



Support for Critical Facility Customers

Hospitals, police and fire stations, communications services, water providers and other facilities are essential to public safety. PG&E is committed to providing our customers with assistance and advanced planning support for outages and other emergencies.

Providing for Critical Facilities Customers

- ✓ **Additional Engagement** with customers to provide information on emergency preparedness.
- ✓ **Outreach and Communications** encouraging critical customers to update their emergency contact information so we can share important information.
- ✓ **Priority Notifications** for some critical customers up to 72 hours before a potential Public Safety Power Shutoff.
- ✓ **Assigned Agency and/or Account Representatives** in addition to other PG&E contacts for customers in high fire-risk areas.
- ✓ **Backup Power Evaluations** and prioritized restoration where feasible.

Keeping Customers Informed

To help ensure we are reaching as many facilities as possible, we use an automated process to identify customers and keep their contact information as up to date as possible.

Resources for Customers

We offer various support resources available before, during and after an outage:

- Visit pge.com/backuppowers for backup power options and safety tips.
- Visit pge.com/rebates for rebates for installing battery storage or generation equipment.
- Visit pge.com/pspslargebusiness to view planning checklists and more information to prepare for potential outages.
- Visit pge.com/progressmap to view an interactive map showing the progress of PG&E wildfire safety work in your area and eligibility for customer assistance programs.



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

What Types of Customer Sectors are Considered Critical*?



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



Communications: Communication 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 211.



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 vote 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.

The following CPUC definitions are also recognized by PG&E:

- **Public Safety Partners (PSP):** Customers who provide important services during an emergency, including first responders, emergency medical services, other utilities, communication infrastructure, state agencies and others.
- **Essential Customers:** Customers that provide essential health, safety and security services may apply for status to be exempt from rotating outages.

A full list of California Public Utilities Commission (CPUC) customer definitions can be found [here](#).

*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.

PG&E is not responsible for providing backup power before or during a PSPS.