



Master Meter and Primary Account Holder Outage Planning Checklist

To help prevent wildfires, we may need to turn off power when risk in your area is high. As a Master Meter/primary account holder, you play an important role in helping tenants prepare for outages.

Complete this checklist to ensure your tenants are ready

Before an outage:

- ☐ If you receive a notice before power goes out, pass the message along to tenants. Maintain current contact information for your tenants.
- ☐ Encourage your tenants to sign up to receive SMS or telephone call outage alerts in multiple languages directly at pge.com/addressalerts. They do not have to be account holders to get alerts.
- ☐ Share or post copies of resources that can help your tenants prepare in a public area. To download fact sheets and checklists, visit pge.com/afn.
- ☐ Refer tenants to 211 California for free, live personalized guidance and information on local programs and resources.
- ☐ Make and share a mobility evacuation plan for tenants as elevators, wheelchair lifts and automatic doors may be down.
- ☐ Find resources to create an outage communication plan and discuss tenants needs (mobility, transit, backup power, pets, etc.). Visit pge.com/safetyactioncenter.

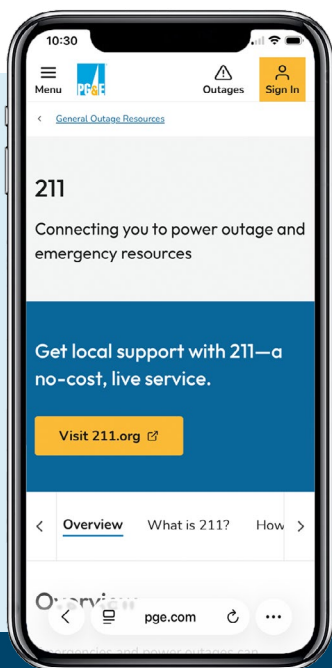
See reverse for what to do during an outage



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During an outage:

- ☐ Provide your tenants with outage updates and remind them to contact 211 California for local resources.
- ☐ Have staff on site to support tenants with mobility needs in case of an evacuation.
- ☐ Encourage tenants to visit a Community Resource Center for Wi-Fi, charging, snacks and more. Visit pge.com/crc.



How can I reach 211?



Call 211 (or 866-346-3211 if using relay services)



Text “PREPARE” to 211-211

Help is available at **no cost**
and in **150+ languages**

Visit pge.com/211 to learn more.



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

Message paid for by customers.

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