



Support for Critical Facility Customers

We provide planning support and assistance for outages and other emergencies.

How We Support Customers

- ✓ **Outreach** to confirm your contact information and share resources.
- ✓ **Alerts** up to 72 hours before a Public Safety Power Shutoff (PSPS).
- ✓ **Assigned** customer support for those in high fire-risk areas.
- ✓ **Backup power** help and prioritized restorations where possible.*

Access to Data Portals

Our secure portals provide planning information and updates.

- **PSPS Portal** provides maps, data and other planning and event resources.
- **Outage Portal** offers data for lines protected by enhanced safety settings.
- **Microgrid Portal** contains maps and information on resiliency work.

To register or login, go to pgedataportals.pge.com.

Resources for You

- For backup power options and safety tips, visit pge.com/backuppower.*
- For rebates on battery storage or generation equipment, visit pge.com/rebates.
- To view planning checklists and tips for potential outages, visit pge.com/pspslargebusiness.
- For more on wildfire safety and reliability work, as well as and prior PSPS outages, visit pge.com/progressmap.

*PG&E is not responsible for providing backup power for a PSPS.

What Types of Customer Sectors are Considered Critical*?



Chemical: Facilities associated with the provision of manufacturing, maintaining or distributing hazardous materials or chemicals.



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



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



Energy: Public and private utility facilities are crucial to maintaining and restoring normal service, including but not limited to interconnected publicly owned utilities and electric cooperatives.



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



Government Facilities: Schools, jails, prisons, homeless shelters, senior centers, community centers, Independent Living Centers, voting centers and tabulation sites.**



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



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



Water and Wastewater Systems: Facilities associated with the provision of drinking water or processing of wastewater.



If you have any questions or need assistance, please contact our Critical Facilities Program Manager at businessadvisor@pge.com.

*As outlined in Public Safety Power Shutoff Phase 1 Decision 19-05-042, Phase 2 Decision 20-05-051 and Phase 3 Decision 18-12-005. Note, these decisions are subject to change.

**The locations of voting centers and vote tabulation facilities are provided by the California Secretary of State's office and will be available for review via the PSPS Portal once updated in PG&E's database.