

PACIFIC GAS AND
ELECTRIC COMPANY

PUBLIC SAFETY POWER SHUTOFF POLICIES AND PROCEDURES

EMERGENCY MANAGERS

JULY 2022



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1 INTRODUCTION

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

We are working year-round and nonstop to make our system safer and more resilient, and improve PSPS outages for our customers and communities. These efforts have resulted in PSPS impacting far fewer customers (88% reduction in 2021) and shorter outages (43% reduction since 2019).

We are also working to reduce the need for PSPS by:

- Undergrounding 10,000 miles of powerlines in high fire-threat areas, as part of a multi-year effort.
- Strengthening the electric grid with stronger poles and covered lines to reduce wildfire risks.
- Using Enhanced Powerline Safety Settings in and near high fire-threat areas to quickly and automatically turn off power if a threat is detected.
- Managing trees and other vegetation, above and beyond state standards, to prevent wildfires and power outages.
- Installing microgrids that use generators to keep the electricity on during a PSPS.

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

2 PSPS CRITERIA AND SCOPING

PSPS outages continue to be a necessary, last resort tool to protect communities. We understand how disruptive it is to be without power and we are working hard to reduce the size and frequency of outages while keeping you safe. Before determining if a PSPS is necessary, we review a combination of factors:



Low humidity levels (less than ~30%)



Forecasted high winds above 19 miles per hour and **gusts** above 30-40 miles per hour



Condition and moisture content of dry material and vegetation on the ground

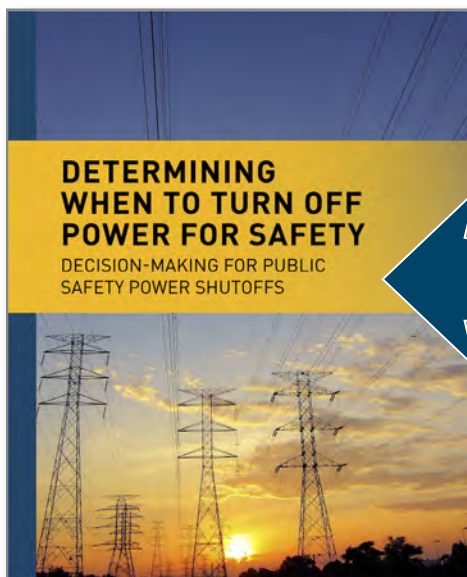


Red Flag Warning declared by the National Weather Service



Real-time ground observation

Our decision-making process also accounts for the presence of trees tall enough to strike powerlines.

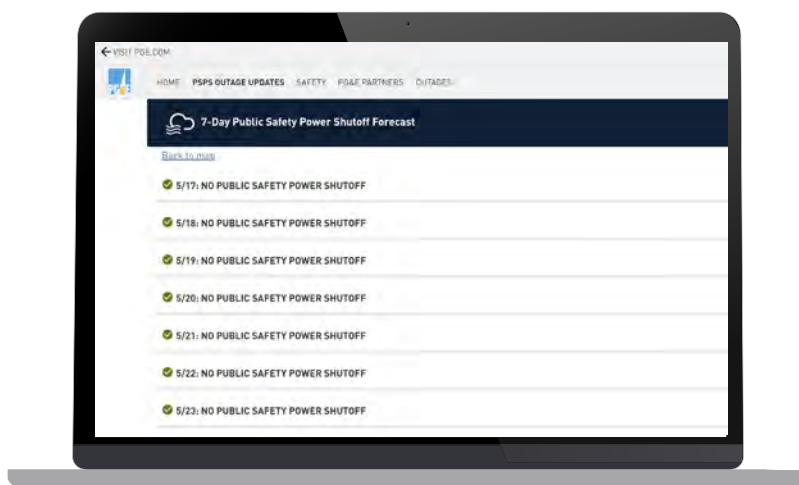


CHECK OUT OUR FACT SHEET for more information about PSPS decision-making

Decision-Making Technical Guide

PSPS 7-DAY POTENTIAL FORECAST

Our team of meteorology and fire science experts monitor the weather closely and update our 7-day forecast every day to provide potential PSPS information to customers and communities.



Not Planned: Conditions that generally warrant a PSPS are not planned at this time.

PSPS Risk Elevated: PSPS is being monitored for an increased potential of a PSPS.

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

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

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

pge.com/weather

To sign up for **daily email alerts regarding potential PSPS**, visit:

[cloud.em.pge.com/
PSPS-7day-Signup](https://cloud.em.pge.com/PSPS-7day-Signup)

3 CUSTOMER NOTIFICATIONS

We share what we know about the weather and our equipment as soon as we can. While weather conditions can be uncertain, we aim to send customer notifications via automated calls, texts and emails two days ahead, one day ahead and just before shutting off power.

DIRECT-TO-CUSTOMER OUTREACH

NOTIFICATION TIMELINE*

- **WATCH** | 48-24 hours before power is turned off
- **WARNING** | 4-1 hours before power is turned off
- **WHEN** power is turned off
- **AFTER** weather has passed
- **ONCE** power has been restored

CAN PG&E CONTACT YOU IN AN EMERGENCY?

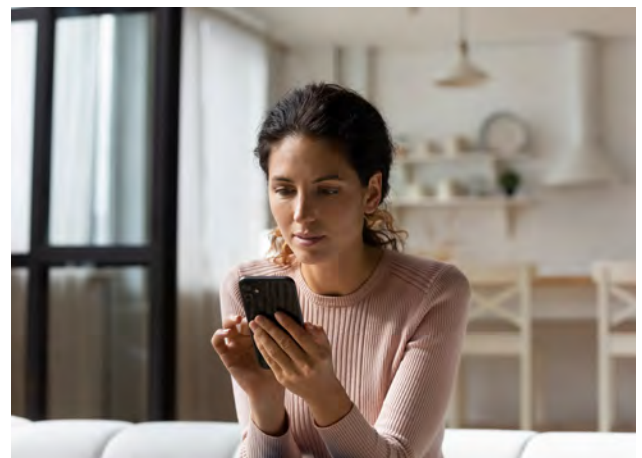
Update your contact information at **pge.com/mywildfirealerts** or call **1-866-743-6589**.

Account holders will automatically receive PSPS alerts for their address.

ADDRESS ALERTS

Customers and non-account holders can receive PSPS notifications for any address that is important to them, such as their work, child's daycare or the home of a loved one, with Address Alerts via text or phone call in 16 languages.

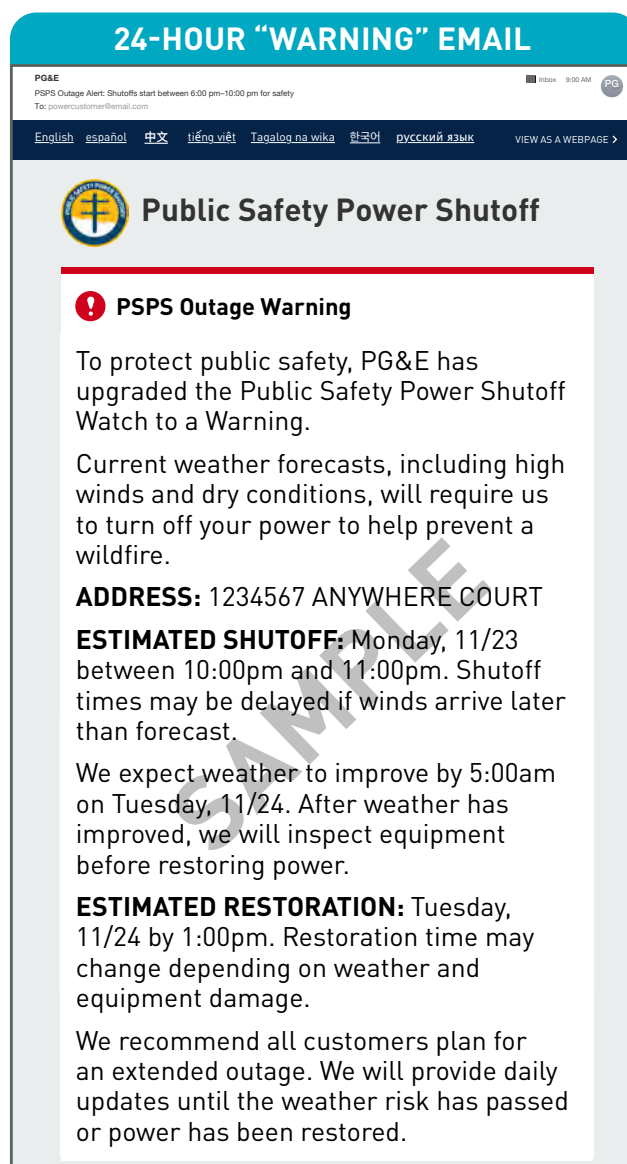
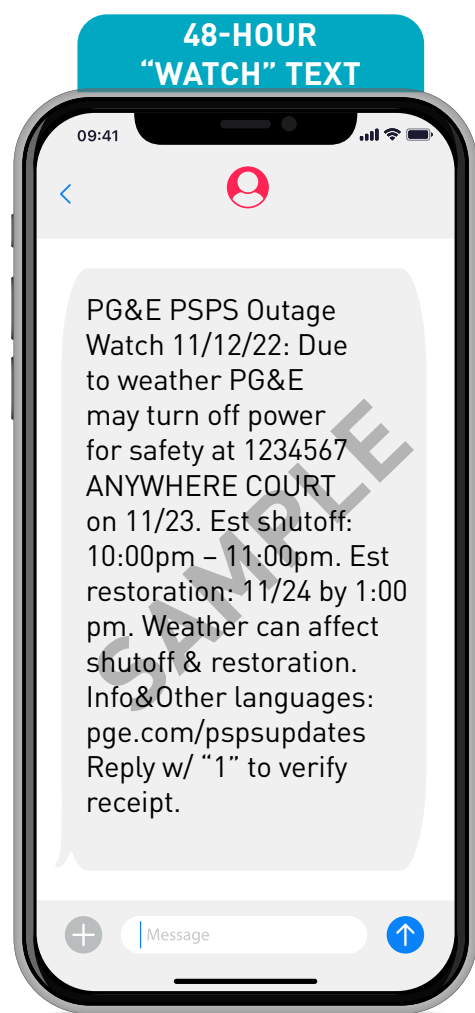
pge.com/addressalerts



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

SAMPLE CUSTOMER NOTIFICATIONS

Based on customer and community feedback, notifications now include more detail than ever before related to the forecasted impacted location and length of a PSPS. This includes the estimated shutoff time, as well as when we anticipate weather conditions to improve and power to be restored. In advance of a PSPS, PG&E will send notifications via calls, text and email. Customers can choose to receive notifications in one of 16 languages* at pge.com/myalerts. We also pre-record general notifications messaging in American Sign Language to serve those who are deaf and 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

Our Medical Baseline Program assists residential customers who rely on power for certain medical needs. These customers receive extra notifications – including calls, texts and emails – in advance of a PSPS and must confirm receipt. If receipt is not confirmed, we send hourly notifications and conduct doorbell rings until we are able to reach the customer.

For more information or to download the application, visit:

pge.com/medicalbaseline



Large print, Braille, audio and other alternative applications are available. Email **CIACMC@pge.com** or call **1-800-743-5000**. Deaf/hard of hearing customers may call California Relay Service at **711**.

VULNERABLE CUSTOMER STATUS

Customers who are not eligible for the Medical Baseline Program can self-certify for Vulnerable Customer Status 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 receive an in-person visit before power is turned off. Additionally, they will receive extra PSPS notifications, including doorbell rings, if previous alerts are not acknowledged. Vulnerable Customer Status remains on their account for 90 days or one year if an application is submitted.

Customers can learn more and download an application at:

pge.com/vcstatus

SELF-IDENTIFIED ELECTRICITY DEPENDENT

Customers who are at an increased risk of harm to their health, safety or independence during a PSPS and depend on electricity for durable medical equipment or assistive technology, can self-identify as Dependent on Electricity. Like Medical Baseline and Vulnerable Customers, these customers will receive additional PSPS notifications, including doorbell rings.

DOORBELL RINGS

If a Medical Baseline and/or self-certified vulnerable customer does not acknowledge receipt of our PSPS notifications, we will conduct doorbell rings to confirm they are aware. We do this to ensure our medically sensitive customers know it is time to activate their emergency plan.

If we are conducting doorbell rings and encounter a customer who informs us that they are experiencing a life-threatening emergency, we will assist them to call 911. If a customer is not home when the doorbell ring takes place, a door hanger is left to let them know we visited.



CRITICAL FACILITIES

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

Critical facilities include:

- **CHEMICAL SECTOR**

Chemical Manufacturing, Maintenance or Distribution Facilities

- **COMMUNICATIONS SECTOR**

Communication Infrastructure

- **EMERGENCY SERVICES SECTOR**

Police Stations, Fire Stations and Emergency Operations Centers

- **ENERGY SECTOR**

Public/Private Utility Facilities

- **FOOD AND AGRICULTURE SECTOR**

Emergency Feeding Organization Centers

- **GOVERNMENT FACILITIES SECTOR**

Schools, Jails, Prisons, Homeless Shelters, Community Centers, Senior Centers, Independent Living Centers and Voting Centers

- **HEALTH CARE AND PUBLIC HEALTH SECTOR**

Health Departments, Medical Facilities, Cooling Centers and Temporary Facilities for Public Health Emergencies

- **TRANSPORTATION SECTOR**

Major Local and National Public Transportation Centers [e.g., BART, Ferries and Airports] and Traffic Management Systems

- **WATER AND WASTEWATER SYSTEMS SECTOR**

Water/Wastewater Facilities

COORDINATION WITH TELECOMMUNICATIONS

During a PSPS, telecommunication providers will receive:

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

COORDINATION WITH WATER AGENCIES

During a PSPS, water service providers will receive:

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

COORDINATION WITH HOSPITALS

We are pursuing service continuity solutions for hospitals at a higher likelihood for a PSPS or a safety outage caused by Enhanced Powerline Safety Settings. This is to ensure hospitals can operate their critical facilities.

Some hospitals will be kept energized through existing solutions like sectionalizing or transmission line switches. Other hospitals will use single facility generation.



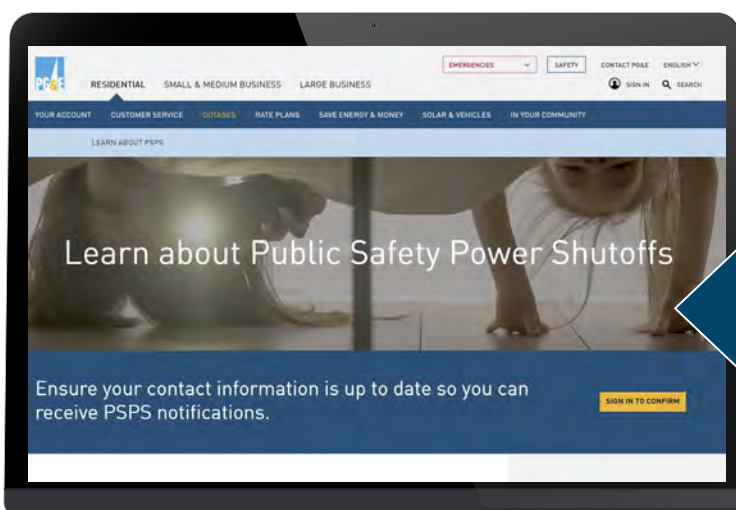
*Due to COVID-19, in-person EOC activation will be dependent on health and safety considerations and county health guidance

PSPS WEBPAGE

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

Resources available on the PG&E website include:

- Real-time updates and interactive outage maps
- Estimated restoration times
- Community Resource Center locations
- Local food banks providing meal replacements
- Tools to update contact information
- Emergency preparedness tips, including information for Medical Baseline customers
- Wildfire safety webinars and recordings
- A 7-day PSPS forecast
- Backup power options
- Access to live, localized data collected by PG&E weather stations
- Materials translated in 16 languages, including English, Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong, Thai, Hindi and Portuguese
- Additional support available to AFN customers, such as Meals on Wheels and the Disability Disaster Access & Resources Center



Learn more
about PSPS at:

pge.com/psps

LANGUAGE SUPPORT

Information regarding all PSPS outages will be provided in 15 non-English languages, including: Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong, Thai, Hindi and Portuguese. Customers can also call 1-866-743-6589 for translated support in more than 240 additional languages.

TRADITIONAL AND SOCIAL MEDIA OUTREACH

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

SAMPLE SOCIAL MEDIA POSTS

Community Resource Centers are open to help you



To find a location near you, visit pge.com/crc.

ADVISORY Public Safety Power Shutoff



To learn more, visit pge.com/pspsupdates.

SAMPLE PUBLIC BRIEFING

OCTOBER 25-27 PSPS Weather Forecast

A Red Flag Warning has been issued by the National Weather Service for Sunday morning through Tuesday morning.

WIND SPEEDS: 20-35 MPH

WIND GUSTS: 40-65 MPH

HUMIDITY LEVEL: 5-15%

For updates, visit pge.com/weather

OCTOBER 25-27 PSPS Conditions Leading to a PSPS

Low humidity ~30% and below

High winds >19 mph, sustained gusts >30-40 mph

Red Flag Warning issued

Dry ground material and low moisture

On-the-ground, real-time observations

We carefully review a combination of these factors when deciding if power must be turned off for safety

For updates, visit pge.com/psps

SAMPLE PUBLIC ANNOUNCEMENT

PREPARING FOR A PUBLIC SAFETY POWER SHUTOFF

During severe weather, high winds could cause tree branches or debris to contact electric lines and start fires. That's why PGE may need to turn off power during severe weather to help prevent wildfires. This is called a Public Safety Power Shutoff (PSPS). While turning off the power helps prevent wildfires, we know it can be disruptive. We are working year-round to improve PSPS events for our customers and communities.

HERE ARE 5 WAYS TO PREPARE FOR A PSPS:

- 1** Make sure PGE can reach you during a PSPS by updating your contact information at pge.com/mywildfirealert.
- 2** Pack or re-stock your family's emergency kit including food, water, batteries, radio and a first aid kit.
- 3** Make preparations for anyone in your family who depends on electricity for medical needs.
- 4** Practice manually opening your garage door.
- 5** Ensure any backup power sources are ready and safe to operate.

For translated support in over 200 languages, please contact PGE at 866-743-6589.

To learn more ways to prepare for a PSPS and any emergency, visit safetyactioncenter.pge.com

4 CUSTOMER TOOLS AND RESOURCES

This year, we are providing even more information and expanded resources before, during and after a PSPS. This includes numerous programs and partnerships to help support our customers and communities.

COMMUNITY-BASED ORGANIZATIONS (CBOs)

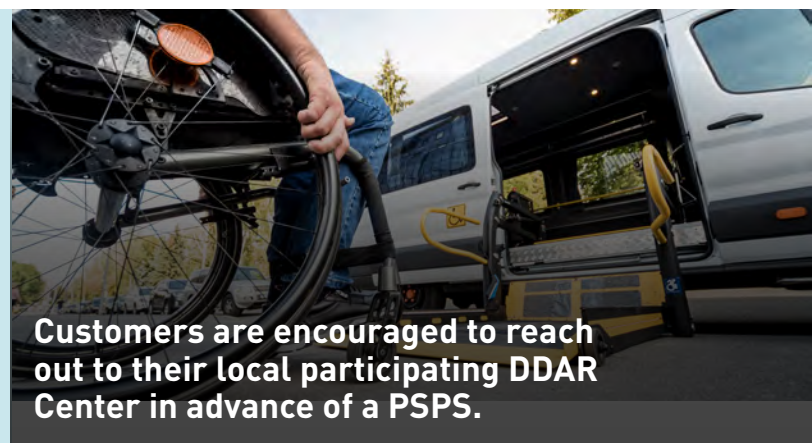
We partner with more than 250 CBOs to conduct outreach and provide resources during a PSPS. These CBOs have existing relationships and serve a variety of populations, including low income and hard to reach communities. CBOs assist us in conducting outreach to customers before and during a PSPS. We continue to engage with a diverse group of organizations to identify resources and communication capabilities.

DISABILITY DISASTER ACCESS & RESOURCES (DDAR) PROGRAM

The DDAR Program supports people living with disabilities, Access and Functional Needs (AFN) and the aging population. DDAR is a collaboration between PG&E and the California Foundation for Independent Living Centers (CFILC)* that provides resources for qualifying customers whose life or health would be at risk during a power outage. Qualification criteria includes people with disabilities and chronic medical conditions who require electricity to live independently.

Outage support can include:

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



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

***See p. 57 for a list of participating Independent Living Centers**

211

PG&E partners with the California Network of 211s to provide help when it is needed the most. 211 is a free, confidential service that provides 24/7 connections to local resources. 211 also assists with emergency planning to reduce disruptions that PSPS may cause. If you are an older adult or have disabilities or medical needs, 211 will also provide proactive outreach to help you prepare.

Among other services, resource coordination may include:

- Creating an emergency plan
- Transportation and hotel accommodations
- Portable backup power
- Food resources

211 will utilize PG&E's existing resources while identifying and developing its own resource partnerships.



San Diego Gas & Electric and Southern California Edison have similar agreements with 211, bringing a consistent solution for PSPS response to Californians, especially those within the AFN community.

To learn more about 211, customers can call 211, text 'PSPS' to 211-211 or visit:

211.org



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

[211 video](#)



FOOD REPLACEMENT

FOOD BANKS*

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

MEALS ON WHEELS

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



EXPANDED FOR 2022

BACKUP POWER PROGRAMS

We have various programs for backup power options to fit customers' needs.

PORTABLE BATTERY PROGRAM

PG&E's Portable Battery Program provides no-cost, backup portable batteries for qualified Medical Baseline customers who live in a High Fire-Threat District or have experienced two or more PSPS outages since 2020.

Our program partners will reach out to eligible customers to conduct a phone or email assessment to match them with the best fully subsidized battery available and/or refrigeration for medications. If their power needs exceed portable battery capabilities, they are referred to the DDAR Program.

Learn more about eligibility requirements online at:

pge.com/pspsresources



***See p. 59 for a list of participating food banks**

GENERATOR AND BATTERY REBATE PROGRAM

Customers who rely on well water, are in our Medical Baseline Program and/or certain small businesses may qualify for a rebate on the purchase of a qualifying generator or battery. These customers must reside in a High Fire-Threat District or be served by an EPSS circuit, and the generator must be listed on our Qualified Product List and comply with the California Air Resources Board.

Customers who participate in PG&E's California Alternative Rates for Energy or Family Electric Rate Assistance 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, 2022, whichever is sooner.

Learn more about eligibility requirements and apply online at:

pge.com/backuppowers



BACKUP POWER TRANSFER METER

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

Learn more about eligibility requirements and request a free Backup Power Transfer Meter at:

pge.com/transfermeter



SELF-GENERATION INCENTIVE PROGRAM

Customers with qualifying home charging rate schedules can receive extra financial rebates from the Self-Generation Incentive Program. Limited funds are available to offset full battery costs for eligible Medical Baseline customers through the equity resiliency budget.

Learn more about eligibility requirements and apply online at:

pge.com/batteryincentive



COMMUNITY RESOURCE CENTERS (CRCs)

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

Resources may include:

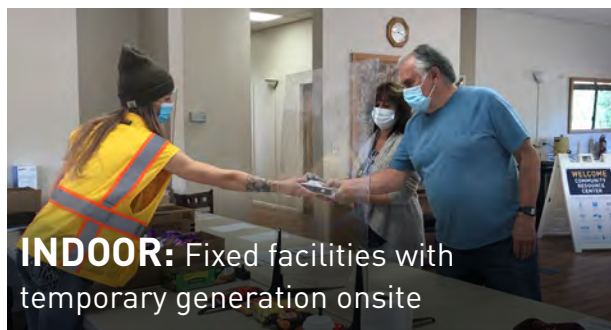
- ADA-accessible restrooms
- Device charging
- Wi-Fi
- Bottled water
- Snacks
- Tables and chairs
- Bagged ice
- Blankets
- Air conditioning or heating (at indoor centers)



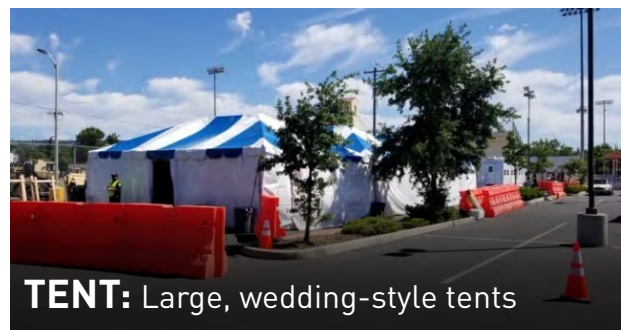
Location information will be shared via social media, local news and at:

pge.com/crc

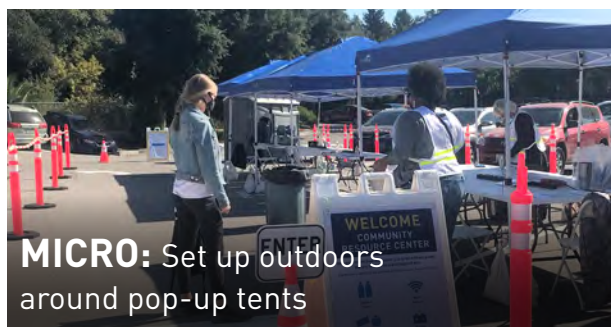
CENTER TYPES



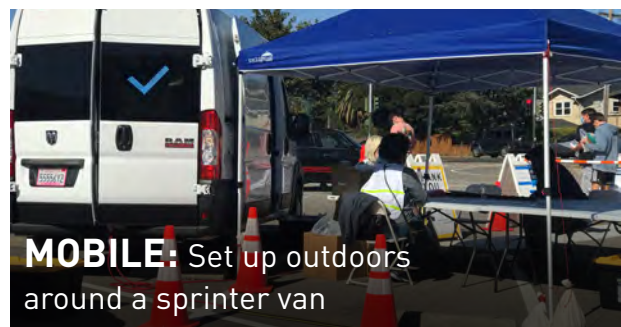
INDOOR: Fixed facilities with temporary generation onsite



TENT: Large, wedding-style tents



MICRO: Set up outdoors around pop-up tents



MOBILE: Set up outdoors around a sprinter van

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

COVID-19 CONSIDERATIONS

To keep our customers and communities safe, all CRCs will follow appropriate COVID-19 health considerations and federal, state and county guidelines.

CRC LOCATION SELECTION

We have set up indoor centers in permanent, ADA-accessible facilities in locations impacted by a PSPS. These indoor CRCs will continue to be supplemented with outdoor tented, micro and mobile sites in coordination with local counties and tribes.

The number and type of center sites to be activated for each community will depend on the scale of an individual PSPS and ongoing discussions with counties and tribes. We work closely with local communities to refine the locations, availability and services provided by CRCs.

5 AGENCY NOTIFICATIONS

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

BEFORE WILDFIRE SEASON

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

DURING PSPS OUTAGES

- Call Office of Emergency Services (OES) when a potential PSPS outage is being monitored
- Assign Agency Representatives to impacted counties and tribes to assist with local issues in real-time and embed in local EOCs, as requested*
- Provide PG&E EOC access for cities, counties and tribes, as requested*
- Call Public Safety Answering Points in potentially affected areas
- Call and email potentially affected county OES and tribal contacts with event information
- Upload event-specific maps and Situation Reports on the PSPS Portal
- Send automated calls, texts and emails to agency contacts with outage timing for their jurisdiction
- Host operational areas communications to resolve local issues (county to determine need and frequency; tribal calls hosted at 0930 and 1600)
- Host daily Systemwide Cooperators Call and State Executive Briefing to review event-specific information

AFTER PSPS OUTAGES

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

*Due to COVID-19, in-person EOC support will be dependent on health and safety considerations and county health guidance

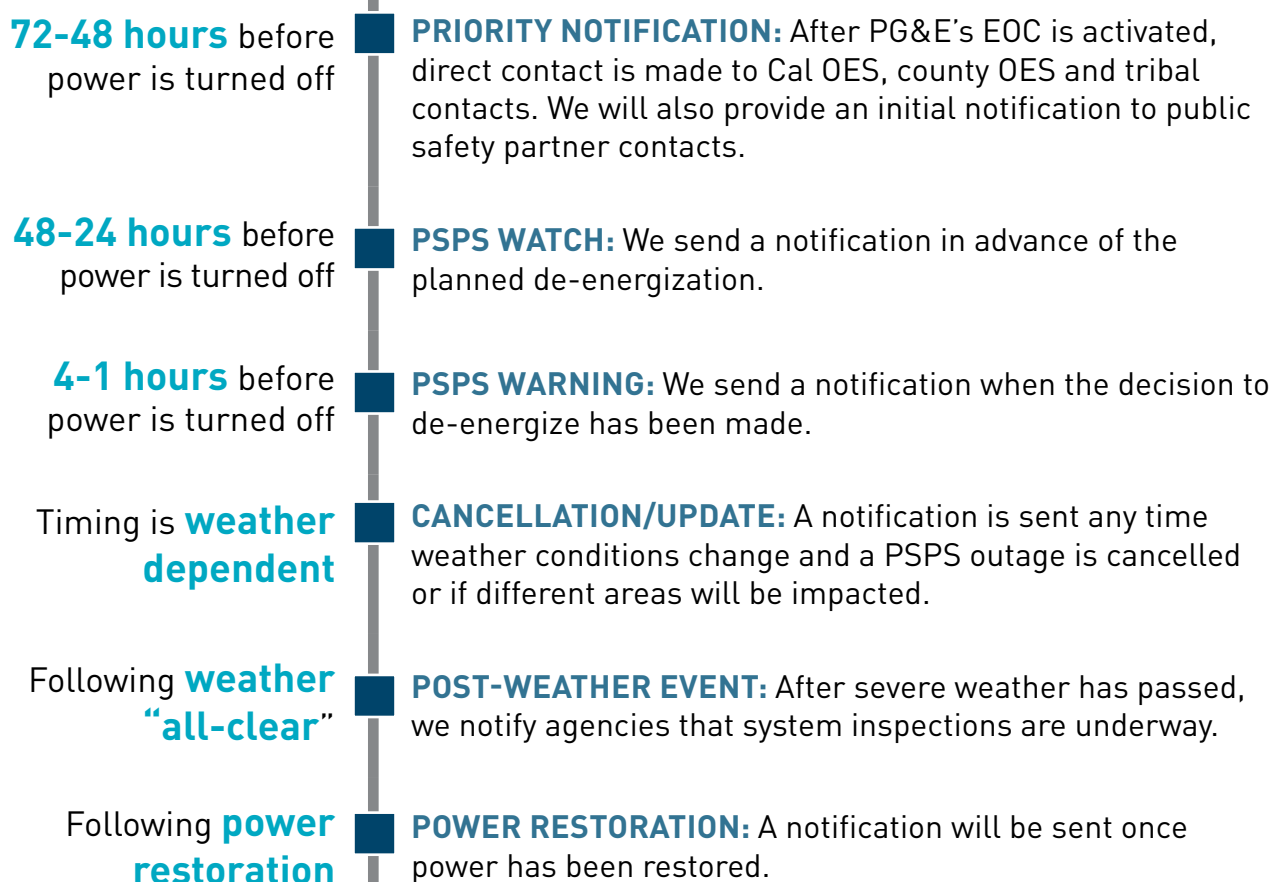
EMERGENCY OPERATIONS CENTER COORDINATION

We offer the following resources to support during a PSPS:

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

NOTIFICATIONS

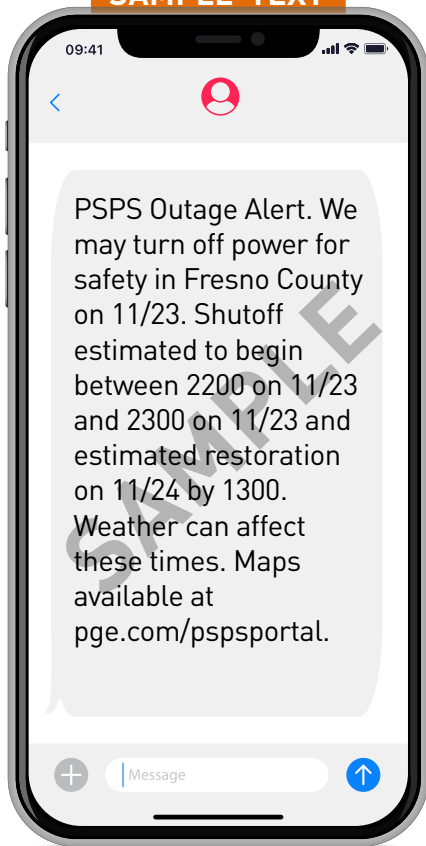
Automated notifications via calls, texts and emails are sent to agency contacts, in addition to direct outreach conducted by the Agency Representative. For counties with potentially 50 customers impacted or less, county OES will receive a live call from their Agency Representative in lieu of automated notifications. Note that timing of notifications are subject to change based on weather conditions and other factors.



*Due to COVID-19, in-person EOC support will be dependent on health and safety considerations and county health guidance

SAMPLE AGENCY NOTIFICATIONS

SAMPLE TEXT



SAMPLE IVR/VOICE MESSAGE

This is PG&E calling on 11/20 at 1000 with a Public Safety Power Shutoff outage alert. On 11/23, power may be shut off in portions of Fresno County for safety. Due to current weather forecasts, your area is under a Watch for a PSPS. Portions of Fresno County are estimated to begin being shut off between 2200 on 11/23 and 2300 on 11/23.

Estimated restoration for your area on 11/24 by 1300. Actual shutoff and restoration times may be delayed depending on weather or equipment conditions. Maps and other information are available at pge.com/pspsportal.

These links are for public safety partner use only. We will provide daily updates until the severe weather has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off power.

SAMPLE EMAIL



Public Safety Power Shutoff (PSPS) Alert

! PG&E PSPS Outage Alert

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff (PSPS).

AREA: Portions of Fresno County

ESTIMATED SHUTOFF: Starting between 11/23 at 2200 and 11/23 at 2300. We expect weather to improve beginning at 0500 on 11/24. After severe weather has passed, we will inspect equipment before restoring power.

ESTIMATED RESTORATION: 11/24 by 1300.

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

This is an advanced alert for public safety partner use only. Please do not share this information before it is publicly available.

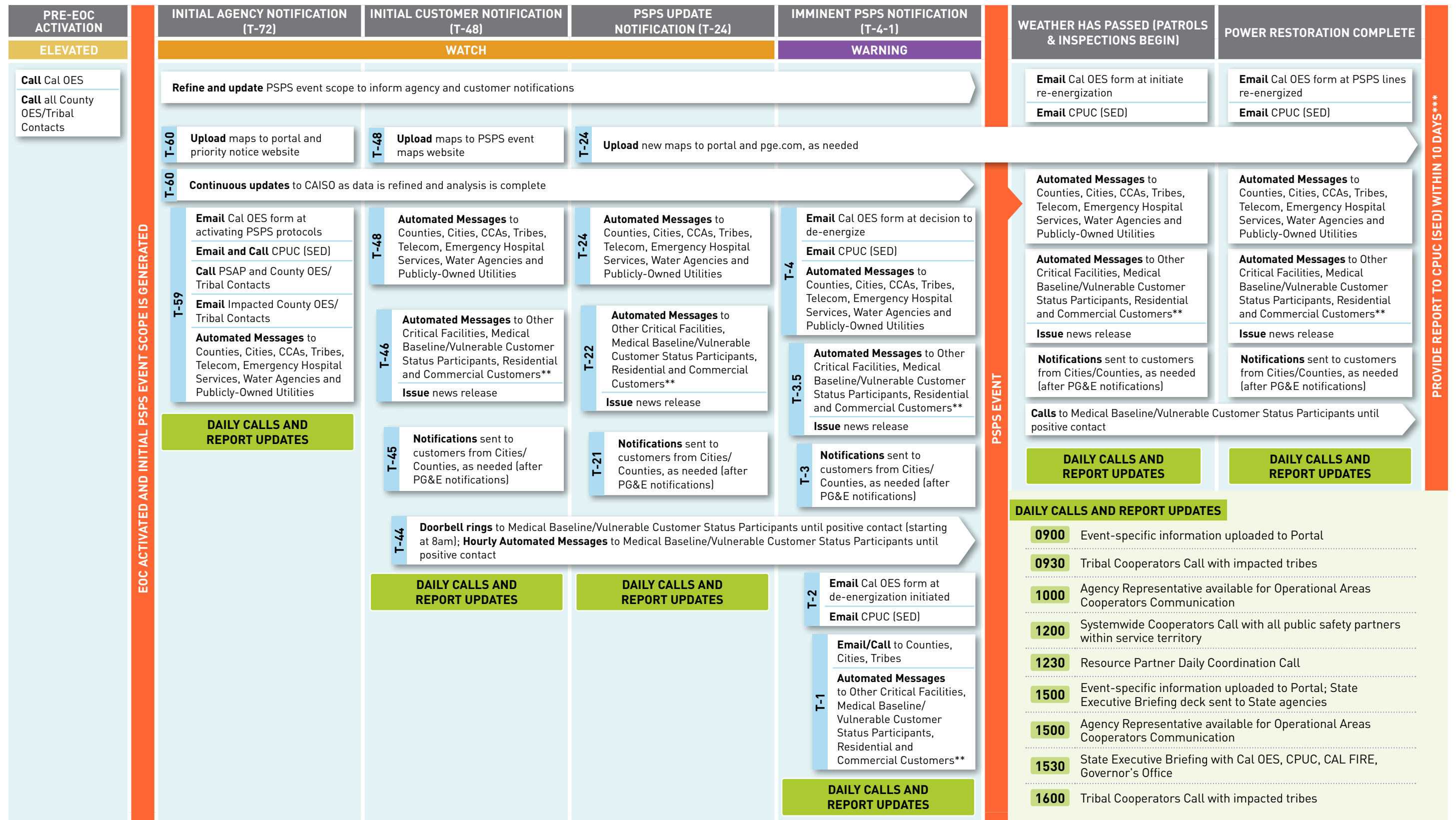
Maps and other event-specific information can be found at pge.com/pspsportal.

Thank you,

PG&E Liaison Officer

PSPS NOTIFICATION TIMELINE

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



*Counties with less than 50 potential customer impacts will receive live calls from Agency Representatives

**May include microgrid information

*** Post de-energization event report will also be posted to our website and emailed to Counties, Cities, CCAs, Tribes, Telecom, emergency hospital services, water agencies and publicly-owned utilities for feedback

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

6 AGENCY TOOLS AND RESOURCES

PSPS PORTAL

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

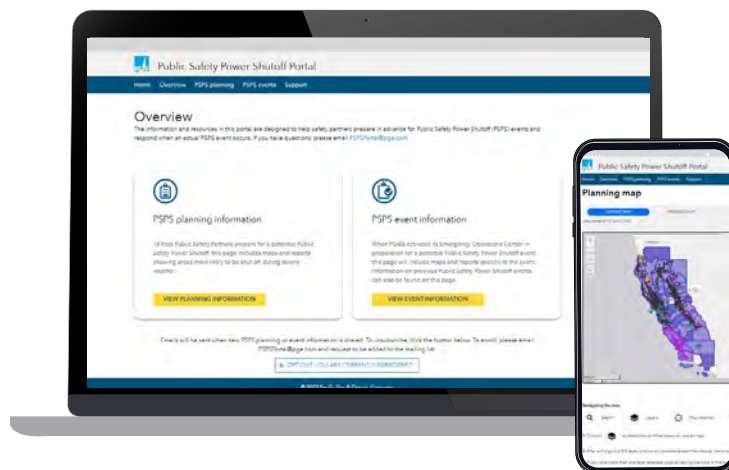
The PSPS Portal includes the following information:

BEFORE AN OUTAGE:

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

DURING AN OUTAGE:

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



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

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

ACCESS TO THE PSPS PORTAL

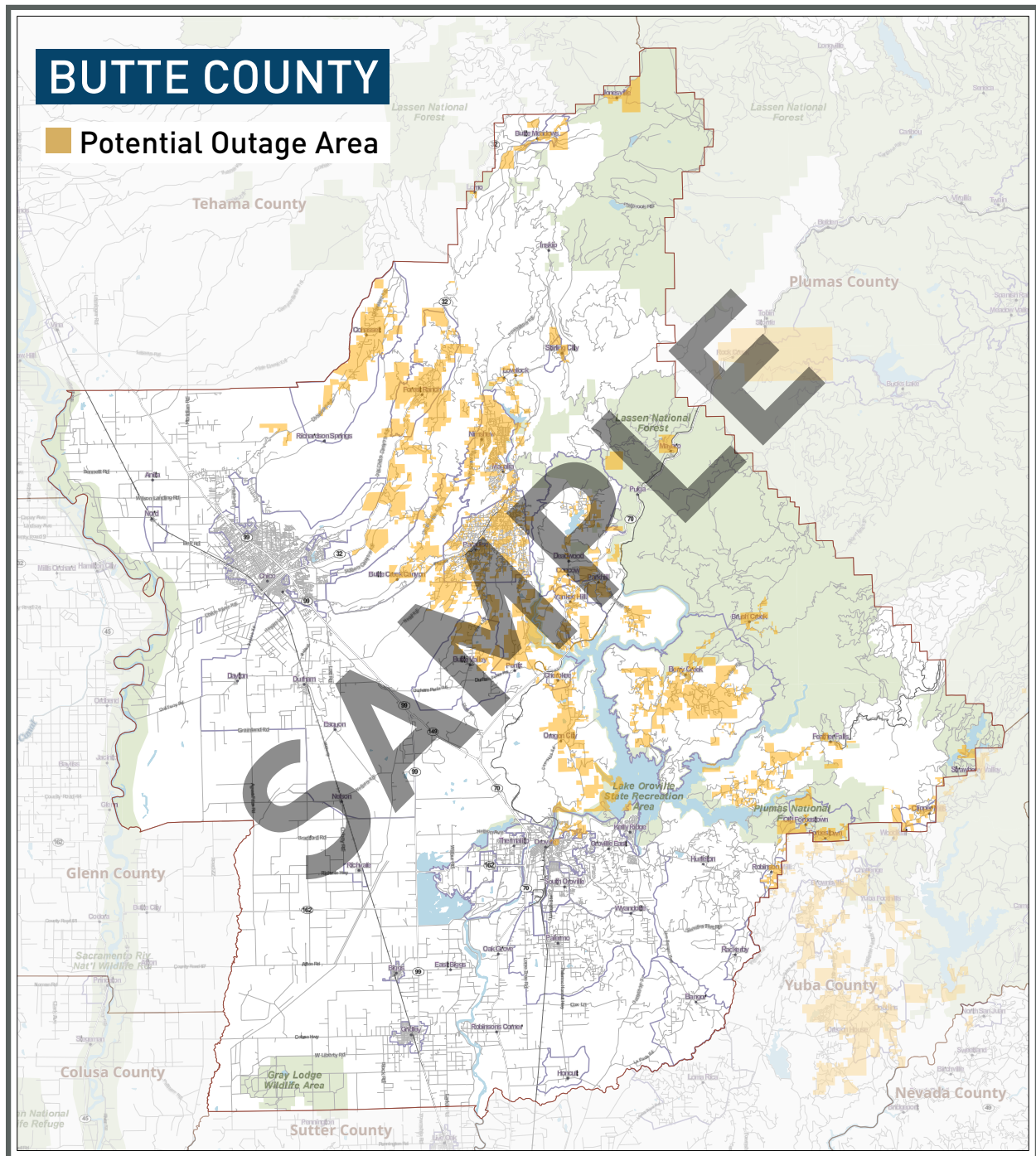
Access to the PSPS Portal is available to public safety partners. Below is a list of information that is available to each user type.

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

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

SAMPLE MAP

During a PSPS, PG&E will provide potential parcel-based outage area maps, without buffered areas. These maps will be located on the PSPS Portal and PG&E website. See sample map below for reference.



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

SAMPLE SITUATION REPORT

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

PSPS Event Summary			Data as of 1700 on 10/25/2020
	Description	Estimated Total	
FORECASTED EVENT SUMMARY	Counties Impacted	33	
	Tribes Impacted	17	
	Critical Facilities Impacted	79	
	Customers Impacted	355,286*	
	Medical Baseline Customers Impacted	22,307	
ACTUAL DE-ENERGIZATION AND RESTORATION	Current Customers De-energized	151,400	
	Current Medical Baseline Customers De-energized	5,460	
	Customers De-energized at Peak	156,555	
	Customers Restored	63,000	
	Medical Baseline Customers Restored	4,633	
	Current Critical Facilities De-Energized	60	
	Critical Facilities Restored	19	
CIRCUIT IMPACTS	Transmission Circuits	75	
	Distribution Circuits	351	


*Total is adjusted if the event scope is updated but will not change once de-energization begins; this is to reflect the total number of customers anticipated to be impacted throughout the event.

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PSPS Event Forecast								Data as of 1700 on 10/25/2020
Below is an overview of the potential PSPS event impact areas and timing.								
#	Counties/Tribes*	Estimated De-energization Start Time	Estimated Weather Start Time	Estimated Weather "All Clear" Time	Estimated Restoration Time	Forecasted Customer Impact**	Forecasted Tribal Customer Impact	
1	Counties: Mendocino Tribes: Hoopa Valley Tribe, Karuk Tribe, Yurok Tribe	Sat 10/25 1700	Sat 10/25 2100	Mon 10/26 0600	Mon 10/26 2000 - 2359	100,060	1,100	
2	Counties: Humboldt, Trinity	Sat 10/25 1800	Sat 10/25 2200	Mon 10/26 0800	Mon 10/26 2000 - 2359	56,003	215	
3	Counties: Colusa, Glenn Tribes: Pit River Tribes	Sun 10/25 0100	Sun 10/25 0200	Mon 10/26 0001	Mon 10/26 2000 - 2359	86,019	255	
4	Counties: Shasta, Tehama	Sat 10/25 0100	Sun 10/25 0200	Mon 10/26 0600	Mon 10/26 2000 - 2359	7,644	0	
5	Counties: Nevada, Placer Tribes: Cortina Rancheria, Grindstone Rancheria	Sat 10/25 0200	Sun 10/25 0300	Mon 10/26 0600	Mon 10/26 2000 - 2359	22,005	15	
6	Counties: Butte, Yuba	Sat 10/25 0200	Sun 10/25 0400	Mon 10/26 0900	Mon 10/26 2000 - 2359	5,896	7	
7	Counties: Nevada, Placer	Sat 10/25 2100	Sat 10/25 2300	Mon 10/26 0600	Mon 10/26 2000 - 2359	15,896	0	
8	Counties: Plumas, Sierra	Sat 10/25 2100	Sat 10/25 2200	Mon 10/26 0700	Mon 10/26 2000 - 2359	15,896	0	

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

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SAMPLE SITUATION REPORT (CONTINUED)

PSPS Customer Resources Summary			Data as of 1700 on 10/25/2020
	Description	Estimated Total	
COMMUNITY RESOURCE CENTERS	Active Community Resource Center (CRC) Sites	8	
	Indoor CRC Sites	6	
	Outdoor CRC Sites*	2	
	Mobile CRC Sites	1	
	Tribes Served by CRC sites	8	
COMMUNITY-BASED ORGANIZATION PARTNERSHIPS	Community-Based Organization Partnerships	19	
	California Foundation for Independent Living Centers	6	
	Food Banks	7	
	Meals on Wheels	6	
	Other	N/A	
OTHER CUSTOMER SUPPORT	In-Language Multi-Media Partners	11	
	Customers Energized by Mitigation	46,208	
	Ad Hoc Backup Power	4	

* Mobile CRCs included in total outdoor CRCs.

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PSPS Event Data by County													Data as of 1700 on 10/25/2020
COUNTY	ESTIMATED DE-ENERGIZATION	ESTIMATED RESTORATION	FORECASTED CUSTOMERS IMPACTED*	FORECASTED MEDICAL BASELINE CUSTOMERS IMPACTED**	FORECASTED LIFE SUPPORT CUSTOMERS IMPACTED	FORECASTED SELF IDENTIFIED CUSTOMERS IMPACTED	FORECASTED CRITICAL FACILITIES IMPACTED	ACTUAL CUSTOMERS DE-ENERGIZED	TOTAL CUSTOMERS RESTORED*	MEDICAL BASELINE CUSTOMERS RESTORED**	LIFE SUPPORT CUSTOMERS RESTORED***	SELF IDENTIFIED CUSTOMERS RESTORED	CRITICAL FACILITY RESTORED
ALAMEDA	10/25 2000 10/25 2300	10/27 2200 10/27 2400	15,999 305	705 91	8 1	0 1	300 130	4,789 (29%)	11,412 (70%)	565 (71%)	7 (80%)	1 (100%)	215 (50%)
ALPINE	10/25 1500	10/27 2200	575	<15	0	1	9	-	-	-	-	-	-
AMADOR	10/25 1500	10/27 2200	10,398	805	4	0	172	-	-	-	-	-	-
BUTTE	10/25 1500	10/27 2200	13,066	1,160	13	11	284	-	-	-	-	-	-
CALAVERAS	10/25 1400	10/27 2200	15,694	729	7	17	272	-	-	-	-	-	-
COLUSA	10/25 1000	10/26 2200	565	32	0	0	29	-	-	-	-	-	-
CONTRA COSTA	10/25 1500	10/27 2200	15,482	759	10	4	305	-	-	-	-	-	-
EL DORADO	10/25 1500	10/27 2200	38,462	2,681	7	0	678	-	-	-	-	-	-
FRESNO	10/25 1900	10/27 1200	4,712	408	0	1	112	-	-	-	-	-	-
GLENN	10/25 1000	10/26 2200	377	18	0	2	17	-	-	-	-	-	-
HUMBOLDT	10/25 1000	10/25 1330	5,391	205	0	0	134	-	-	-	-	-	-
LAKE	10/25 1500	10/27 2200	21,621	1,573	4	0	368	-	-	-	-	-	-
MADERA	10/25 1900	10/27 1200	10,792	858	5	1	282	-	-	-	-	-	-
MARIN	10/25 1800	10/26 2200	13,809	443	0	0	260	-	-	-	-	-	-

*Total is adjusted if the event scope is updated but will not change once de-energization begins; this is to reflect the total number of customers anticipated to be impacted throughout the event. Note tribal customers are included in customer impacted and restored counts.

**Master Meter Tenants are not included in Medical Baseline customer counts; life support customers are included in Medical Baseline customers counts, some of which are self-identified customers.

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CONTINUED →

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

SAMPLE SITUATION REPORT (CONTINUED)

Data as of 1700 on 10/25/2020													
PSPS Event Data by Tribe													
Below is event data by tribe. Note actual customer restoration counts may differ slightly from forecasted customer impact counts that are used for planning purposes only.													
TRIBE	ESTIMATED DE-ENERGIZATION	ESTIMATED RESTORATION	FORECASTED CUSTOMERS IMPACTED*	FORECASTED MEDICAL BASELINE CUSTOMERS IMPACTED**	FORECASTED LIFE SUPPORT CUSTOMERS IMPACTED	FORECASTED SELF-IDENTIFIED CUSTOMERS IMPACTED	FORECASTED CRITICAL FACILITIES IMPACTED	ACTUAL CUSTOMERS DE-ENERGIZED	TOTAL CUSTOMERS RESTORED*	MEDICAL BASELINE CUSTOMERS RESTORED**	LIFE SUPPORT CUSTOMERS RESTORED***	SELF-IDENTIFIED CUSTOMERS RESTORED	CRITICAL FACILITY RESTORED
CORTINA RANCHERIA	10/25 1700	10/26 2200	8	<15	0	1	1	-	-	-	-	-	-
DRY CREEK RANCHERIA	10/25 1500	10/27 2200	8	<15	0	0	2	-	-	-	-	-	-
GRINDSTONE RANCHERIA	10/25 1000	10/26 2200	49	<15	0	0	0	-	-	-	-	-	-
HOOPA VALLEY TRIBE	10/25 1000	10/26 2200	1,062	56	2	0	33	998 (94%)	988 (93%)	50 (89%)	1 (50%)	0 (0%)	33 (100%)
JACKSON RANCHERIA	10/25 1500	10/27 2200	28	<15	0	1	2	-	-	-	-	-	-
KARUK TRIBE	10/25 1000	10/26 2200	42	<15	0	2	3	-	-	-	-	-	-
MIDDLETOWN RANCHERIA	10/25 1500	10/27 2200	33	<15	0	0	0	-	-	-	-	-	-
NORTH FORK RANCHERIA	10/25 1900	10/27 1200	25	<15	0	0	0	-	-	-	-	-	-
PIT RIVER TRIBES	10/25 1430	10/27 2200	8	<15	0	1	0	-	-	-	-	-	-
ROBINSON RANCHERIA	10/25 1500	10/27 2200	96	<15	1	1	3	-	-	-	-	-	-

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

Data as of 1700 on 10/25/2020

Delta Report by County

The delta columns below reflect changes in event scope and timing since the Situation Report at 0600 on 10/25/2020. This page only includes forecasted information. The latest restoration information is located on the PSPS Event Data slides.

COUNTY	ESTIMATED DE-ENERGIZATION			ESTIMATED RESTORATION			FORECASTED CUSTOMERS IMPACTED*			FORECASTED MEDICAL BASELINE CUSTOMERS IMPACTED**			FORECASTED LIFE SUPPORT CUSTOMERS IMPACTED***			FORECASTED IMPACTED SELF-IDENTIFIED CUSTOMERS			FORECASTED CRITICAL FACILITIES IMPACTED		
	PREVIOUS	CURRENT	DELTA	PREVIOUS	CURRENT	DELTA	PREVIOUS	CURRENT	DELTA	PREVIOUS	CURRENT	DELTA	PREVIOUS	CURRENT	DELTA	PREVIOUS	CURRENT	DELTA	PREVIOUS	CURRENT	DELTA
ALAMEDA	10/25 1200	10/25 1200	-	10/25 2200	10/25 2200	-	16,304	16,304	-	795	796	+1	9	9	-	1	1	-	430	430	-
ALPINE	10/25 1200	10/25 1200	-	10/25 2200	10/25 2200	-	575	575	-	<15	<15	-	0	0	-	1	1	-	9	9	-
AMADOR	10/25 1200	10/25 1200	-	10/25 2200	10/25 2200	-	10,398	10,398	-	805	805	-	4	4	-	0	0	-	172	172	-
BUTTE	10/25 0400	10/25 1800	+14 HOURS	10/25 2200	10/26 1000	+12 HOURS	13,065	13,066	+1	1,160	1,160	-	13	13	-	1	11	+10	283	284	+1
CALAVERAS	10/25 1200	10/25 1200	-	10/25 2200	10/25 2200	-	15,694	15,694	-	729	729	-	7	7	-	17	17	-	272	272	-
COLUSA	10/25 0300	10/25 1200	+9 HOURS	10/25 2200	10/25 0900	+11 HOURS	566	565	-1	33	32	-1	0	0	-	1	0	-1	30	29	-1
CONTRA COSTA	10/25 1200	10/25 1200	-	10/25 2200	10/25 2200	-	15,482	15,482	-	749	759	+10	9	10	+1	1	4	+3	305	305	-
EL DORADO	10/25 1200	10/25 1200	-	10/25 2200	10/25 2200	-	38,462	38,462	-	2,391	2,681	+290	5	7	+2	0	0	-	678	678	-
FRESNO	10/25 1200	10/25 1200	-	10/25 2200	10/25 2200	-	4,712	4,712	-	408	408	-	0	0	-	1	1	-	112	112	-
GLENN	-	10/25 0300	ADDED	-	ADDED	ADDED	0	377	+377	0	18	+18	0	0	-	1	2	+1	0	17	+17
HUMBOLDT	10/25 2100	10/25 2100	-	10/25 2200	10/25 2200	-	5,391	5,391	-	205	205	-	0	0	-	1	0	-1	134	134	-
KERN	10/25 2200	REMOVED	REMOVED	10/26 0600	REMOVED	REMOVED	153	REMOVED	-153	4	REMOVED	-4	0	REMOVED	-	1	0	-1	4	REMOVED	-4
LAKE	10/25 2100	10/25 2100	-	10/25 2200	10/23 2200	-	21,621	21,621	-	1,573	1,573	-	4	4	-	0	1	+1	368	368	-
MADERA	10/25 1200	10/25 1200	-	10/25 2200	10/25 2200	-	10,792	10,792	-	858	858	-	5	5	-	1	0	-1	282	282	-
MARIN	10/25 1200	10/25 1200	-	10/25 2200	10/25 2200	-	13,809	13,809	-	420	443	+23	0	0	-	1	1	-	260	260	-

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

SAMPLE SITUATION REPORT (CONTINUED)

Data as of 1700 on 10/25/2020

Delta Report by Tribe

The delta columns below reflect changes in event scope and timing since the Situation Report at 0600 on 10/25/2020. This page only includes forecasted information. The latest restoration information is located on the PSPS Event Data slides.

TRIBE	ESTIMATED DE-ENERGIZATION			ESTIMATED RESTORATION			FORECASTED CUSTOMERS IMPACTED*			FORECASTED MEDICAL BASELINE CUSTOMERS IMPACTED**			FORECASTED LIFE SUPPORT CUSTOMERS IMPACTED***			FORECASTED IMPACTED SELF IDENTIFIED CUSTOMERS			FORECASTED CRITICAL FACILITIES IMPACTED		
	PREVIOUS	CURRENT	DELTA	PREVIOUS	CURRENT	DELTA	PREVIOUS	CURRENT	DELTA	PREVIOUS	CURRENT	DELTA	PREVIOUS	CURRENT	DELTA	PREVIOUS	CURRENT	DELTA	PREVIOUS	CURRENT	DELTA
CORTINA RANCHERIA	10/25 1700	10/25 1700	-	10/25 2200	10/26 2200	-	8	8	-	<15	<15	-	0	0	-	1	1	-	1	1	-
DRY CREEK RANCHERIA	10/25 1500	10/25 1500	-	10/25 2200	10/27 2200	-	8	8	-	<15	<15	-	0	0	-	1	0	+1	2	2	-
GRINDSTONE RANCHERIA	10/25 1000	10/26 000	+14 HOURS	10/25 2200	10/26 2200	+12 HOURS	39	49	+10	<15	<15	+1	0	0	-	0	0	-	0	0	-
HOOPOA VALLEY TRIBE	-	10/25 1000	ADDED	-	10/26 2200	ADDED	-	1,062	+1,062	-	56	+56	-	2	+2	0	0	-	-	33	+33
JACKSON RANCHERIA	10/25 1500	10/25 1500	-	10/25 2200	10/27 2200	-	28	28	-	<15	<15	-	0	0	-	1	1	-	2	2	-
KARUK TRIBE	10/25 1000	10/25 1900	+9 HOURS	10/25 2200	10/26 2200	-	42	42	-	<15	<15	-	0	0	-	2	2	-	3	3	-
MIDDLETOWN RANCHERIA	10/25 1500	10/25 1500	-	10/25 2200	10/27 2200	-	33	33	-	<15	<15	-	0	0	-	1	0	-1	0	0	-
NORTH FORK RANCHERIA	10/25 1900	10/25 1900	-	10/25 2200	10/27 1200	-	25	25	-	<15	<15	-	0	0	-	0	0	-	0	0	-
PIT RIVER TRIBES	10/25 1430	10/25 1430	-	10/25 2200	10/27 2200	-	8	8	-	<15	<15	-	0	1	-	1	1	-	0	0	-
ROBINSON RANCHERIA	10/25 1500	10/25 1500	-	10/25 2200	10/27 2200	-	96	96	-	<15	<15	-	1	1	-	1	1	-	3	3	-
SHINGLE SPRINGS RANCHERIA	10/25 1500	10/25 1500	-	10/25 2200	10/27 2200	-	49	49	-	<15	<15	-	0	1	-	0	1	-	1	1	-
STEWARTS POINT RANCHERIA (KASHAYA POMO)	10/25 1800	10/25 1800	-	10/25 2200	10/26 2200	-	22	22	-	<15	<15	-	0	0	-	1	0	-	5	5	-

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Master Meter Tenants are not included in Medical Baseline customer counts; life support customers are included in Medical Baseline customers counts, some of which are self-identified customers. *Life support customers are included in Medical Baseline customers counts.

Only some self-identified customers are considered Medical Baseline customers; these customers are also included in the Medical Baseline customer counts.

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PSPS Mitigation Summary

Data as of 1200 on 06/28/2022

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

TOTAL CUSTOMERS ENERGIZED		SITES	
MITIGATION TYPE	CUSTOMERS ENERGIZED	MITIGATION TYPE	TOTAL SITES
Distribution Microgrids	5,208	Distribution Microgrids Enabled	4
Permanent Energy Generation	1,555	Critical Facilities Energized By Ad-hoc Backup Power	4
TOTAL CUSTOMERS ENERGIZED BY MITIGATION	6,763	Permanent Energy Generation	1

DEFINITIONS

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

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

SAMPLE SITUATION REPORT (CONTINUED)

PSPS Mitigations in Scope			
			Data as of 1200 on 06/28/2022
COUNTY	SITE NAME	MITIGATION TYPE	ESTIMATED CUSTOMERS MITIGATED
BUTTE	Magalia	Microgrid - Distribution	-
EL DORADO	Placerville	Microgrid - Distribution	500
LAKE	Lucerne	Microgrid - Distribution	-
LAKE	Clearlake North	Microgrid - Distribution	-
LAKE	Clearlake South	Microgrid - Distribution	-
SIERRA	Downieville	Permanent Energy Generation	1,000

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

LEGEND: MOBILIZING PLANNED OPERATING CANCELLED CONCLUDED

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PSPS Event Ad Hoc Backup Power in Scope	
Data as of 1700 on 10/25/2020	
COUNTY	CUSTOMER TYPE
CONTRA COSTA	Hospital
MARIN	Water Treatment Facility
MONTEREY	Critical Infrastructure
SAN LUIS OBISPO	Hospital
SANTA BARBARA	Critical Infrastructure
SHASTA	Hospital

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

LEGEND: MOBILIZING OPERATING CANCELLED CONCLUDED

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

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

SAMPLE SITUATION REPORT (CONTINUED)

Data as of 1700 on 03/23/2022											
Community Resource Centers											
ACTIVE CRC TOTAL: 8											
Indoor CRCs: 6 Outdoor CRCs*: 2											
COUNTY	IMPACTED TRIBES SERVED**	TRIBAL LAND	CITY	SITE NAME	ADDRESS	TYPE	OPEN DATE	OPERATING HOURS	CLOSE DATE	FINAL CLOSE TIME	# VISITORS
ALAMEDA	N/A	N	Berkeley	UC Berkeley	1 Tanglewood Rd	Outdoor	03/23/22	0800-2200	03/25/22	1200	-
ALPINE	N/A	N	Bear Valley	Bear Valley Transportation Center	132 Bear Valley Rd	Outdoor	03/23/22	0900-2100	03/25/22	1800	-
AMADOR	Lone Band of Miwok Indians Buena Vista Rancheria	N	Jackson	St. Katharine Drexel Parish	11361 Prospect Dr	Outdoor	03/23/22	0800-2200	03/22/22	2200	-
CALAVERAS	N/A	N	Arnold	Utica Park	1075 Utica Lane	Mobile	03/23/22	0800-2200	03/25/22	N/A	-
COLUSA	N/A	N	Stonyford	Stonyford Community Center	229 Market St	Indoor	03/23/22	0800-2200	03/25/22	1200	-
CONTRA COSTA	N/A	N	Clayton	Endeavor Hall	6008 Center St	Outdoor	03/23/22	0800-2200	03/25/22	1200	-
EL DORADO	Shingle Springs Rancheria	N	Placerville	Pleasant Valley Community Hall	4765 Pleasant Valley Grange Rd.	Indoor	03/24/22	0700-2300	03/25/22	2200	-
FRESNO	N/A	N	Auberry	Auberry Community Church	33896 Powerhouse Rd	Outdoor	03/23/22	0800-2200	03/25/22	1800	-
GLENN	N/A	N	Elk Creek	Elk Creek Junior Senior High School	3430 Co Rd 309	Outdoor	03/23/22	0800-2200	03/25/22	2200	-
HUMBOLDT	N/A	N	Orleans	Karuk Tribe CRC	39051 Hwy 96	Outdoor	03/24/22	0700-2200	03/26/22	0800	-
LAKE	Middletown Rancheria	Y	Middletown	Twin Pine Casino and Hotel	22223 CA029	Indoor	03/24/22	0700-2200	03/26/22	0800	-
MADERA	N/A	N	North Fork	North Fork Elementary School	33087 Rd 228	Indoor	03/24/22	0700-2200	03/26/22	0800	-
MARIN	N/A	N	Mill Valley	Old Mill Elementary School	352 Throckmorton Ave	Outdoor	03/24/22	0700-2200	03/26/22	0800	-
MENDOCINO	N/A	N	Willits	Willits Community Center	111 E Commercial St	Indoor	03/24/22	0700-2200	03/26/22	0800	-

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

* Mobile and micro CRCs are included in total outdoor CRCs. **Impacted tribes served refers to tribes within a 30-minute drive to a CRC location.

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

Resources at each CRC can be accessed at pge.com/crc

Data as of 1700 on 10/25/2020

Community-Based Organization Partnerships

TOTAL COMMUNITY-BASED PARTNERSHIPS: 19

CFILC: 6

Food Banks: 7

Meals on Wheels: 6

In-Language/Multi-Media Partners: 11

Other: 0

COUNTY	CALIFORNIA FOUNDATION FOR INDEPENDENT LIVING (CFILC)		FOOD BANK	MEALS ON WHEELS	TOTAL IN-LANGUAGE MULTI-MEDIA PARTNERS	OTHER
	CFILC NAME	LOCAL TRIBES SERVED*				
ALL COUNTIES	• N/A	• All tribes	• N/A	• NA	• Alianza News • Russian American Media • KBTU-Crossings TV • ABS-CNB	• N/A
ALAMEDA	• Community Resources for Independent Living	• Hoopa Valley Tribe	• Alameda County Food Bank	• Spectrum Community Services • Service Opportunity For Seniors	• KTSF – TV	• N/A
AMADOR	• Disability Resources Agency for Independent Living	• N/A	• Interfaith Council of Amador	• Common Ground Senior Services	• KSCO Telemundo • Lotus Radio Sacramento	• N/A
BUTTE	• Disability Action Center	• N/A	• Community Action Agency of Butte County	• Chico Meals on Wheels	• Lotus Radio Sacramento	• N/A
CONTRA COSTA	• Independent Living Resources of Solano and Contra Costa Counties	• N/A	• Food Bank of Contra Costa and Solano	• Meals on Wheels Diablo Region	• KIQJ Radio • PAMA One Radio	• N/A
HUMBOLDT	• Tri Counties Independent Living	• N/A	• Redwood Empire Food Bank	• N/A	• N/A	• N/A
LAKE	• Disability Services and Legal Center	• Dry Creek Rancheria • Middletown Rancheria • Robinson Rancheria • Upper Lake Rancheria	• Redwood Empire Food Bank	• N/A	• La Voz • Wine County Radio	• N/A

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

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

24

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

DAILY CALLS

Another way PG&E keeps agency partners informed is through daily calls. These calls begin as PG&E's EOC is activated through full restoration.

0930

TRIBAL COOPERATORS CALL

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

1000

OPERATIONAL AREAS COOPERATORS COMMUNICATIONS

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

1200

SYSTEMWIDE COOPERATORS CALL

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

1230

RESOURCE PARTNER COORDINATION CALL

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

1500

OPERATIONAL AREAS COOPERATORS COMMUNICATIONS

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

1530

STATE EXECUTIVE BRIEFING

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

1600

TRIBAL COOPERATORS CALL

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

7 TEMPORARY POWER AND BACKUP GENERATION

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

Distribution Microgrids

Energizing “main street” corridors, central community resources and critical facilities

Islanding Locations

Energizing substations
using local,
centralized power
generation facilities

Remote Grids

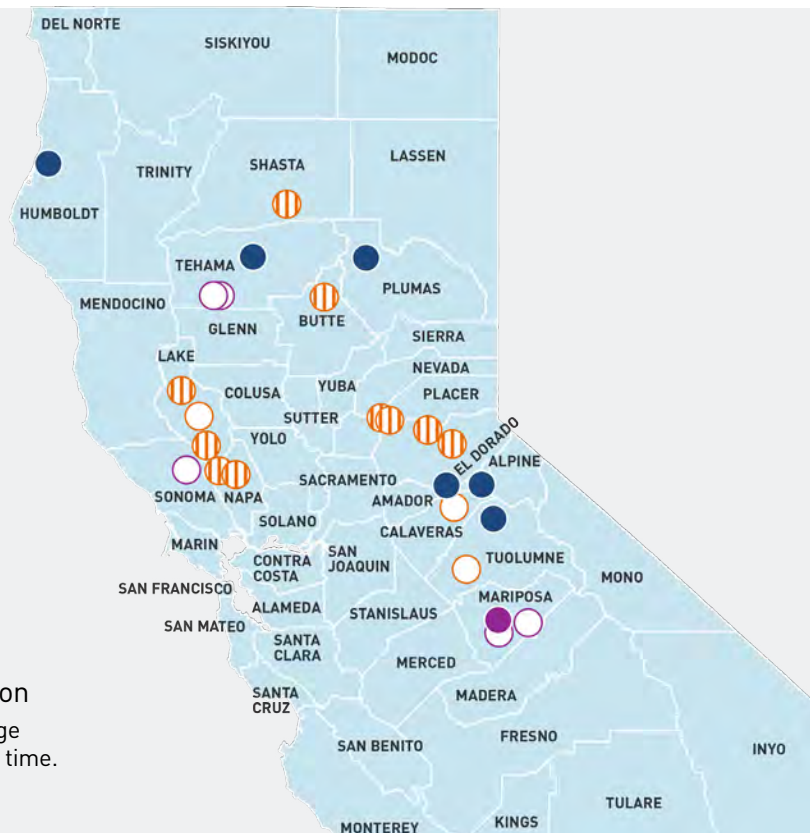
Energizing customers in remote locations year-round using standalone solar, battery and propane generation

Where Is This Work Taking Place?



*Additional remote grids also under consideration

Data as of 5/4/2022. Local work plans are subject to change and data is based on the best available information at this time.



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

BACKUP GENERATION

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

These backup generation sources will be used:

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



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

COMMUNITY MICROGRID ENABLEMENT PROGRAM (CMEP)

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

- Serve areas that are prone to outages, are in a high fire-threat district, or have experienced a PSPS outage.
- Serve one or more critical facilities plus at least one additional customer.
- Be supported by local governments and stakeholders.
- Not be in an area where other mitigations such as undergrounding or system hardening are planned.

Priority will be given to projects in disadvantaged and vulnerable communities.

Learn more at:

pge.com/cmep



8 POWER RESTORATION

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

RESTORATION STEPS

- 1 Weather “All-Clear”:** After high winds have passed and it is safe to do so, our crews begin patrols and inspections.
- 2 Patrol and Inspect:** Our crews visually inspect for potential weather-related damage to the lines, poles and towers. This is done by vehicle, foot and air.
- 3 Isolate and Repair Damage:** Where equipment damage is found, our crews work to isolate the damaged area from the rest of the system. Other parts of the system can then be restored.
- 4 Restore Power:** Once the poles, towers and lines are safe to energize, PG&E’s Control Center completes the process and restores power to affected areas.
- 5 Notify Customers:** Customers are notified that power has been restored.

Restoration resources may include:

- 3,200** On-the-ground personnel
- 65** Helicopters
- 2** Airplanes





APPENDIX

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PSPS OUTAGE TIMELINE

The following is an overview of the steps that PG&E will take for PSPS outages.

	PRE-EOC ACTIVATION (~T-96 HOURS)	EOC ACTIVATION (~T-72 HOURS) (ASSUMES AN 0600 ACTIVATION)		~T-48 HOURS	
		AM	PM	AM	PM
METEOROLOGY	<ul style="list-style-type: none">Meteorology identifies potential PSPS conditions <div>Continuous weather modeling</div>	<ul style="list-style-type: none">Weather model translated to weather polygons and overlaid with circuits to create scope0800: Participate in interagency call with NWS & GACC	<ul style="list-style-type: none">New weather model translated to weather polygons and overlaid with circuits to create updated scope	<ul style="list-style-type: none">New weather model translated to weather polygons and overlaid with circuits to create updated scope0800: Participate in interagency call with NWS & GACC	<ul style="list-style-type: none">New weather model translated to weather polygons and overlaid with circuits to create updated scope
OPERATIONS	<ul style="list-style-type: none">EOC Readiness PostureEvaluate open veg/maintenance tags <div>Develop utility crew resource plan, including air and ground resources</div>	<ul style="list-style-type: none">Officer-In-Charge (OIC) decision to activate EOC for potential PSPSReceive approval and send transmission customer notifications <div>Develop restoration plan, including prioritization of critical facilities</div>		<ul style="list-style-type: none">OIC approves event scope and initiates Transmission Power Flow AssessmentOpen local Operational Emergency Centers (OEC)	
TEMPORARY GENERATION	<ul style="list-style-type: none">Review potential scope against temporary generation resource/ infrastructure locations	<div>Refine deployment approach as PSPS scope evolves</div>		<ul style="list-style-type: none">Begin to assess ad hoc requests for backup power support, as applicableCoordinate with local agencies and stakeholders re: temporary generation usage	
PORTAL		<ul style="list-style-type: none">Share maps, Situation Report and summary customer impact reportShare critical facilities and Medical Baseline/Self-Certified as Vulnerable customer lists to agency users that accepted the online agreementShare impacted site lists to critical facilities <div>Share maps and reports, if scope changes</div>		<ul style="list-style-type: none">Share maps, Situation Report and summary customer impact reportShare critical facilities list and Medical Baseline/Self-Certified as Vulnerable customer list with outreach status to agency users that accepted the online agreementShare impacted site lists to critical facilities	
STATE AGENCIES	<ul style="list-style-type: none">Call Cal OES re: change to "elevated" on weather website	<ul style="list-style-type: none">Submit 0700 Cal OES formUpdate CPUC (SED) <div>Update CAISO</div>	<ul style="list-style-type: none">Submit 1500 Cal OES formSend State Executive Briefing deck1530: State Executive Briefing	<ul style="list-style-type: none">Submit 0700 Cal OES form	<ul style="list-style-type: none">Submit 1500 Cal OES formSend State Executive Briefing deck1530: State Executive Briefing
PUBLIC SAFETY PARTNERS* OUTREACH/ NOTIFICATIONS	<ul style="list-style-type: none">Call County OES/Tribal Contacts re: change to "elevated" on weather website	<ul style="list-style-type: none">Call Public Safety Answering PointsCall and email County OES/Tribal Contacts re: scope, call info, CRCs and Agency Rep contactCall neighboring counties re: scopeEmail Systemwide Cooperators Call infoAutomated messages** <div>Agency Rep Coordination with County OES/Tribal Contacts</div>	<ul style="list-style-type: none">1500: Agency Rep available for Operational Areas Cooperators Comms	<ul style="list-style-type: none">0800: Agency Rep available for Operational Areas Cooperators CommsAutomated messages**	<ul style="list-style-type: none">1200: Systemwide Cooperators Call1500: Agency Rep available for Operational Areas Cooperators Comms
WEBSITE / MEDIA	<ul style="list-style-type: none">Update weather website to "Elevated"			<ul style="list-style-type: none">Update weather website to "Watch"Upload maps to websiteIssue news release/talking pointsShare event information on multiple social media platforms	
CUSTOMER OUTREACH / NOTIFICATIONS				<ul style="list-style-type: none">Automated messages to Medical Baseline/Self-Certified as Vulnerable customers, critical facilities, residential and business customers**Automated messages to customers in substation and temporary microgrid scope, if possible**	<div>Hourly automated messages** to non-responsive Medical Baseline/Self-Certified as Vulnerable customers until positive contact</div> <div>Doorbell rings to non-responsive Medical Baseline/Self-Certified as Vulnerable customers until positive contact</div>
CUSTOMER SUPPORT		<ul style="list-style-type: none">Coordinate regarding Community Resource Center (CRC) locationsNotify customer resource partners of potential event		<ul style="list-style-type: none">Confirm CRC locations and mobilize backup generation, as neededSend PSPS Toolkit and news release (as appropriate) to customer resource and informational partners	
LOCAL OES PROMPT		<ul style="list-style-type: none">Request Agency Rep in PG&E EOC, if neededDetermine timing of Operational Areas Cooperator CommsReview and provide feedback on CRC locationsHold on sending customer notifications		<ul style="list-style-type: none">Coordinate with Agency Rep on any vulnerabilities with existing temporary generation plansBegin notifications to customers, as needed (after PG&E's customer notifications are sent)	

LEGEND:

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

* **Public Safety Partners** include: Counties, Cities, CCAs, Tribes, Telecom, Emergency Hospital Services, Water Agencies and Publicly-Owned Utilities.
** **Automated Messages** includes: calls, email and text.

RESOURCES

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

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

PSPS OUTAGE TIMELINE (CONT.)

The following is an overview of the steps that PG&E will take for PSPS outages.

	~T-24 HOURS	~T-4 HOURS
	AM	PM
METEOROLOGY	<ul style="list-style-type: none">New weather model translated to weather polygons and overlaid with circuits to create updated scope0800: Participate in interagency call with NWS & GACC <div>Continuous weather modeling</div>	<ul style="list-style-type: none">Review PG&E weather station data to confirm timing and scope
OPERATIONS	<div>Develop utility crew resource plan, including aerial and ground resources; begin mobilizing resources into position for restoration, depending on expected event duration</div> <div>Develop restoration plan, including prioritization of critical facilities</div>	<ul style="list-style-type: none">Host "Go/No Go" decision meetingPut circuits into configuration to avoid de-energization in certain areas
TEMPORARY GENERATION	<ul style="list-style-type: none">Finalize initial list and prepare temporary generators/personnel for energization at distribution microgrids and ad hoc backup generation sites (including critical facilities and hospitals) <div>Refine deployment approach as PSPS scope evolves</div>	<ul style="list-style-type: none">Upon de-energization, energize generators at distribution microgridsDeploy ad hoc backup generation support where feasible and critical to public safety (including critical facilities and hospitals) <div>Upon de-energization, affected circuits reconfigured for safe and efficient restoration</div>
PORTAL	<ul style="list-style-type: none">Share maps, Situation Report and summary customer impact reportShare critical facilities list and Medical Baseline/Self-Certified as Vulnerable customer list with outreach status to agency users that accepted the online agreementShare impacted site lists to critical facilities <div>Share maps and reports, if scope changes</div>	<ul style="list-style-type: none">Share maps, Situation Report and summary customer impact reportShare critical facilities list and Medical Baseline/Self-Certified as Vulnerable customer list with outreach status to agency users that accepted the online agreementShare impacted site lists to critical facilities
STATE AGENCIES	<ul style="list-style-type: none">Submit 0700 Cal OES form <div>Update CAISO</div>	<ul style="list-style-type: none">Submit 1500 Cal OES formUpdate CPUC (SED)Send State Executive Briefing deck1530: State Executive Briefing
PUBLIC SAFETY PARTNERS* OUTREACH/ NOTIFICATIONS	<ul style="list-style-type: none">0800: Agency Rep available for Operational Areas Cooperators CommsAutomated messages** <div>Agency Rep Coordination with County OES/Tribal Contacts</div>	<ul style="list-style-type: none">1200: Systemwide Cooperators Call1500: Agency Rep available for Operational Areas Cooperators Comms
WEBSITE / MEDIA	<ul style="list-style-type: none">Upload new maps to website (if needed)Issue news release/talking pointsShare event information on multiple social media platforms	<ul style="list-style-type: none">Update weather website to "Warning"Upload new maps to website, if neededIssue news release/talking pointsShare event information on multiple social media platforms
CUSTOMER OUTREACH / NOTIFICATIONS	<ul style="list-style-type: none">Automated messages to Medical Baseline/Self-Certified as Vulnerable customers, critical facilities, residential and business customers and to customers in substation and temporary microgrid scope** <div>Hourly automated messages** to non-responsive Medical Baseline/Self-Certified as Vulnerable customers until positive contact</div> <div>Doorbell rings to non-responsive Medical Baseline/Self-Certified as Vulnerable customers until positive contact</div>	<ul style="list-style-type: none">Automated messages to Medical Baseline/Self-Certified as Vulnerable customers, critical facilities, residential and business customers and to customers in substation and temporary microgrid scope**
CUSTOMER SUPPORT	<ul style="list-style-type: none">Stand up CRCsSend news release to customer resource and informational partners, as appropriate	<ul style="list-style-type: none">Stand up CRCsSend news release to customer resource and informational partners, as appropriate
LOCAL OES PROMPT	<ul style="list-style-type: none">Coordinate with Agency Rep on any vulnerabilities with existing critical facilities resiliency and temporary generation plans, as neededAssist with publicizing CRC locationsSend notifications to customers, as needed (after PG&E's customer notifications are sent)	<ul style="list-style-type: none">Coordinate with Agency Rep on any vulnerabilities with existing critical facilities resiliency and temporary generation plans, as neededAssist with publicizing CRC locationsSend notifications to customers, as needed (after PG&E's customer notifications are sent)

LEGEND:

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

* **Public Safety Partners** include: County, City, CCAs, Tribes, Telecom, Emergency Hospital Services, Water Agencies and Publicly-Owned Utilities.
** **Automated Messages** includes: calls, email and text.

RESOURCES

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



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

PSPS OUTAGE TIMELINE (CONT.)

The following is an overview of the steps that PG&E will take for PSPS outages.

	WEATHER PASS / PATROLS AND INSPECTIONS BEGIN		POWER RESTORATION (GOAL: RESTORE WITHIN 24 HOURS)		T+10 BUSINESS DAYS
	AM	PM	AM	PM	
METEOROLOGY	<ul style="list-style-type: none">0800: Participate in interagency call with NWS & GACCMonitor PG&E weather stations to confirm conditions are safe to energizeRecommend "weather all-clears" to Operations		<ul style="list-style-type: none">0800: Participate in interagency call with NWS & GACC		
OPERATIONS	<ul style="list-style-type: none">OIC declares "weather all-clear" to begin patrolsBegin aerial and ground patrols and inspectionsIf damage is identified, repair <div>Patrol and restore</div>		<ul style="list-style-type: none">Prioritize restoration of critical facilities, as is feasible		
TEMPORARY GENERATION	<ul style="list-style-type: none">Develop restoration planAssess any new ad hoc requests for backup power support; deploy temporary generators where feasible and critical to public safety (including critical facilities and hospitals)		<ul style="list-style-type: none">Shut off temporary generators and return customers to grid sourceRemove generators from sites where they were deployed as ad hoc backup power support if they are not stored seasonally on site		
PORTAL	<ul style="list-style-type: none">Share maps, Situation Report and summary customer impact reportShare critical facilities list and Medical Baseline/Self-Certified as Vulnerable customer list with outreach status to agency users that accepted the online agreementShare impacted site lists to critical facilities		<ul style="list-style-type: none">Share Situation Report		
STATE AGENCIES	<ul style="list-style-type: none">Submit 0700 Cal OES formUpdate CPUC (SED)	<ul style="list-style-type: none">Submit 1500 Cal OES formSend State Executive Briefing deck1530: State Executive Briefing	<ul style="list-style-type: none">Submit 0700 Cal OES formUpdate CPUC (SED)	<ul style="list-style-type: none">Submit 1500 Cal OES formSend State Executive Briefing deck, as needed1530: State Executive Briefing, as needed	<ul style="list-style-type: none">File de-energization event report to CPUC (SED)
PUBLIC SAFETY PARTNERS* OUTREACH/ NOTIFICATIONS	<ul style="list-style-type: none">0800: Agency Rep available for Operational Areas Cooperators CommsAutomated messages re: restoration timing**	<ul style="list-style-type: none">1200: Systemwide Cooperators Call1500: Agency Rep available for Operational Areas Cooperators Comms	<ul style="list-style-type: none">0800: Agency Rep available for Operational Areas Cooperators Comms, as neededAutomated messages** re: restorationCoordinate with County OES/Tribal Contacts re: CRC demobilization	<ul style="list-style-type: none">1200: Systemwide Cooperators Call, as needed1500: Agency Rep available for Operational Areas Cooperators Comms, as needed	<ul style="list-style-type: none">Email de-energization event report and survey for feedback
WEBSITE / MEDIA	<ul style="list-style-type: none">Issue news release/talking pointsShare event information on multiple social media platformsAddress lookup map updated automatically, as event status changes		<ul style="list-style-type: none">Issue news release/talking pointsShare event information on multiple social media platformsAddress lookup map updated automatically, as event status changes		<ul style="list-style-type: none">Post de-energization event report to website
CUSTOMER OUTREACH / NOTIFICATIONS	<ul style="list-style-type: none">Automated messages to Medical Baseline/ Self-Certified as Vulnerable customers, critical facilities, residential and business customers re: restoration timing**		<ul style="list-style-type: none">Automated messages to Medical Baseline/ Self-Certified as Vulnerable customers, critical facilities, residential and business customers that restoration is complete**		
CUSTOMER SUPPORT	<ul style="list-style-type: none">CRCs OpenSend news release to customer resource and informational partners, as appropriate		<ul style="list-style-type: none">Demobilize CRCs when entire county has been restoredSend news release to customer resource and informational partners, as appropriate		
LOCAL OES PROMPT	<ul style="list-style-type: none">Send notifications to customers, as needed (after PG&E's customer notifications are sent)		<ul style="list-style-type: none">Report any outage areas, as neededProvide feedback on closures of CRC locationsSend notifications to customers, as needed (after PG&E's customer notifications are sent)		<ul style="list-style-type: none">Provide feedback/comments to de-energization event report

LEGEND:

PG&E

Public Safety Partners/
State Agencies

Customers

Local OES Prompt

* **Public Safety Partners** include: County, City, CCAs, Tribes, Telecom, Emergency Hospital Services, Water Agencies and Publicly-Owned Utilities.
** **Automated Messages** includes: calls, email and text.

RESOURCES

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





Public Safety Power Shutoff

Emergency Operations Center Outage Checklist

~T-96 to T-72 Hours		
PLANNING AND OPERATIONS	INFORMATION SHARING	RESOURCES
<ul style="list-style-type: none"><input type="checkbox"/> Meteorology identifies potential PSPS conditions<input type="checkbox"/> Activate EOC readiness posture<input type="checkbox"/> Review potential scope against temporary generation resource/ infrastructure locations<input type="checkbox"/> Begin developing utility crew resource plan, including air and ground resources	<ul style="list-style-type: none"><input type="checkbox"/> Update weather website to "Elevated"<input type="checkbox"/> Call Cal OES re: weather website changing to "elevated"<input type="checkbox"/> Call County OES/Tribal Contacts re: change to "elevated" on weather website	

LEGEND:  Local OES Prompt  Customer Notifications

*Counties with less than 50 potential customer impacts will receive live calls from Agency Representatives



Public Safety Power Shutoff

Emergency Operations Center Outage Checklist

~T-72 to T-48 Hours		
PLANNING AND OPERATIONS	INFORMATION SHARING	RESOURCES
<ul style="list-style-type: none"><input type="checkbox"/> Officer-in-charge (OIC) decision to activate EOC for potential PSPS<input type="checkbox"/> Continue to update weather model<input type="checkbox"/> Continue to translate weather model to weather polygons and overlay with circuits to create scope<input type="checkbox"/> Continue to develop utility crew resource plan, including air and ground resources<input type="checkbox"/> Refine temporary generation deployment approach as PSPS scope evolves<input type="checkbox"/> Begin coordinating Community Resource Center (CRC) locations<input type="checkbox"/> Begin developing restoration plan, including prioritization of critical facilities<input type="checkbox"/> 0800: Participate in interagency call with NWS & Geographic Area Coordination Center (GACC)	<ul style="list-style-type: none"><input type="checkbox"/> Submit Cal OES form (EOC activation for PSPS)<input type="checkbox"/> Update CPUC (SED)<input type="checkbox"/> Call Public Safety Answering Points<input type="checkbox"/> Call and email impacted County OES/Tribal Contacts re: scope, call info, CRC locations, Agency Rep contact<input type="checkbox"/> OES: Determine timing of twice-daily Operational Area Cooperator Comms<input type="checkbox"/> OES: Review and provide feedback on CRC locations<input type="checkbox"/> OES: Request County Rep in PG&E EOC, if needed<input type="checkbox"/> Call to neighboring counties re: scope<input type="checkbox"/> Notify customer resource partners of a potential PSPS<input type="checkbox"/> Email systemwide cooperators call info to public safety partners<input type="checkbox"/> Agency Reps to coordinate with potentially impacted counties and tribes<input type="checkbox"/> Update CAISO<input type="checkbox"/> Automated messages to public safety partners<input type="checkbox"/> OES: Hold on notifications to customers<input type="checkbox"/> 0930: Tribal Cooperators Call with impacted tribes<input type="checkbox"/> 1500: Agency Rep available for Operational Areas Cooperators Comms<input type="checkbox"/> Send State Executive Briefing deck<input type="checkbox"/> 1530: State Executive Briefing<input type="checkbox"/> 1600: Tribal Cooperators Call with impacted tribes	<ul style="list-style-type: none"><input type="checkbox"/> Share maps, Situation Report, summary of customer impact report<input type="checkbox"/> Share impacted site lists to critical facilities<input type="checkbox"/> Share critical facilities and Medical Baseline customer lists to agency users that accepted the online agreement

LEGEND: Local OES Prompt Customer Notifications

*Counties with less than 50 potential customer impacts will receive live calls from Agency Representatives



Public Safety Power Shutoff

Emergency Operations Center Outage Checklist

~T-48 to T-24 Hours		
PLANNING AND OPERATIONS	INFORMATION SHARING	RESOURCES
<ul style="list-style-type: none"><input type="checkbox"/> OIC approves event scope and initiates transmission power flow assessment<input type="checkbox"/> Continue to update weather model<input type="checkbox"/> Continue to translate weather model to weather polygons and overlay with circuits to create scope<input type="checkbox"/> Continue to develop utility crew resource plan, including air and ground resources<input type="checkbox"/> Continue to refine temporary generation deployment approach as PSPS scope evolves<input type="checkbox"/> Continue to develop restoration plan, including prioritization of critical facilities<input type="checkbox"/> 0800: Participate in interagency call with NWS & GACC<input type="checkbox"/> Open local Operational Emergency Centers<input type="checkbox"/> Confirm CRC locations and mobilize backup generation, as needed	<ul style="list-style-type: none"><input type="checkbox"/> Agency Reps to continue to coordinate with potentially impacted counties and tribes<input type="checkbox"/> Continue to update CAISO<input type="checkbox"/> 0800: Agency Rep available for Operational Areas Cooperators Comms<input type="checkbox"/> 0930: Tribal Cooperators Call with impacted tribes<input type="checkbox"/> OES: Coordinate with Agency Rep on any vulnerabilities with existing temporary generation plans<input type="checkbox"/> Coordinate with County OES/Tribal Contacts re: temporary generation usage<input type="checkbox"/> Update weather website to "Watch"<input type="checkbox"/> Automated messages to public safety partners*<input type="checkbox"/> Automated messages to Medical Baseline/Self-Certified Vulnerable customers, critical facilities, residential and business customers<input type="checkbox"/> Automated messages to customers in substation and temporary microgrid scope, if possible<input type="checkbox"/> Send PSPS Toolkit and news release (as appropriate) to customer resource and informational partners<input type="checkbox"/> OES: Begin notifications to customers, as needed<input type="checkbox"/> Begin hourly automated messages to non-responsive Medical Baseline/Self-Certified Vulnerable customers until receive positive contact<input type="checkbox"/> Begin doorbell rings to non-responsive Medical Baseline/Self-Certified Vulnerable customers until receive positive contact<input type="checkbox"/> 1200: Systemwide cooperators call with public safety partners<input type="checkbox"/> 1500: Agency Rep available for Operational Areas Cooperators Comms<input type="checkbox"/> Send State Executive Briefing deck<input type="checkbox"/> 1530: State Executive Briefing<input type="checkbox"/> 1600: Tribal Cooperators Call with impacted tribes	<ul style="list-style-type: none"><input type="checkbox"/> Continue to share Situation Report<input type="checkbox"/> Continue to share impacted site lists to critical facilities<input type="checkbox"/> Continue to share critical facilities list and Medical Baseline customer list with outreach status to agency users that accepted the online agreement<input type="checkbox"/> Begin sharing event information on multiple social media platforms<input type="checkbox"/> Upload maps to website prior to customer notifications<input type="checkbox"/> Issue news release/talking points

LEGEND: Local OES Prompt Customer Notifications

*Counties with less than 50 potential customer impacts will receive live calls from Agency Representatives



Public Safety Power Shutoff

Emergency Operations Center Outage Checklist

~T-24 to T-4 Hours		
PLANNING AND OPERATIONS	INFORMATION SHARING	RESOURCES
<input type="checkbox"/> Continue to update weather model <input type="checkbox"/> Continue to translate weather model to weather polygons and overlay with circuits to create scope <input type="checkbox"/> Continue to develop utility crew resource plan, including air and ground resources <input type="checkbox"/> Continue to refine temporary generation deployment approach as PSPS scope evolves <input type="checkbox"/> Continue to develop restoration plan, including prioritization of critical facilities <input type="checkbox"/> 0800: Participate in interagency call with NWS & GACC <input type="checkbox"/> Finalize initial list and prepare temporary generators/personnel for energization at substation microgrids, distribution microgrids and ad hoc backup generation sites (including critical facilities and hospitals) <input type="checkbox"/> Stand up CRCs <input type="checkbox"/> Begin mobilizing resources into position for restoration, depending on expected event duration	<input type="checkbox"/> Submit Cal OES form (decision to de-energize) <input type="checkbox"/> Update CPUC (SED) <input type="checkbox"/> Agency Reps to continue to coordinate with potentially impacted counties and tribes <input type="checkbox"/> Continue to update CAISO <input type="checkbox"/> 0800: Agency Rep available for Operational Areas Cooperators Comms <input type="checkbox"/> 0930: Tribal Cooperators Call with impacted tribes <div style="border: 1px solid blue; padding: 2px;"><input type="checkbox"/> OES: Coordinate with Agency Rep on any vulnerabilities with existing critical facilities resiliency and temporary generation plans, as needed</div> <div style="border: 1px solid blue; padding: 2px;"><input type="checkbox"/> OES: Assist with publicizing CRC locations</div> <input type="checkbox"/> Automated messages to public safety partners* <div style="border: 1px solid blue; padding: 2px;"><input type="checkbox"/> Automated messages to Medical Baseline/Self-Certified Vulnerable customers, critical facilities, residential and business customers and to customers in substation and temporary microgrid scope</div> <input type="checkbox"/> Send news release to customer resource and informational partners, as appropriate <div style="border: 1px solid blue; padding: 2px;"><input type="checkbox"/> OES: Notify customers, as needed</div> <div style="border: 1px solid blue; padding: 2px;"><input type="checkbox"/> Continue hourly automated messages to non-responsive Medical Baseline/Self-Certified Vulnerable customers until receive positive contact</div> <div style="border: 1px solid blue; padding: 2px;"><input type="checkbox"/> Continue doorbell rings to non-responsive Medical Baseline/Self-Certified Vulnerable customers until receive positive contact</div> <input type="checkbox"/> 1200: Systemwide cooperators call with public safety partners <input type="checkbox"/> 1500: Agency Rep available for Operational Areas Cooperators Comms <input type="checkbox"/> Send State Executive Briefing deck <input type="checkbox"/> 1530: State Executive Briefing <input type="checkbox"/> 1600: Tribal Cooperators Call with impacted tribes	<input type="checkbox"/> Continue to share Situation Report <input type="checkbox"/> Continue to share impacted site lists to critical facilities <input type="checkbox"/> Continue to share critical facilities list and Medical Baseline customer list with outreach status to agency users that accepted the online agreement <input type="checkbox"/> Continue to upload new maps to website, as needed <input type="checkbox"/> Continue sharing event information on multiple social media platforms <input type="checkbox"/> Issue news release/talking points

LEGEND: Local OES Prompt Customer Notifications

*Counties with less than 50 potential customer impacts will receive live calls from Agency Representatives



Public Safety Power Shutoff

Emergency Operations Center Outage Checklist

~T-4 to T-1 Hours		
PLANNING AND OPERATIONS	INFORMATION SHARING	RESOURCES
<input type="checkbox"/> Continue to update weather model <input type="checkbox"/> Continue to translate weather model to weather polygons and overlay with circuits to create scope <input type="checkbox"/> Continue to develop utility crew resource plan, including air and ground resources <input type="checkbox"/> Continue to develop restoration plan, including prioritization of critical facilities <input type="checkbox"/> Upon de-energization, energize generators at substation microgrids and distribution microgrids <input type="checkbox"/> Deploy ad hoc backup generation support where feasible and critical to public safety (including critical facilities and hospitals) <input type="checkbox"/> Stand up CRCs <input type="checkbox"/> Continue mobilizing resources into position for restoration, depending on expected event duration <input type="checkbox"/> Put circuits into configuration to avoid de-energization in certain areas <input type="checkbox"/> Upon de-energization, affected circuits reconfigured for safe and efficient restoration <input type="checkbox"/> 0800: Participate in interagency call with NWS & GACC	<input type="checkbox"/> Submit Cal OES form (de-energization initiated) <input type="checkbox"/> Update CPUC (SED) <input type="checkbox"/> Agency Reps to continue to coordinate with potentially impacted counties and tribes <input type="checkbox"/> Continue to update CAISO <input type="checkbox"/> 0800: Agency Rep available for Operational Areas Cooperators Comms <input type="checkbox"/> 0930: Tribal Cooperators Call with impacted tribes <div style="border: 1px solid blue; padding: 2px;"><input type="checkbox"/> OES: Coordinate with Agency Rep on any vulnerabilities with existing critical facilities resiliency and temporary generation plans, as needed</div> <div style="border: 1px solid blue; padding: 2px;"><input type="checkbox"/> OES: Assist with publicizing CRC locations</div> <input type="checkbox"/> Update weather website to "Warning" <input type="checkbox"/> Automated messages to public safety partners* <div style="border: 1px solid purple; padding: 2px;"><input type="checkbox"/> Automated messages to Medical Baseline/Self-Certified Vulnerable customers, critical facilities, residential and business customers and customers in substation and temporary microgrid scope</div> <input type="checkbox"/> Send news release to customer resource and informational partners, as appropriate <div style="border: 1px solid blue; padding: 2px;"><input type="checkbox"/> OES: Notify customers, as needed</div> <div style="border: 1px solid purple; padding: 2px;"><input type="checkbox"/> Continue hourly automated messages to non-responsive Medical Baseline/Self-Certified Vulnerable customers until receive positive contact</div> <div style="border: 1px solid purple; padding: 2px;"><input type="checkbox"/> Continue doorbell rings to non-responsive Medical Baseline/Self-Certified Vulnerable customers until receive positive contact</div> <input type="checkbox"/> 1200: Systemwide cooperators call with public safety partners <input type="checkbox"/> 1500: Agency Rep available for Operational Areas Cooperators Comms <input type="checkbox"/> Send State Executive Briefing deck <input type="checkbox"/> 1530: State Executive Briefing <input type="checkbox"/> 1600: Tribal Cooperators Call with impacted tribes	<input type="checkbox"/> Continue to share Situation Report <input type="checkbox"/> Continue to share impacted site lists to critical facilities <input type="checkbox"/> Continue to share critical facilities list and Medical Baseline customer list with outreach status to agency users that accepted the online agreement <input type="checkbox"/> Continue sharing event information on multiple social media platforms <input type="checkbox"/> Issue news release/talking points

LEGEND: Local OES Prompt Customer Notifications

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Public Safety Power Shutoff

Emergency Operations Center Outage Checklist

Weather Pass / Patrols and Inspections Begin

PLANNING AND OPERATIONS	INFORMATION SHARING	RESOURCES
<ul style="list-style-type: none"><input type="checkbox"/> Monitor PG&E weather stations to confirm conditions are safe to energize<input type="checkbox"/> Recommend "weather all-clear" to Operations<input type="checkbox"/> OIC declares "weather all clear" to begin patrols<input type="checkbox"/> Begin aerial and ground patrols and restoration<input type="checkbox"/> If damage is identified, submit reports and repair<input type="checkbox"/> Develop temporary generation restoration plan<input type="checkbox"/> Assess any new ad hoc requests for backup power support; deploy temporary generators where feasible and critical to public safety (including critical facilities and hospitals)<input type="checkbox"/> Continue to keep CRCs open<input type="checkbox"/> 0800: Participate in interagency call with NWS & GACC	<ul style="list-style-type: none"><input type="checkbox"/> Submit Cal OES form (re-energization initiated)<input type="checkbox"/> Update CPUC (SED)<input type="checkbox"/> Agency Reps to continue to coordinate with potentially impacted counties and tribes<input type="checkbox"/> Continue to update CAISO<input type="checkbox"/> 0800: Agency Rep available for Operational Areas Cooperators Comms<input type="checkbox"/> 0930: Tribal Cooperators Call with impacted tribes<input type="checkbox"/> Update weather website<input type="checkbox"/> Automated messages to public safety partners*<input type="checkbox"/> Automated messages to Medical Baseline/Self-Certified Vulnerable customers, critical facilities, residential and business customers<input type="checkbox"/> Send news release to customer resource and informational partners, as appropriate<input type="checkbox"/> OES: Notify customers, as needed<input type="checkbox"/> Begin live calls to non-responsive Medical Baseline/Self-Certified Vulnerable customers until receive positive contact<input type="checkbox"/> 1200: Systemwide cooperators call with public safety partners<input type="checkbox"/> 1500: Agency Rep available for Operational Areas Cooperators Comms<input type="checkbox"/> Send State Executive Briefing deck<input type="checkbox"/> 1530: State Executive Briefing<input type="checkbox"/> 1600: Tribal Cooperators Call with impacted tribes	<ul style="list-style-type: none"><input type="checkbox"/> Continue to upload new maps, critical facilities and Medical Baseline customer lists with outreach status, as needed, to portal<input type="checkbox"/> Share maps, Situation Report and summary customer impact report<input type="checkbox"/> Continue to share impacted site lists to critical facilities<input type="checkbox"/> Continue to upload new maps to website, as needed<input type="checkbox"/> Continue sharing event information on multiple social media platforms<input type="checkbox"/> Issue news release/talking points

LEGEND: ☐ Local OES Prompt ☐ Customer Notifications

*Counties with less than 50 potential customer impacts will receive live calls from Agency Representatives



Public Safety Power Shutoff

Emergency Operations Center Outage Checklist

Power Restoration		
PLANNING AND OPERATIONS	INFORMATION SHARING	RESOURCES
<ul style="list-style-type: none"><input type="checkbox"/> Continue aerial and ground patrols and restoration<input type="checkbox"/> Prioritize restoration of critical facilities, as feasible<input type="checkbox"/> Shut off temporary generators and return customers to grid source<input type="checkbox"/> Remove generators from sites where they were deployed as ad-hoc backup power support<input type="checkbox"/> Demobilize CRCs when entire county has been restored<input type="checkbox"/> 0800: Participate in interagency call with NWS & GACC	<ul style="list-style-type: none"><input type="checkbox"/> Agency Reps to continue to coordinate with potentially impacted counties and tribes<input type="checkbox"/> Continue to update CAISO<input type="checkbox"/> 0800: Agency Rep available for Operational Areas Cooperators Comms, as needed<input type="checkbox"/> 0930: Tribal Cooperators Call with impacted tribes, as needed<input type="checkbox"/> Coordinate with agencies re: demobilization of CRCs<input type="checkbox"/> OES: Provide feedback on CRC closures<input type="checkbox"/> Automated messages to public safety partners*<input type="checkbox"/> Automated messages to Medical Baseline/Self-Certified Vulnerable customers, critical facilities, residential and business customers<input type="checkbox"/> Send news release to customer resource and informational partners, as appropriate<input type="checkbox"/> OES: Notify customers, as needed<input type="checkbox"/> 1200: Systemwide cooperators call with public safety partners, as needed<input type="checkbox"/> 1500: Agency Rep available for Operational Areas Cooperators Comms, as needed<input type="checkbox"/> Send State Executive Briefing deck, as needed<input type="checkbox"/> 1530: State Executive Briefing, as needed<input type="checkbox"/> 1600: Tribal Cooperators Call with impacted tribes, as needed<input type="checkbox"/> OES: Report any outage areas, as needed<input type="checkbox"/> Submit Cal OES form (full restoration)<input type="checkbox"/> Update CPUC (SED)	<ul style="list-style-type: none"><input type="checkbox"/> Share Situation Report<input type="checkbox"/> Continue to upload new maps to website, as needed<input type="checkbox"/> Continue sharing event information on multiple social media platforms<input type="checkbox"/> Issue news release/talking points

LEGEND: Local OES Prompt Customer Notifications

*Counties with less than 50 potential customer impacts will receive live calls from Agency Representatives

ROSTER OF AGENCY REPRESENTATIVES

During a PSPS, each potentially impacted county, tribe and some cities will have an Agency Representative who can address unique, local issues in real time. These representatives are made up of public safety specialists, local government affairs representatives and cultural resource specialists. Below is the proposed representative for each county, select cities and tribal region. Please note that the representatives may change based on event size, staff availability and other factors.

COUNTY AGENCY REPRESENTATIVE STAFFING

County	Staffing		Email
Alameda	1	Les Putnam	Leslie.Putnam@pge.com
	2	Claudia Luna	Claudia.Luna@pge.com
Alpine	1	Mike Webb	Mike.Webb@pge.com
	2	Dylan George	Dylan.George@pge.com
Amador	1	Mike Webb	Mike.Webb@pge.com
	2	Dylan George	Dylan.George@pge.com
Butte	1	David Hawks	David.Hawks@pge.com
	2	Dan Blair	Dan.Blair@pge.com
Calaveras	1	Pam Perdue	Pamela.Perdue@pge.com
	2	Dylan George	Dylan.George@pge.com
Colusa	1	Jeff Lee	Jeffrey.Lee@pge.com
	2	Clay Merrill	Clay.Merrill@pge.com
Contra Costa	1	Les Putnam	Leslie.Putnam@pge.com
	2	Claudia Luna	claudia.luna@pge.com
El Dorado	1	Mike Webb	Mike.Webb@pge.com
	2	Brandon Sanders	Brandon.Sanders@pge.com
Fresno	1	Charlotte Jordan	Charlotte.Jordan@pge.com
	2	Erica Cabrera	Erica.Cabrera@pge.com
Glenn	1	Jeff Lee	Jeffrey.Lee@pge.com
	2	Ayla Tucker	Ayla.Tucker@pge.com
Humboldt	1	Dave Hotchkiss	David.Hotchkiss@pge.com
	2	Alison Talbott	Alison.Talbott@pge.com
Kern	1	Geoff Money	Geoffrey.Money@pge.com
	2	Kristen Doud	Kristen.Doud@pge.com

CONTINUED →

County		Staffing	Email
Kings	1	Charlotte Jordan	Charlotte.Jordan@pge.com
	2	Nathan Alonzo	Nathan.Alonzo@pge.com
Lake	1	Rich Noonan	Rich.Noonan@pge.com
	2	Melinda Rivera	Melinda.Rivera@pge.com
Lassen	1	Jeff Lee	Jeffrey.Lee@pge.com
	2	Dan Blair	Dan.Blair@pge.com
Madera	1	Deron Mills	Deron.Mills@pge.com
	2	Nathan Alonzo	Nathan.Alonzo@pge.com
Marin	1	Jim Wickham	Jim.Wickham@pge.com
	2	Mark van Gorder	Mark.Van Gorder@pge.com
Mariposa	1	Deron Mills	Deron.Mills@pge.com
	2	Nathan Alonzo	Nathan.Alonzo@pge.com
Mendocino	1	Rich Noonan	Rich.Noonan@pge.com
	2	Alison Talbott	Alison.Talbott@pge.com
Merced	1	Deron Mills	Deron.Mills@pge.com
	2	Nathan Alonzo	Nathan.Alonzo@pge.com
Monterey	1	Stew Roth	Stew.Roth@pge.com
	2	Jeana Arnold	Jeana.Arnold@pge.com
Napa	1	Jim Wickham	Jim.Wickham@pge.com
	2	Mark Van Gorder	Mark.Van Gorder@pge.com
Nevada	1	Brent Stangeland	Brent.Stangeland@pge.com
	2	Brandon Sanders	Brandon.Sanders@pge.com
Placer	1	Brent Stangeland	Brent.Stangeland@pge.com
	2	Brandon Sanders	Brandon.Sanders@pge.com
Plumas	1	David Hawks	David.Hawks@pge.com
	2	Dan Blair	Dan.Blair@pge.com
Sacramento	1	John Walsh	John.Walsh2@pge.com
	2	Johnnise Foster-Downs	Johnnise.Foster-Downs@pge.com
San Benito	1	Stew Roth	Stew.Roth@pge.com
	2	Jeana Arnold	Jeana.Arnold@pge.com

CONTINUED →

County		Staffing	Email
San Francisco	1	Jim Wickham	Jim.Wickham@pge.com
	2	Lauren Wilson	Lauren.Wilson@pge.com
San Joaquin	1	Les Putnam	Leslie.Putnam@pge.com
	2	Dylan George	Dylan.George@pge.com
San Jose	1	Daniel Cedeno	Daniel.Cedeno@pge.com
	2	Bill Chiang	William.Chiang@pge.com
San Luis Obispo	1	Steve Crawford	Steven.Crawford@pge.com
	2	Eric Daniels	Eric.Daniels@pge.com
San Mateo	1	Frank Fraone	Frank.Fraone@pge.com
	2	Bill Chiang	William.Chiang@pge.com
Santa Barbara	1	Steve Crawford	Steven.Crawford@pge.com
	2	Eric Daniels	Eric.Daniels@pge.com
Santa Clara	1	Kevin Conant	Kevin.Conant@pge.com
	2	Bill Chiang	William.Chiang@pge.com
Santa Cruz	1	Troy Welch	TJWelch.Welch@pge.com
	2	Jeana Arnold	Jeana.Arnold@pge.com
Santa Rosa	1	John Costa	John.Costa@pge.com
	2	Melinda Rivera	Melinda.Rivera@pge.com
Shasta	1	Mike Weaver	Michael.Weaver2@pge.com
	2	Ayla Tucker	Ayla.Tucker@pge.com
Sierra	1	Brent Stangeland	Brent.Stangeland@pge.com
	2	Brandon Sanders	Brandon.Sanders@pge.com
Siskiyou	1	Dave Hotchkiss	Dave.Hotchkiss@pge.com
	2	Ayla Tucker	Ayla.Tucker@pge.com
Solano	1	Les Putnam	Leslie.Putnam@pge.com
	2	Clay Merrill	Clay.Merrill@pge.com
Sonoma	1	Dave Hotchkiss	Dave.Hotchkiss@pge.com
	2	Melinda Rivera	Melinda.Rivera@pge.com
Stanislaus	1	Deron Mills	Deron.Mills@pge.com
	2	Dylan George	Dylan.George@pge.com

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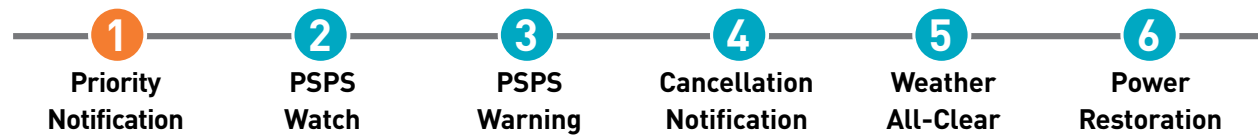
Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

County	Staffing		Email
Sutter	1	John Walsh	John.Walsh2@pge.com
	2	Johnnise Foster-Downs	Johnnise.Foster-Downs@pge.com
Tehama	1	Jeff Lee	Jeffrey.Lee@pge.com
	2	Ayla Tucker	Ayla.Tucker@pge.com
Trinity	1	David Hotchkiss	David.Hotchkiss@pge.com
	2	Ayla Tucker	Ayla.Tucker@pge.com
Tulare	1	Charlotte Jordan	Charlotte.Jordan@pge.com
	2	Erica Cabrera	Erica.Cabrera@pge.com
Tuolumne	1	Pam Perdue	Pamela.Perdue@pge.com
	2	Dylan George	Dylan.George@pge.com
Yolo	1	John Walsh	John.Walsh2@pge.com
	2	Clay Merrill	Clay.Merrill@pge.com
Yuba	1	Brent Strangeland	Brent.Stangeland@pge.com
	2	Johnnise Foster-Downs	Johnnise.Foster-Downs@pge.com

TRIBAL AGENCY REPRESENTATIVE STAFFING

Name	Email
Arran Bell	Arran.Bell@pge.com
Jim Nelson	James.Nelson4@pge.com
Josh Tibbet	Josh.Tibbet@pge.com

SAMPLE AGENCY NOTIFICATIONS



EMAIL

SUBJECT: PG&E PSPS Outage Alert: On «DATE» power shutoffs may be required for safety in «NAME»

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff (PSPS).

- **AREA:** Portions of «NAME»
- **ESTIMATED SHUTOFF:** Starting between «DATE» at «TIME» and «DATE» at «TIME». We expect weather to improve beginning at «ALL_CLEAR_TIME» on «ALL_CLEAR_DATE». After severe weather has passed, we will inspect equipment before restoring power.
- **ESTIMATED RESTORATION:** «ETOR DATE» by «ETOR TIME».

Actual shutoff and restoration times may be delayed depending on weather and equipment conditions. This is an advanced alert for public safety partner use only. Please do not share this information before it is publicly available.

Maps and other event-specific information can be found at pge.com/pspsportal.

Thank you,

PG&E Liaison Officer

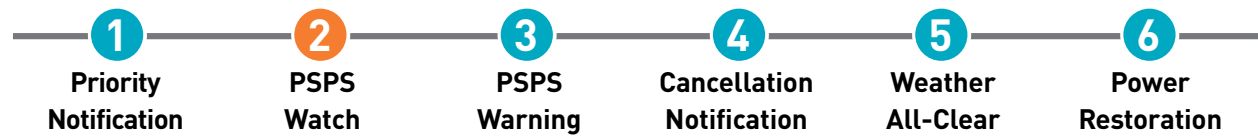
IVR / VOICE MESSAGE

This is PG&E calling on «DATE» with a Public Safety Power Shutoff outage alert. On «DATE», power may be shut off in portions of «NAME» for safety. Due to current weather forecasts, your area is under a Watch for a PSPS. Portions of «NAME» are estimated to begin being shut off between «TIME» on «DATE» and «TIME» on «DATE». Estimated restoration for your area on «ETOR DATE» by «ETOR TIME». Actual shutoff and restoration times may be delayed depending on weather or equipment conditions. Maps and other information are available at pge.com/pspsportal. These links are for public safety partner use only. We will provide daily updates until the severe weather has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off power.

TEXT

PSPS Outage Alert. We may turn off power for safety in «NAME» on «DATE». Shutoff estimated to begin between «TIME» on «DATE» and «TIME» on «DATE» and estimated restoration on «ETOR DATE» by «ETOR TIME». Weather can affect these times. Maps available at pge.com/pspsportal.

SAMPLE AGENCY NOTIFICATIONS



EMAIL

SUBJECT: PG&E PSPS Outage Alert: On «DATE» power shutoffs may be required for safety in «NAME»

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff (PSPS).

- **AREA:** Portions of «NAME»
- **ESTIMATED SHUTOFF:** Starting between «DATE» at «TIME» and «DATE» at «TIME». We expect weather to improve beginning at «ALL_CLEAR_TIME» on «ALL_CLEAR_DATE». After severe weather has passed, we will inspect equipment before restoring power.
- **ESTIMATED RESTORATION:** «ETOR DATE» by «ETOR TIME».

Actual shutoff and restoration times may be delayed depending on weather and equipment conditions. Maps and other event information can be found at pge.com/pspsportal and pge.com/pspsupdates. We recommend all potentially affected communities plan for an extended outage. We will provide daily updates until the severe weather has passed or power has been restored.

Thank you,

PG&E Liaison Officer

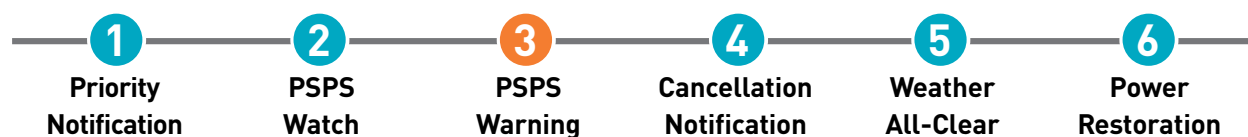
IVR / VOICE MESSAGE

This is PG&E calling on «DATE» with a Public Safety Power Shutoff outage alert. On «DATE», power may be shut off in portions of «NAME» for safety. Due to current weather forecasts, your area is under a Watch for a Public Safety Power Shutoff. Portions of «NAME» are estimated to begin being shut off between «TIME» on «DATE» and «TIME» on «DATE». The estimated restoration time for your area is on «ETOR DATE» by «ETOR TIME». Actual shutoff and restoration times may be delayed depending on weather or equipment conditions. Maps and other information are available at pge.com/pspsportal and pge.com/pspsupdates. We recommend all potentially affected communities plan for an extended outage. We will provide daily updates until the severe weather has passed or power has been restored.

TEXT

PSPS Outage Alert. We may turn off power for safety in «NAME» on «DATE». Shutoff estimated to begin between «TIME» on «DATE» and «TIME» on «DATE» and estimated restoration on «ETOR DATE» by «ETOR TIME». Weather can affect these times. Maps available at pge.com/pspsportal or pge.com/pspsupdates.

SAMPLE AGENCY NOTIFICATIONS



EMAIL

SUBJECT: PG&E PSPS Outage Alert: Shutoffs in «NAME» beginning «DATE» for safety

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff (PSPS) to a Warning. High temperatures, extreme dryness and high winds will require us to turn off power to help prevent a wildfire.

- **AREA:** Portions of «NAME»
- **ESTIMATED SHUTOFF:** Starting between «DATE» at «TIME» and «DATE» at «TIME». We expect weather to improve beginning at «ALL_CLEAR_TIME» on «ALL_CLEAR_DATE». After severe weather has passed, we will inspect equipment before restoring power.
- **ESTIMATED RESTORATION:** «ETOR DATE» by «ETOR TIME».

Actual shutoff and restoration times may be delayed depending on actual weather and equipment conditions. Maps and other event-specific information can be found at pge.com/pspsportal and pge.com/pspsupdates. We recommend all affected communities plan for an extended outage. We will provide daily updates until the severe weather has passed or power has been restored.

Thank you,
PG&E Liaison Officer

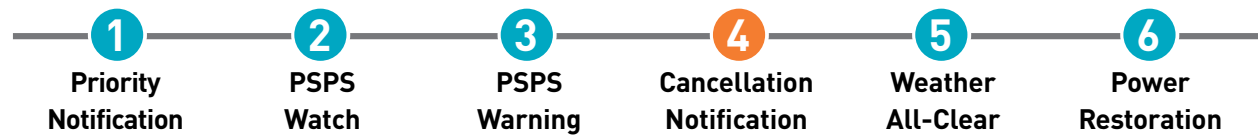
IVR / VOICE MESSAGE

This is PG&E calling on «DATE» with a Public Safety Power Shutoff outage alert. Shutoffs in portions of «NAME» will begin on «DATE». To protect public safety, PG&E has upgraded the PSPS Watch to a Warning. High temperatures, extreme dryness and high winds will require us to turn off power to help prevent a wildfire. Your area is estimated to be shut off beginning between «TIME» on «DATE» and «TIME» on «DATE». The estimated restoration time for your area is on «ETOR DATE» by «ETOR TIME». Actual shutoff and restoration times may be delayed depending on weather and equipment conditions. Maps and other information are available at pge.com/pspsportal and pge.com/pspsupdates. We will provide daily updates until the severe weather has passed or power has been restored.

TEXT

PSPS Outage Alert. We will turn off power for safety in «NAME» on «DATE». Shutoff estimated to begin between «TIME» on «DATE» and «TIME» on «DATE» and estimated restoration on «ETOR DATE» by «ETOR TIME». Weather can affect these times. Maps available at pge.com/pspsportal and pge.com/pspsupdates.

SAMPLE AGENCY NOTIFICATIONS



EMAIL

SUBJECT: PG&E PSPS Alert: Power shutoff in «NAME» is canceled

Forecasted weather conditions have improved, and we are NOT planning to turn off power for public safety in «NAME» on «DATE».

For more information visit pge.com/pspsportal and pge.com/pspsupdates.

Thank you,

PG&E Liaison Officer

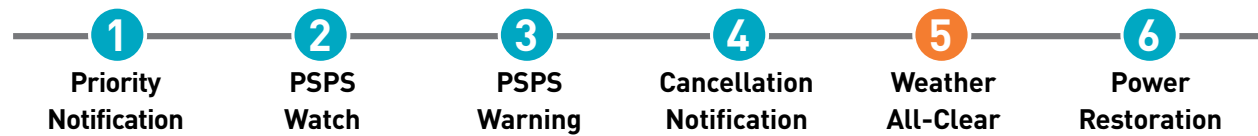
IVR / VOICE MESSAGE

This is PG&E calling on «TIME» with a Public Safety Power Shutoff alert. Forecasted weather conditions have improved, and we are not planning to turn off power for public safety in «NAME» on «DATE». For more information visit pge.com/pspsportal and pge.com/pspsupdates.

TEXT

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

SAMPLE AGENCY NOTIFICATIONS



EMAIL

SUBJECT: PG&E PSPS Outage Alert: Crews are inspecting equipment

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

In «NAME», the estimated restoration is «ETOR DATE» by «ETOR TIME».

For more information visit pge.com/pspsportal or pge.com/pspsupdates.

Thank you,

PG&E Liaison Officer

IVR / VOICE MESSAGE

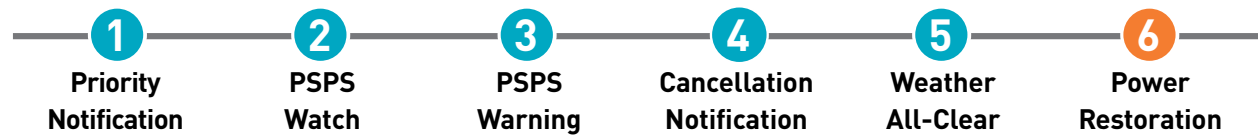
This is PG&E calling on «DATE» with a Public Safety Power Shutoff outage alert.

Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power in «NAME». The estimated restoration time for your area is on «ETOR DATE» by «ETOR TIME». Restoration times may change depending on weather conditions and equipment damage. Maps and other information are available at pge.com/pspsportal and pge.com/pspsupdates. We recommend all affected communities plan for an extended outage. We will provide daily updates until your power has been restored.

TEXT

PSPS Outage Alert. Weather conditions have improved, crews are inspecting equipment and starting repairs in «NAME». The estimated restoration is on «ETOR DATE» by «ETOR TIME» depending on weather and equipment damage. More info at pge.com/pspsportal or pge.com/pspsupdates.

SAMPLE AGENCY NOTIFICATIONS



EMAIL

SUBJECT: PG&E PSPS Alert: Power restored

Crews have successfully restored power to all customers in «NAME». We apologize for the disruption, and we appreciate your patience. If you are still receiving reports of outages, please instruct customers to visit pge.com/outages or call 1-800-743-5002.

For more information visit pge.com/pspsportal or pge.com/pspsupdates.

Thank you,

PG&E Liaison Officer

IVR / VOICE MESSAGE

This is PG&E calling on «System Date Time» with a Public Safety Power Shutoff alert. Crews have successfully restored power to all customers in «NAME». If you are still receiving reports of outages, please instruct customers to visit pge.com/outages or call 1-800-743-5002. We apologize for the disruption, and we appreciate your patience.

TEXT

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

PARTICIPATING INDEPENDENT LIVING CENTERS (ILC)

Participating ILC	Counties Served	Address, Website and Phone Number
California Foundation for Independent Living Centers (CFILC)	Supporting FREED with: Placer, El Dorado	1000 G Street, Suite 100 Sacramento, CA 95814 www.cfilc.org Phone: 916-325-1690
Center for Independence of the Disabled (CID)	San Mateo, San Francisco	2001 Winward Way, Suite 103 San Mateo, CA 94403 www.cidsanmateo.org Phone: 650-645-1780
Center for Independent Living (FREED)	Colusa, El Dorado, Nevada, Placer, Sierra, Sutter, Yuba	435 Sutton Way Grass Valley, CA 95945 www.freed.org Phone: 530-477-3333
Community Resources for Independent Living (CRIL)	Alameda	439 A Street Hayward, CA 94541 www.crilhayward.org Phone: 510-881-5743
Disability Action Center (DAC)	Butte, Glenn, Lassen Modoc, Plumas, Shasta, Siskiyou, Tehama	1161 East Ave Chico, CA 95926 www.actionctr.org Phone: 530-893-8527
Disability Resources Agency for Independent Living (DRAIL)	Alpine, Amador, Calaveras, Mariposa, San Joaquin, Stanislaus, Tuolumne	1101 Sylvan Ave. Ste. C-105 Modesto, CA 95350 www.drail.org Phone: 209-521-7260
Disability Services & Legal Center (DSLCL)	Lake, Mendocino, Napa, Sonoma	521 Mendocino Ave. #5241 Santa Rosa, CA 95401 www.mydslc.org Phone: 707-528-2745
Independent Living Center of Kern County (ILCKC)	Kern	5251 Office Park Dr. #200 Bakersfield, CA 93309 www.ilcofkerncounty.org Phone: 661-325-1063

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Participating ILC	Counties Served	Address, Website and Phone Number
Independent Living Resource Center (ILRC)	San Luis Obispo, Santa Barbara, Ventura	423 W. Victoria Street Santa Barbara, CA 93101 www.ilrc-trico.org Phone: 805-963-0595
Independent Living Resources of Solano & Contra Costa Counties (ILRSCC)	Contra Costa, Solano	18590 Gateway Blvd. Suite 120 Concord, CA 94520 www.ilrsc.org Phone: 925-363-7293
Marin Center for Independent Living (MCIL)	Marin	710 Fourth Street San Rafael, CA 94901 www.marincil.org Phone: 415-459-6245
Resources for Independent Living (RIL)	Yolo, Sacramento	420 "I" Street Sacramento, CA 95814 www.ril-sacramento.org Phone: 916-446-3074
Resources for Independent Living Central Valley (RICV)	Fresno, Kings, Madera, Merced, Tulare	3636 N. First Street, Suite 101 Fresno, CA 93726 www.ricv.org Phone: 559-221-2330
Silicon Valley Independent Living Center (SVILC)	Santa Clara, Santa Cruz, San Benito, Monterey	25 14th Street, Suite 1000 San Jose, CA 95112 www.svilc.org Phone: 408-894-9041
The CIL	Alameda	3075 Adeline Street, Suite 100 Berkeley, CA 94703 www.thecil.org Phone: 510-841-4776
Tri-County Independent Living Center (TCIL)	Del Norte, Humboldt, Trinity	139 Fifth Street, Eureka, CA 95501 www.tilinet.org Phone: 707-445-8404

PARTICIPATING FOOD BANK

Food Bank	Counties Served	Website	Contact Number
Alameda County Community Food Bank	Alameda	www.accfb.org	510-635-3663
Amador Tuolumne Community Action Agency (ATCAA) Food Bank	Tuolumne	www.atcaa.org/food-bank	209-984-3960
Central California Food Bank	Fresno, Kings, Madera and Tulare	www.ccfoodbank.org	559-237-3663
Community Action Agency of Butte County-North State Food Bank	Butte, Calaveras, Colusa, Glenn, Kern, Plumas, Sierra and Tehama	www.buttecaa.com	530-712-2600
Community Action Agency of Napa Valley Food Bank	Napa	www.canv.org/canv-food-bank	707-253-6100
Dignity Health Connected Living	Shasta	www.dignityhealth.org/north-state/locations/connected-living/services/food-bank	530-226-3071
Food Bank of Contra Costa and Solano	Contra Costa and Solano	www.foodbankccs.org	855-309-3663
Food Bank of El Dorado County	Alpine and El Dorado	www.foodbankedc.org	530-621-9950
Food For People	Humboldt	www.foodforpeople.org	707-445-3166
Interfaith Council of Amador	Amador	www.feedamador.org	209-267-9006
Kings Community Action Organization	Kings	www.kcao.org	559-582-4386
Merced County Food Bank	Mariposa and Merced	www.mmcfb.org	209-726-3663

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Food Bank	Counties Served	Website	Contact Number
Nevada County Food Bank	Nevada	www.foodbankofnc.org	530-272-3796
Placer Food Bank	El Dorado, Nevada and Placer	www.placerfoodbank.org	916-783-0481
Redwood Empire Food Bank	Del Norte, Humboldt, Lake, Mendocino and Sonoma	www.refb.org	707-523-7900
San Francisco Marin Food Bank	Marin and San Francisco	www.sfmfoodbank.org/find-food	628-272-8430
Second Harvest Food Bank of San Joaquin and Stanislaus	San Joaquin and Stanislaus	www.localfoodbank.org	209-239-2091
Second Harvest Food Bank Santa Cruz County	Santa Cruz	www.thefoodbank.org	831-662-0991
Second Harvest of Silicon Valley	Santa Clara and San Mateo	www.shfb.org	800-984-3663
The Resource Connection	Calaveras	www.trcac.org	209-754-1257
Yolo Food Bank	Yolo	www.yolofoodbank.org	530-668-0690
Yuba-Sutter Food Bank	Sutter and Yuba	www.feedingys.org	530-673-3834

GLOSSARY OF TERMS

Term	Definition
Access and Functional Needs	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 Program.
Agency Representative	Acts as single point of contact for impacted counties and tribes during a PSPS.
Americans with Disabilities Act	A civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation and all public and private places that are open to the general public.
California Foundation for Independent Living Centers	State agency that increases access and equal opportunity for people with disabilities by building the capacity of Independent Living Centers.
California Office of Emergency Services	State agency that serves as the state's office of emergency services under the Governor's office.
California Public Utilities Commission	State agency that regulates utilities in California.
California State Association of Counties	Organization that provides advocacy, educational and financial services to California's 58 counties.
Catastrophic Fire	A fire that is not easily controlled, has a rapid rate of spread and threatens lives and property.
Community Microgrid Enablement Program	As the program is finalized it will likely include microgrid planning support for communities, financial support for grid improvements and other tools to allow agencies and stakeholders to help create a stronger and more flexible grid in their area.
Community Resource Center	Tented or indoor locations where community members can go during a PSPS. Resources include a safe location to meet basic power needs, up to date information about PSPS timing and restoration, water, snacks and other essential items.

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Term	Definition
Community Wildfire Safety Program	A PG&E program aimed at further reducing wildfire risks and keeping customers and communities safe.
Community-Based Organizations	A public or private nonprofit organization that is representative of a community or a significant segment of a community and 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.
Critical Infrastructure Lead	Acts as the single point of contact for telecommunications providers and conducts outreach to impacted transmission-level customers during a PSPS. The Grid Control Center is the single point of contact for transmission-level customers during a PSPS.
Disability Disaster Access and Resources Program	A program that provides critical assistance and resources to customers with disabilities and those with Access and Functional Needs to prepare and safely get through a disaster or emergency, including a PSPS.
Doorbell rings	PG&E site visits to Self-Certified Vulnerable customers and Medical Baseline Program customers to confirm awareness of an upcoming PSPS.
Emergency Operations Center	A physical location that is activated during an emergency; all non-locational emergency management efforts are conducted at this location.
Fire Potential Index	One of the criteria used to analyze and determine if a PSPS is needed.
High Fire-Threat District Map	Map adopted by the CPUC to show what areas of California are at elevated or extreme risk of wildfires.
Ignition Probability Weather Model	One of the criteria used to analyze and determine if a PSPS is needed.

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Term	Definition
Independent Living Centers	Consumer-controlled, community-based, cross-disability, nonresidential private non-profit agency that is designed and operated within a local community by individuals with disabilities and provides an array of independent living services.
Local Public Affairs Representative	A contact responsible for engaging with local city/county/tribal elected officials and staff, including city emergency management.
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 discounted rates for those requiring electricity for life-sustaining devices; these contacts will be notified of a PSPS until positive confirmation is received.
Office of Emergency Services (OES)	County offices that handle preparation and execution of emergency management.
Operational Emergency Center	Local/regional PG&E emergency operations centers.
Public Safety Answering Points	Emergency dispatch centers that receive a live call notification of a PSPS when the emergency operations center is activated.
Public safety partners	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	PG&E program under the Community Wildfire Safety Program that may turn off electricity during severe weather in the interest of public safety.
Public Safety Power Shutoff Portal	A website to share event-specific information with public safety partners before, during and after a PSPS.

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Term	Definition
Public Safety Specialist	Single point of contact for county office of emergency services and other emergency responders.
Self-Generation Incentive Program	A program for PG&E customers offering access to incentives for installing permanent battery storage systems.
Telecommunications Providers	Providers who cover communication over a distance by cable, telegraph, telephone or broadcasting.
Total customers who require further action	Customers who did not confirm receipt/acknowledge their automated notifications, Live Agent phone calls or in-person door knock. Customers who did not answer a door knock are left a door hanger.
Total impacted Medical Baseline customers	The number of customers who participate in the Medical Baseline Program who may be or have been de-energized ^[1] .
Total notifications delivered	Automated notifications sent via phone, text and email, in-person door knock visit attempts and/or Live Agent phone calls that were executed (e.g., active phone number, deliverable email address, and/or accessibility to deliver in-person door knock).
Total notifications received*	Customers who have acknowledged their notification by taking one of the following actions: answered an automated or Live Agent phone call, responded to a text message, opened an email or greeted an in-person door knock.
Total notifications sent	The total sum of automated notifications attempted to send to customers via call, text and email, in-person door knock visit attempts and/or Live Agent phone calls.

**This is reported on agency calls*

^[1]Excludes counts of Medical Baseline customers who are tenants of a master metered account