



Understanding Power Outages

Our goal is to provide you with safe and reliable power. Still, outages may happen.

Types of outages

- **Planned maintenance on our equipment** may require us to shut off power so our crews can work safely.
- **Public Safety Power Shutoffs** are used as a measure of last resort when wildfire risk is high.
- **Brief, rotating outages during a heatwave** may occur to reduce strain on the grid when the demand for power is high.
- **Damage to our equipment** from emergencies such as earthquakes, storms or car accidents.
- **Enhanced Powerline Safety Settings** detect hazards on a powerline and shut off power almost instantly to stop an ignition.
- **Safety requests** from first responders.

What to Expect

Whenever possible, we will notify you by phone, text, email or mail.

During any outage: We will provide updates via phone, text and/or email on when power will return.



Use the checklist on the back for help before, during and after an outage.

To learn more, visit pge.com/electricaloutages.

Message paid for by customers.

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. ©2026 Pacific Gas and Electric Company. All rights reserved. CCC-0226-6292. 03/05/2026.

Managing Power Outages

Before an outage

- ☐ Update your contact information at pge.com/alerts.
- ☐ Enroll in the Medical Baseline or Self-Identified Vulnerable Programs to receive additional notifications and resources at pge.com/medicalbaseline or pge.com/siv.
- ☐ Build an emergency plan and supply kit using pge.com/safetyactioncenter.

During an outage

- ☐ Get safety updates and see when we expect power to return at pge.com/outages.
- ☐ Find a Community Resource Center to access power for charging, Wi-Fi, snacks and more during certain outages at pge.com/crc.

After an outage

- ☐ Explore if you need to make any updates to your emergency plan for future outages, and find resources at pge.com/afn.

Before, during and after an outage, 211 can help you:

- Build your emergency plan.
- Apply for backup power or health and safety programs.
- Connect you to local resources like hotel stays, car rides, fuel for generators and food replacement.

 **Call 211**  **Text “PREPARE” to 211-211**  **Visit pge.com/211**



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