

Unknown Outage – 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.

Unknown outages can happen for a variety of reasons. One thing that I think is important to understand that is because an outage may be classified as an unknown outage doesn't mean we don't have a good sense/idea of what happened. When we report outages, we have to be 100 percent sure that we know the cause. There are many times that we go to an area and we see several tree branches are down and we have a strong suspicion that outage was cause due to vegetation. However when our troubleshooters, the first responders arrive on scene to inspect the outage - they don't see a particular branch on the line or they don't see evidence of a branch that may have carbon marks on it or something of that nature and so it goes as technically an unknown outage even though we have a strong suspicion. We do a lot of work behind the scenes when it comes to unknown outages. We have a cross functional group of field operations partners, customer advocates and engineering team that look at all sorts of data. What are the circumstances surrounding the outage. We source things like local intelligence - like do we know that late in the afternoon — we see a lot of birds that come in and land on the line at the same time. Or we know that there are a lot of birds on this line and at 6 o'clock at night — a train goes by and they all jump off at the same time. We utilize that local information to see if we can suspect a cause and then we try to put a fix in place for that.

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.