Understanding Wildfire Safety Outages

When wildfire risk is high, power may be shut off to help protect you and your community. **There are two types of wildfire safety outages:**

Types of outages	How we'll notify you
Public Safety Power Shutoffs High winds can cause trees and debris to contact powerlines. In these conditions, we may need to turn off power proactively.	Our goal is to notify you **one-to-two days before an outage**, with daily updates until power is restored.
Lines Protected by Enhanced Powerline Safety Settings Safety settings are turned on when wildfire risk is highest. If these settings detect a hazard, they quickly turn off power to prevent an ignition.	Once an outage occurs, **we will notify you and share timely updates** on power restoration. After, we'll also share what caused the outage, if available.

To learn more, visit **pge.com/safetyoutages**.

To track outage status, visit **pge.com/outages**.

Message paid for by customers.

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Wildfire Safety Outages Support

You don't have to get through outages alone. Our partnerships with **211 California** and the **Disability Disaster Access and Resources Program (DDAR)** can help you access resources before, during and after an outage.

211 can help customers living in high fire-risk areas:

- Build personalized outage plan
- Secure food replacement, discounted hotel stays and car rides
- Get referred to assistance programs and backup power

Call 211

Text "PREPARE" to **211-211**

For more information, visit pge.com/211

DDAR coordinators can help people with medical and independent living needs:

- Create an emergency plan
- Apply for backup power and assistance programs
- Find accessible rides and hotel stays during some outages

For more information, visit pge.com/ddar

Safety Improvements in Your Community

Our interactive Wildfire Safety Progress Map shows how we are building a safer and more reliable system. Search your address at **pge.com/progressmap** to see if you are eligible for support programs.

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