency Communications, pp. 511 – 513, and Section 11.4.2, Messaging, pp. 514 – 517.

Section VI.1.j - Consistency of PSPS notification information across all platforms

We streamline and control how information is disseminated across our platforms ensuring the same source data is used to update all external channels and that customers receive accurate and consistent information, regardless of what communication channel is being used (e.g., phone/text/email, pge.com, social & broadcast media, and Contact Center Interactive Voice Recordings or Customer Service Reps).

During a PSPS, cross-functional teams coordinate to sequence staging and execution of notifications to ensure:

- Alignment with regulatory requirements.
- Information-sharing platforms are synchronized.
- Stakeholders are notified in a timely manner.

¹¹ PG&E utilizes notification vendors to assist with the delivery of notifications during a PSPS.

Section VI.1.k - Coordination with stakeholders

We engaged with external stakeholders throughout the year regarding PSPS, including PSPS notifications. For a list of meetings and Public Safety Partner engagement activities, see Table 17 of *R.18-12-005_PGE_2026_PSPS_Pre-Season_Report_Tables_20260701_PUBLIC.xlsx*.

During the Q2 2026 RWG meetings, Q2 CWSP Advisory Committee Meetings and the AFN Leadership Council meetings, we discussed components of our PSPS notifications including the following topics:

- 2026 AFN key objectives and focus areas to enhance executing notifications through AFN population identification.
- 2026 PSPS Notification Plan, including implemented and planned improvements, PSPS notification content, notification timing, etc.

We solicit feedback from stakeholders during each of these meetings. For more information about the feedback we received during the Q2 RWG meetings, see [Section VI.1.c](#).

See below for a list of external stakeholder groups invited to participate in the RWG and CWSP Advisory Committee meetings.

Meeting	Stakeholder Groups
RWG	<ul style="list-style-type: none"> • AFN Representatives; • CBOs; • City/County Staff; • Community Choice Aggregators; • County Offices of Emergency Services; • CPUC • Durable Medical Equipment Providers; • Electric Co-Ops and Small, Multi-Jurisdictional Electric Utilities; • First Responders; • Health and Human Service Representatives; • Paratransit Partners; • Publicly Owned Electric Utilities; • Telecommunications Providers; • Tribal Governments and; • Water Agencies.
CWSP Advisory Committee	<ul style="list-style-type: none"> • CPUC and; • Government stakeholders (counties, cities, Tribes), including first responders and emergency planners.

Section VI.1.l - Affirmative notifications to MBL populations and any self-identified vulnerable populations

During a PSPS, we provide unique PSPS Watch and PSPS Warning Notifications to MBL¹² and SIV customers. Our MBL and SIV customers receive automated calls, texts, and emails at the same intervals as general customer notifications.

These customer groups also receive additional calls and texts at hourly intervals until the customer confirms receipt of the automated notifications by either answering the phone, responding to the text or opening the email. If confirmation is not received, a representative will visit the customer's home to check on the customer (referred to as the "doorbell ring" process) while hourly notification retries continues. If the customer does not provide confirmation to PG&E following the check-in, the representative will leave a door hanger providing additional PSPS notification and information to indicate we visited their home.

We share the lists of MBL customers who had not confirmed receipt of their notifications with appropriate county and Tribal emergency managers twice daily via the PSPS Data Portal. SIV customer lists are provided as well, but their notification status is not tracked the same as MBL customers. We proactively notify agencies that the data is available on the PSPS Data Portal and encourage them to inform these customers of the resources available to them.

We are unable to track and report on notifications made by Public Safety Partners, as notification systems and/or platforms used by Public Safety Partners are out of our purview. We encourage Public Safety Partners to include PSPS messages on all of their platforms.

Section VI.1.m - Notification strategies on AFN population subsets

For information on how MBL Program customers and SIV Program customers are notified during a PSPS, see PG&E's [2026 – 2028 WMP R3](#), Vol 1, Section 11.4.4, Engagement with AFN Populations, pp. 525 – 529, and [2026 AFN Plan](#), Section 2.7.4, Accessibility of Communications, pp. 38 – 39, Section 2.7.5, Translation of Communications, pp. 39 – 40, Section 2.8.1, In-Event PSPS Customer Communications, p. 44.

Section VI.1.n - Public warning of PSPS events such as week-ahead forecasts

We maintain a [public-facing website](#) to provide a seven-day PSPS forecast.

In addition to our seven-day PSPS forecast, customers can utilize other tools on www.pge.com/weather to stay up to date on weather in their area to be better prepared.

Section VI.1.o - Notification cancellation

Cancellation notifications are sent when Public Safety Partners or customers previously received a PSPS notification but were removed from scope due to rapidly changing weather conditions and we no longer anticipate the need to turn off power. We make every attempt to provide cancellation notifications within two hours of the decision to remove Public Safety Partners or customers from scope, per D.21-06-034.

¹² Including MBL customers who are master-metered tenants (e.g., renters or tenants in mobile home park).

Section VI.1.p - Transmission-level customers notification

During a PSPS, we coordinate with Transmission-level customers via:

- Automated notifications (email, text and phone call) once Transmission-level impacts are determined.
Live calls by GCC operators before de-energization and re-energization.
- Systemwide Cooperator Calls, which POUs are invited to and occur at noon every day the EOC is activated, to receive situational updates.
- PSPS Data Portal, which contains maps and other event-specific information.

Section VI.1.q - Impacted customer information available to Public Safety Partners from outset of PSPS

Information pertaining to impacted customers is available for Public Safety Partners and CBO Resource Partners on the PSPS Data Portal once PG&E's EOC is activated for a PSPS. This includes PSPS maps and customer reports, as follows:

PSPS Maps

The PSPS Data Portal has an interactive mapping feature, as well as downloadable formats so agencies can integrate the information easily into their own systems. File types include KMZ, Shapefile, File Geodatabase, GeoJSON, Feature Collection, GIS, and PDF. Below is a list of the various parcel-based maps that will be available on the events page:

- *Forecasted Circuits Impacted:* Shows PG&E's distribution electrical circuits within the current PSPS scope; maps also include circuit name, estimated shut off and restoration times and the approximate number of customers impacted.
- *Forecasted Outages Areas:* Shows areas anticipated to be shut off during the current PSPS; maps also include estimated number of total customers, MBL customers and critical facilities impacted.
- *Systemwide Outage Area Map:* Shows areas anticipated to be shut off during the current PSPS as a PDF map.
- *Time Place GIS Layer:* Shows shutoff and restoration time places on color-coded map; also includes the estimated number of customers and the MBL customers impacted.
- *Active PSPS Outage Areas Polygon:* Shows the areas experiencing an actual PSPS once de-energization begins during the current PSPS.
- *Active PSPS Outage Location:* Shows the locations of PSPS outages once de-energization begins during the current PSPS.
- *All PG&E Outage Locations:* Shows all PG&E electrical PSPS events, including non-PSPS related outage areas.
- *PG&E CRC Locations:* Shows active CRC locations supporting the current PSPS or other emergency events.
- *PSPS Restored Areas:* Shows where PSPS impact areas have been restored.

Event Reports

There are various reports regarding impacted customers, including:

- *All Impacted Customers List*: Provides information by jurisdiction for customers anticipated to be impacted by the PSPS, including circuit name, Time Place, address, city, county, zip code, critical facility category (if applicable) and if the customer is in an incorporated or unincorporated area. Federal, state, Tribal and local Public Safety Partners that accept the online agreement have access to a list of MBL customers in areas more likely to be affected by a PSPS within their jurisdiction.¹³
- *All Affected Site Lists*: Available to critical facility providers; this list includes their sites that are in scope for a PSPS.
- *Critical Facility Customer Lists*: Provides information by jurisdiction for sites anticipated to be impacted by the PSPS, including site name, address, city, zip code, county, critical facility type, latitude, longitude and contact information for the site's designated point of contact. Federal, state, Tribal and local Public Safety Partners that accept the online agreement have access to a list of MBL customers in areas more likely to be affected by a PSPS within their jurisdiction.
- *Impact Summary Report*: Available to all PSPS Data Portal users; outlines the total number of customers, including MBL customers and critical facilities, anticipated to be impacted by the PSPS.
- *MBL Customer Lists*: Provides information by jurisdiction for customers anticipated to be impacted by the event, including name, address, phone number, email address, circuit name and if the customer is using life support equipment. It will also note if we were able to contact the customer. Federal, state, Tribal and local Public Safety Partners that accept the online agreement have access to a list of MBL customers in areas more likely to be affected by a PSPS within their jurisdiction.
- *Situation Report*: Provides an overview of the event, such as scope, event timing, restoration status, customer support and mitigation efforts. All PSPS Data Portal users will have access to this report.

Section VI.1.r - Secure portal for Public Safety Partners

We established the [PSPS Data Portal](#) to help Public Safety Partners prepare for and stay informed during a PSPS. The PPS Data Portal is a secure site to share planning and event-specific maps and reports (see list of maps and reports above). The CPUC defines a Public Safety Partner as first/emergency responders at the federal, state, Tribal, and local level; water, wastewater and communication service providers; transportation authorities; community choice aggregators and POU's/electric cooperatives. We have the discretion to designate additional Public Safety Partners per D.19-05-042.

Those that require confidential customer information, such as names and addresses, to support emergency management efforts will need to review and accept the online confidentiality agreement. By accepting the confidentiality agreement, users agree that reasonable safeguards will be implemented to protect the confidential information located on the PPS Data Portal from unauthorized disclosure. If confidential customer information is not needed, users will

¹³ By accepting the agreement, users agree that reasonable safeguards will be implemented to protect the confidential information located on the PPS Data Portal from unauthorized disclosure.

still be able to view aggregated summary-level information and will not be required to accept the online agreement. See Figure 11 for an overview of access.

Figure 11: PSPS Data Portal Access Levels

Below is an overview of the information provided for the two levels of access:

<p>1 Detailed Customer and Critical Facility Information</p> <ul style="list-style-type: none">• Affected customer details, including names and addresses• Medical Baseline customer details, including names and addresses• Critical Facility customer details, including names and addresses	<p>2 Customer and Critical Facility Summary Totals</p> <ul style="list-style-type: none">• Aggregated customer counts by jurisdiction and customer type
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Note: Critical facility customers and community choice aggregators will be provided a list of their site locations and aggregate summary-level information.

Section VI.1.s - Lessons learned protocol, including where in the plan you have incorporated in any lessons learned

Following each PSPS, we conduct customer panels and AARs to collect feedback and lessons learned from customers and key stakeholders. Feedback is reviewed and feasibility is determined based on regulatory compliance, operational feasibility, and available resources. These lessons learned are noted in our [PSPS Post-Event Reports](#), Section 11.1, and in Table 14 of *R.18-12-005_PGE_2026_PSPS_Pre-Season_Report_Tables_20260701_PUBLIC.xlsx*.

We also utilize ongoing engagements, such as the quarterly RWG meetings, CWSP Advisory Committees, Webinars and Townhalls, to obtain feedback from external stakeholders.

Actions taken based on previously identified lessons learned are incorporated into current PSPS planning and preparedness activities.

In addition to the lesson learned reported in Table 14, we implemented the following improvements after the June 19 – 22, 2025 PSPS. During this PSPS, we de-energized one customer earlier than we had indicated in their notifications after having to ground a Transmission line to mitigate induction risk, resulting in inconsistent customer experience.

- Adding Transmission equipment risk mitigation actions into the Transmission scope and Playbooks to ensure notification payloads reflect accurate timing.
- Strengthening controls by leveraging the Execution Dashboard to better document and align decisions related to early de-energizations.

APPENDIX D
2026 Wildfire Safety Survey Template

2026 Wildfire Safety Survey (PSPS Pre-Season and Post-Season)

Questionnaire

April 9, 2026

Landing Page (Web)

SHOW LANGUAGE SELECTION DROPDOWN

Thank you in advance for completing this survey from Pacific Gas & Electric (PG&E) Company.

The survey is intended to gauge public's awareness of its PSPS program and wildfire safety. We estimate that the survey will take about 15 minutes. Please be assured that all responses are strictly confidential.

We appreciate your help!

Please press or click the ">" button below to continue.

Introduction (Phone)

Hello, my name is _____ calling on behalf of Pacific Gas & Electric Company from MDC Research. In order to gauge public's awareness of its PSPS program and wildfire safety, PG&E has hired MDC Research, an independent research firm, to conduct this survey. Your opinions are extremely important, and we just ask for a few minutes of your time to complete the survey.

[IF ASKED]: The survey should take less than 15 minutes, on average.

If not available: When would be a good time to call back and complete the survey over the phone?

This call may be monitored for quality control purposes.

IF LANGUAGE BARRIER, FLAG AS SUCH TO REDIAL USING INTERVIEWER SPEAKING THE CUSTOMER'S LANGUAGE.

IF LANGUAGE IS KNOWN, FLAG ACCORDINGLY. IF UNKNOWN, PROBE WITH DO YOU SPEAK...?

Screening

S0. DMA/Geo **[FROM SAMPLE]**

S1. Are you one of the heads of the household responsible for decisions for your residence?

- 1 Yes
- 2 No
- 8 Refused / Don't know

- S2. What is your gender identification?
- 11 Female
 - 12 Male
 - 99 Prefer to self-describe (please specify): _____
 - 98 Prefer not to answer
- S3. And, just for classification purposes, into which of the following categories does your age fall?
- 11 Under 18
 - 12 18 to 24
 - 13 25 to 34
 - 14 35 to 44
 - 15 45 to 54
 - 16 55 to 64
 - 17 65 to 74
 - 18 75 or older
 - 98 Prefer not to say

Communication Recall

- Q1. In the past few months do you recall any communications of any type (i.e. mail, TV, radio, social media, etc.) from PG&E about the threat of wildfires and how you can prepare for them?
- 1 Yes
 - 2 No
 - 7 Unsure
- Q2. **[Q1=1]** In what language(s) was the wildfire safety and preparedness information you recall hearing or seeing from PG&E? **[WEB: Select all that apply.]**
- 11 English
 - 12 Spanish
 - 13 Chinese Cantonese
 - 14 Chinese Mandarin
 - 15 South Korean
 - 16 Vietnamese
 - 17 Tagalog
 - 18 Russian
 - 19 Other—not sure which
 - 99 Other (please specify): _____
- Q3. **[ASK ALL]** What is your preferred language for receiving public safety information like this from PG&E?
- 11 English
 - 12 Spanish
 - 13 Chinese Cantonese

- 14 Chinese Mandarin
- 15 South Korean
- 16 Vietnamese
- 17 Tagalog
- 18 Russian
- 99 Other (please specify): _____

Q4. [Q3≠11] How do you feel about receiving wildfire communications from PG&E in English only?

[PHONE: READ LIST]

- 1 I'm fine with that – I can understand English well
- 2 I'd rather have it in my preferred language, but I can also understand English
- 3 I need it in my preferred language – I do not understand English

Q5. What languages are often used in your home? **[WEB: Select all that apply.] [PHONE: MULTIPLE RESPONSES OK. PROGRAMMER: MULTIPLE RESPONSE.]**

- 11 English
- 12 Spanish
- 13 Chinese Cantonese
- 14 Chinese Mandarin
- 15 South Korean
- 16 Vietnamese
- 17 Tagalog
- 18 Russian
- 19 Arabic
- 20 Armenian
- 21 Farsi
- 22 French
- 23 German
- 24 Hindi
- 25 Hmong
- 26 Khmer
- 27 Portuguese
- 28 Punjabi
- 29 Thai
- 30 Japanese
- 99 Other (please specify): _____

[IF NO / UNSURE IN Q1 SKIP TO Q10]

Q6. [Q1=1 AND Q3=11] Where did you see or hear PG&E's communications about wildfire season safety and preparedness in English?

Multiple response. [WEB: Select all that apply.]

[PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: "Anything else?"]

RANDOMIZE

- 11 A letter in the mail from PG&E
- 12 An email from PG&E
- 13 A telephone call from PG&E
- 14 A text message from PG&E
- 15 PG&E website
- 16 PG&E representative or employee
- 17 PG&E wildfire preparedness webinar
- 18 PG&E Community meetings (in-person or online)
- 19 Informational videos on web
- 20 Informational videos on TV
- 21 Advertising on TV, radio, or online
- 22 Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)
- 23 Billboards
- 24 Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.
- 99 Other (please specify): _____
- 97 Don't recall

Q6B. [Q1=1 AND Q3≠11] Where did you see or hear PG&E's communications about wildfire season safety and preparedness in [RECALL Q3 MENTION]?

Multiple response. [WEB: Select all that apply.]

[PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: "Anything else?"]

RANDOMIZE

- 11 A letter in the mail from PG&E
- 12 An email from PG&E
- 13 A telephone call from PG&E
- 14 A text message from PG&E
- 15 PG&E website
- 16 PG&E representative or employee
- 17 PG&E wildfire preparedness webinar
- 18 PG&E Community meetings (in-person or online)
- 19 Informational videos on web
- 20 Informational videos on TV
- 21 Advertising on TV, radio, or online
- 22 Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)
- 23 Billboards
- 24 Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.
- 99 [DNR] Other (please specify): _____
- 97 [DNR] Don't recall

Q6A. [ASK IF Q6 =22] On which Social Media platforms do you recall hearing or seeing information about wildfire season safety and preparedness in English?

[PHONE: Confirm if specific social media site mentioned; probe for others]

RANDOMIZE

- 11 Facebook
- 12 X
- 13 Nextdoor
- 14 Instagram
- 15 YouTube
- 16 TikTok
- 99 Other (please specify): _____

Q6AA. [ASK IF Q6B=22] On which Social Media platforms do you recall hearing or seeing information about wildfire season safety and preparedness in [RECALL Q3 MENTION]?

[PHONE: Confirm if specific social media site mentioned; probe for others]

RANDOMIZE

- 11 Facebook
- 12 X
- 13 Nextdoor
- 14 Instagram
- 15 YouTube
- 16 TikTok
- 99 Other (please specify): _____

Q7. [ASK IF Q3≠11] Which, if any, of these sources provided information in English and which provided information in your preferred language?

[WEB: Select all that apply.]

[INSERT ALL RESPONSES FROM Q6B]

	RANDOMIZE	Information from this source was available in ...	
		English	My preferred language: RECALL Q3 MENTION
A	A letter in the mail from PG&E	1	2
B	An email from PG&E	1	2
C	A telephone call from PG&E	1	2
D	A text message from PG&E	1	2
E	PG&E website	1	2
F	PG&E representative or employee	1	2
G	PG&E wildfire preparedness webinar	1	2
H	PG&E Community meetings (in-person or online)	1	2
I	Informational videos on web	1	2
J	Informational videos on TV	1	2
K	Advertising on TV, radio, or online	1	2
L	Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2
M	Billboards	1	2
N	Contractor of PG&E programs, e.g. CARE, FERA, ESA, etc.	1	2

O	(RECALL Q6B=99)	1	2
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Q8. [IF Q6 OR Q6B=15] How satisfied were you with the information provided on the PG&E website about preparing for wildfires [PHONE: where 1 is extremely dissatisfied and 5 is extremely satisfied]? [WEB: DO NOT REQUIRE A RESPONSE]

Extremely dissatisfied				Extremely satisfied
1	2	3	4	5

Q9a. [IF Q3=11] [PHONE: On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful,] how useful were the wildfire communications that you saw or heard from PG&E via...? [WEB: DO NOT REQUIRE A RESPONSE]

	[INSERT ALL RESPONSES FROM Q6] RANDOMIZE	Not at all useful				Extremely useful
A	A letter in the mail from PG&E	1	2	3	4	5
B	An email from PG&E	1	2	3	4	5
C	A telephone call from PG&E	1	2	3	4	5
D	A text message from PG&E	1	2	3	4	5
E	PG&E website	1	2	3	4	5
F	PG&E representative or employee	1	2	3	4	5
G	PG&E wildfire preparedness webinar	1	2	3	4	5
H	PG&E Community meetings (in-person or online)	1	2	3	4	5
I	Informational videos on web	1	2	3	4	5
J	Informational videos on TV	1	2	3	4	5
K	Advertising on TV, radio, or online	1	2	3	4	5
L	Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5
M	Billboards	1	2	3	4	5
N	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5
O	(RECALL Q6=99)	1	2	3	4	5

Q9b1. [Q3≠11] [PHONE: On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful,] how useful were the wildfire communications in English that you saw or heard from PG&E via...?

	[INSERT ALL RESPONSES WHERE Q7=1] RANDOMIZE	Not at all useful				Extremely useful	Did not use the English version
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8

D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	PG&E Community meetings (in-person or online)	1	2	3	4	5	8
I	Informational videos on web	1	2	3	4	5	8
J	Informational videos on TV	1	2	3	4	5	8
K	Advertising on TV, radio, or online	1	2	3	4	5	8
L	Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
M	Billboards	1	2	3	4	5	8
N	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8
O	(RECALL Q6B=99)	1	2	3	4	5	8

Q9b2. [Q3≠11] And, how useful were the wildfire communications in **[PREFERRED LANGUAGE; Q3 MENTION]** that you saw or heard from PG&E via...?

	[INSERT ALL RESPONSES WHERE Q7=2] RANDOMIZE	Not at all useful				Extremely useful	Did not use the [Q3 MENTION] version
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	PG&E Community meetings (in-person or online)	1	2	3	4	5	8
I	Informational videos on web	1	2	3	4	5	8
J	Informational videos on TV	1	2	3	4	5	8
K	Advertising on TV, radio, or online	1	2	3	4	5	8
L	Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8

M	Billboards	1	2	3	4	5	8
N	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8
O	(RECALL Q6B=99)	1	2	3	4	5	8

Q10. **[ASK ALL] [IF Q3=11]** Other than PG&E’s communications, what other sources have you used to obtain information about wildfire safety and preparedness in English?

Multiple response. [WEB: Select all that apply.]

[PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: “Anything else?”]

RANDOMIZE

- 11 City or county government
- 12 State government
- 13 CalFire
- 14 Local fire department
- 15 CBO
- 16 Non-profit organizations
- 17 Healthcare providers or medical device suppliers
- 18 Local news reports
- 99 Other (please specify): _____
- 88 None of the above **[SKIP TO Q13]**
- 97 Don’t recall

Q10A. **[ASK ALL] [IF Q3≠11]** Other than PG&E’s communications, what other sources have you used to obtain information about wildfire safety and preparedness in **[RECALL Q3 MENTION]**? **Multiple response. [WEB: Select all that apply.] [PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: “Anything else?”]**

RANDOMIZE

- 11 City or county government
- 12 State government
- 13 CalFire
- 14 Local fire department
- 15 CBO
- 16 Non-profit organizations
- 17 Healthcare providers or medical device suppliers
- 18 Local news reports
- 99 Other (please specify): _____
- 88 None of the above **[SKIP TO Q13]**
- 97 Don’t recall

Q11. **[IF Q3≠11]** Which, if any, of these sources provided information in English and which provided information in your preferred language? **[WEB: Select all that apply.]**

[INSERT ALL RESPONSES FROM Q10A]

	RANDOMIZE	Information from this source was available in ...	
		English	My preferred language: RECALL Q3 MENTION
A	City or county government	1	2
B	State government	1	2
C	CalFire	1	2
D	Local fire department	1	2
E	CBO	1	2
F	Non-profit organizations	1	2
G	Healthcare providers or medical device suppliers	1	2
H	Local news reports	1	2
I	(RECALL Q10A=99)	1	2

Q12a. [Q3=11] On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the wildfire information from ...? [WEB: DO NOT REQUIRE A RESPONSE] [PHONE: 1=Not at all useful to 5=Extremely useful]

	[INSERT ALL RESPONSES FROM Q10] RANDOMIZE	Not at all useful					Extremely useful
A	City or county government	1	2	3	4	5	
B	State government	1	2	3	4	5	
C	CalFire	1	2	3	4	5	
D	Local fire department	1	2	3	4	5	
E	CBO	1	2	3	4	5	
F	Non-profit organizations	1	2	3	4	5	
G	Healthcare providers or medical device suppliers	1	2	3	4	5	
H	Local news reports	1	2	3	4	5	
I	(RECALL Q10=99)	1	2	3	4	5	

Q12b1. [IF Q3≠11] On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the wildfire information in English from...?

	[INSERT ALL RESPONSES WHERE Q11=1] RANDOMIZE	Not at all useful				Extremely useful	Did not use the English version
A	City or county government	1	2	3	4	5	8
B	State government	1	2	3	4	5	8
C	CalFire	1	2	3	4	5	8
D	Local fire department	1	2	3	4	5	8
E	CBO	1	2	3	4	5	8
F	Non-profit organizations	1	2	3	4	5	8
G	Healthcare providers or medical	1	2	3	4	5	8

	device suppliers						
H	Local news reports	1	2	3	4	5	8
I	(RECALL Q10A=99)	1	2	3	4	5	8

Q12b2. **[IF Q3≠11]** And, how useful was the wildfire information in **[PREFERRED LANGUAGE; Q3 MENTION]** from...?

	[INSERT ALL RESPONSES WHERE Q11=2] RANDOMIZE	Not at all useful				Extremely useful	Did not use the [Q3 MENTION] version
A	City or county government	1	2	3	4	5	8
B	State government	1	2	3	4	5	8
C	CalFire	1	2	3	4	5	8
D	Local fire department	1	2	3	4	5	8
E	CBO	1	2	3	4	5	8
F	Non-profit organizations	1	2	3	4	5	8
G	Healthcare providers or medical device suppliers	1	2	3	4	5	8
H	Local news reports	1	2	3	4	5	8
I	(RECALL Q10A=99)	1	2	3	4	5	8

Q13. **[Q1=1]** In what ways could PG&E improve their communications about wildfire preparedness? **[Open-end] [PHONE: PROBE: “Anything else?”]**

Q14. **[ASK ALL]** Please indicate how much you agree or disagree with the following statements about PG&E **[PHONE: using a scale where 1 is completely disagree and 5 is completely agree].**

	RANDOMIZE	Completely disagree				Completely agree	Not sure
A	Takes proactive measures to protect the electricity grid from wildfires	1	2	3	4	5	7
B	Is committed to restoring power to customers affected by wildfires	1	2	3	4	5	7
C	Makes an effort to communicate with all customers about wildfires	1	2	3	4	5	7
D	Is a company I trust to act in the best interest of its customers	1	2	3	4	5	7
E	Shows care and concern for customers	1	2	3	4	5	7
F	Is proactive in taking steps to address wildfire risks	1	2	3	4	5	7
G	Is working to keep my community safe	1	2	3	4	5	7

H	Is committed to wildfire safety	1	2	3	4	5	7
I	Is helping me prepare for wildfire season	1	2	3	4	5	7

Q15. [ASK ALL] Using a 5-point scale where “1” means you are “extremely dissatisfied” and “5” means you are “extremely satisfied,” how satisfied are you with PG&E’s overall wildfire safety and preparedness efforts?

Extremely dissatisfied				Extremely satisfied	Not sure
1	2	3	4	5	7

Q16. [ASK ALL] PSPS is a precautionary safety measure where PG&E may proactively turn off power lines when extreme fire danger conditions are forecasted, in order to reduce the risk of wildfires. Before today, had you ever heard of the PSPS program?

- 1 Yes
- 2 No
- 7 Unsure

[IF NO / UNSURE SKIP TO Q20]

Q17. [IF Q16=1] Where have you heard about PSPS?
[WEB: Select all that apply.] [PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: “Anything else?”]

RANDOMIZE

- 11 A letter in the mail from PG&E
- 12 An email from PG&E
- 13 A telephone call from PG&E
- 14 A text message from PG&E
- 15 PG&E website
- 16 PG&E representative or employee
- 17 PG&E wildfire preparedness webinar
- 18 TV or radio news report
- 19 Online news report
- 20 Advertising on TV, radio, or online
- 21 Billboards
- 22 Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, etc.)
- 23 Informational videos on web
- 24 Informational videos on TV
- 25 Healthcare provider or medical device supplier
- 26 Word of mouth (e.g., friends/family)
- 27 CBO
- 28 PG&E community meetings (in-person or online)
- 29 Local city or county government
- 30 CalFire or local fire department

- 31 Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.
- 32 Visited PG&E’s Safety Action Center (safetyactioncenter.pge.com)
- 33 My power was shut off **[DO NOT ASK IN Q18]**
- 99 Other (please specify): _____
- 97 Unsure

Q17a. **[IF Q17=22]** On which Social Media platforms do you recall hearing or seeing information about PSPS? **[PHONE: Confirm if specific social media site mentioned; probe for others]**
RANDOMIZE

- 11 Facebook
- 12 X
- 13 Nextdoor
- 14 Instagram
- 15 YouTube
- 16 TikTok
- 99 Other (please specify): _____

Q18. **[IF Q3≠11]**. Which, if any, of these sources provided information in English and which provided information in your preferred language? **[WEB: Select all that apply.]**
[INSERT ALL RESPONSES FROM Q17, EXCEPT “MY POWER WAS SHUT OFF”]

		Information from this source was available in ...	
	RANDOMIZE	English	My preferred language: RECALL Q3 MENTION
A	A letter in the mail from PG&E	1	2
B	An email from PG&E	1	2
C	A telephone call from PG&E	1	2
D	A text message from PG&E	1	2
E	PG&E website	1	2
F	PG&E representative or employee	1	2
G	PG&E wildfire preparedness webinar	1	2
H	TV or radio news report	1	2
I	Online news report	1	2
J	Advertising on TV, radio, or online	1	2
K	Billboards	1	2
L	Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2
M	Informational videos on web	1	2
N	Informational videos on TV	1	2
O	Healthcare provider or medical device supplier	1	2
P	Word of mouth (e.g., friends/family)	1	2
Q	CBO	1	2

R	PG&E community meetings (in-person or online)	1	2
S	Local city or county government	1	2
T	CalFire or local fire department	1	2
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2
W	(RECALL Q17=99)	1	2

Q18b. [Q17=15] How satisfied were you with the PSPS information provided on the PG&E website [PHONE: where 1 is extremely dissatisfied and 5 is extremely satisfied]? [WEB: DO NOT REQUIRE A RESPONSE]

Extremely dissatisfied				Extremely satisfied
1	2	3	4	5

Q19a. [Q3=11] On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the wildfire information from ...? [WEB: DO NOT REQUIRE A RESPONSE]

	[INSERT ALL RESPONSES FROM Q17] RANDOMIZE	Not at all useful				Extremely useful
A	A letter in the mail from PG&E	1	2	3	4	5
B	An email from PG&E	1	2	3	4	5
C	A telephone call from PG&E	1	2	3	4	5
D	A text message from PG&E	1	2	3	4	5
E	PG&E website	1	2	3	4	5
F	PG&E representative or employee	1	2	3	4	5
G	PG&E wildfire preparedness webinar	1	2	3	4	5
H	TV or radio news report	1	2	3	4	5
I	Online news report	1	2	3	4	5
J	Advertising on TV, radio, or online	1	2	3	4	5
K	Billboards	1	2	3	4	5
L	Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5
M	Informational videos on web	1	2	3	4	5
N	Informational videos on TV	1	2	3	4	5
O	Healthcare provider or medical device supplier	1	2	3	4	5
P	Word of mouth (e.g., friends/family)	1	2	3	4	5
Q	CBO	1	2	3	4	5
R	PG&E community meetings (in-person or online)	1	2	3	4	5
S	Local city or county government	1	2	3	4	5
T	CalFire or local fire department	1	2	3	4	5

U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5
W	(RECALL Q17=99)	1	2	3	4	5

Q19b1.[Q3≠11] On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the information in English from...?

	[INSERT ALL RESPONSES WHERE Q18=1] RANDOMIZE	Not at all useful				Extremely useful	Did not use the English version
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	TV or radio news report	1	2	3	4	5	8
I	Online news report	1	2	3	4	5	8
J	Advertising on TV, radio, or online	1	2	3	4	5	8
K	Billboards	1	2	3	4	5	8
L	Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
M	Informational videos on web	1	2	3	4	5	8
N	Informational videos on TV	1	2	3	4	5	8
O	Healthcare provider or medical device supplier	1	2	3	4	5	8
P	Word of mouth (e.g., friends/family)	1	2	3	4	5	8
Q	CBO	1	2	3	4	5	8
R	PG&E community meetings (in-person or online)	1	2	3	4	5	8
S	Local city or county government	1	2	3	4	5	8
T	CalFire or local fire department	1	2	3	4	5	8
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5	8
W	(RECALL Q17=99)	1	2	3	4	5	8

Q19b2.[Q3≠11] And, how useful was information in **[PREFERRED LANGUAGE; Q3 MENTION]** from...?

[PHONE: 1=Not at all useful to 5=Extremely useful/did not use the [PREFERRED LANGUAGE] version]

[INSERT ALL RESPONSES WHERE Q18=2] RANDOMIZE		Not at all useful				Extremely useful	Did not use the [Q3 MENTION] version
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	TV or radio news report	1	2	3	4	5	8
I	Online news report	1	2	3	4	5	8
J	Advertising on TV, radio, or online	1	2	3	4	5	8
K	Billboards	1	2	3	4	5	8
L	Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
M	Informational videos on web	1	2	3	4	5	8
N	Informational videos on TV	1	2	3	4	5	8
O	Healthcare provider or medical device supplier	1	2	3	4	5	8
P	Word of mouth (e.g., friends/family)	1	2	3	4	5	8
Q	CBO	1	2	3	4	5	8
R	PG&E community meetings (in-person or online)	1	2	3	4	5	8
S	Local city or county government	1	2	3	4	5	8
T	CalFire or local fire department	1	2	3	4	5	8
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5	8
W	(RECALL Q17=99)	1	2	3	4	5	8

Q20. [ASK ALL] A PSPS event could last anywhere from 24-48 hours, or longer in some cases. How would you rate your level of preparedness for being without electricity for an extended period? Would you say you are...? [PHONE: READ LIST]

4 Completely prepared

- 3 Somewhat prepared
- 2 Not very prepared
- 1 Not at all prepared

Q21. **[ASK ALL]** What, if any, actions have you taken to prepare for a PSPS in 2026 —whether before, during, or after an event? **[WEB: Select all that apply. RANDOMIZE]**
[PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: “Anything else?”]

- 11 Went to PG&E website
- 12 Checked the PG&E mobile app
- 13 Went to PG&E’s social media (e.g. Facebook, X, Nextdoor, Instagram, YouTube, etc.)
- 14 Signed up for notifications from PG&E
- 15 Visited PG&E CRC
- 16 Followed PG&E on X
- 17 Followed PG&E on Facebook
- 18 Prepared an emergency kit with food, water or medicine
- 19 Performed a safety check on your generator for your (home/business)
- 20 Purchased/used a battery powered radio
- 21 Developed an emergency plan
- 22 Activated your emergency plan
- 23 Notified others in area about potential power shutoff
- 24 Prepared for multiple-day outage
- 25 Purchased enough non-refrigerated food to last for several days without power
- 26 Purchased enough water to last for several days without power
- 27 Purchased new lanterns or flashlights
- 28 Have a place to go if without power for a prolonged period
- 29 Acquired a back-up generator
- 30 Acquired battery storage technology
- 31 Attended PG&E Community meeting (in-person or online)
- 32 Attended PG&E wildfire preparedness webinar or online meeting
- 33 Attended a CBO event
- 34 Signed up for MBL Program
- 35 Removed vegetation from around your home
- 36 Allowed access to property for PG&E to trim trees
- 37 Self-certified as Vulnerable
- 38 Self-identified as dependent on electricity for medical equipment or assistive technology
- 99 Other (please specify): _____
- 88 Have not taken any actions **[EXCLUSIVE]**

Q21A. **[IF Q21=13]** Which social media platforms did you use to prepare for a PSPS?
[PHONE: Confirm if specific social media site mentioned; probe for others]
RANDOMIZE

- 11 Facebook
- 12 X
- 13 Nextdoor

- 14 Instagram
- 15 YouTube
- 16 TikTok
- 99 Other (please specify): _____

ASK Q22 HERE FOR PRE WAVE; FOR POST ASK AFTER PQ18

Q22. [ASK ALL] Overall, what is your opinion of PG&E’s PSPS program? [PHONE: Please use a scale where 1 is very negative and 5 is very positive.]

Very negative				Very positive	Unsure
1	2	3	4	5	7

*******NEW SECTION: ENHANCED POWERLINE SAFETY SETTINGS (EPSS)*******

[ASK ALL] Another type of wildfire safety outage you may experience is the result of “Enhanced Powerline Safety Settings” or “EPSS.” An E-P-S-S outage occurs when a powerline is struck by an object—such as a tree branch. When this occurs, the line immediately shuts off, reducing the risk of wildfires.

- E16. Before today, had you ever heard of EPSS?
- 1 Yes
 - 2 No
 - 7 Unsure

[IF NO / UNSURE SKIP TO E21]

E17. [IF E16=1] Where have you heard about EPSS?
 [WEB: Select all that apply.] [PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: “Anything else?”]

RANDOMIZE

- 11 A letter in the mail from PG&E
- 12 An email from PG&E
- 13 A telephone call from PG&E
- 14 A text message from PG&E
- 15 PG&E website
- 16 PG&E representative or employee
- 17 PG&E wildfire preparedness webinar
- 18 TV or radio news report
- 19 Online news report
- 20 Advertising on TV, radio, or online
- 21 [HIDE] Billboards
- 22 Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)
- 23 Informational videos on web
- 24 Informational videos on TV
- 25 [HIDE] Healthcare provider or medical device supplier

- 26 Word of mouth (e.g., friends/family)
- 27 CBO
- 28 PG&E community meetings (in-person or online)
- 29 Local city or county government
- 30 CalFire or local fire department
- 31 Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.
- 32 Visited PG&E’s Safety Action Center (safetyactioncenter.pge.com)
- 33 My power was shut off **[DO NOT ASK IN E18]**
- 99 Other (please specify): _____
- 97 Unsure

E17a. **[IF E17=22]** On which Social Media platforms do you recall hearing or seeing information about EPSS? **[PHONE: Confirm if specific social media site mentioned; probe for others]**

RANDOMIZE

- 11 Facebook
- 12 X
- 13 Nextdoor
- 14 Instagram
- 15 YouTube
- 16 TikTok
- 99 Other (please specify): _____

E18. **[IF Q3≠11]**. Which, if any, of these sources provided information about EPSS in English and which provided information in your preferred language? **[WEB: Select all that apply.]**
[INSERT ALL RESPONSES FROM E17, EXCEPT “MY POWER WAS SHUT OFF”]

		Information from this source was available in ...	
	RANDOMIZE	English	My preferred language: RECALL Q3 MENTION
A	A letter in the mail from PG&E	1	2
B	An email from PG&E	1	2
C	A telephone call from PG&E	1	2
D	A text message from PG&E	1	2
E	PG&E website	1	2
F	PG&E representative or employee	1	2
G	PG&E wildfire preparedness webinar	1	2
H	TV or radio news report	1	2
I	Online news report	1	2
J	Advertising on TV, radio, or online	1	2

K	[HIDE] Billboards	1	2
L	Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2
M	Informational videos on web	1	2
N	Informational videos on TV	1	2
O	[HIDE] Healthcare provider or medical device supplier	1	2
P	Word of mouth (e.g., friends/family)	1	2
Q	CBO	1	2
R	PG&E community meetings (in-person or online)	1	2
S	Local city or county government	1	2
T	CalFire or local fire department	1	2
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2
W	(RECALL E17=99)	1	2

E19a. [Q3=11] On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the EPSS information from ...? [WEB: DO NOT REQUIRE A RESPONSE]

	[INSERT ALL RESPONSES FROM E17] RANDOMIZE	Not at all useful				Extremely useful
A	A letter in the mail from PG&E	1	2	3	4	5
B	An email from PG&E	1	2	3	4	5
C	A telephone call from PG&E	1	2	3	4	5
D	A text message from PG&E	1	2	3	4	5
E	PG&E website	1	2	3	4	5
F	PG&E representative or employee	1	2	3	4	5
G	PG&E wildfire preparedness webinar	1	2	3	4	5
H	TV or radio news report	1	2	3	4	5
I	Online news report	1	2	3	4	5
J	Advertising on TV, radio, or online	1	2	3	4	5
K	[HIDE] Billboards	1	2	3	4	5
L	Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5
M	Informational videos on web	1	2	3	4	5
N	Informational videos on TV	1	2	3	4	5
O	[HIDE] Healthcare provider or medical device supplier	1	2	3	4	5
P	Word of mouth (e.g., friends/family)	1	2	3	4	5

Q	CBO	1	2	3	4	5
R	PG&E community meetings (in-person or online)	1	2	3	4	5
S	Local city or county government	1	2	3	4	5
T	CalFire or local fire department	1	2	3	4	5
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5
W	(RECALL E17=99)	1	2	3	4	5

E19b1. [Q3≠11] On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the information about EPSS? in English from...?

	[INSERT ALL RESPONSES WHERE E18=1] RANDOMIZE	Not at all useful				Extremely useful	Did not use the English version
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	TV or radio news report	1	2	3	4	5	8
I	Online news report	1	2	3	4	5	8
J	Advertising on TV, radio, or online	1	2	3	4	5	8
K	[HIDE] Billboards	1	2	3	4	5	8
L	Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
M	Informational videos on web	1	2	3	4	5	8
N	Informational videos on TV	1	2	3	4	5	8
O	[HIDE] Healthcare provider or medical device supplier	1	2	3	4	5	8
P	Word of mouth (e.g., friends/family)	1	2	3	4	5	8
Q	CBO	1	2	3	4	5	8
R	PG&E community meetings (in-person or online)	1	2	3	4	5	8
S	Local city or county government	1	2	3	4	5	8
T	CalFire or local fire department	1	2	3	4	5	8
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5	8
W	(RECALL E17=99)	1	2	3	4	5	8

E19b2. [Q3≠11] And, how useful was information about EPSS? in [PREFERRED LANGUAGE; Q3 MENTION] from...? [PHONE: 1=Not at all useful to 5=Extremely useful/did not use the [PREFERRED LANGUAGE] version]

[INSERT ALL RESPONSES WHERE E18=2] RANDOMIZE		Not at all useful				Extremely useful	Did not use the [Q3 MENTION] version
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	TV or radio news report	1	2	3	4	5	8
I	Online news report	1	2	3	4	5	8
J	Advertising on TV, radio, or online	1	2	3	4	5	8
K	[HIDE] Billboards	1	2	3	4	5	8
L	Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
M	Informational videos on web	1	2	3	4	5	8
N	Informational videos on TV	1	2	3	4	5	8
O	[HIDE] Healthcare provider or medical device supplier	1	2	3	4	5	8
P	Word of mouth (e.g., friends/family)	1	2	3	4	5	8
Q	CBO	1	2	3	4	5	8
R	PG&E community meetings (in-person or online)	1	2	3	4	5	8
S	Local city or county government	1	2	3	4	5	8
T	CalFire or local fire department	1	2	3	4	5	8
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5	8
W	(RECALL E17=99)	1	2	3	4	5	8

EPSS MESSAGE RECALL

[ASK IF RECALLED MESSAGING FROM ANY SOURCE]

E20. Which, if any, of the following messages about EPSS do you recall from **any** source in the past few months? [PHONE: READ LIST]

	RANDOMIZE	Yes	No	Not Sure
A	EPSS automatically turns off power if a hazard strikes a powerline	1	2	7
B	Power shuts off immediately if a problem is detected	1	2	7
C	There was an 80% reduction in ignitions on EPSS-enabled powerlines	1	2	7
D	EPSS may result in an unplanned outage	1	2	7
E	PG&E will notify you when power will be restored	1	2	7
F	PG&E will notify you on the cause of the outage	1	2	7
G	PG&E provides resources to help during an EPSS outage	1	2	7

E21. Have you personally experienced an EPSS outage **in 2026**—that is, an unplanned outage caused by an object hitting a powerline? This would be different from a PSPS where you should have been alerted prior to the outage.

- 1 Yes
- 2 No
- 7 Unsure

E22. Overall, what is your opinion of PG&E’s use of **EPSS**?
[PHONE: Please use a scale where 1 is very negative and 5 is very positive.]

Very negative				Very positive	Unsure
1	2	3	4	5	7

Q24. At any time this year (2026), have you had to evacuate your home due to wildfires in your area?

- 1 Yes
- 2 No
- 7 Unsure

Questions that will be added in the post-survey only

[IF PRE-SEASON, SKIP TO N1. IF POST-SEASON GO TO PQ1]

Unless otherwise noted, all PRE questions will be asked in the POST survey, followed by the questions below beginning at PQ1.

PQ1. **[ASK ALL]** Did you receive any PSPS alerts or notifications in the past few months?

- 1 Yes
- 2 No
- 7 Unsure

[IF NO / UNSURE SKIP TO PQ7]

PQ2. [PQ1=1] How many alerts and/or notifications did you receive?

RECORD # ALERTS: _____
97 Unsure

PQ3. [PQ1=1 AND PQ2>0] In what language(s) was/were the PSPS notification(s)?

- 11 English
- 12 Spanish
- 13 Chinese Cantonese
- 14 Chinese Mandarin
- 15 South Korean
- 16 Vietnamese
- 17 Tagalog
- 18 Russian
- 19 Arabic
- 20 Armenian
- 21 Farsi
- 22 French
- 23 German
- 24 Japanese
- 25 Khmer
- 26 Punjabi
- 99 Other (please specify): _____

PQ4. [PQ1=1] How were you notified about the PSPS?

[WEB: Select all that apply.] [PHONE: MULTIPLE RESPONSES OK.]
RANDOMIZE

- 11 Text message from PG&E
- 12 Recorded phone message from PG&E
- 13 Email from PG&E
- 14 PG&E representative or employee
- 15 PG&E website
- 16 Social Media (Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)
- 17 Local news
- 18 Friends/neighbors
- 19 CBO
- 20 Call or Text from 2-1-1
- 99 Other (please specify): _____
- 97 I don't remember

PQ5. [Q3≠11] Which, if any, of these sources provided information in English and which provided information in your preferred language? [PHONE: MULTIPLE RESPONSES OK. PROGRAMMER: MULTIPLE RESPONSE.]

[INSERT ALL RESPONSES FROM PQ4]

		Information from this source was available in ...	
	RANDOMIZE	English	My preferred language: RECALL Q3 MENTION
A	Text message from PG&E	1	2
B	Recorded phone message from PG&E	1	2
C	Email from PG&E	1	2
D	PG&E representative or employee	1	2
E	PG&E website	1	2
F	Social Media (Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2
G	Local news	1	2
H	Friends/neighbors	1	2
I	CBO	1	2
K	Call or Text from 2-1-1	1	2
J	(RECALL PQ4=99)	1	2

PQ6a. [Q3=11] How useful was the information you received from PG&E **before** the PSPS via...[EACH PQ4 RESPONSE]?

	[INSERT ALL RESPONSES FROM PQ4] RANDOMIZE	Not at all useful				Extremely useful
A	Text message from PG&E	1	2	3	4	5
B	Recorded phone message from PG&E	1	2	3	4	5
C	Email from PG&E	1	2	3	4	5
D	PG&E representative or employee	1	2	3	4	5
E	PG&E website	1	2	3	4	5
F	Social Media (Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5
G	Local news	1	2	3	4	5
H	Friends/neighbors	1	2	3	4	5
I	CBO	1	2	3	4	5
K	Call or Text from 2-1-1	1	2	3	4	5
J	(RECALL PQ4=99)	1	2	3	4	5

PQ6b1. [Q3≠11] How useful was the information in English that you received from PG&E **before** the PSPS via...?

	[INSERT ALL RESPONSES WHERE PQ5=1] RANDOMIZE	Not at all useful				Extremely useful	Did not use the English version
--	---	-------------------------	--	--	--	---------------------	---------------------------------------

A	Text message from PG&E	1	2	3	4	5	8
B	Recorded phone message from PG&E	1	2	3	4	5	8
C	Email from PG&E	1	2	3	4	5	8
D	PG&E representative or employee	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	Social Media (Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
G	Local news	1	2	3	4	5	8
H	Friends/neighbors	1	2	3	4	5	8
I	CBO	1	2	3	4	5	8
K	Call or Text from 2-1-1	1	2	3	4	5	8
J	(RECALL PQ4=99)	1	2	3	4	5	8

PQ6b2. [Q3≠11] And, how useful was the information in [PREFERRED LANGUAGE; Q3 MENTION] that you received from PG&E before the PSPS via...?

	[INSERT ALL RESPONSES WHERE PQ5=2] RANDOMIZE	Not at all useful				Extremely useful	Did not use the [Q3 MENTION] version
A	Text message from PG&E	1	2	3	4	5	8
B	Recorded phone message from PG&E	1	2	3	4	5	8
C	Email from PG&E	1	2	3	4	5	8
D	PG&E representative or employee	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	Social Media (Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
G	Local news	1	2	3	4	5	8
H	Friends/neighbors	1	2	3	4	5	8
I	CBO	1	2	3	4	5	8
K	Call or Text from 2-1-1	1	2	3	4	5	8
J	(RECALL PQ4=99)	1	2	3	4	5	8

PQ7. [ASK ALL] Did you personally have your power shut off at your residence by PG&E as part of a PSPS in 2026—that is, was your power proactively shutoff by PG&E due to a high risk of wildfire between January 1, 2026 and the current date?

- 1 Yes
- 2 No
- 7 Unsure

[IF NO OR UNSURE SKIP TO PQ13]

PQ8. [PQ7=1] How many times was your power shut off due to PSPS?

NUMERIC INPUT _____ **[RANGE 1-10]**

97 Don't know/Unsure

PQ9. [PQ7=1] When you experienced a PSPS, where did you go to check for updates on the status of your outage?

[WEB: Select all that apply.]

[PHONE: MULTIPLE RESPONSES]

RANDOMIZE

- 11 Checked PG&E.com
- 12 Called the PG&E phone center
- 13 Social media (Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)
- 14 PG&E representative or employee
- 15 Local news station
- 16 CBO
- 17 Call or Text from 2-1-1
- 99 Other (please specify) _____
- 97 I don't remember
- 88 I didn't check any resources for updates

PQ10. [Q3≠11] Which, if any, of these sources provided information in English and which provided information in your preferred language? **[PHONE: MULTIPLE RESPONSES OK. PROGRAMMER: MULTIPLE RESPONSE.]**

[INSERT ALL RESPONSES FROM PQ9]

		Information from this source was available in ...	
	RANDOMIZE	English	My preferred language: RECALL Q3 MENTION
A	Checked PG&E.com	1	2
B	Called the PG&E phone center	1	2
C	Social media (Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2
D	PG&E representative or employee	1	2
E	Local news station	1	2
F	CBO	1	2
H	Call or Text from 2-1-1	1	2
G	(RECALL PQ9=99)	1	2

PQ11. [Q3=11] How useful was the information you received from PG&E **during** the PSPS via...?

	[INSERT ALL RESPONSES FROM PQ9] RANDOMIZE	Not at all useful					Extremely useful
A	Checked PG&E.com	1	2	3	4	5	
B	Called the PG&E phone center	1	2	3	4	5	
C	Social media (Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	
D	PG&E representative or employee	1	2	3	4	5	
E	Local news station	1	2	3	4	5	
F	CBO	1	2	3	4	5	
H	Call or Text from 2-1-1	1	2	3	4	5	
G	(RECALL PQ9=99)	1	2	3	4	5	

PQ11b1. [Q3≠11] How useful was information you received in English from PG&E **during** the PSPS via ...?

	[INSERT ALL RESPONSES WHERE PQ10=1] RANDOMIZE	Not at all useful				Extremely useful	Did not use the English version
A	Checked PG&E.com	1	2	3	4	5	8
B	Called the PG&E phone center	1	2	3	4	5	8
C	Social media (Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
D	PG&E representative or employee	1	2	3	4	5	8
E	Local news station	1	2	3	4	5	8
F	CBO	1	2	3	4	5	8
H	Call or Text from 2-1-1	1	2	3	4	5	8
G	(RECALL PQ9=99)	1	2	3	4	5	8

PQ11b2. [Q3≠11] And, how useful was information you received in **[Preferred Language; Q3 MENTION]** from PG&E **during** the PSPS via ...?

	[INSERT ALL RESPONSES WHERE PQ10=2] RANDOMIZE	Not at all useful				Extremely useful	Did not use the [Q3 MENTION] version
A	Checked PG&E.com	1	2	3	4	5	8
B	Called the PG&E phone center	1	2	3	4	5	8
C	Social media (Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
D	PG&E representative or employee	1	2	3	4	5	8

E	Local news station	1	2	3	4	5	8
F	CBO	1	2	3	4	5	8
H	Call or Text from 2-1-1	1	2	3	4	5	8
G	(RECALL PQ9=99)	1	2	3	4	5	8

PQ12. **[PQ9=11]** How satisfied were you with the information provided by the website **during** the PSPS? **[PHONE: Please use a scale where 1 is extremely dissatisfied and 5 is extremely satisfied.]**

Extremely dissatisfied				Extremely satisfied
1	2	3	4	5

[ASK ALL]

PQ13. Do you recall receiving a notification when your power was fully restored **after** the PSPS event?

- 1 Yes
- 2 No
- 7 Unsure

[IF NO / UNSURE SKIP TO PQ17]

PQ14. **[PQ13=1]** How useful was the information you received from PG&E **after** the PSPS ended and your power was restored?

[PHONE: Please use a scale where 1 is not at all useful and 5 is extremely useful.]

Not at all useful				Extremely useful
1	2	3	4	5

PQ15. **[Q13=1]** How satisfied were you with the information provided by the PG&E website **after** the PSPS?

[PHONE: Please use a scale where 1 is extremely dissatisfied and 5 is extremely satisfied.]

Extremely dissatisfied				Extremely satisfied	Did not use the PG&E website after the shutoff
1	2	3	4	5	8

PQ16. **[PQ13=1 AND Q3≠11]** Was the information that you received **after** the PSPS available in English? Was it available in your preferred language? **[PHONE: MULTIPLE RESPONSES OK. PROGRAMMER: MULTIPLE RESPONSE.]**

	Information from this source was available in ...
--	---

	English	My preferred language: RECALL Q3 MENTION
Information after the PSPS	1	2

PQ17. [ASK ALL] How satisfied are you OVERALL with **all** of the PSPS communications that you received from PG&E? [PHONE: Please use a scale where 1 is extremely dissatisfied and 5 is extremely satisfied.]

Extremely dissatisfied					Extremely satisfied	Not sure
1	2	3	4	5	7	

PQ18. [ASK ALL] How would you rate PG&E’s PSPS program on each of the following? [PHONE: Please use a scale where 1 is very dissatisfied and 5 is very satisfied.]

	RANDOMIZE	Extremely dissatisfied				Extremely satisfied	Not sure
A	Reducing the risk of wildfires	1	2	3	4	5	7
B	Notifying me when my power might be shut off	1	2	3	4	5	7
C	Notifying me when my power would be restored	1	2	3	4	5	7
D	Restoring power in a reasonable amount of time	1	2	3	4	5	7
E	Reaching out to those with medical or other critical needs	1	2	3	4	5	7
F	Providing resources near me that I can visit during an outage event	1	2	3	4	5	7
G	Keeping me updated about the status of the PSPS shutoff	1	2	3	4	5	7
H	Providing an accurate estimate of when the power would be restored	1	2	3	4	5	7

ASK Q22 HERE FOR POST WAVE

Q22. [ASK ALL] Overall, what is your opinion of PG&E’s PSPS program? [PHONE: Please use a scale where 1 is very negative and 5 is very positive.]

Very negative					Very positive	Unsure
1	2	3	4	5	7	

N1. [ASK ALL] PG&E supports a number of resources that are available to the public during a PSPS. Before today, which of the following resources have you heard of?

[WEB]: Click on the link for each item if you need more information about that resource.

[PHONE]: “I can read you a description of the resource if you like” **[READ IF REQUESTED]**

	RANDOMIZE	Yes	No	Not Sure
a	Address Level Alerts for Non-Account Holders	1	2	8
b	CRCs	1	2	8
c	Disability Disaster Access & Resources (DDAR) program	1	2	8
d	County Food Bank Program	1	2	8
e	Language Preference on alerts and notifications	1	2	8
f	Portable Battery Program	1	2	8
g	Hotel Accommodations for People with Disabilities	1	2	8
h	Accessible Transportation	1	2	8
i	Call 2-1-1	1	2	8
j	Generator Rebate Program	1	2	8
k.	PG&E’s MBL Program	1	2	8
l.	Identify as Electricity Dependent Status	1	2	8
m.	Food Delivery Services e.g. Meals on Wheels	1	2	8

N2. For each resource, please rate how interested you would be in using it during a PSPS?

[WEB]: Click on the link for each item if you need more information about that resource.

[PHONE]: “I can read you a description of the resource if you like” **[READ IF REQUESTED]**

	RANDOMIZE	Not Interested	Somewhat Interested	Very Interested	Not Sure
a	Address Level Alerts for Non-Account Holders	1	2	3	8
b	CRCs	1	2	3	8
c	Disability Disaster Access & Resources (DDAR) program	1	2	3	8
d	County Food Bank Program	1	2	3	8
e	Language Preference on Alerts and Notifications	1	2	3	8
f	Portable Battery Program	1	2	3	8
g	Hotel Accommodations for People with Disabilities	1	2	3	8
h	Accessible Transportation	1	2	3	8
i	Call 2-1-1	1	2	3	8
j	Generator Rebate Program	1	2	3	8
k.	PG&E’s MBL Program	1	2	3	8
l.	Identify as Electricity Dependent Status	1	2	3	8
m.	Food Delivery Services e.g. Meals on Wheels	1	2	3	8

[SHOW IN N3 IF “YES” IN N1; SKIP TO NEXT QUESTION IF NO/NOT SURE FOR ALL ITEMS IN N1]

N3. Which, if any, of these resources have you used in the past?

[WEB]: Click on the link for each item if you need more information about that resource.

[PHONE]: I can read you a description of the resource if you like [READ IF REQUESTED]

	RANDOMIZE	Yes	No	Not Sure
a	Address Level Alerts for Non-Account Holders	1	2	8
b	CRCs	1	2	8
c	Disability Disaster Access & Resources (DDAR) program	1	2	8
d	County Food Bank Program	1	2	8
e	Language Preference on Alerts and Notifications	1	2	8
f	Portable Battery Program	1	2	8
g	Hotel Accommodations for People with Disabilities	1	2	8
h	Accessible Transportation	1	2	8
i	Call 2-1-1	1	2	8
j	Generator Rebate Program	1	2	8
k.	PG&E's MBL Program	1	2	8
l.	Identify as Electricity Dependent	1	2	8
m.	Food Delivery Services e.g. Meals on Wheels	1	2	8

[SHOW EACH ITEM USED IN N3]

N4. Please rate how useful you found each item in the **most recent** PSPS?

[WEB]: Click on the link for each item if you need more information about that resource.

[PHONE]: I can read you a description of the resource if you like [READ IF REQUESTED]

	RANDOMIZE	Very Useful	Somewhat Useful	Not Useful	Not Sure
a	Address Level Alerts for Non-Account Holders	1	2	3	8
b	CRCs	1	2	3	8
c	Disability Disaster Access & Resources (DDAR) program	1	2	3	8
d	County Food Bank Program	1	2	3	8
e	Language Preference on Alerts and Notifications	1	2	3	8
f	Portable Battery Program	1	2	3	8
g	Hotel Accommodations for People with Disabilities	1	2	3	8
h	Accessible Transportation	1	2	3	8
i	Call 2-1-1	1	2	3	8
j	Generator Rebate Program	1	2	3	8
k.	PG&E's MBL Program	1	2	3	8
l.	Identify as Electricity Dependent	1	2	3	8
m.	Food Delivery Services e.g. Meals on Wheels	1	2	3	8

PQ19. [ASK ALL] In your opinion, what can PG&E do to improve their communications regarding PSPS? Please be specific. We welcome your suggestions. [Open-end]

Demographics

D1 Now, we have just a few final questions for classification purposes. Into which of the ranges does your annual household income fall? **[PHONE: READ LIST]**

- 1 Less than \$50K
- 2 \$50K – \$99K
- 3 \$100K – \$149K
- 4 \$150K or more
- 8 Prefer not to say

D2 What is the highest level of education you have had the opportunity to complete?

- 11 Less than high school
- 12 High school degree or GED
- 13 Some college / trade/technical school / 2-year degree
- 14 College degree
- 15 Some graduate study
- 16 Graduate degree or higher
- 98 Prefer not to say

D3 Are you, yourself, of Hispanic origin or descent (that is, Mexican, Puerto Rican, Cuban, Central American, South American, or some other Spanish background)?

- 1 Yes
- 2 No
- 8 Prefer not to say

D4 Are you...? **(MULTIPLE MENTION)** **[WEB: Select all that apply.]**

- 11 Caucasian or White
- 12 African-American or Black
- 13 Asian
- 14 American Indian, Eskimo or Alaska native
- 15 Hawaiian or Pacific Islander
- 99 Some other ethnicity (please specify)
- 98 Prefer not to say

D5 Which of the following best describes your housing situation?

- 1 Homeowner
- 2 Renter
- 3 Neither of those (don't own home, don't pay rent)
- 8 Prefer not to say

These last few questions will help PG&E understand how successful they have been in reaching out to those most vulnerable during a PSPS. Again, your responses are voluntary and the information you provide is completely confidential.

D6. Do you, or does anyone in your household, rely on electricity for medical needs or medical equipment, such as a C-PAP, respirator, motorized wheelchair/scooter, lift or hospital bed?

- 1 Yes
- 2 No
- 8 Prefer not to say

D6A. Do you or anyone in your household have a serious illness or medical condition that could become life-threatening if the power is shut off?

- 1 Yes
- 2 No
- 8 Prefer not to say

D7. Do you have access to transportation in case of an emergency?

- 1 Yes
- 2 No
- 8 Prefer not to say

D8. Do you or does anyone in your household have a permanent disability, related to mobility, hearing, vision, cognitive, psychological, or chronic disease?

- 1 Yes
- 2 No
- 8 Prefer not to say

[ASK IF YES TO D8; ELSE SKIP TO CLOSING]:

D9. Please answer yes or no regarding the specific type of disability for you or anyone in your household.

	RANDOMIZE	Yes	No	Prefer Not to Say
a	Are you or is anyone in your household blind or have serious difficulty seeing, even when wearing glasses?	1	2	8
b	Are you or is anyone in your household deaf or have serious difficulty hearing?	1	2	8
c	Do you or does anyone in your household have serious difficulty walking or climbing stairs?	1	2	8
d	Because of a physical, mental, or emotional condition, do you or does anyone in your household have serious difficulty concentrating, remembering, or making decisions?	1	2	8

e	Do you or does anyone in your household have difficulty dressing or bathing?	1	2	8
f	Because of a physical, mental, or emotional condition, do you or does anyone in your household have difficulty doing errands alone such as visiting a doctor's office or shopping?	1	2	8
g	Do you or anyone in your household rely on assistive technology? E.g., a screen reader or specialized meal device?	1	2	8

**[PRE: ASK D10 IF D6=CODE 1 OR IF CODE 1 IN 9A THRU 9F; ELSE SKIP TO CLOSING]
[POST: ASK D10 IF PQ7=CODE 1 AND D6=CODE 1 OR IF CODE 1 IN 9A THRU 9F; ELSE SKIP TO CLOSING]**

D10. For any PSPS that you experienced **[blue font: [PRE]: in 2025 or 2026 / [POST]: in 2026**, were you or others in your household able to use equipment needed for necessary life functions throughout the time you were without power? **(INTERVIEWER: RESPONDENT SHOULD ANSWER FOR 2025 or 2026 (PRE)/2026 (POST) ONLY, NOT FOR PRIOR YEARS).**

NOTE: EQUIPMENT CAN BE ANYTHING REQUIRING THE USE OF ELECTRICITY OR A BATTERY IN ORDER TO FUNCTION, SUCH AS C-PAP, WHEELCHAIRS, TECHNOLOGY AIDS FOR SIGHT OR HEARING IMPAIRED, ETC.)

- 1 Yes
- 2 No
- 7 Not applicable
- 8 Prefer not to say

ASK D11 IF D10 = CODE 2 (“NO”); ELSE SKIP TO CLOSING]

D11. Why were you **not** able to use the necessary equipment during a PSPS **[blue font: in [PRE]: 2025 or 2026/ [POST]: in 2026**? (MULTIPLE MENTION) [WEB: Select all that apply.]

RANDOMIZE

- 11 Unable to charge batteries
- 12 Not enough back-up batteries
- 13 I am paralyzed or immobile—I can’t be moved
- 14 I don’t have access to transportation
- 15 I can’t afford to go anywhere else
- 16 Generators/back-up systems are too expensive
- 17 I was not familiar with available programs and support
- 18 I was denied program support
- 19 I needed help
- 20 I don’t have a battery to charge my equipment
- 21 I can’t afford a battery or a generator
- 99 [DNR] Something else (please specify)

D12. Do you currently have a back-up generator or back-up battery?

- 1 Yes
- 2 No
- 8 Prefer not to say

Closing (Web)

Thank you for participating in this important survey. We appreciate your time and feedback.

Landing Page: www.safetyactioncenter.pge.com

Closing (Phone)

Thank you for participating in this important survey. We appreciate your time and feedback. Have a great day/night!

RESOURCE DESCRIPTIONS

Accessible Transportation for People with Disabilities

Available during a PSPS to those who rely on power for medical or independent living needs. Part of the Disability Disaster Access & Resources (DDAR) program.

Address Level Alerts for Non-Account Holders

Address Alerts can notify you directly by text or automated phone call about the potential for a PSPS at any address that is important to you or a loved one, even if you don't have a PG&E account.

Call 2-1-1

Provides information about PSPS before, during, and after PSPS events. In addition, qualified callers are connected to critical resources before and during a PSPS.

CRCs

During wildfires or PSPS, PG&E opens CRCs which provide ADA-compliant restrooms, bottled water, snacks, WI-FI, electronic-device charging (including medical devices), blankets, information, and other resources.

County Food Bank Program:

If you experience food loss due to a PSPS, participating food banks in your county will provide your family with food replacement during a PSPS event and three days following power being restored.

Disability Disaster Access & Resources (DDAR)

In partnership with PG&E, the DDAR program is managed by the California Foundation for Independent Living Centers (CFILC). The program provides resources during a PSPS for those who rely on power for medical or independent living needs. Resources offered through the program include portable backup batteries, hotel accommodations, food stipends, and accessible transportation.

Food Delivery Services, e.g. Meals on Wheels

PG&E partners with community-based organizations such as Meals on Wheels to provide food replacement and delivery to households experiencing food loss due to a PSPS. Customers who already participate in Meals on Wheels will receive an additional shelf-stable meal during a PSPS.

Generator Rebate Program

This program provides eligible customers with a single rebate for purchasing a qualified portable power generator. Eligible customers must be PG&E customers who reside in high fire threat areas and who either depend on well water pumps or are enrolled in PG&E's MBL Program.

Hotel Accommodations for People with Disabilities

Available during a PSPS to those who rely on power for medical or independent living needs. Part of the Disability Disaster Access & Resources (DDAR) program.

Identify as Electricity Dependent

Customers who do not qualify for PG&E's MBL Program or are at an increased risk of harm to their health, safety and independence during a prolonged power outage can self-identify as "electricity dependent." These customers will receive additional PSPS notifications, including doorbell rings, if previous alerts are not acknowledged.

Language Preference on Alerts and Notifications:

By logging into their account, PG&E customers can choose to receive PSPS notifications in one of 16 languages.

MBL Program

An assistance program for residential customers who depend on power for certain medical needs. To qualify, a full-time resident in the home must have a qualifying medical condition and/or require use of a qualifying medical device to treat ongoing medical conditions. Eligibility is not based on income.

Portable Battery Program:

PG&E's Portable Battery Program (PBP) provides no-cost backup portable batteries to income-qualified MBL customers in HFTDs or who have experienced two or more PSPS events in the past.