



Your guide to

Public Safety Power Shutoffs

November 2025

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1 Introduction

Every day, we are working to keep you safe and responding to increased wildfire risk in California. To help prevent wildfires from our equipment, we use multiple safety tools.

A Public Safety Power Shutoff, or PSPS, is one of our wildfire prevention tools. This type of safety outage is a last-resort measure to help prevent wildfires during severe weather. Before we determine that a PSPS is necessary, we assess various factors. These include humidity levels, forecast winds, dry vegetation, Red Flag Warnings and other real-time observations.

Our response to PSPS

Before a PSPS, we'll share what we know as soon as we can, and alert you via call, text and/or email. If you rely on power for your or a family member's health and safety, we make additional attempts to reach you. Update your contact information at pge.com/myalerts or call **1-866-743-6589**.



Across our service area, our goal is to restore power within 24 hours after severe weather conditions have passed.

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

Supporting our customers

We're here to support you before, during and after a PSPS. We offer multiple resources, support programs and partner with community-based organizations. Some of this support includes backup power, food and accessible transportation.

As a PG&E customer, you have access to resources to help you prepare for possible outages. You can find information in this guide, as well as on our website and social media channels.

2 PSPS: A Tool for Safety

Safety is our most important responsibility. Because high winds may cause trees and debris to contact powerlines and start a wildfire, at times we may need to turn off power to protect your communities.

We know how important reliable power is to you. We are working to reduce the need for a PSPS while keeping you safe by:

- Installing strong poles and covered powerlines on 1,400+ miles of overhead lines
- Leveraging community microgrids and remote grids to provide clean, local energy and enhance local resilience
- Using sectionalizing devices to limit the number of customers who lose power during PSPS outages
- Undergrounding around 10,000 miles of powerlines in and near high wildfire-risk areas



We are making our system safer and more reliable to reduce the impact of PSPS outages. These efforts, along with favorable weather conditions, have resulted in:

1.9 million
fewer customers impacted by
PSPS in 2024 than in 2019

3 PSPS Criteria and Scoping

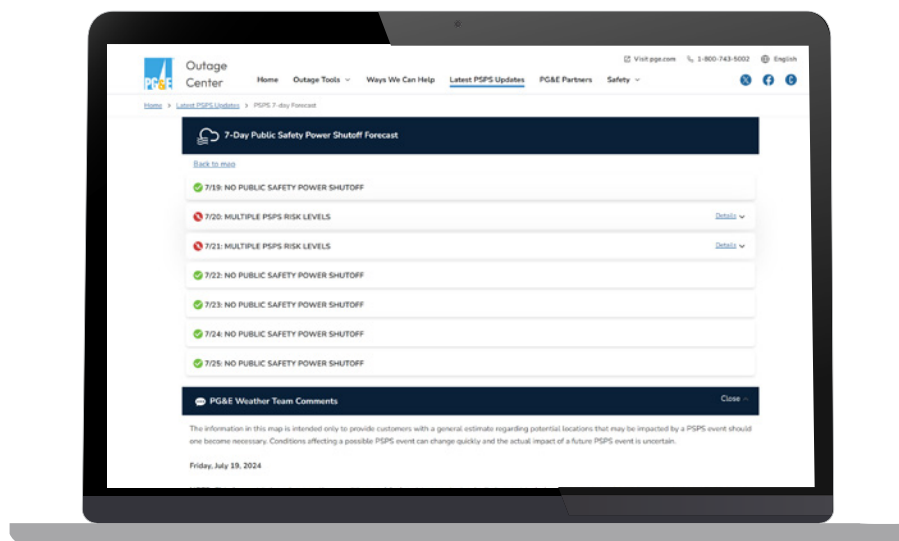
We review a combination of factors to decide if a PSPS is necessary, including:

- **Low humidity levels** (less than ~30%)
- **A forecast of high winds** above 19 miles per hour and with gusts above 25-40 miles per hour
- **Trees tall enough to hit powerlines**
- **Dry vegetation and low moisture content in ground materials**
- **Real-time ground observations**
- **Red Flag Warning** declared by the National Weather Service



PSPS 7-Day Potential Forecast

To provide you with PSPS information and updates, we monitor the weather closely and update our 7-day forecast every day.



The 7-day forecast includes the following status updates:

No Public Safety Power Shutoff: Conditions that generally call for a PSPS are not forecast at this time.

PSPS Risk Elevated – Shutoffs Possible: Conditions are being monitored due to increased potential of a PSPS.

PSPS Watch – Shutoffs Likely: PSPS is likely due to a combination of weather and dry fuel conditions.

PSPS Warning – Shutoffs Required: PSPS is required given the latest forecast of weather, fuels and/or observed conditions.

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

pge.com/pspforecast



4 PSPS Customer Notifications

We share what we know about the weather and the status of our equipment as soon as we can. While weather conditions can be uncertain, we aim to send you notifications by call, text and/or email. We will continue to improve this process.

Notification timeline

Forecast permitting

- PSPS Watch** ✓ 48-24 hours before power is turned off
- PSPS Warning** ✓ 4-1 hours before power is turned off
- ✓ When power is turned off
- ✓ After severe weather has passed
- ✓ Daily until power has been restored, and if the estimated restoration time changes

Can we contact you in an emergency?

Update your contact information at

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

Account holders will automatically receive PSPS alerts for their address.

Address Alerts

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

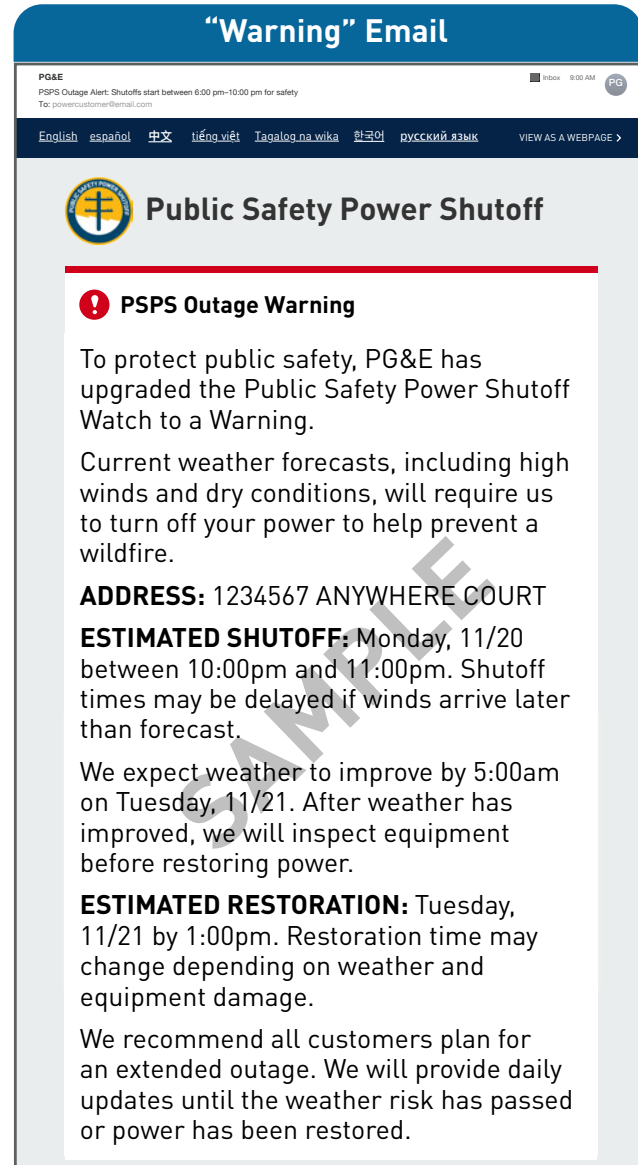
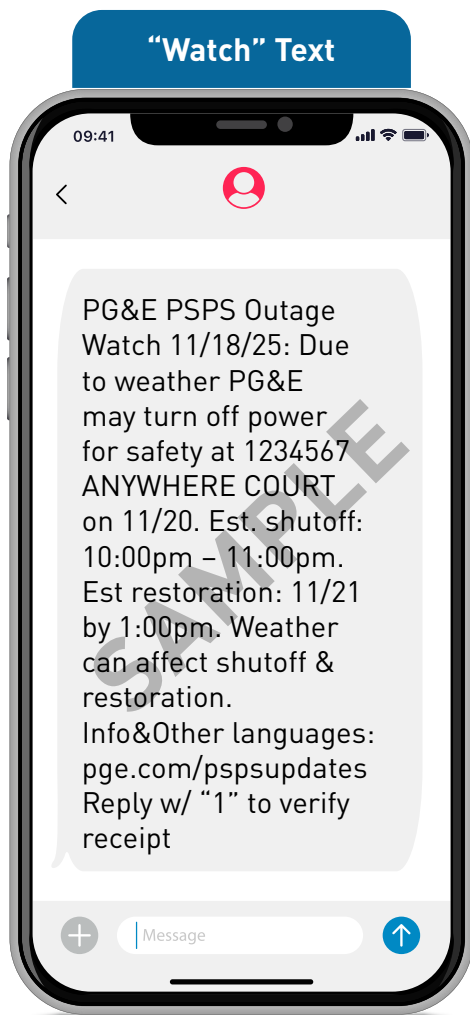
Sign up for Address Alerts at:

pge.com/addressalerts



Sample customer notifications

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



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

Medical Baseline Program

You may receive notifications by call, text and/or email before a PSPS. As a Medical Baseline customer, we urge you to respond to these notifications. For your safety, we will continue hourly attempts to notify you if you don't respond. We may also attempt to contact you in person until we reach you.

The Medical Baseline Program helps eligible customers who rely on power for certain medical needs. To learn more or apply, visit:

[**pge.com/medicalbaseline**](https://pge.com/medicalbaseline)



Large print, Braille and audio alternative formats are available. Email [**CIACMC@pge.com**](mailto:CIACMC@pge.com) or call **1-800-743-5000**. Contact California Relay Service at **711** for Deaf/hard of hearing calling services.

Self-Identified Vulnerable Program

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

Learn more about the Self-Identified Vulnerable Program and apply at:

[**pge.com/siv**](https://pge.com/siv)

Doorbell rings

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

If we ring your doorbell and you are experiencing a life-threatening emergency, we will help you call **911**. If you are not home, we will leave a doorhanger to let you know why we visited.



Priority notifications

Whenever possible, we issue priority PSPS notifications. These notifications are shared with public safety partners, critical facilities and transmission-level customers and are sent 48-72 hours before a potential PSPS.

Critical facilities

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

Critical facilities include:

- **Chemical Sector**

Facilities associated with the provision, manufacturing, maintaining or distribution of hazardous materials and chemicals.

- **Communications Sector**

Communication carrier infrastructure including selective routers, central offices, head ends, cellular switches, remote terminals and cellular sites.

- **Emergency Services Sector**

Tribal government providers, police stations, fire stations, emergency operations centers, public safety answering points, Disability Disaster Access and Resources (DDAR) Centers and California 211 Providers Network (211).

- **Energy Sector**

Public and private utility facilities vital to maintaining or restoring normal service. This includes but is not limited to interconnected publicly-owned utilities and electric cooperatives.

- **Food and Agriculture Sector**

Emergency feeding organization centers, such as food banks, food pantries and soup kitchens.

- **Government Facilities**

Schools, voting centers and vote tabulation sites, homeless shelters, community centers, senior centers, Independent Living Centers, jails and prisons.

- **Health Care and Public Health Sector**

Public health departments, cooling and warming centers, temporary public health emergency centers and medical facilities.

- **Transportation Sector**

Facilities associated with automobile, rail, aviation, major public transportation and maritime transportation for civilian and military purposes and traffic management systems.

- **Water and Wastewater Systems**

Facilities associated with the provision of drinking water or processing of wastewater.

Coordination with transmission-level customers

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

Coordination with telecommunications providers

During a PSPS, telecommunication providers will receive:

- A dedicated PG&E contact to help address real-time issues
- Access to the PSPS Portal for the latest outage maps and information
- Advance notification via calls, texts and emails
- Invitations to the daily Systemwide Cooperators Calls for the latest PSPS information
- Access to our Emergency Operations Center (EOC), as requested

Coordination with water agencies

During a PSPS, water service providers will receive:

- Support from our EOC and Customer Relationship Managers
- Access to the PSPS Portal for the latest outage maps and information
- Advance notification via calls, texts and emails
- Invitations to the daily Systemwide Cooperators Calls for the latest PSPS information

Coordination with hospitals

During a PSPS, hospitals will receive:

- Support from our EOC and Customer Relationship Managers
- Access to the PSPS Portal for the latest outage maps and information
- Advance notification via calls, texts and emails
- Some hospitals with a higher likelihood of experiencing wildfire safety outages will also receive service continuity solutions

5 Power Restoration

Our goal is to restore power within **24 hours** after severe weather has passed.

Restoration steps:

- 1 Weather “All-Clear”:** After high winds have passed, and it is safe to do so, a weather “all-clear” is issued for our crews to begin patrols and inspect electrical equipment.
- 2 Patrol and Inspect:** Our crews visually inspect for potential weather-related damage to powerlines, poles and towers. This is done by vehicle, foot and air.
- 3 Isolate and Repair Damage:** If crews find equipment damage, they work to isolate the damaged area from the rest of the system. Other parts of the system can then be restored.
- 4 Restore Power:** Once the poles, towers and lines are safe to energize, our Control Center restores power to affected areas.
- 5 Notify Customers:** We notify you that power has been restored.

Restoration resources:

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



6 Temporary Power and Backup Generation

We work to safely keep power on throughout parts of the electric grid during a PSPS. This work includes:

Microgrids

Keeping the power on for “main street” corridors, central community resources and critical facilities

Islanding

Keeping the power on at substations using local power generation facilities

Remote Grids

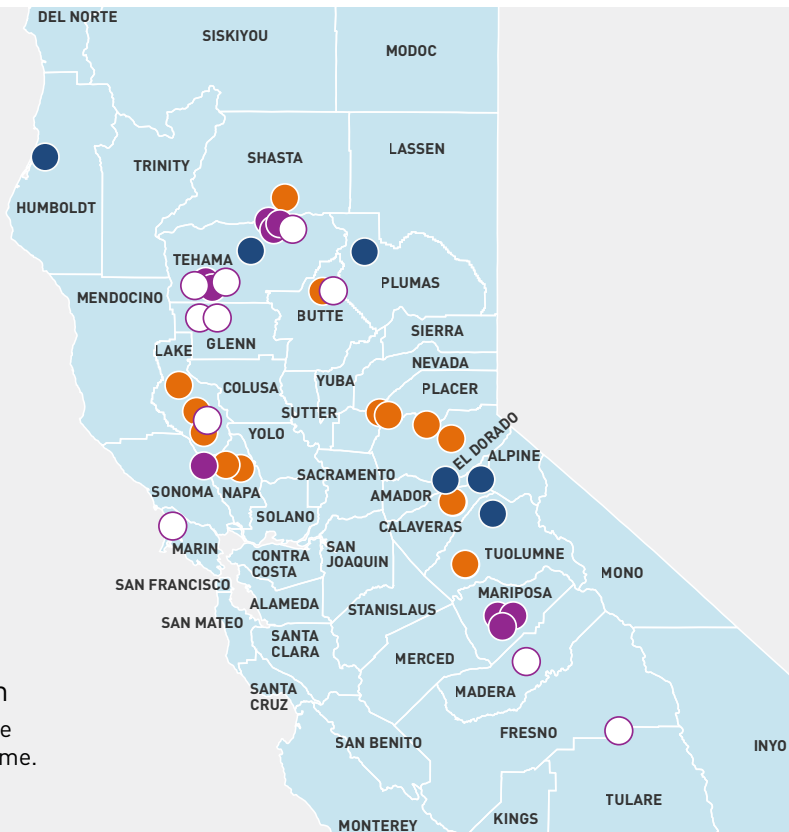
Keeping the power on for customers in remote locations year-round using standalone solar, battery and propane generation

Where Is This Work Taking Place?



*Additional remote grids also under consideration

Data as of 8/20/2025. Local work plans are subject to change and data is based on the best available information at this time.



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

7 Customer Tools and Resources

We provide information and resources before, during and after a PSPS to help support you.

The California 211 Providers Network (211)

We have partnered with 211* to help you prepare, get support and stay safe. 211 is a free, confidential service. This resource is available 24/7 in more than 150 languages. 211 can refer you to local services and programs before and during outages and other emergencies.

211 resource coordination may include:

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

211 also provides proactive outreach during a power outage to:

- ✓ Older adults
- ✓ Individuals with disabilities
- ✓ Individuals with medical needs

For support, dial **211**, text 'PREPARE' to **211-211** or visit:

[211.org](https://www.211.org)



Watch a video on our partnership with 211:

[211 video](#)

***See p. 33 for list of 211 Partnership Programs and counties served**

Community-Based Organizations (CBOs)

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

Find community resources near you at:

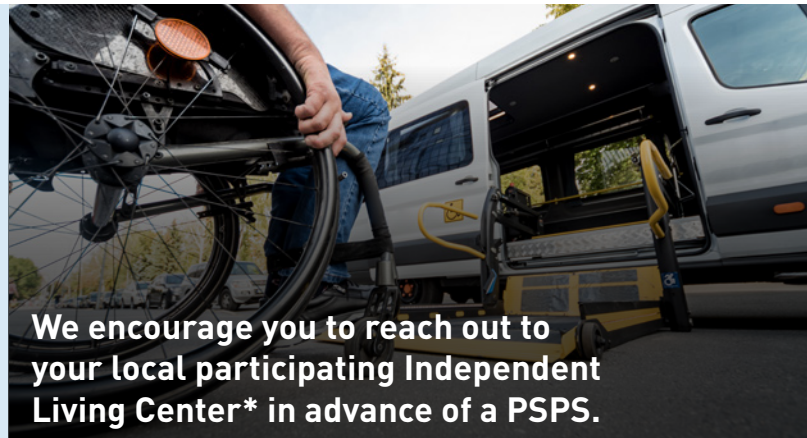
pge.com/localsupport

Disability Disaster Access and Resources (DDAR) Program

The DDAR Program is a collaboration with the California Foundation for Independent Living Centers. The program helps qualifying customers whose life or health would be at risk during a power outage. Those eligible may include older adults, people with disabilities and chronic medical conditions who require electricity to live independently.

Outage support can include:

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



We encourage you to reach out to your local participating Independent Living Center* in advance of a PSPS.

Learn more about the DDAR Program and eligibility at:

pge.com/ddar

Find a DDAR center near you at:

pge.com/localsupport

***See p. 29 for a list of participating Independent Living Centers**

Food replacement

Food banks*

We partner with local food banks to provide food replacement during a PSPS and up to three days after power is restored. Some food banks may have income restrictions.

Meals on Wheels**

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



To find a local food bank or Meals on Wheels center near you, visit:

pge.com/afn

Backup power programs

Portable Battery Program***

PG&E's Portable Battery Program provides no-cost, backup portable batteries for qualifying customers.

To be eligible, customers must:

- Be Medical Baseline or Self-Identified Vulnerable customers who rely on a medical device, assistive technology or durable medical equipment
- Have experienced at least one PSPS since 2022, or at least three outages on a circuit protected by EPSS since 2024

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

Learn more about the Portable Battery Program at:

pge.com/portablebattery

*See p. 30 for a list of participating food banks

**See p. 32 for a list of Meals on Wheels partners and counties served

***See p. 34 for a list of Portable Battery Program partners and counties served

Generator and Battery Rebate Program

Customers may qualify for a \$300 rebate on the purchase of a qualifying generator or battery. Customers must:

- Have an active electric PG&E account
- Reside in a High Fire-Threat District (HFTD) Tier 2/3 or be served by an EPSS circuit
- Purchase a generator listed on our Qualified Product List and comply with the California Air Resources Board (CARB)

Each customer account is limited to one rebate for either a generator or a battery. Customers who participate in PG&E's California Alternative Rates for Energy (CARE) or Family Electric Rate Assistance (FERA) programs can receive an additional \$200. Rebate amounts cannot exceed the purchase price of the product, nor can it include taxes or shipping costs. The rebate application must be submitted within 12 months from purchase date of the qualifying product or by December 31, 2025, whichever date is sooner.

Learn more about eligibility requirements at:

pge.com/gbrp

Backup Power Transfer Meter

When utility power is off, a Backup Power Transfer Meter can switch to generator power and it will automatically switch back to utility power when it becomes available. With the Backup Power Transfer Meter, a customer can use their electrical panel to pick which appliances or rooms to power. This makes it easier and safer to connect to generator power during a power outage.

Participants must:

- Live in a HFTD or an area served by a circuit protected by EPSS
- Have a compatible generator
- Provide PG&E access to the site for installation
- Allow PG&E to inspect the panel to verify it meets operational requirements

Learn more about this offer and eligibility requirements at:

pge.com/transfermeter

Self-Generation Incentive Program

Any PG&E customer can apply to receive an incentive to cover at least 15% of the average battery cost. Limited funds are available to offset full battery costs for eligible Medical Baseline customers who qualify for the Equity Resiliency budget.

Learn more about eligibility requirements and apply at:

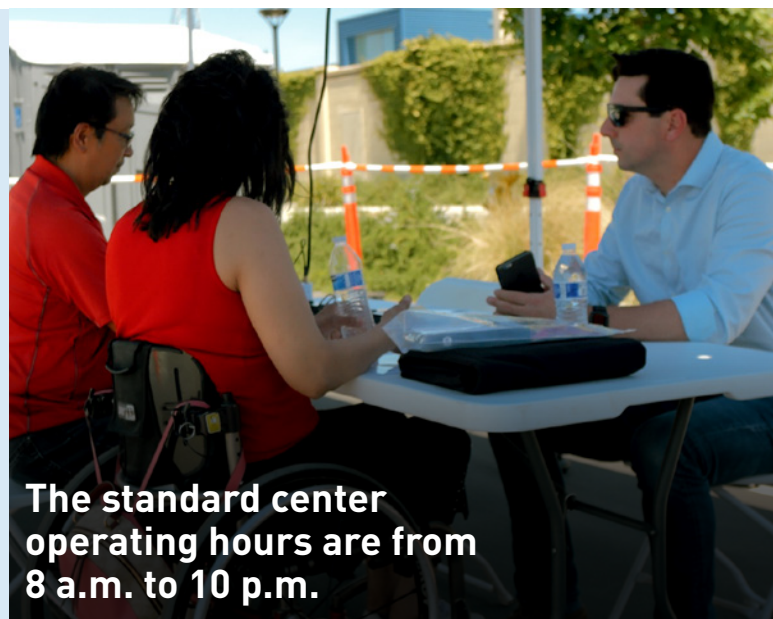
pge.com/sgip

Community Resource Centers (CRCs)

During a PSPS, CRCs offer a safe place to charge medical and other electronic devices, find basic supplies, connect our vulnerable customers with additional resources or services and get outage information.

Resources may include:

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

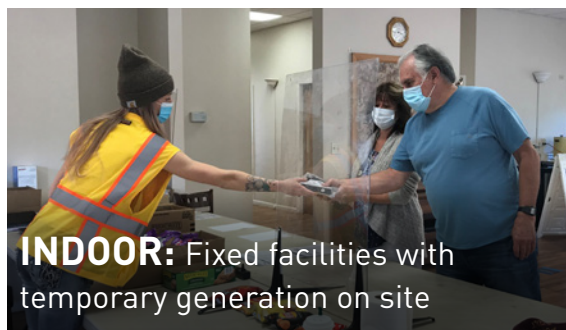


The standard center operating hours are from 8 a.m. to 10 p.m.

Location information will be shared via social media, local news and at:

[**pge.com/crc**](https://pge.com/crc)

CRC types



INDOOR: Fixed facilities with temporary generation on site



OUTDOOR: Set up outdoors in accessible parking lots

Center location selection

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

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

8 Customer Outreach and Engagement

To help you and your community prepare for possible outages, we provide informative resources like videos, fact sheets, events and online tools.

As a PG&E customer, you'll receive communications through:

- Letters
- Emails
- Postcards
- Brochures
- Tenant education kits
- Radio ads
- Television ads
- Social media posts



Wildfire safety webinars

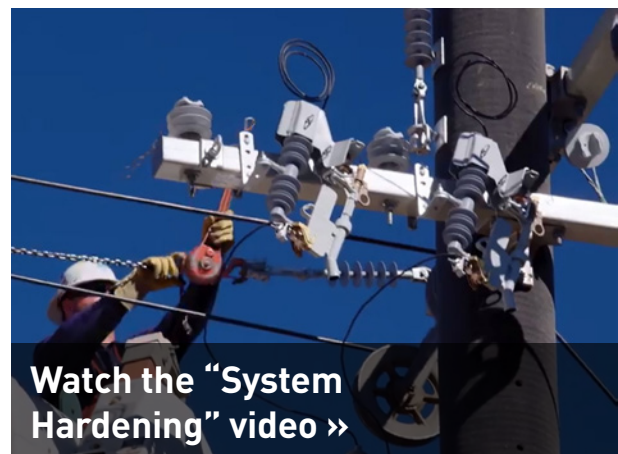
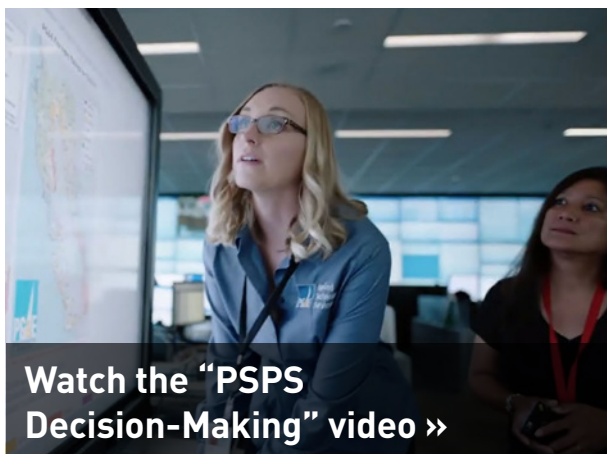
We host a series of accessible online webinars for anyone interested in learning more about wildfire safety and emergency preparedness. These virtual gatherings allow community members to meet with our representatives, ask questions and share feedback.

To view upcoming webinars and video recordings of past webinars, visit:

pge.com/webinars

Videos

We have informational videos for you to learn more about available resources and system improvements.



Visit and subscribe to our YouTube Channel for more videos:

youtube.com/pgevideo



Language support

Information on PSPS is offered in 16 languages, including: English and American Sign Language, Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong, Thai, Hindi and Portuguese.

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

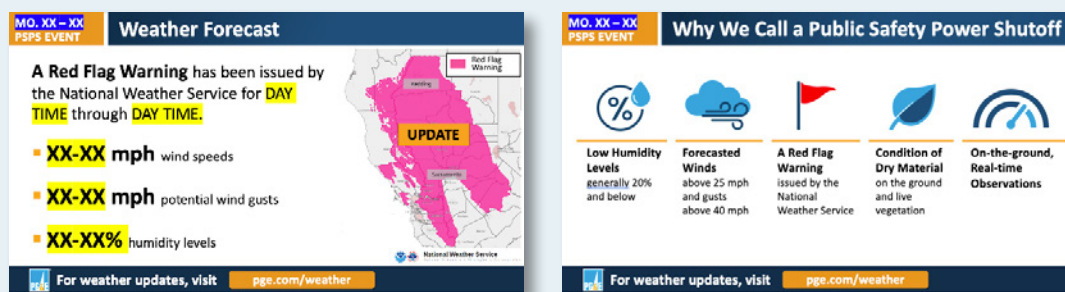
Traditional and social media outreach

We will keep you updated through social media, community-based organizations and local news.

SAMPLE SOCIAL MEDIA POSTS



SAMPLE PUBLIC BRIEFING

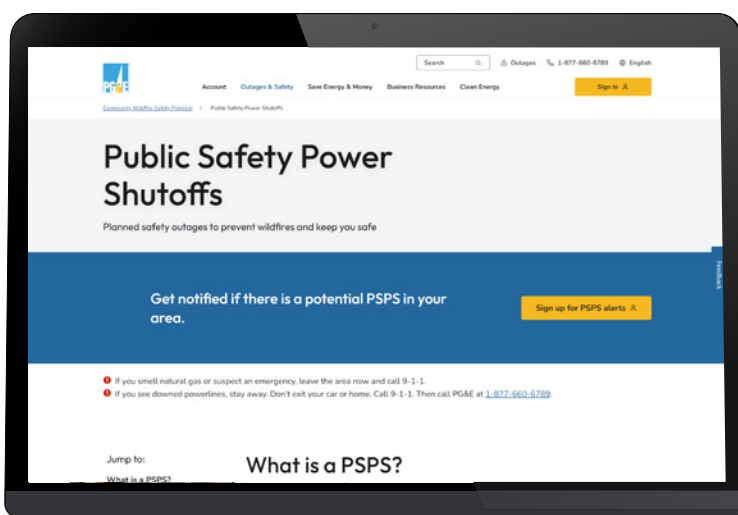


PSPS webpage

Visit [**pge.com/psps**](https://pge.com/psps) to get help preparing for a PSPS and learn more about available resources.

Resources on our website include:

- Real-time updates and interactive outage maps
- Estimated restoration times
- A seven-day PSPS forecast
- Access to live, localized data collected by PG&E weather stations
- Backup power options
- Community Resource Center locations
- Local food banks providing meal replacements
- Tools to update contact information
- Accessible wildfire safety webinars and recordings
- Emergency preparedness tips, including information for Medical Baseline customers
- Materials translated in 16 languages
- Additional support available to customers with Access and Functional Needs (AFN), such as Meals on Wheels, the Disability Disaster Access & Resources Center and 211



Learn more about PSPS at:

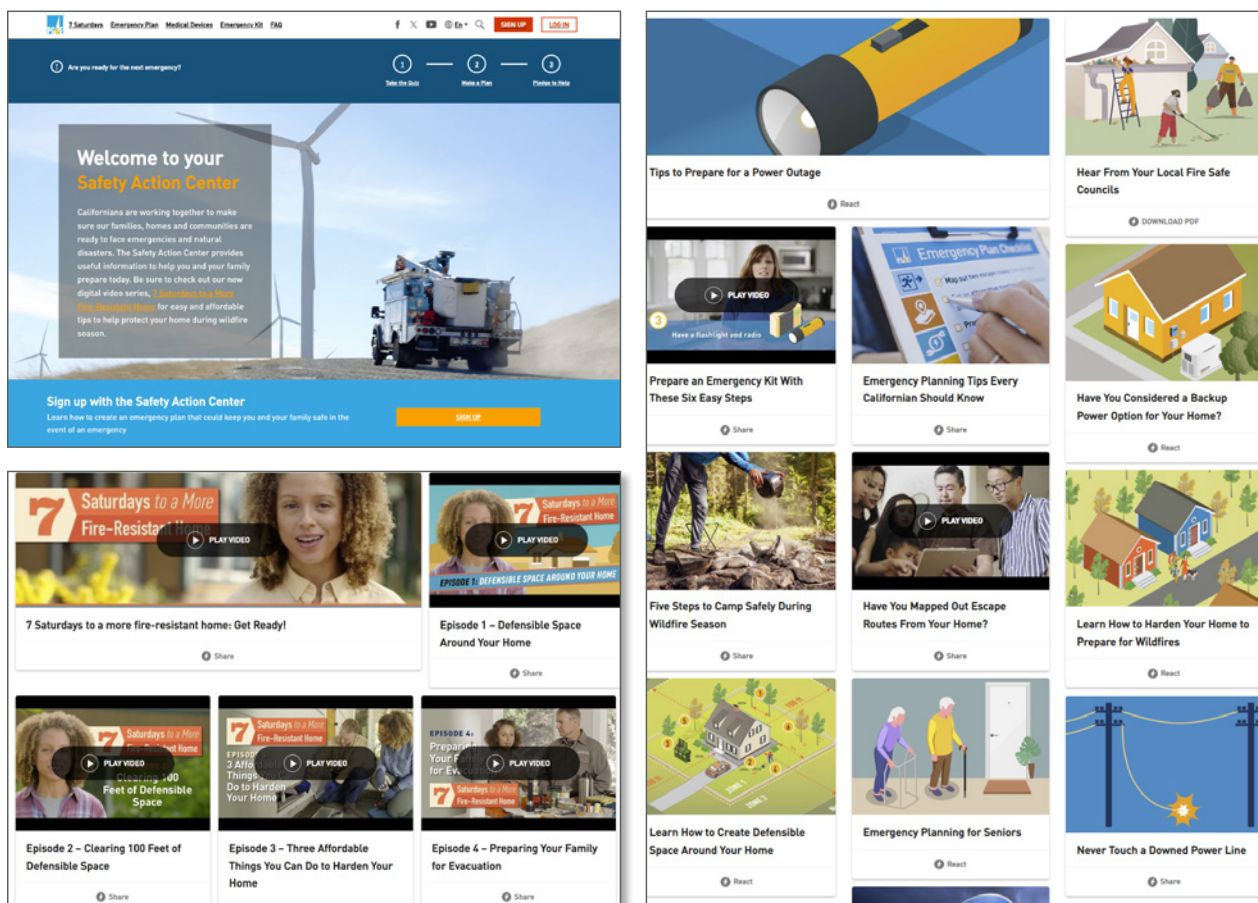
[**pge.com/psps**](https://pge.com/psps)

Safety Action Center

The Safety Action Center is a dedicated safety webpage. It features helpful information about wildfire risk and what you can do to help prepare your home, family, business or community for a PSPS.

Support includes:

- Tips on how to create an emergency plan
- Emergency preparedness guides and videos
- Emergency kit resources and interactive quizzes



Learn more about the
Safety Action Center at:

pge.com/safetyactioncenter

We also have a website to help kids prepare. For preparedness activities and planning tips for children, visit: kidsemergencysafety.com.

9 Community Wildfire Safety Program

California continues to experience an increase in wildfire risk. Our Community Wildfire Safety Program (CWSP) is focused on reducing this risk and making the electric system safer.

As part of the program, we implement several layers of protection in unison to reduce wildfire risk and keep you safe.

These efforts are focused in high fire-risk areas, which is more than half of our service area.

Learn more about our wildfire safety efforts at:

pge.com/cwsp

To see what work is taking place near you, visit: pge.com/progressmap



.....● **Establishing a network of cameras** to monitor real-time conditions



.....● **Improving real-time weather awareness** to more accurately measure risk



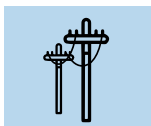
.....● **Deploying trained safety crews** by ground and air to protect communities and equipment in case of fire



.....● **Installing safety settings** on powerlines that quickly shut off power if a hazard is detected



.....● **Turning off power for safety** as a last resort during severe weather



.....● **Installing strong poles and covered powerlines** to reduce wildfire risk and improve reliability



.....● **Removing or pruning trees** to keep them away from powerlines



.....● **Undergrounding** approximately 10,000 miles of powerlines in and near high wildfire-risk areas

Enhanced Powerline Safety Settings (EPSS)

To help keep our communities in and near high fire-risk areas safe, we have Enhanced Powerline Safety Settings, or EPSS, on our powerlines. These settings detect hazards on the powerline and shut off power quickly to prevent an ignition. By preventing ignitions, we can stop wildfires before they have a chance to start.

How Enhanced Powerline Safety Settings help keep you safe from wildfires:

- 1 Settings detect a wildfire hazard
- 2 Power shuts off quickly to prevent an ignition
- 3 Crews patrol, repair damage and restore power
- 4 We identify improvements to prevent similar wildfire hazards

This is a proven wildfire prevention tool.

44,000
EPSS-protected
powerline miles

~2.2M
EPSS-protected
customers

65%
reduction in ignitions on powerlines
protected by safety settings*

*Based on an evaluation of the effectiveness of EPSS under conditions of elevated likelihood of destructive fire outcomes (R3 Fire Potential Index rating), compared to the 2018 – 2020 average prior to the establishment of EPSS.

EPSS vs. PSPS

EPSS turns off power automatically for safety. This means you may experience unplanned safety outages. Unlike a PSPS, we aren't able to alert you ahead of a safety outage on an EPSS-protected line. These settings turn off power quickly and automatically only when a hazard is detected in order to prevent wildfires.

Learn more about EPSS at:

pge.com/epss





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Participating Independent Living Centers (ILC)

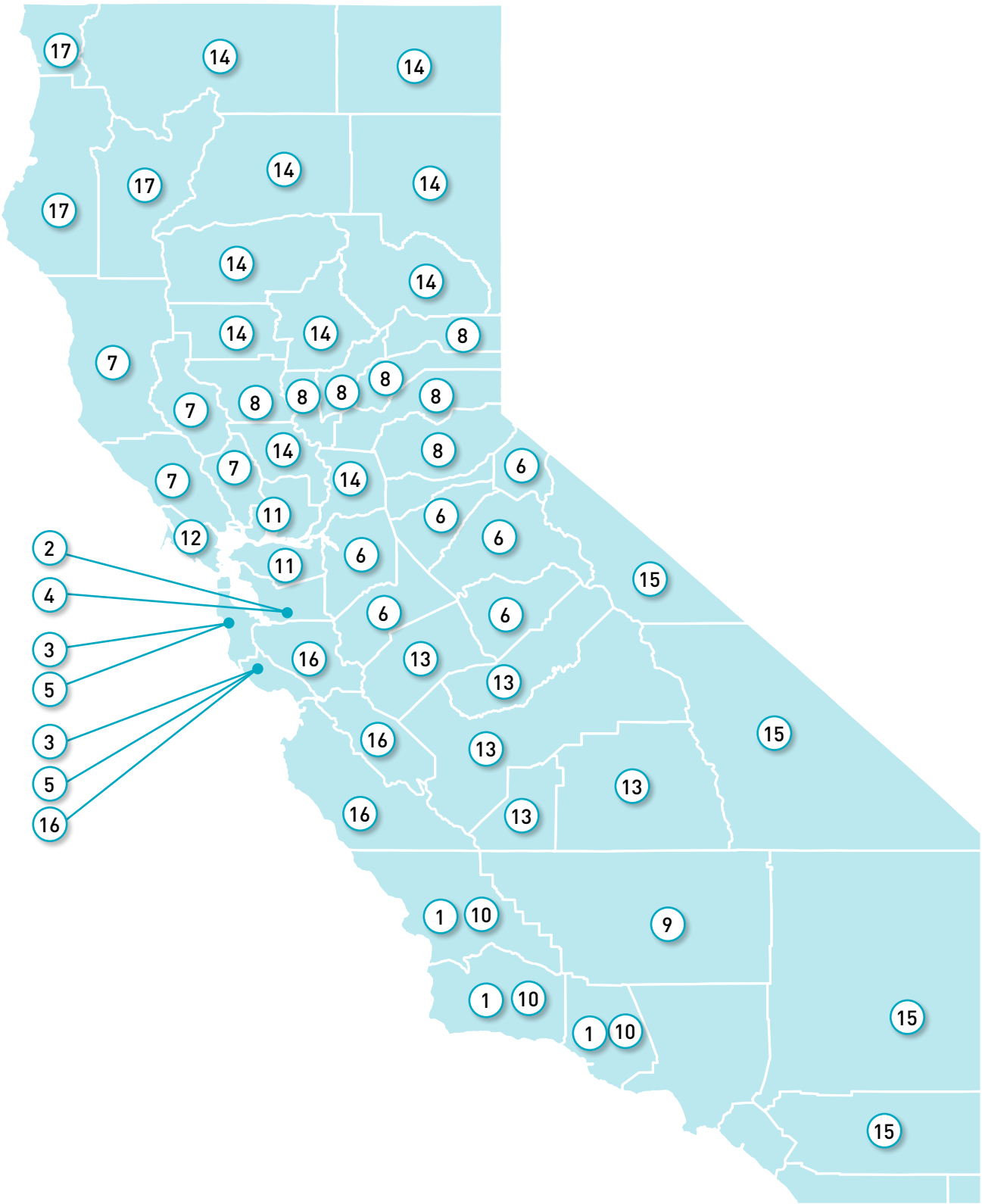
Participating ILC	Counties Served	Address, Website and Phone Number
Access Central Coast (ACC)	San Luis Obispo, Santa Barbara, Ventura	423 West Victoria St. Santa Barbara, CA 93101 accesscentralcoast.org Phone: 805-963-0595
Center for Independence of Individuals with Disabilities (CID)	San Mateo, San Francisco	2001 Winward Way Suite 103 San Mateo, CA 94403 cidsanmateo.org Phone: 650-645-1780
Center for Independent Living (CIL)	Alameda (only Oakland and Alameda)	3075 Adeline Street Berkeley, CA 94704 thecil.org Phone: 510-841-4776
Community Resources for Independent Living (CRIL)	Alameda (except cities of Oakland and Alameda)	439 A St. Hayward, CA 94541 crilhayward.org Phone: 510-794-5735
Disability Resources Agency for Independent Living (DRAIL)	Alpine, Calaveras, Mariposa, San Joaquin, Stanislaus, Tuolumne	1101 Sylvan Ave. Suite C105 Modesto, CA 95350 drail.org Phone: 209-521-7260
Disability Services and Legal Center (DSLCL)	Lake, Mendocino, Napa, Sonoma	521 Mendocino Ave. Santa Rosa, CA 95401 mydslc.org Phone: 707-528-2745
FREED Center for Independent Living (FREED)	Colusa, El Dorado, Nevada, Placer, Sierra, Sutter, Yuba	435 Sutton Way Grass Valley, CA 95945 freed.org Phone: 530-477-3333
Independent Living Resources of Solano & Contra Costa Counties (ILRSCC)	Contra Costa, Solano	1850 Gateway Blvd. Suite 120, Concord, CA 94520 ilrsc.org Phone: 925-363-7293

Continued →

Participating ILC	Counties Served	Address, Website and Phone Number
Marin Center for Independent Living (MCIL)	Marin	710 Fourth St. San Rafael, CA 94901 marincil.org Phone: 651-646-8342
Resources for Independent Living (RIL)	Butte, Glenn, Lassen, Modoc, Plumas, Sacramento, Shasta, Siskiyou, Tehama, Yolo	420 I St. Sacramento, CA 95814 ril-sacramento.org Phone: 916-446-3074 Extension: 206
Resources for Independence Central Valley (RICV)	Fresno, Kern, Kings, Madera, Merced, Tulare	25 N. 14th St. Suite 1000 San Jose, CA 95112 ricv.org Phone: 559-221-2330
Rolling Start Center for Independent Living (RSI)	Inyo, Mono, Riverside, San Bernardino	1955 Hunts Ln. #101 San Bernardino, CA 92408 rollingstart.com Phone: 909-890-9516
Silicon Valley Independent Living Center (SVILC)	San Benito, Santa Clara, Santa Cruz, Monterey	3008 N. Fresno St. Fresno, CA 93703 svilc.org Phone: 408-985-1242
Tri County Independent Living (TCIL)	Del Norte, Humboldt, Trinity	139 Fifth St. Eureka, CA 95501 tilinet.org Eureka office 707-498-7233 Del Norte office 707-834-2555

DDAR Centers

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



Participating Food Banks

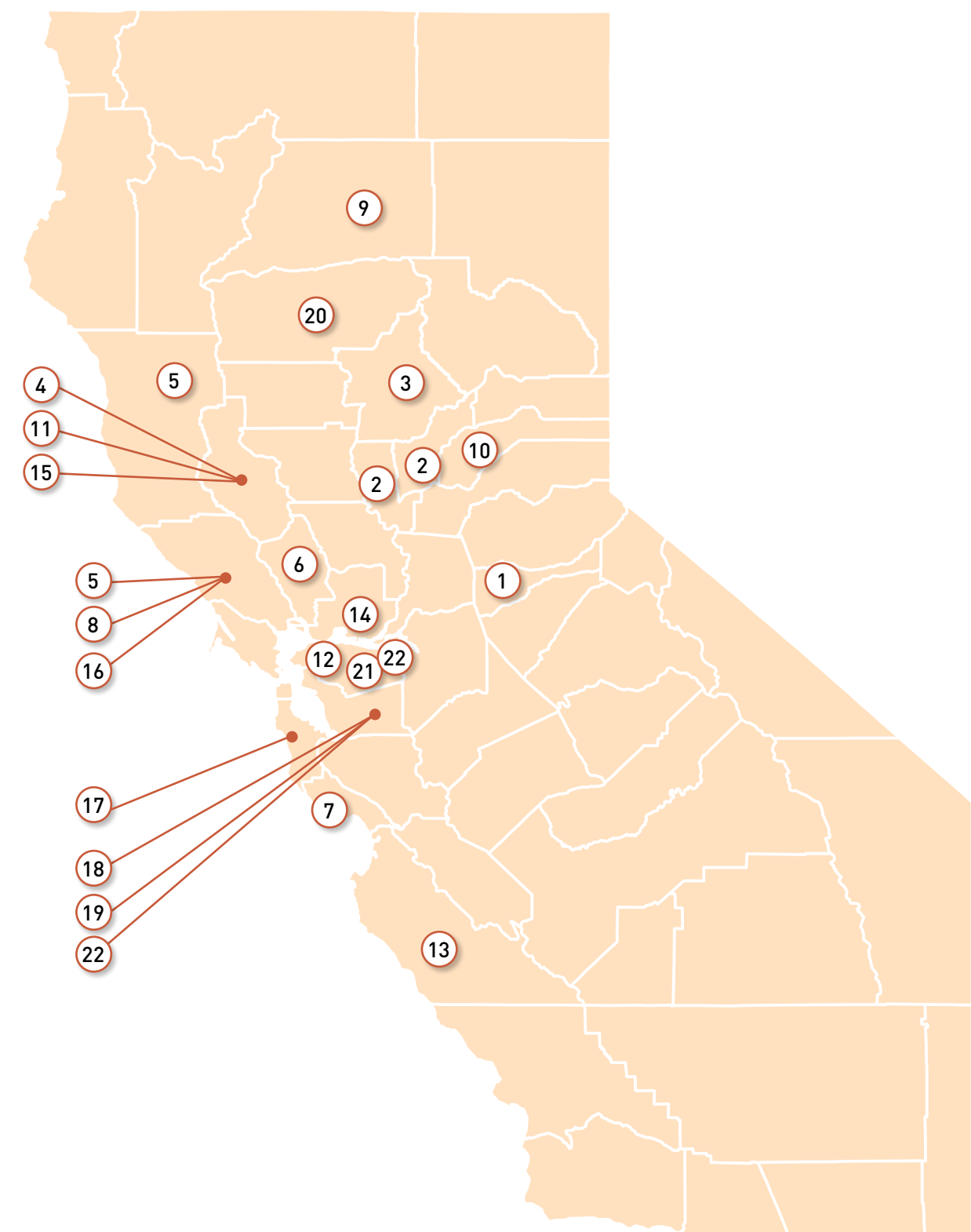
Food Bank	Counties Served	Website	Contact Number
Alameda County Community Food Bank	Alameda	accfb.org	510-635-3663
Amador Tuolumne Community Action Agency (ATCAA) Food Bank	Tuolumne	atcaa.org/food-bank	209-984-3960
Central California Food Bank	Fresno, Kings, Kern, Madera, Tulare	ccfoodbank.org	559-237-3663
Clear Lake Gleaners	Lake	bit.ly/clearlakegl	707-263-8082
Community Action Agency of Butte County-North State Food Bank	Butte, Calaveras, Colusa, Glenn, Plumas, Sierra, Tehama	buttecaa.com	530-712-2600
Community Action of Napa Valley Food Bank	Napa	canv.org/food-bank	707-253-6100
Community Action Partnership of Kern County (CAPK)	Kern	www.capk.org	661-336-5236
Community Food Bank of San Benito	San Benito	communityfoodbankofsbcsbc.org	831-637-0340
Dignity Health Connected Living	Shasta	bit.ly/dignityhealthfoodbank	530-226-3071
Food Bank for Monterey County	Monterey	foodbankformontereycounty.org	831-758-1523
Food Bank of Contra Costa and Solano	Contra Costa and Solano	foodbankcccs.org	855-309-3663
Food Bank of El Dorado County	Alpine and El Dorado	foodbankedc.org	530-621-9950

Continued →

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

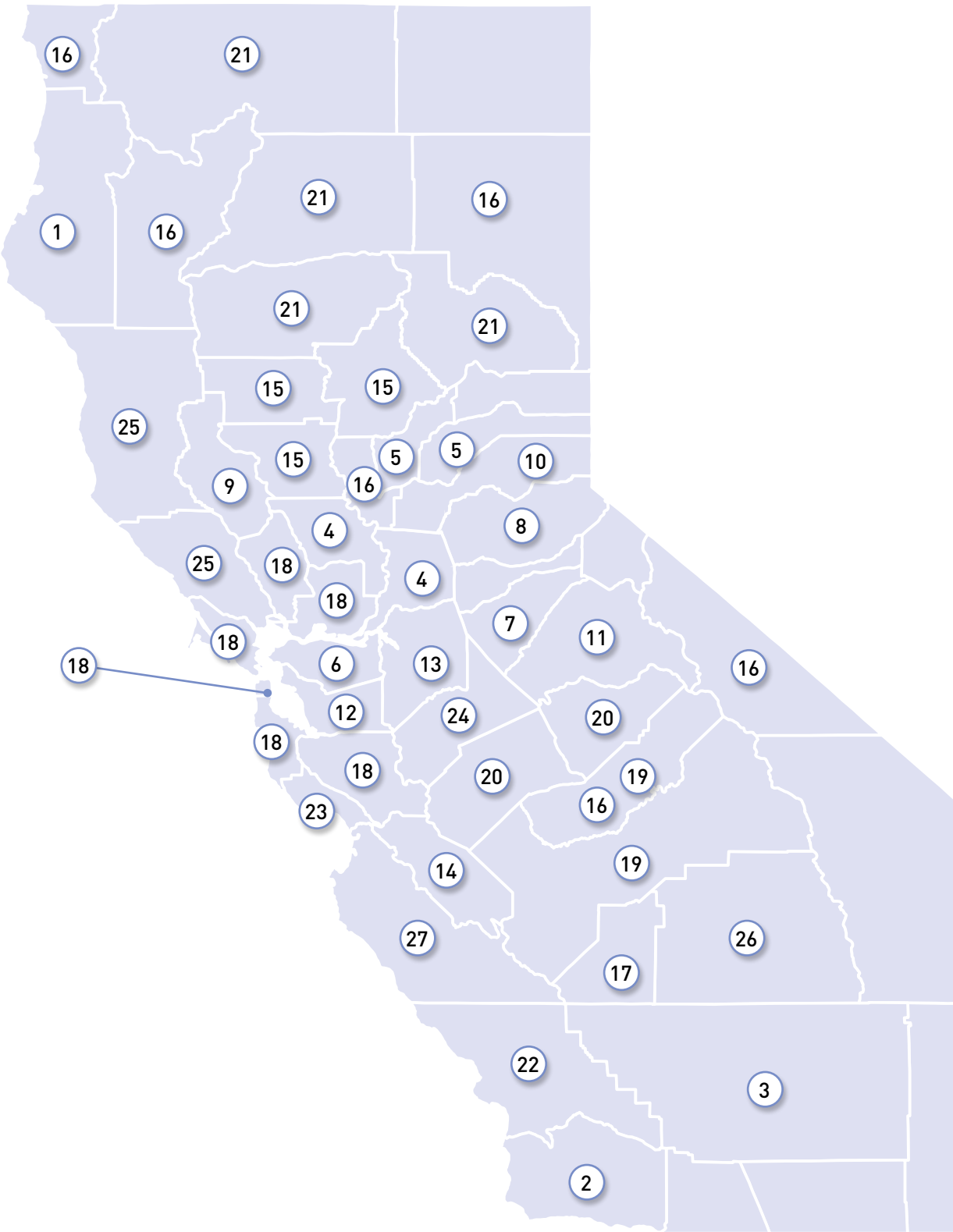
Meals on Wheels

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



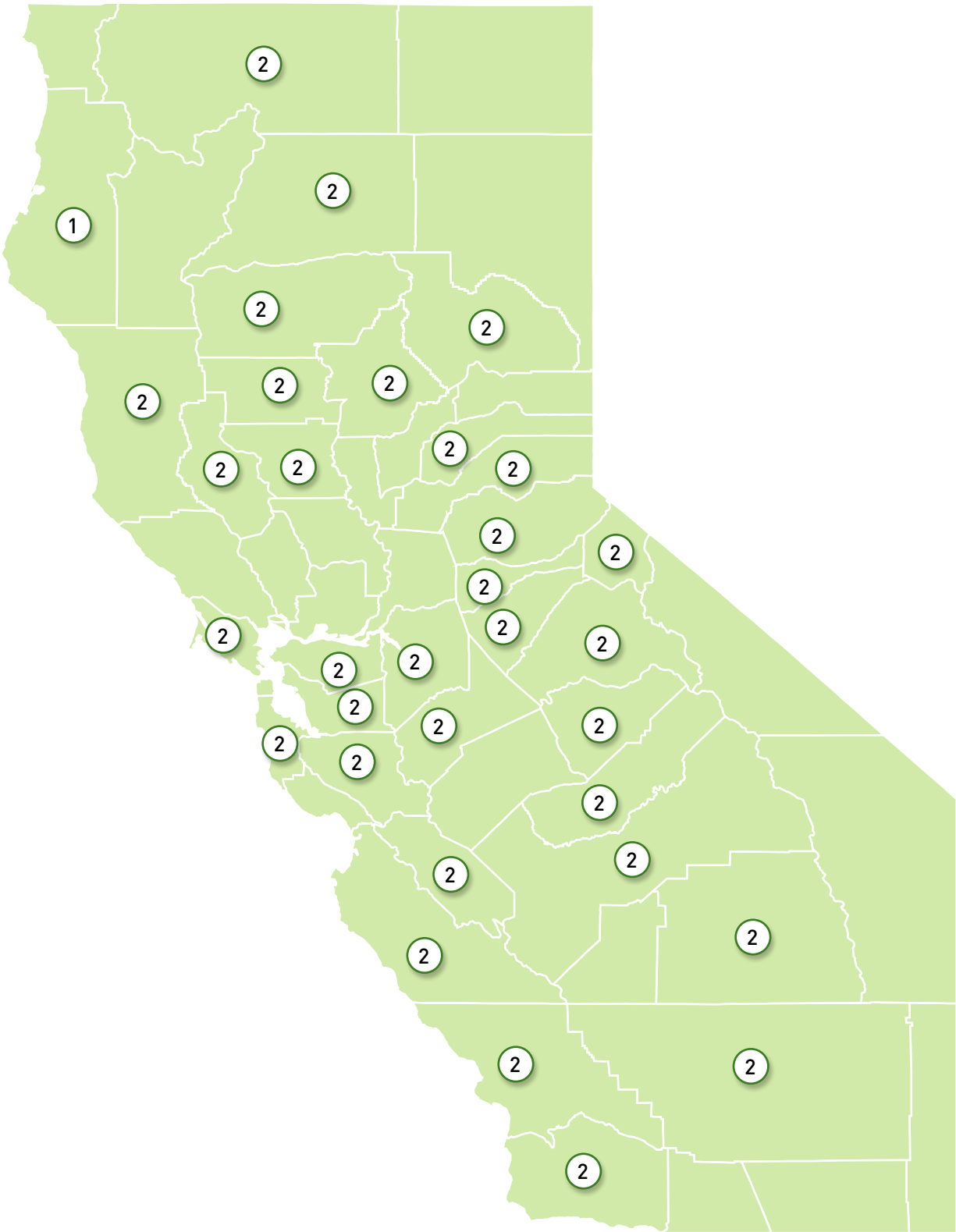
211 Partnership Programs

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



Portable Battery Program

Organization	Counties Served
1 Redwood Community Action Agency (707) 269-2016	Humboldt
2 Richard Heath & Associates (559) 214-1190	Alameda, Alpine, Amador, Butte, Calaveras, Colusa, Contra Costa, El Dorado, Fresno, Glenn, Kern, Lake, Madera, Marin, Mariposa, Mendocino, Monterey, Napa, Nevada, Placer, Plumas, San Joaquin, San Luis Obispo, San Benito, San Mateo, Santa Barbara, Santa Clara, Shasta, Siskiyou, Stanislaus, Tehama, Tulare, Tuolumne



Glossary of Terms

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

Continued →

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

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

Continued →

Term	Definition
Red Flag Warning	A warning that is issued by the National Weather Service indicating current or expected red flag conditions, generally within the next 12 to 24 hours.
Restoration	PG&E's inspection of the electric system for wind and debris-caused damage after a PSPS, to make sure it is safe to turn the power back on.
Safety Action Center	A PG&E webpage containing information about what customers can do to keep their family, home and business safe during a PSPS.
Self-Identified Vulnerable Program	A program for those who have a serious illness or condition that could become life-threatening if their electric service is disconnected. Participants receive follow-up PSPS alerts, including doorbell rings if notifications are not acknowledged.
Self-Generation Incentive Program	A program for PG&E customers offering access to incentives for installing permanent battery storage systems.
System Hardening	How PG&E describes the installation of equipment designed and built to be more resistant to severe weather and wildfire risk.
Telecommunications Providers	Providers who cover communication over a distance by cable, telegraph, telephone or broadcasting.
Undergrounding	Refers to PG&E's multiyear infrastructure safety program to underground approximately 10,000 miles of powerlines in and near high fire-risk areas.