

### **Third Party Outage – Video Transcript**

Hello, My name is Brian Ambrosini, I'm a senior manager in our customer emergency planning and operations team supporting the EPSS program. We know it's difficult whenever there is a power outage.

A third party outage is when something outside of PG&E's purview impacts the lines creating a hazard and the line turns off as a result of that. This could be anything from a car hitting a power pole to a mylar balloon going across multiple conductors. Those create an unsafe situation and our system is smart enough to detect that problem and hazard and make the adjustments and turn off the power to be able to stop an ignition.

When we see multiple instances of car poles happening, we see a trend there - our engineering teams will look into repurposing or replacing that pole in a different location that is less prone to be hit by a car in the future. We are constantly thinking of ways to make the system safer and not have so many risks on the system.

We know that it's difficult anytime that someone loses power and we are looking everyday diligently to what the cause of the outage was, how many customers were impacted, what the duration was, so that we can find ways to be more surgical and minimize that impact on our customers. Because it's important for us to not only be able to protect our customers, but improve our customer experience year over year.