



Prepare your home for safety outages

WHAT'S INCLUDED:

- Resources to help you prepare
- Checklists to help support you before, during and after an outage
- Information on our partners who can help you get ready

**CHECK OUT THIS
GUIDE TO LEARN MORE**



Safety outages help protect your community

To help prevent wildfires, we use safety tools to protect our communities. When wildfire risk is high, this may result in outages. We will try to **notify you in advance when possible**, and will share updates on when power will be restored.

The two types of safety outages are:

Public Safety Power Shutoffs:

High winds can cause trees and debris to contact powerlines. In these conditions, we may need to turn off power proactively to protect your community. We will notify you before an outage begins.

Outages on Lines Protected by Enhanced Powerline Safety Settings:

Safety settings are turned on when wildfire risk is highest. If these settings detect a hazard, they quickly turn off power to prevent an ignition. Because power turns off in response to a hazard, we won't be able to notify you beforehand.

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

Learn more at pge.com/safetyoutages



Get ready for a safety power outage

Before an outage

- ☐ Update your PG&E contact information so we can reach you before an outage at pge.com/myalerts.
- ☐ Find resources to help you plan for medical, mobility and other specific needs at pge.com/afn.
- ☐ Build a contact plan — who will you need to reach if the power goes out and how will you connect with them?
- ☐ Get planning and preparedness resources at pge.com/outageprep.
- ☐ Learn how to create a more fire-resistant home at pge.com/safetyactioncenter.

During an outage

- ☐ View current outages and restoration times at pge.com/outages.
- ☐ Find a nearby Community Resource Center to charge your devices, get free Wi-Fi and more at pge.com/crc.

Build your emergency supply kit

Before an outage or emergency, gather the following supplies to stay ready. Check off what you already have, and add what you may need:

Food and water

☐

Drinking water. 1 gallon per person, per day

☐

Shelf-stable food.

☐

Baby/pet food.

☐

Utensils. Including a can opener

☐

Other: _____

Equipment

☐

Flashlights. Avoid using candles due to fire risk

☐

Portable chargers. For your mobile devices

☐

Radio. Battery-powered or hand-cranked

☐

Extra batteries. For flashlights, radios, etc.

☐

Other: _____



Health and personal supplies

- ☐  **Basic first-aid kit.** Ointments, bandages, etc.
 - ☐  **Blankets and clothing.** Jackets, gloves, and socks
 - ☐  **Cash and credit cards.** If possible, at least \$100
 - ☐  **Important documents.** Copies of IDs or certificates
 - ☐  **Medication.** Including contact lenses or eyeglasses
 - ☐  **Toiletries.** Soap, toothbrushes and toothpaste
 - ☐  **Household essentials.** Paper towels, trash bags, etc.
 - ☐  **Activities for children.** Toys, books or games

Additional supplies for your specific medical needs

If you rely on power for your health, safety or independence, you may need more than what's listed in our emergency supply kit. This may include:

- ☐ Backup medical equipment (oxygen, gloves, hearing aids, etc.)
- ☐ A list of your medications and dosages
- ☐ Instructions for how to use your medical devices
- ☐ Contact information for your support network
- ☐ Comfort items such as headphones, weighted blankets, fidget toys, etc.
- ☐ Support animal needs (food, extra water, collar with ID and any records)



Build an emergency plan that works for you

Every household's emergency plan can vary. Use this space to write down additional items or needs for you and your loved ones:

Use this space to write down each step of your plan and reference it during an emergency:

Get help preparing for outages

You don't have to plan for a wildfire safety outage alone. Our partners are available to provide resources and assistance before and during an outage.

211 California

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

Before an outage, 211 will:

- Co-create a custom safety plan based on your family's needs
- Refer you to financial help and backup power options
- Help you enroll in preparedness programs

During an outage, 211 will:

- Check that you received outage alerts and are prepared
- Connect you to local rides, hotel stays, food and generator assistance

After an outage ends, 211 will:

- Check in to see how your outage plan worked
- Help you update your plan to better support you

Dial **211** or text
"PREPARE" to **211-211**



Learn more at
pge.com/211



Disability Disaster Access and Resources (DDAR) Program

We partner with the California Foundation for Independent Living Centers to offer DDAR. DDAR helps older adults and people with disabilities who rely on power for their health, safety or independence.

Before an outage, DDAR will:

- Help you create an emergency plan
- Enroll you in the Medical Baseline or Self-Identified Vulnerable Programs, if you qualify
- Refer you to backup power programs

During certain outages, DDAR will:

- Get food, car rides, generator assistance and hotel stays
- Provide backup batteries

Learn more at pge.com/DDAR

If an outage could put your health or safety at risk, we recommend you take additional steps when planning. Visit pge.com/afn to fill out the Personal Emergency Preparedness Booklet.

Backup power resources

Backup power solutions can help limit outage impacts for you and your family. This is especially useful if you have specific medical needs.

Generator and Battery Rebate Program

Purchase a backup power system and apply for a \$300 rebate. Certain customers may receive an additional \$200.

Backup Power Transfer Meter Program

Receive a free transfer meter to help connect to backup power during an outage.

Self-Generation Incentive Program

Save money on energy storage systems for your business or home.

Portable Battery Program

Get a free battery to power select medical devices during an outage.

Permanent Battery Storage Rebate

Get a \$7,500 rebate after purchase and installation of a qualifying permanent battery storage system for your home.

Find the right solution for you at pge.com/backuppowersolutions

Layers of protection make our system safer and more reliable



1,700+ sectionalizing devices
applied to help reduce the size of safety outages



1,690+ miles
of strengthened poles and covered powerlines installed



1,260+ miles
of powerlines undergrounded in the highest risk areas



See our safety work in action

Use our Progress Map to view wildfire safety work near you and see if your address qualifies for backup power programs.

To look up your address, visit: pge.com/progressmap



We are dedicated to keeping you safe.
Thank you for preparing for outages.

Translation support

For translation support in 240+ languages, or to request a 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**](https://pge.com/psps).

Message paid for by customers.

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