

## **Equipment Failure Outages – Video Transcript**

Hi, I'm Joe Segura. I'm part of the Enhanced Powerline Safety Settings team here at PG&E. We know that you've recently experienced an outage and we want to provide a little more information on that outage.

Equipment failure can happen for a variety of reasons. Sometimes, a mechanical piece of equipment simply wears out or overloads and the piece of equipment will fail instantly. Other times it may take a longer time for a piece of equipment to fail and our EPSS settings can see that and recognize that as a potential wildfire hazard. So our EPSS settings react to that, which would cause an outage and then we have a process in place where our crews patrol and find that piece of equipment and either fix it or replace it. Other reasons for equipment failure could be due to extreme heat overloading or even too much load from a customer.

We know how difficult it is to be without power, that is why we are working to prevent similar outages from happening in the future.