Public Safety Power Shutoff
Event Notifications
Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

*Public Safety Partners, communication providers, water agencies, emergency hospitals and publicly-owned utilities receive this advanced notification.

**Medical Baseline Program Participants and Self-Identified Vulnerable Customers receive unique PSPS Watch and PSPS Warning notifications, but all other notifications align with all other customers.
Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires. This is called a Public Safety Power Shutoff (PSPS).

PG&E will not take any chances with customer safety. The sole focus of a PSPS is to keep our customers safe. For the safety of our customers and communities, PSPS continues to be a necessary tool as a last resort.

This document includes the notifications scripts that PG&E may send to potentially impacted Public Safety Partners, critical facilities and customers at key intervals before, during and after a potential PSPS event. Please note these are samples only, subject to change and do not include all potential notifications. These scripts do not include planned outreach to the California Office of Emergency Services, California Public Utilities Commission, Office of the Governor and other key emergency service providers. In-language PSPS customer notifications are currently available in 16 languages, including: English, Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong, Thai, Hindi and Portuguese. We also pre-record general notification messaging in American Sign Language to serve those who are deaf and hard of hearing. Refer to page 98-99 for a more detailed description of PG&E’s in-language PSPS notification practices.

**PSPS Event Notifications**

When possible, PG&E will provide notifications to potentially impacted customers two days, one day and just prior to shutting off power. Customers will also be notified when their power has been restored. Advanced notifications are also made to Public Safety Partners as soon as PG&E’s Emergency Operations Center (EOC) is activated.

**NEW IN 2022:** PSPS notifications will be provided via call, text and/or email both day and night, as needed. This includes “Warning,” “Cancellation,” “Power Off,” “Restoral” and “All Clear” notifications.

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**PUBLIC SAFETY POWER SHUTOFF OVERVIEW**

High winds can cause tree branches or debris to contact energized electric lines, which could damage our equipment and cause a wildfire. As a result, we may need to turn off power during severe weather to help prevent wildfires. This is called a Public Safety Power Shutoff (PSPS).

**PELLIOT IT RNOTICIA**

WHEN EMERGENCY OPERATIONS CENTER (EOC) IS ACTIVATED

**PSPS WATCH**

ONE OR TWO DAYS BEFORE POWER IS TURNED OFF

**PSPS WARNING**

ONE TO FOUR HOURS BEFORE POWER IS TURNED OFF

**PENDING DELAY**

WHEN A PSPS IS DELAYED BUT IS STILL POSSIBLE

**CANCELLATION**

ANY TIME A PSPS IS CANCELED

**POWER OFF**

ONCE POWER IS TURNED OFF

**PSPS UPDATE**

WHEN WEATHER CONDITIONS CHANGE, THE ESTIMATED TIME OF RESTORE CHANGES OR DIFFERENT AREAS WILL BE IMPACTED

**WEATHER ALL CLEAR**

AFTER SEVERE WEATHER HAS PASSED

**POWER RESTORATION**

WITHIN 24 HOURS AFTER SEVERE WEATHER HAS PASSED

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*For general customers only since notification is address-specific.*
PG&E will make every attempt to provide notice to cities, counties, tribes, CCAs, first responders and other agencies in advance of notifying customers through:

- Calls
- Text Messages
- Emails

These notifications are sent based on potential PSPS impacts to PG&E electric service within an agencies jurisdiction and are not tied to a specific PG&E account. Agencies will also receive notifications specific to their accounts if their service may be interrupted during a PSPS event.

The following outlines the various notifications PG&E will send prior to, during and after a PSPS event:
Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

**PHONE/VOICE**
This is P G and E calling on [DATE, TIME] with a Public Safety Power Shutoff outage alert. On [DATE], power may be shut off in portions of [NAME] for safety. Due to current weather forecasts, your area is under a Watch for a P S P S. Portions of [CUSTOMER NAME] are estimated to begin being shut off between [TIME] on [DATE] and [TIME] on [DATE]. Estimated restoration for your area on [DATE] by [TIME]. Actual shutoff and restoration times may change depending on weather or equipment conditions. Maps and other information are available at [URL]. These links are for public safety partner use only. We will provide daily updates until the severe weather has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off power.

**TEXT**
PSPS Outage Alert. We may turn off power for safety in [CUSTOMER NAME] on [DATE]. Shutoff estimated to begin between [TIME] on [DATE] and [TIME] on [DATE] and estimated restoration on [DATE] by [TIME]. Weather can affect these times. Maps available at [URL].

**EMAIL**
**SUBJECT:** PG&E PSPS Outage Alert: On [DATE] power shutoffs may be required for safety in [CUSTOMER NAME].
**HEADLINE:** Public Safety Power Shutoff
**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff (PSPS).

- **AREA:** Portions of [CUSTOMER NAME]
- **ESTIMATED EVENT SHUTOFF:** Starting between [DATE] on [TIME] and [DATE] on [TIME]. We expect weather to improve beginning at [TIME] on [DATE]. After severe weather has passed, we will inspect equipment before restoring power.
- **ESTIMATED RESTORATION:** [DATE] by [TIME].

Actual shutoff and restoration times may change depending on weather and equipment conditions. This is an advanced alert for public safety partner use only. Please do not share this information before it is publicly available. Maps and other event-specific information can be found at [URL].

Thank you,
PG&E Liaison Officer

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*
Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

PHONE/VOICE
This is P G and E calling on [DATE, TIME] with a Public Safety Power Shutoff outage alert. On [DATE], power may be shut off in portions of [CUSTOMER NAME] for safety. Due to current weather forecasts, your area is under a Watch for a Public Safety Power Shutoff. Portions of [CUSTOMER NAME] are estimated to begin being shut off between [TIME] on [DATE] and [TIME] on [DATE]. Estimated restoration for your area on [DATE] by [TIME]. Actual shutoff and restoration times may change depending on weather or equipment conditions. Maps and other information are available at [URL] and [URL]. We recommend all potentially affected communities plan for an extended outage. We will provide daily updates until the severe weather has passed or power has been restored.

TEXT
PSPS Outage Alert. We may turn off power for safety in [CUSTOMER NAME] on [DATE]. Shutoff estimated to begin between [TIME] on [DATE] and [TIME] on [DATE] and estimated restoration on [DATE] by [TIME]. Weather can affect these times. Maps available at [URL] or [URL].

EMAIL
SUBJECT: PG&E PSPS Outage Alert: On [DATE] power shutoffs may be required for safety in [CUSTOMER NAME].
HEADLINE: Public Safety Power Shutoff
SUBHEAD: PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff (PSPS).

• AREA: Portions of [CUSTOMER NAME]
• ESTIMATED EVENT SHUTOFF: Starting between [DATE] on [TIME] and [DATE] on [TIME]. We expect weather to improve beginning at [TIME] on [DATE]. After severe weather has passed, we will inspect equipment before restoring power.
• ESTIMATED RESTORATION: [DATE] by [TIME].

Actual shutoff and restoration times may change depending on weather and equipment conditions. Maps and other event-specific information can be found at [URL] and [URL]. We recommend all potentially affected communities plan for an extended outage. We will provide daily updates until the severe weather has passed or power has been restored.

Thank you,
PG&E Liaison Officer

Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.
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PHONEY/VOICE
This is PG and E calling on [DATE, TIME] with a Public Safety Power Shutoff outage alert. Shutoffs in portions of [NAME] will begin on [DATE]. To protect public safety, PG&E has upgraded the PSPS Watch to a Warning. High temperatures, extreme dryness and high winds will require us to turn off power to help prevent a wildfire. Your area is estimated to be shut off beginning between [TIME] on [DATE] and [TIME] on [DATE]. The estimated restoration time for your area is on [DATE] by [TIME]. Actual shutoff and restoration times may be delayed depending on weather and equipment conditions. Maps and other information are available at [URL] and [URL]. We recommend all affected communities plan for an extended outage. We will provide daily updates until the severe weather has passed or power has been restored.

TEXT
PSPS Outage Alert. We will turn off power for safety in [NAME] on [DATE]. Shutoff will begin between [TIME] on [DATE] and [TIME] on [DATE] and estimated restoration on [DATE] by [TIME]. Weather can affect these times. Maps for public safety partners available at [URL] or [URL].

EMAIL
HEADLINE: Public Safety Power Shutoff
SUBHEAD: PSPS Outage Warning

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff (PSPS) to a Warning. High temperatures, extreme dryness and high winds, will require us to turn off power to help prevent a wildfire.

- **AREA**: Portions of [CUSTOMER NAME]
- **ESTIMATED EVENT SHUTOFF**: Starting between [DATE] on [TIME] and [DATE] on [TIME]. We expect weather to improve beginning at [TIME] on [DATE]. After severe weather has passed, we will inspect equipment before restoring power.
- **ESTIMATED RESTORATION**: [DATE] by [TIME].

Actual shutoff and restoration times may be delayed depending on actual weather and equipment conditions. Maps and other event-specific information can be found at [URL] and [URL]. We recommend all affected communities plan for an extended outage. We will provide daily updates until the severe weather has passed or power has been restored.

Thank you,
PG&E Liaison Officer

Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.
Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

PHONE/VOICE
This is PG&E calling on [DATE, TIME] with a Public Safety Power Shutoff alert. Forecasted weather conditions have improved, and we are not planning to turn off power for public safety in [CUSTOMER NAME] on [DATE]. For more information visit [URL] and [URL].

TEXT
PG&E PSPS Alert. Forecasted weather conditions have improved, and we are not turning off power for public safety in [CUSTOMER NAME] on [DATE]. More info: [URL] or [URL].

EMAIL
SUBJECT: PG&E PSPS Alert: Power shutoff in [CUSTOMER NAME] is canceled
HEADLINE: Public Safety Power Shutoff
SUBHEAD: PSPS Outage Cancellation
Forecasted weather conditions have improved and we are NOT planning to turn off power for public safety in [CUSTOMER NAME] on [DATE].

For more information visit [URL] or [URL].

Thank you,
PG&E Liaison Officer

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Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

PHONE/VOICE
This is P G and E calling on [DATE, TIME] with a Public Safety Power Shutoff outage alert. Weather conditions have changed for your area. Revised PSPS Outage details are as follows. We may turn off power for safety in [CUSTOMER NAME] on [DATE]. Shutoff estimated to begin between [TIME] on [DATE] and [TIME] on [DATE] and estimated restoration on [DATE] by [TIME]. Weather can affect these times. Maps and other event-specific information are available at [URL] and [URL]. We recommend all affected communities plan for an extended outage. We will provide daily updates until the severe weather has passed or power has been restored.

TEXT
PSPS Outage Alert. Weather conditions have changed for your area. Revised PSPS Outage details are as follows. We may turn off power for safety in [CUSTOMER NAME] on [DATE]. Shutoff estimated to begin between [TIME] on [DATE] and [TIME] on [DATE] and estimated restoration on [DATE] by [TIME]. Weather can affect these times. Maps available at [URL] or [URL].

EMAIL
SUBJECT: PG&E PSPS Outage Alert: Outage Change
HEADLINE: Public Safety Power Shutoff
SUBHEAD: PSPS Outage Change

Weather conditions have changed for your area. Revised PSPS Outage details are outlined below:

- **AREA**: Portions of [CUSTOMER NAME]
- **ESTIMATED EVENT SHUTOFF**: Starting between [DATE] on [TIME] and [DATE] on [TIME]. We expect weather to improve beginning at [TIME] on [DATE]. After severe weather has passed, we will inspect equipment before restoring power.
- **ESTIMATED RESTORATION**: [DATE] by [TIME].

Actual shutoff and restoration times may be delayed depending on actual weather and equipment conditions. Maps and other event-specific information can be found at [URL] and [URL]. We recommend all affected communities plan for an extended outage. We will provide daily updates until the severe weather has passed or power has been restored.

Thank you,
PG&E Liaison Officer

Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.
Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

PHONE/VOICE
This is PG&E calling on [DATE, TIME] with a Public Safety Power Shutoff outage alert. Power remains off in portions of [CUSTOMER NAME] to help prevent a wildfire. Crews will restore power as soon as it is safe to do so. The estimated restoration time for your area is on [DATE] by [TIME]. Restoration times may change depending on weather conditions and equipment damage. Maps and other event-specific information are available at [URL] and [URL]. We recommend all affected communities plan for an extended outage. We will provide daily updates until your power has been restored.

TEXT
PSPS Outage Alert. Power remains off in [CUSTOMER NAME] to help prevent wildfires. The estimated restoration is on [DATE] by [TIME] depending on weather and equipment damage. More info at [URL] or [URL].

EMAIL
SUBJECT: PG&E PSPS Outage Alert: Estimated restoration time
HEADLINE: Public Safety Power Shutoff (PSPS) Alert
SUBHEAD: PSPS Outage Update

Power remains off in your area to help prevent a wildfire. We apologize for the disruption, and we appreciate your patience. Crews will restore power as soon as it is safe to do so. In [CUSTOMER NAME], we expect weather to improve by [TIME] on [DATE]. After the severe weather has passed and it is safe to do so, we will inspect equipment before restoring power. The estimated restoration is on [DATE] by [TIME]. For more information visit [URL] or [URL].

Thank you,
PG&E Liaison Officer

Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.
This is PG&E calling on [DATE, TIME] with a Public Safety Power Shutoff outage alert. Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power in [CUSTOMER NAME]. The estimated restoration time for your area is on [DATE] by [TIME]. Restoration times may change depending on weather conditions and equipment damage. Maps and other event-specific information are available at [URL] and [URL]. We recommend all affected communities plan for an extended outage. We will provide daily updates until your power has been restored.

PSPS Outage Alert. Weather conditions have improved, crews are inspecting equipment and starting repairs in [CUSTOMER NAME]. The estimated restoration is on [DATE] by [TIME] depending on weather and equipment damage. More info at [URL] or [URL].

SUBJECT: PG&E PSPS Outage Alert: Crews are inspecting equipment
HEADLINE: Public Safety Power Shutoff (PSPS) Alert
SUBHEAD: PSPS Inspections

Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power. We apologize for the disruption and we appreciate your patience. In [CUSTOMER NAME], the estimated restoration is [DATE] by [TIME]. For more information visit [URL] or [URL].

Thank you,

PG&E Liaison Officer

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Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

PHONE/VOICE
This is PG and E calling on [DATE, TIME] with a Public Safety Power Shutoff alert. Crews have successfully restored power to all customers in [CUSTOMER NAME]. If you are still receiving reports of outages, please instruct customers to visit [URL] or call 1-800-743-5002. We apologize for the disruption, and we appreciate your patience.

TEXT
PG&E PSPS Alert: Crews have successfully restored power in [CUSTOMER NAME]. If you are still receiving reports of outages, please instruct customers to visit [URL] or call 1-800-743-5002. We apologize for the disruption, and we appreciate your patience.

EMAIL
SUBJECT: PG&E PSPS Notification: Power restored
HEADLINE: Public Safety Power Shutoff (PSPS) Alert
SUBHEAD: PSPS Inspections

Crews have successfully restored power to all customers in [CUSTOMER NAME]. We apologize for the disruption and we appreciate your patience. If you are still receiving reports of outages, please instruct customers to visit [URL] or call 1-800-743-5002. For more information visit [URL] or [URL].

Thank you,
PG&E Liaison Officer

Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.
General Customer, Critical Facility and Medical Baseline Notifications

We will attempt to reach potentially impacted customers through automated calls, texts and emails using all contact information we have on file. We will also post event-specific information on pge.com and social media channels, as well as keep local news, radio outlets and community based organizations informed and updated.

Public Safety Partner Customers that have a facility identified as potentially affected will receive an advance notification with facility information [in addition to the notifications sent to agencies as described in the previous section]. This includes police and fire facilities, communication providers, water agencies, emergency hospitals and publicly-owned utilities.

Medical Baseline Program Participants will also receive unique PSPS Watch and PSPS Warning notifications. These messages include customized phone, text and email messages that request confirmation that the notification was received. If previous alerts are not acknowledged, we will make additional attempts to notify the customer. This will continue hourly, or be conducted in person, until we are able to reach them.

The following outlines the various notifications PG&E will send prior to, during and after a PSPS event:

1. **Priority Notification**
2. **PSPS Watch**
3. **PSPS Warning**
4. **Pending Delay**
5. **Cancellation**
6. **Power Off**
7. **PSPS Update**
8. **Weather All Clear**
9. **Power Restoration**

**KEY:**
- Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities
- General Customers
- Microid Watch Notification (General and Medical Baseline Customers)
- Medical Baseline Program Participants
- All Customers
Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

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PHONE/VOICE (SINGLE PREM)

This is PG and E calling Public Safety Partners with an important message. We are issuing an advance-notice Outage Watch for a Public Safety Power Shutoff. On [DATE] power MAY be shut off for safety. Due to current weather forecasts, [ADDRESS] is under a Watch for a Public Safety Power Shutoff. Severe weather MAY require us to turn off power to help prevent a wildfire. ESTIMATED SHUTOFF START TIME: [DAY], [DATE], between [TIME] and [TIME]. ESTIMATED RESTORATION TIME: [DAY], [DATE] by [TIME]. Maps showing the areas potentially affected by a shutoff can be found at [URL]. PSPS Portal users can log in at [URL]. These are for public safety partner use only. PLEASE DO NOT SHARE THESE LINKS. We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. If this is not the correct phone number for [ADDRESS], call 1-866-743-6589. Thank you.

PHONE/VOICE (MULTI PREM)

This is P G and E calling Public Safety Partners with an important message. We are issuing an advance-notice Outage Watch for a Public Safety Power Shutoff. On [DATE], power MAY be shut off for safety. Due to current weather forecasts, [NUMBER of SPIIDs FOR MULTI PREM] of your meters are currently under a Watch for a Public Safety Power Shutoff. Severe weather MAY require us to turn off power to help prevent a wildfire. If we turn off power, we estimate the shutoff at [ADDRESS] will begin [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return [DAY], [DATE] by [TIME]. We estimate the shutoff at [ADDRESS] will begin [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return [DAY], [DATE] by [TIME]. To get shutoff details for all of your affected meters, visit [URL]. On the website, enter your phone number PLUS 4-digit code. To repeat instructions, press *. Maps showing the areas potentially affected by a shutoff can be found at [URL]. PSPS Portal users can log in at [URL]. These are for public safety partner use only. PLEASE DO NOT SHARE THESE LINKS. We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. If this is not the correct phone number for the addresses provided, call 1-866-743-6589. Thank you.
Since some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

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### TEXT (SINGLE PREM)

PG&E Advance-Notice PSPS Outage Watch for Public Safety Partners, [DATE]: We MAY turn off power for safety at [ADDRESS] on [DATE]. Estimated shutoff: [TIME]–[TIME]. Estimated restoration: [DATE] by [TIME]. Maps for public safety partners at [URL] or log in at [URL].

### TEXT (MULTI PREM)

PG&E Advance-Notice PSPS Outage Watch for Public Safety Partners, [DATE]: We MAY turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est. shutoff as early as: [DATE] [TIME]–[TIME]. Est. restoration: [DATE] by [TIME]. Meter list: [pge.bz/12345] Safety partner maps: [URL] or log in at [URL].

### EMAIL (SINGLE PREM)

**SUBJECT:** Advance-Notice PSPS Outage Watch issued for [DATE]

**HEADLINE:** Public Safety Power Shutoff - Advance Notice

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

**ADDRESS:** [ADDRESS, CITY, STATE, COUNTY]

**ESTIMATED SHUTOFF:** [DAY], [DATE] [TIME]–[TIME]

Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power.

**ESTIMATED RESTORATION:** [DAY], [DATE] by [TIME]. Restoration time may change depending on weather and equipment damage.

Maps showing the areas potentially affected by a shutoff can be found at [URL]. PSPS Portal users can log in at [URL]. These are for public safety partner use only. **PLEASE DO NOT SHARE THESE LINKS.**
Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

EMAIL (SINGLE PREM CONT)

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning notification if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage. If this is not the correct email address for [ADDRESS], please call 1-866-743-6589.

RESOURCES TO HELP YOU PREPARE:

- Maps showing the areas potentially affected by a shutoff can be found at [URL]. These are for public safety partner use only. **PLEASE DO NOT SHARE THIS LINK.**
- PSPS Portal users can log in at [URL]. These are for public safety partner use only. **PLEASE DO NOT SHARE THIS LINK.**
- To learn more about Public Safety Power Shutoffs, including the criteria used to turn off power, visit [pge.com/psps].
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather].
- If you see a downed powerline, assume it is energized and extremely dangerous. Report it immediately by calling 911.

Thank you,
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.
Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

**EMAIL (MULTI PREM)**

**SUBJECT**: Advance-Notice PSPS Outage Watch issued for 

**HEADLINE**: Public Safety Power Shutoff - ADVANCE NOTICE

**SUBHEAD**: PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. Maps showing the areas potentially affected by a shutoff can be found at [URL]. PSPS Portal users can log in at [URL]. These are for public safety partner use only.

**PLEASE DO NOT SHARE THESE LINKS.**

**NUMBER OF METERS AFFECTED**: [NUMBER of SPIDs FOR MULTI PREM]

**Due to email size limits a maximum of 50 meter locations is shown**

**VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS**

<table>
<thead>
<tr>
<th>1</th>
<th>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]</th>
<th>METER ID: [METER ID]</th>
<th>SERVICE AGREEMENT: [SERVICE AGREEMENT ID]</th>
<th>ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]</td>
<td>METER ID: [METER ID]</td>
<td>SERVICE AGREEMENT: [SERVICE AGREEMENT ID]</td>
<td>ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]</td>
</tr>
</tbody>
</table>

Shutoff times may be delayed if winds arrive later than forecast.

**ESTIMATED RESTORATION**: [DAY], [DATE] by [TIME]

Restoration time may change depending on weather and equipment damage.

(Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning notification if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

If this is not the correct email address for the addresses provided, please call 1-866-743-6589.

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Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

EMAIL (MULTI PREM CONT)

RESOURCES TO HELP YOU PREPARE:

- Maps showing the areas potentially affected by a shutoff can be found at [URL]. These are for public safety partner use only. PLEASE DO NOT SHARE THIS LINK.
- PSPS Portal users can log in at [URL]. These are for public safety partner use only. PLEASE DO NOT SHARE THIS LINK.
- To learn more about Public Safety Power Shutoffs, including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast, visit pge.com/pspsweather.
- If you see a downed powerline, assume it is energized and extremely dangerous. Report it immediately by calling 911.

Thank you,
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.
Medical Baseline Program Participants

IVR LIVE (SINGLE PREM)

This is PG&E calling with an important message for Medical Baseline customers. We are issuing an Outage Watch for a Public Safety Power Shutoff. To continue in English, press 1. To replay this message at any time, press #. Severe weather MAY require us to turn off power at [ADDRESS] to help prevent a wildfire. IF WE TURN OFF POWER, WE ESTIMATE THE SHUTOFF WILL BEGIN: [DAY, DATE] between [TIME] and [TIME] WE ESTIMATE POWER WILL BE TURNED BACK ON: [DAY, DATE] by [TIME]. We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. For more information, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit pge.com/pspsupdates or call 1-800-743-5002. If this is not the correct phone number for [ADDRESS], press 2. Press # to repeat this message. Thank you and please stay safe.

IVR LIVE (MULTI PREM)

This is PG&E calling Medical Baseline customers with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. To continue in English, press 1. To replay this message at any time, press #. Severe weather MAY require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. If we turn off power, we estimate the shutoff at [PREMISE ADDRESS #1] will begin [DAY, DATE] between [TIME] and [TIME]. We estimate power will return: [DAY, DATE] by [TIME]. We estimate the shutoff at [PREMISE ADDRESS #2] will begin [DAY, DATE] between [TIME] and [TIME]. We estimate power will return: [DAY, DATE] by [TIME]. To get shutoff details for all of your affected meters, visit [pge.com/myaddresses]. On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ]. To repeat instructions, press *. We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. For more information, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit pge.com/pspsupdates or call 1-800-743-5002. If this is not the correct phone number for the addresses provided, press 2. Press # to repeat this message. Thank you and please stay safe.
Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

Medical Baseline Program Participants

1. Priority Notification
2. PSPS Watch
3. PSPS Warning
4. Pending Delay
5. Cancellation
6. Power Off
7. PSPS Update
8. Weather All Clear
9. Power Restoration

IVR VOICE MESSAGE (SINGLE PREM)
This is P G and E calling with an important message for Medical Baseline customers. We are issuing an Outage Watch for a Public Safety Power Shutoff. On [DATE], power MAY be shut off for safety. Your response is required. To hear this message in another language, call 1-833-208-4167. Severe weather MAY require us to turn off power at [PREMISE ADDRESS] to help prevent a wildfire. IF WE TURN OFF POWER, WE ESTIMATE THE SHUTOFF WILL BEGIN: [DAY, DATE] between [TIME] and [TIME]. WE ESTIMATE POWER WILL BE TURNED BACK ON: [DAY, DATE] by [TIME]. As a Medical Baseline customer, we ask that you call 1-800-687-6302 to confirm you have received this message. Again, please call 1-800-687-6302. We will continue to attempt to reach you and may visit your home if you do not call. For more information, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit pge.com/pspsupdates or call 1-800-743-5002. If this is not the correct phone number for [ADDRESS], call 1-866-743-6589. Thank you and please stay safe.

IVR VOICE MESSAGE (MULTI PREM)
This is P G and E calling with an important message for Medical Baseline customers. We are issuing an Outage Watch for a Public Safety Power Shutoff. Your response is required. To hear this message in another language, call 1-833-208-4167. Severe weather MAY require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. If we turn off power, we estimate the shutoff at [ADDRESS #1]will begin [DAY, DATE] between [TIME] and [TIME]. We estimate power will return: [DAY, DATE] by [TIME]. We estimate the shutoff at [PREMISE ADDRESS] will begin [DAY, DATE] between [TIME] and [TIME]. We estimate power will return: [DAY, DATE] by [TIME]. To get shutoff details for all of your affected meters, visit pge.com/myaddresses. On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ]. As a Medical Baseline customer, we ask that you call 1-800-687-6302 to confirm you have received this message. Again, please call 1-800-687-6302. We will continue to attempt to reach you and may visit your home if you do not call. For more information, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit pge.com/pspsupdates or call 1-800-743-5002. If this is not the correct phone number for the addresses provided, call 1-866-743-6589. Thank you and please stay safe.
**TEXT (SINGLE PREM)**

PG&E PSPS Outage Watch - Medical Baseline customers [DATE]: PG&E may turn off power for safety at [ADDRESS] on [DATE]. Est Shutoff: [DATE] [TIME]-[TIME]. Est Restoration: [DATE] by [TIME]. Weather can affect shutoff & restoration times. InfoLanguages: [pge.com/pspsupdates] Reply w/ “1” to verify receipt.

**TEXT (MULTI PREM)**

PG&E PSPS Outage Watch – Medical Baseline customers [DATE]: PG&E may turn off power for safety to [NUMBER of SPIIDs FOR MULTI PREM] of your meters. Est shutoff: [DATE] [TIME]-[TIME]. Est restoration: [DATE] by [TIME]. Weather can affect these times. Meter list: [pge.bz/12345] InfoLanguages: [pge.com/pspsupdates] Reply w/ “1” to verify receipt.

**EMAIL (SINGLE PREM)**

**SUBJECT:** PSPS Outage Watch issued for [DATE]

**HEADER LINKS:**
- spanish
- vietnamese
- tagalog
- korean
- russian
- afghani
- arabic
- persian
- japanese
- tibetan
- portuguese
- hindi

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

**ADDRESS:** [ADDRESS, CITY, STATE, COUNTY]

**ESTIMATED SHUTOFF:** [DATE], [TIME]-[TIME]

Shutoff times may be delayed if winds arrive later than forecast.

**ESTIMATED RESTORATION:** [DATE], [TIME].

Restoration time may change depending on weather and equipment damage.
We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage. If this is not the correct email address for [ADDRESS], please call 1-866-743-6589. For more information visit pge.com/pspsupdates or call 1-800-743-5002.

RESOURCES TO HELP YOU PREPARE:

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit pge.com/disabilityandaging.
- To view city/county level information, visit pge.com/pspsupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips, visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast, visit pge.com/pspsweather.
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.
### Medical Baseline Program Participants

<table>
<thead>
<tr>
<th>Priority Notification</th>
<th>PSPS Watch</th>
<th>PSPS Warning</th>
<th>Pending Delay</th>
<th>Cancellation</th>
<th>Power Off</th>
<th>PSPS Update</th>
<th>Weather All Clear</th>
<th>Power Restoration</th>
</tr>
</thead>
</table>

**EMAIL (MULTI PREM)**

**SUBJECT:** PSPS Outage Watch issued for [DATE]

**HEADER LINKS:**
- español
- 中文
- tiếng việt
- Tagalog
- 한국어
- русский
- Hmong
- العربية
- ਪੰਜਾਬੀ
- فارسی
- 日本語
- तमिल
- Português
- हिंदी

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

**NUMBER OF METERS AFFECTED:** [NUMBER of SPIDs FOR MULTI PREM]

**Due to email size limits a maximum of 50 meter locations is shown**

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1. **ADDRESS:** [PREMISE ADDRESS, CITY, STATE, COUNTY]
   **METER ID:** [METER ID]
   **SERVICE AGREEMENT:** [SERVICE AGREEMENT ID]
   **ESTIMATED SHUTOFF:** [DAY], [DATE] [TIME]-[TIME]
   Shutoff times may be delayed if winds arrive later than forecast.
   **ESTIMATED RESTORATION:** [DAY], [DATE] by [TIME]
   Restoration time may change depending on weather and equipment damage.

2. **ADDRESS:** [PREMISE ADDRESS, CITY, STATE, COUNTY]
   **METER ID:** [METER ID]
   **SERVICE AGREEMENT:** [SERVICE AGREEMENT ID]
   **ESTIMATED SHUTOFF:** [DAY], [DATE] [TIME]-[TIME]
   Shutoff times may be delayed if winds arrive later than forecast.
   **ESTIMATED RESTORATION:** [DAY], [DATE] by [TIME]
   Restoration time may change depending on weather and equipment damage.

(Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage. If this is not the correct email address for the addresses provided, please call 1-866-743-6589. For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

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Medical Baseline Program Participants

1. Priority Notification
2. PSPS Watch
3. PSPS Warning
4. Pending Delay
5. Cancellation
6. Power Off
7. PSPS Update
8. Weather All Clear
9. Power Restoration

EMAIL (MULTI PREM) CONT.

RESOURCES TO HELP YOU PREPARE:

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit pge.com/disabilityandaging.
- To view city/county level information, visit pge.com/pspupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips, visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psp.
- For a 7-day Public Safety Power Shutoff forecast, visit pge.com/pspswearther.
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,
PG&E Customer Service

Message sent at [DATE, TIME]
NOTE: To protect against spam, some email providers may delay delivery.

Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.
General Customers

PHONES/VOICE (SINGLE PREM)
This is PG&E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. On [DATE], your power MAY be shut off for safety. To hear this message in another language call 1-833-208-4167. Severe weather MAY require us to turn off power at [ADDRESS] to help prevent a wildfire. IF WE TURN OFF POWER, WE ESTIMATE THE SHUTOFF WILL BEGIN: [DAY] [DATE] between [TIME] and [TIME]. WE ESTIMATE POWER WILL BE TURNED BACK ON: [DAY], [DATE] by [TIME]. We will provide daily updates including an Outage Warning if it becomes necessary to turn off power. For more information, including medical device charging resources, food replacement and other support, visit pge.com/pspsupdates or call 1-800-743-5002. If this is not the correct phone number for [ADDRESS], call 1-866-743-6589. Thank you and please stay safe.

PHONES/VOICE (MULTI PREM)
This is PG&E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. To hear this message in another language, call 1-833-208-4167. Severe weather MAY require us to turn off power at [NUMBER of SPIPs FOR MULTI PREM] of your meters to help prevent a wildfire. If we turn off power, we estimate the shutoff at [ADDRESS #1] will begin [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return: [DAY] [DATE] by [TIME]. We estimate the shutoff at [ADDRESS #2] will begin [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return: [DAY] [DATE] by [TIME]. To get shutoff details for all of your affected meters, visit pge.com/myaddresses. On the website, enter your phone number [XXXXXX] PLUS 4-digit PIN code: [ZZZZ]. We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. For more information, including medical device charging resources, food replacement and other support, visit pge.com/pspsupdates or call 1-800-743-5002. If this is not the correct phone number for the addresses provided, call 1-866-743-6589. Thank you and please stay safe.
Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

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**EMAIL (SINGLE PREM) CONT.**

If this is not the correct email address for [ADDRESS], please call 1-866-743-6589. For more information visit [pge.com/pspupdates] or call 1-800-743-5002.

**RESOURCES TO HELP YOU PREPARE:**

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit [pge.com/disabilityandaging].
- To view city/county level information, visit [pge.com/pspupdates].
- To look up additional addresses that may be affected, visit [pge.com/addresslookup].
- To view a general area map of the potential outage area, visit [pge.com/pspmaps].
- Get outage tips and a sample emergency plan at [pge.com/outageprep].
- For generator safety tips, visit [pge.com/generatorsafety].
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psp].
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspweather].
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.
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General Customers

EMAIL (MULTI PREM)

SUBJECT: PSPS Outage Watch issued for [DATE]

HEADER LINKS:

<table>
<thead>
<tr>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>español</td>
</tr>
</tbody>
</table>

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

NUMBER OF METERS AFFECTED: [NUMBER of SPIDs FOR MULTI PREM]

**Due to email size limits a maximum of 50 meter locations is shown**

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1. ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]
   METER ID: [METER ID]
   SERVICE AGREEMENT: [SERVICE AGREEMENT ID]
   ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]
   Shutoff times may be delayed if winds arrive later than forecast.
   ESTIMATED RESTORATION: [DAY], [DATE] by [TIME]
   Restoration time may change depending on weather and equipment damage.

2. ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]
   METER ID: [METER ID]
   SERVICE AGREEMENT: [SERVICE AGREEMENT ID]
   ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]
   Shutoff times may be delayed if winds arrive later than forecast.
   ESTIMATED RESTORATION: [DAY], [DATE] by [TIME]
   Restoration time may change depending on weather and equipment damage.

(Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.
Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

**EMAIL (MULTI PREM) CONT.**

If this is not the correct email address for the addresses provided, please call 1-866-743-6589. For more information visit [pge.com/pspupdates](http://pge.com/pspupdates) or call 1-800-743-5002.

**RESOURCES TO HELP YOU PREPARE:**

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspupdates](http://pge.com/pspupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](http://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspmaps](http://pge.com/pspmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](http://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](http://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psp](http://pge.com/psp).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspweather](http://pge.com/pspweather).
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*
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**Microgrid Watch Notification - General and Medical Baseline Customers**

![Priority Notification - PSPS Watch - PSPS Warning - Pending Delay - Cancellation - Power Off - PSPS Update - Weather All Clear - Power Restoration]

**PHONE/VOICE (SINGLE PREM)**

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. On [DATE], your power MAY be shut off for safety. To hear this message in another language, call 1-833-208-4167. Severe weather MAY require us to turn off power in your area on [DAY, DATE] to help prevent a wildfire. If a shutoff is required, microgrid backup power will be provided to [PREMISE ADDRESS] to shorten your outage time. We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. For information about microgrids, power for medical or independent living needs, food replacement and more, visit [pge.com/pspsupdates] or call 1-800-743-5002. If this is not the correct phone number for [PREMISE ADDRESS], call 1-866-743-6589. Thank you and please stay safe.

**PHONE/VOICE (MULTI PREM)**

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. On [DATE], power MAY be shut off for safety. To hear this message in another language, call 1-833-208-4167. Severe weather MAY require us to turn off power at [NUMBER of SPIIDs FOR MULTI PREM] of your meters to help prevent a wildfire. If a shutoff is required, microgrid backup power will be provided to one or more of your meters to shorten outage times. To get outage details for all of your affected meters, visit [pge.com/myaddresses]. Then, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZ]. We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. For information about microgrids, power for medical or independent living needs, food replacement and more, visit [pge.com/pspsupdates] or call 1-800-743-5002. If this is not the correct phone number for the addresses provided, call 1-866-743-6589. Thank you and please stay safe.
IVR LIVE (SINGLE PREM)

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. On [DATE], your power MAY be shut off for safety. To continue in English, press 1. Para continuar en Espanol, oprima el numero 3. To continue in Cantonese, press 5. [(TRANSLATOR, PLEASE TRANSLATE PREVIOUS LINE INTO CANTONESE.)] For all other languages, press *. To replay this message at any time, press #. Severe weather MAY require us to turn off power in your area on [DAY, DATE] to help prevent a wildfire. If a shutoff is required, microgrid backup power will be provided to [PREMISE ADDRESS] to shorten your outage time. We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. For information about microgrids, power for medical or independent living needs, food replacement and more, visit pge.com/pspsupdates or call 1-800-743-5002. If this is not the correct phone number for [PREMISE ADDRESS], call 1-866-743-6589. Thank you and please stay safe.

IVR LIVE (MULTI PREM)

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. On [DATE], power MAY be shut off for safety. To continue in English, press 1. Para continuar en Espanol, oprima el numero 3. To continue in Cantonese, press 5. [(TRANSLATOR, PLEASE TRANSLATE PREVIOUS LINE INTO CANTONESE.)] For all other languages, press *. Severe weather MAY require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. If a shutoff is required, microgrid backup power will be provided to one or more of your meters to shorten outage times. To get outage details for all of your affected meters, visit pge.com/myaddresses. Then, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZ]. To repeat instructions, press *. We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. For information about microgrids, power for medical or independent living needs, food replacement and more, visit pge.com/pspsupdates or call 1-800-743-5002. If this is not the correct phone number for the addresses provided, press 2. Press # to repeat this message. Thank you and please stay safe.
Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

TEXT (SINGLE PREM)
PG&E PSPS Outage Watch: [DATE]. Power may be turned off in your area [DATE] to prevent a wildfire. If a shutoff is required, we will provide microgrid backup power to [PREMISE ADDRESS] to shorten your outage time. Microgrid info, other languages and more: pge.com/pspssupdates Reply w/ “1” to verify receipt.

TEXT (MULTI PREM)
PG&E PSPS Outage Watch: [DATE]. PG&E may turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters on [ESTIMATED MICROGRID INSTALL SHUTOFF START DATE] to prevent a wildfire. If a shutoff is required, we will provide microgrid backup power to one or more of those locations to shorten outage times. Get outage details for all affected meters: [pge.bz/12345] Microgrid info, other languages and more: pge.com/pspssupdates Reply w/ “1” to verify receipt.

EMAIL (SINGLE PREM)
SUBJECT: PSPS Outage Watch issued for [DATE]
HEADER LINKS:
   español  中文  tiếng việt  Tagalog  한국어  русский язык  Hmoob  عربی  पारंगी  فارسی  日本語  विषु  తెలుగు  Português  हिंदी

HEADLINE: Public Safety Power Shutoff
SUBHEAD: PSPS Outage Watch

Your area is under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off power in your area on [DAY, DATE] to help prevent a wildfire.

BACKUP POWER WILL BE PROVIDED
If a shutoff is required, microgrid backup power will be provided to your address to shorten your outagetime.

ADDRESS: [ADDRESS, CITY, STATE, COUNTY]
We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. If this is not the correct email address for [PREMISE ADDRESS], please call 1-866-743-6589. For more information visit pge.com/pspssupdates or call 1-800-743-5002.
Microgrid Watch Notification - General and Medical Baseline Customers

EMAIL (SINGLE PREM) CONT.

RESOURCES TO HELP YOU PREPARE:

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit pge.com/disabilityandaging.
- To view city/county level information, including Community Resource Centers where you can charge devices, visit pge.com/pspupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips, visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psp.
- For a 7-day Public Safety Power Shutoff forecast, visit pge.com/pspweather.
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.
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**Microgrid Watch Notification - General and Medical Baseline Customers**

<table>
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<tr>
<th>Priority Notification</th>
<th>PSPS Watch</th>
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<th>Power Restoration</th>
</tr>
</thead>
</table>

**EMAIL (MULTI PREM)**

**SUBJECT:** PSPS Outage Watch issued for [DAY, DATE]

**HEADER LINKS:**
- español
- 中文
- tiếng Việt
- Tagalog
- 한국어
- русский язык
- हिंदी
- فارسی
- नेपाली
- 日本語
- ไทย
- Português

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Watch

**BACKUP POWER WILL BE PROVIDED TO ONE OR MORE OF YOUR METERS**

If a shutoff is required, the list below indicates which of your meters will experience an extended PSPS outage and which will receive microgrid backup power to shorten the outage. Note that there are two types of microgrid backup power. One requires a single outage of up to 4 hours, the other requires two outages of up to 4 hours each.

**NUMBER OF METERS AFFECTED:** [NUMBER of SPIDs FOR MULTI PREM]

**Due to email size limits a maximum of 50 meter locations is shown**

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1. **ADDRESS:** [PREMISE ADDRESS, CITY, STATE, COUNTY]  
   **METER ID:** [METER ID]  
   **SERVICE AGREEMENT:** [SERVICE AGREEMENT ID]  
   **ESTIMATED SHUTOFF:** [DAY], [DATE] [TIME]-[TIME]  
   Shutoff times may be delayed if winds arrive later than forecast.  
   **ESTIMATED RESTORATION:** [DAY], [DATE] by [TIME]  
   Restoration time may change depending on weather and equipment damage.

2. **ADDRESS:** [PREMISE ADDRESS, CITY, STATE, COUNTY]  
   **METER ID:** [METER ID]  
   **SERVICE AGREEMENT:** [SERVICE AGREEMENT ID]  
   **ESTIMATED SHUTOFF:** [DAY], [DATE] [TIME]-[TIME]  
   Shutoff times may be delayed if winds arrive later than forecast.  
   **ESTIMATED RESTORATION:** [DAY], [DATE] by [TIME]  
   Restoration time may change depending on weather and equipment damage.

(Repeat for first 50 premises that would be affected)
Microgrid Watch Notification - General and Medical Baseline Customers

1. Priority Notification
2. PSPS Watch
3. PSPS Warning
4. Pending Delay
5. Cancellation
6. Power Off
7. PSPS Update
8. Weather All Clear
9. Power Restoration

EMAIL (MULTI PREM) CONT.

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. If this is not the correct email address for the addresses provided, please call 1-866-743-6589.

For more information visit pge.com/pspsupdates or call 1-800-743-5002.

RESOURCES TO HELP YOU PREPARE:

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit pge.com/disabilityandaging.
- To view city/county level information, including Community Resource Centers where you can charge devices, visit pge.com/pspsupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips, visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast, visit pge.com/pspsweather.
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.
Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

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Medical Baseline Program Participants

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<th>5</th>
<th>6</th>
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**IVR LIVE (SINGLE PREM)**

This is PG&E calling Medical Baseline customers with an important message. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power for safety between [TIME] and [TIME]. To continue in English, press 1. To replay this message at any time, press #. Severe weather WILL require us to turn off power at [PREMISE] to help prevent a wildfire. WE ESTIMATE THE SHUTOFF WILL BEGIN: [DAY, DATE] between [TIME] and [TIME]. WE ESTIMATE THE POWER WILL RETURN: [DAY], [DATE] by [TIME]. We’ll continue to send updates. For more information, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. Press # to repeat this message. Thank you and please stay safe.

**IVR LIVE (MULTI PREM)**

This is PG&E calling with an important message for Medical Baseline customers. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power between [TIME] and [TIME]. To continue in English, press 1. To replay this message at any time, press #. Severe weather WILL require us to turn off power at [NUMBER of SPIPs FOR MULTI PREM] of your meters to help prevent a wildfire. We estimate the shutoff at [PREMISE ADDRESS #1] will begin [DAY, DATE] between [TIME] and [TIME]. We estimate power will return: [DAY], [DATE] by [TIME]. We estimate the shutoff at [PREMISE ADDRESS #2] will begin [DAY], [DATE] between [TIME] and [TIME]. We estimate power will return: [DAY], [DATE] by [TIME]. To get shutoff details for all of your affected meters, visit [pge.com/myaddresses](http://pge.com/myaddresses). On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ]. To repeat instructions, press *. We’ll continue to send updates. For more information, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. Press # to repeat this message. Thank you and please stay safe.
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**IVR VOICE MESSAGE (SINGLE PREM)**

This is PG&E calling Medical Basline customers with an important safety message. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power for safety between [TIME] and [TIME]. Your response is required. To hear this message in another language, call 1-833-208-4167. Severe weather WILL require us to turn off power at [PREMISE ADDRESS] to help prevent a wildfire. WE ESTIMATE THE SHUTOFF WILL BEGIN: [DAY] [DATE] between [TIME] and [TIME]. WE ESTIMATE POWER WILL RETURN: [DAY], [DATE] by [TIME]. As a Medical Basline customer, we ask that you call [X-XXX-XXX-XXXX] to confirm you have received this message. Again, please call 1-800-687-6302. We will continue to attempt to reach you and may visit your home if you do not call. For more information, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit [pge.com/pspupdates](http://pge.com/pspupdates) or call 1-800-743-5002. Thank you and please stay safe.

**IVR VOICE MESSAGE (MULTI PREM)**

This is PG&E calling Medical Basline customers with an important safety message. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power for safety between [TIME] and [TIME]. Your response is required. To hear this message in another language, call 1-833-208-4167. Severe weather WILL require us to turn off power at [NUMBER of SPIIDs FOR MULTI PREM] of your meters to help prevent a wildfire. We estimate the shutoff at [ADDRESS #1] will begin [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return [DAY], [DATE] by [TIME]. We estimate the shutoff at [ADDRESS #2] will begin [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return: [DAY], [DATE] by [TIME]. To get shutoff details for all of your affected meters, visit [pge.com/myaddresses](http://pge.com/myaddresses). On the website, enter your phone number [X-XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ]. As a Medical Basline customer, we ask that you call 1-800-687-6302 to confirm you have received this message. Again, please call 1-800-687-6302. We will continue to attempt to reach you and may visit your home if you do not call. For more information, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit [pge.com/pspupdates](http://pge.com/pspupdates) or call 1-800-743-5002. Thank you and please stay safe.
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EMAIL (SINGLE PREM) CONT.

RESOURCES TO HELP YOU PREPARE:

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit pge.com/disabilityandaging.
- To view city/county level information, including Community Resource Centers where you can charge devices, visit pge.com/pspsupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips, visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast, visit pge.com/pspsweather.
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

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Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

EMAIL (MULTI PREM)

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Warning

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Current weather forecasts, including high winds and dry conditions will require us to turn off your power to help prevent a wildfire.

**NUMBER OF METERS AFFECTED:** [NUMBER of SPIDs FOR MULTI PREM]

**Due to email size limits a maximum of 50 meter locations is shown**

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1. ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]
   METER ID: [METER ID]
   SERVICE AGREEMENT: [SERVICE AGREEMENT ID]
   ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]
   Shutoff times may be delayed if winds arrive later than forecast.
   ESTIMATED RESTORATION: [DAY], [DATE] by [TIME]
   Restoration time may change depending on weather and equipment damage.

2. ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]
   METER ID: [METER ID]
   SERVICE AGREEMENT: [SERVICE AGREEMENT ID]
   ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]
   Shutoff times may be delayed if winds arrive later than forecast.
   ESTIMATED RESTORATION: [DAY], [DATE] by [TIME]
   Restoration time may change depending on weather and equipment damage.

(Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. Weather forecasts change frequently.

For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.
Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

Thank you,
PG&E Customer Service

Message sent at [DATE, TIME]

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**General Customer**

**PHONE/VOICE (SINGLE PREM)**
This is P G and E calling with an important message. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power for safety between [TIME] and [TIME]. To hear this message in another language call 1-833-208-4167. Severe weather WILL require us to turn off power at [PREMISE ADDRESS] to help prevent a wildfire. WE ESTIMATE THE SHUTOFF WILL BEGIN: [DAY] [DATE] between [TIME] and [TIME]. WE ESTIMATE POWER WILL RETURN: [DAY], [DATE] by [TIME]. We’ll continue to send updates. For more information, including medical device charging resources, food replacement and other support, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. Thank you and please stay safe.

**PHONE/VOICE (MULTI PREM)**
This is P G and E calling with an important message. We are issuing an Outage Warning for a Public Safety Power Shutoff. To hear this message in another language, call 1-833-208-4167. Severe weather WILL require us to turn off power at [NUMBER of SPIPs FOR MULTI PREM] of your meters to help prevent a wildfire. We estimate the shutoff at [PREMISE ADDRESS #1] will begin [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return: [DAY] [DATE] by [TIME].

We estimate the shutoff at [PREMISE ADDRESS #2] will begin [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return: [DAY] [DATE] by [TIME]. To get shutoff details for all of your affected meters, visit [pge.com/myaddresses](http://pge.com/myaddresses). On the website, enter your phone number [X-XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ]. We’ll continue to send updates. For more information, including medical device charging resources, food replacement and other support, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. Thank you and please stay safe.
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General Customer

| 1 | Priority Notification | 2 | PSPS Watch | 3 | PSPS Warning | 4 | Pending Delay | 5 | Cancellation | 6 | Power Off | 7 | PSPS Update | 8 | Weather All Clear | 9 | Power Restoration |

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**TEXT (SINGLE PREM)**


**TEXT (MULTI PREM)**

PG&E PSPS Outage Warning [DATE]: PG&E will turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est. shutoff as early as: [DATE] [TIME]-[TIME]. Est. restoration: [DATE] by [TIME] depending on weather & equipment damage. Meter list: [pge.bz/12345] Info & other languages: pge.com/pspupdates Reply w/ “1” to verify receipt.

**EMAIL (SINGLE PREM)**

**SUBJECT:** PSPS Outage Warning: Shutoffs start between [TIME]-[TIME] for safety

**HEADER LINKS:**

español 中文 tiếng Việt Tagalog 한국어 русский язык हिन्दी

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Warning

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Current weather forecasts, including high winds and dry conditions, will require us to turn off your power to help prevent a wildfire.

**ADDRESS:** [ADDRESS, CITY, STATE, COUNTY]

**ESTIMATED SHUTOFF:** [DAY], [DATE] [TIME]-[TIME]

Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power.

**ESTIMATED RESTORATION:** [DAY], [DATE] by [TIME].

Restoration time may change depending on weather and equipment damage. We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. For more information visit pge.com/pspupdates or call 1-800-743-5002.

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**EMAIL (SINGLE PREM) CONT.**

**RESOURCES TO HELP YOU PREPARE:**

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- For generator safety tips, visit [pge.com/generatorsafety](http://www.pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](http://www.pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](http://www.pge.com/pspsweather).
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [DATE, TIME]

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**EMAIL (MULTI PREM)**

**SUBJECT:** PSPS Outage Warning: Shutoffs start between [TIME]-[TIME] for safety

**HEADER LINKS:**
- español
- 中文
- tiếng việt
- Tagalog
- 한국어
- русский
- हिंदी
- عربي
- فارسی
- 日本語
- ภาษาไทย
- Português

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Warning

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**NUMBER OF METERS AFFECTED:** [NUMBER of SPIDs FOR MULTI PREM]

**Due to email size limits a maximum of 50 meter locations is shown**

**[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]**

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(Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. Weather forecasts change frequently. For more information visit [pge.com/pspspupdates](http://pge.com/pspspupdates) or call 1-800-743-5002.
General Customer

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**EMAIL (MULTI PREM) CONT.**

**RESOURCES TO HELP YOU PREPARE:**

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging).
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Thank you,
PG&E Customer Service

Message sent at [DATE, TIME]

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General Customer

**PHONE/VOICE (SINGLE PREM)**
This is PG&E calling on [DATE] at [SYSTEM TIME] with an important outage update. Your Public Safety Power Shutoff time at your location has been delayed. However, a shutoff is still possible. To hear this message in another language, call 1-833-208-4167. We are reviewing weather conditions to determine if a Public Safety Power Shutoff is still required at [PREMISE ADDRESS]. Please REMAIN PREPARED for a SHUTOFF. If a shutoff is required, we estimate power will return [DAY], [DATE] by [TIME]. We will continue to send updates. Call 211 for medical device charging resources, food replacement and other support. For more information, visit pge.com/pspsupdates or call 1-800-743-5002. Press # to repeat this message. Thank you and please stay safe.

**PHONE/VOICE (MULTI PREM)**
Your Public Safety Power Shutoff time at your location has been delayed. To hear this message in another language, call 1-833-208-4167. We are reviewing weather conditions to determine if a Public Safety Power Shutoff is still required to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Please REMAIN PREPARED for a SHUTOFF. The Public Safety Power Shutoff time has been delayed for the meters at the following addresses: [PREMISE ADDRESS #1], [PREMISE ADDRESS #2], [PREMISE ADDRESS #3]. If a shutoff is still required, we estimate power will return [DAY], [DATE] by [TIME]. To get details of each [NUMBER of SPIDs FOR MULTI PREM] of your affected meters: 1) Visit pge.com/myaddresses; 2) Enter this phone number [X-XXX-XXX-XXXX]; and 3) When prompted, enter the following 4-digit PIN [ZZZZ]. We will continue to send updates. Call 211 for medical device charging resources, food replacement and other support. For more information, visit pge.com/pspsupdates or call 1-800-743-5002. Thank you and please stay safe.

**IVR LIVE (SINGLE PREM)**
This is PG&E calling with an important outage update. The Public Safety Power Shutoff time at one or more of your meter locations has been delayed. However, a shutoff is still possible. To continue in English, press 1. We are reviewing weather conditions to determine if a Public Safety Power Shutoff is still required at [PREMISE ADDRESS]. Please REMAIN PREPARED for a SHUTOFF. If a shutoff is required, we estimate power will return [DAY], [DATE] by [TIME]. We will continue to send updates. Call 211 for medical device charging resources, food replacement and other support. For more information, visit pge.com/pspsupdates or call 1-800-743-5002. Press # to repeat this message. Thank you and please stay safe.
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IVR LIVE (MULTI PREM)
This is PG&E calling with an important outage update. The Public Safety Power Shutoff time at one or more of your meter locations has been delayed. However, a shutoff is still possible. To continue in English, press 1. We are reviewing weather conditions to determine if a Public Safety Power Shutoff is still required to [NUMBER of SPIIDs FOR MULTI PREM] of your meters. Please REMAIN PREPARED for a shutoff. A shutoff is still POSSIBLE. The Public Safety Power Shutoff time has been delayed for the meters at the following addresses: <<PREMISE ADDRESS #1>>, [PREMISE ADDRESS #2], [PREMISE ADDRESS #3]. If a shutoff is required, we estimate power will return [DAY], [DATE] by [TIME]. To get details for each [NUMBER of SPIIDs FOR MULTI PREM] of your affected meters: 1) Visit pge.com/myaddresses; 2) Enter this phone number X-XXX-XXX-XXXX; and 3) When prompted, enter the following 4-digit PIN [ZZZZ]. We will continue to send updates. Call 211 for medical device charging resources, food replacement and other support. For more information, visit pge.com/pspsupdates or call 1-800-743-5002. Press # to repeat this message. Thank you and please stay safe.

TEXT (SINGLE PREM)
PG&E PSPS Outage Alert: [DATE]. We are reviewing conditions to determine if a shutoff is still required at [ADDRESS] on [ESTIMATED SHUTOFF START DATE]. REMAIN PREPARED until you receive a cancel notification. Call 211 for services/support. PSPS outage info pge.com/pspsupdates 1-800-743-5002.

TEXT (MULTI PREM)
PG&E PSPS Outage Alert: [DATE]. We are reviewing conditions to determine if a shutoff is still required to [NUMBER of SPIIDs FOR MULTI PREM] of your meters. Meter list: [[pge.bz/12345]]. REMAIN PREPARED for a shutoff. Call 211 for services/support. PSPS outage info pge.com/pspsupdates 1-800-743-5002.
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General Customer

EMAIL (SINGLE PREM)

SUBJECT: Your PSPS outage has been delayed. A shutoff is still possible.

EMAIL PREVIEW TEXT: We are reviewing weather conditions to determine if a Public Safety Power Shutoff is still required.

HEADER LINKS:

HEADLINE: Public Safety Power Shutoff

SUBHEAD: Public Safety Power Shutoff still possible

Your Public Safety Power Shutoff (PSPS) outage is delayed. We continue to closely monitor weather conditions. Please REMAIN PREPARED for a SHUTOFF. If weather conditions improve and we do not plan to turn off power for public safety, we will send you a cancel notification.

ADDRESS: [ADDRESS, CITY, STATE, COUNTY]

NEW SHUTOFF TIME: TBD

ESTIMATED RESTORATION: [DAY], [DATE] by [TIME].

This is an estimated time. Factors such as weather conditions and equipment damage can delay restoration.

All customers should have a plan for an extended PSPS outage. Weather forecasts and conditions change frequently. We will provide daily updates until the risk has passed or power is restored. Call 211 for medical device charging resources, food replacement and other support such as charging stations. For PSPS outage info, visit pge.com/pspsupdates or call 1-800-743-5002. For more information, visit pge.com/pspsupdates or call 1-800-743-5002.
REASONS TO HELP YOU PREPARE:

- If you rely on power to operate a medical device, assistive technology or for independent living needs, [click here for some helpful resources](#) for some helpful resources. You will find information on continuous power, accessible transportation, hotel accommodations or food replacement options. You can also call 211 to find resources available in your community.

- View a list of community resource centers. These centers provide medical equipment and device charging, Wi-Fi, bottled water and snacks.

- Find information on generator or portable battery rebates, plus generator safety tips.

- Look up additional addresses that may be affected. View a general area map of the potential PSPS outage area.

- Find PSPS outage tips, plus a sample emergency plan.

- Learn more about PSPS outages, including how the decision to shut off the power is made.

- View the 7-day Public Safety Power Shutoff forecast.

- If you see a downed powerline, assume it is energized and extremely dangerous. Report it immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.
Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

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**EMAIL (MULTI PREM)**

**SUBJECT:** Your PSPS outage has been delayed. A shutoff is still possible.

**EMAIL PREVIEW TEXT:** We are reviewing weather conditions to determine if a Public Safety Power Shutoff is still required.

**HEADER LINKS:**

- español
- 中文
- tiếng việt
- Tagalog
- 한국어
- русский
- हिंदी
- فارسی
- മലയാളം
- 日本語
- ไทย
- Português

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** Public Safety Power Shutoff still possible

Your Public Safety Power Shutoff (PSPS) outage has been delayed. We continue to closely monitor weather conditions. Please REMAIN PREPARED for a SHUTOFF. If weather conditions improve and we do not plan to turn off power for public safety, we will send you a cancel notification.

**NUMBER OF METERS AFFECTED:** [NUMBER of SPIIDs FOR MULTI PREM]

**Due to email size limits a maximum of 50 meter locations is shown**

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1. **ADDRESS:** [PREMISE ADDRESS, CITY, STATE, COUNTY]
   **METER ID:** [METER ID]
   **SERVICE AGREEMENT:** [SERVICE AGREEMENT ID]
   **ESTIMATED SHUTOFF:** [DAY], [DATE] [TIME]-[TIME]
   Shutoff times may be delayed if winds arrive later than forecast.
   **ESTIMATED RESTORATION:** [DAY], [DATE] by [TIME]
   Restoration time may change depending on weather and equipment damage.

2. **ADDRESS:** [PREMISE ADDRESS, CITY, STATE, COUNTY]
   **METER ID:** [METER ID]
   **SERVICE AGREEMENT:** [SERVICE AGREEMENT ID]
   **ESTIMATED SHUTOFF:** [DAY], [DATE] [TIME]-[TIME]
   Shutoff times may be delayed if winds arrive later than forecast.
   **ESTIMATED RESTORATION:** [DAY], [DATE] by [TIME]
   Restoration time may change depending on weather and equipment damage.

(Repeat for first 50 premises that would be affected)

For more information visit [pge.com/pspupdates](http://pge.com/pspupdates) or call 1-800-743-5002.
General Customer

RESOURCES TO HELP YOU PREPARE:

- If you rely on power to operate a medical device, assistive technology or for independent living needs, [click here for some helpful resources] for some helpful resources. You will find information on continuous power, accessible transportation, hotel accommodations or food replacement options. You can also call 211 to find resources available in your community.
- [View a list of community resource centers]. These centers provide medical equipment and device charging, Wi-Fi, bottled water and snacks.
- [Find information on generator or portable battery rebates], plus generator safety tips.
- [Look up additional addresses that may be affected]. View a general area map of the potential PSPS outage area.
- [Find PSPS outage tips], plus a sample emergency plan.
- [Learn more about PSPS outages], including how the decision to shut off the power is made.
- [View the 7-day Public Safety Power Shutoff forecast].
- If you see a downed powerline, assume it is energized and extremely dangerous. Report it immediately by calling 911.

Thank you,
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.
Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

This is PG&E calling on [DAY, DATE] at [TIME] with an important message. The Public Safety Power Shutoff at your location is canceled. To hear this message in another language call 1-833-208-4167. Forecasted weather conditions have improved. We are not planning to turn off power for public safety at [ADDRESS] on [DAY] [DATE]. However, weather forecasts can change quickly. We recommend that you are always ready with an outage plan. For more information visit pge.com/pspsupdates or call 1-800-743-5002. Press # to repeat this message. Thank you and please stay safe.

This is PG&E calling on [DAY, DATE] at [TIME] with an important message. The Public Safety Power Shutoff at your location is canceled. To hear this message in another language call 1-833-208-4167. Forecasted weather conditions have improved. We are not turning off power for public safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. The meters at the following addresses: [ADDRESS #1], [ADDRESS #2], [PREMISE ADDRESS #3] will not be turned off. To get details for your [NUMBER of SPIDs FOR MULTI PREM] canceled meters, visit pge.com/myaddresses. On the website, enter your phone number [X-XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZ]. Weather forecasts can change quickly. We recommend that you are always ready with an outage plan. Outages can happen at any time without warning. For more information visit pge.com/pspsupdates or call 1-800-743-5002. Thank you and stay safe.

PG&E PSPS Outage Cancellation: [DATE]. Forecasted weather conditions have improved. We are not turning off power for public safety at [ADDRESS] on [DATE]. However, weather forecasts can change quickly. We recommend that you are always ready with an outage plan. More info, other languages and preparation tips: pge.com/pspsupdates.

PG&E PSPS Outage Cancellation: [SYSTEM DATE]. Forecasted weather conditions have improved. We are not turning off power for public safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. However, weather forecasts can change quickly. We recommend that you are always ready with an outage plan. Meter list: [pge.bz/12345]. More info, other languages, and preparation tips: pge.com/pspsupdates.
Forecasted weather conditions have improved. We are NOT planning to turn off power for public safety at: [ADDRESS, CITY, STATE, COUNTY] County on [DAY], [DATE]. However, weather forecasts can change quickly. We recommend that you are always ready with an outage plan. Outages can happen at any time without warning. For more information visit pge.com/pspsupdates or call 1-800-743-5002.

ADDRESS: [ADDRESS, CITY, STATE, COUNTY]
RESOURCES TO HELP YOU PREPARE:
- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit pge.com/disabilityandaging
- Get outage tips and a sample emergency plan at pge.com/outageprep
- For generator safety tips, visit pge.com/generatorsafety
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps
- For a 7-day Public Safety Power Shutoff forecast, visit pge.com/pspsweather
- If you see a downed powerline, assume it is energized and extremely dangerous, and report it immediately by calling 911. If you see a downed powerline, assume it is energized and extremely dangerous. Report it immediately by calling 911.

Thank you,
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.
**EMAIL (MULTI PREM)**

**SUBJECT:** PSPS Outage Alert: Your power shutoff is canceled

**HEADLINKS:**
- español
- 中文
- tiếng việt
- Tagalog
- 한국어
- русский язык
- Hmoob
- عربية
- ਪੰਜਾਬੀ
- فارسی
- 日本語
- हिंदी

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Cancellation

Forecasted weather conditions have improved and we are NOT planning to turn off power for public safety at the locations listed below. However, weather forecasts can change quickly. We recommend that you are always ready with an outage plan. Outages can happen at any time without warning.

**NUMBER OF METERS CANCELED:** [NUMBER of SPIDs FOR MULTI PREM]

**Due to email size limits a maximum of 50 meter locations is shown**

[VIEW ALL CANCELED LOCATIONS/DOWNLOAD A LIST OF ALL CANCELED LOCATIONS]

<table>
<thead>
<tr>
<th></th>
<th>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]</th>
<th>METER ID: [METER ID]</th>
<th>SERVICE AGREEMENT: [SERVICE AGREEMENT ID]</th>
<th>ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]</th>
<th>Shutoff times may be delayed if winds arrive later than forecast.</th>
<th>ESTIMATED RESTORATION: [DAY], [DATE] by [TIME]</th>
<th>Restoration time may change depending on weather and equipment damage.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td><img src="image1.png" alt="Image" /></td>
<td><img src="image2.png" alt="Image" /></td>
<td><img src="image3.png" alt="Image" /></td>
<td><img src="image4.png" alt="Image" /></td>
<td><img src="image5.png" alt="Image" /></td>
<td><img src="image6.png" alt="Image" /></td>
<td><img src="image7.png" alt="Image" /></td>
</tr>
<tr>
<td>2.</td>
<td><img src="image8.png" alt="Image" /></td>
<td><img src="image9.png" alt="Image" /></td>
<td><img src="image10.png" alt="Image" /></td>
<td><img src="image11.png" alt="Image" /></td>
<td><img src="image12.png" alt="Image" /></td>
<td><img src="image13.png" alt="Image" /></td>
<td><img src="image14.png" alt="Image" /></td>
</tr>
</tbody>
</table>

(Repeat for first 50 premises that would be affected). For more information visit [pge.com/pspssupdates](http://pge.com/pspssupdates) or call 1-800-743-5002.

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Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

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General Customer

PHONE/VOICE (SINGLE PREM)
This is PG and E calling on [DAY, DATE] at [TIME] with a PSPS Outage Alert. To hear this message in another language call 1 833 208 4167. Power is now off at your location at [PREMISE ADDRESS] to help prevent wildfires. Crews will restore power as soon as it is safe to do so. All customers should plan for an extended outage. Status is available 24/7 at pge.com/outages or by calling 1-800-743-5002. For community resources such as charging stations, call 211. If you rely on power to operate life-sustaining medical devices, assistive technology or for independent living needs, additional support may be available. For more information, visit pge.com/pspsresources. We apologize for the disruption and appreciate your patience. Goodbye.

PHONE/VOICE (MULTI PREM)
This is PG and E calling on [DAY, DATE] at [TIME] with a PSPS Outage Alert. To hear this message in another language call 1-833-208-4167. The power is off for [NUMBER OF SPIDS FOR MULTI PREMISE] of your meters to help prevent wildfires. Crews will restore power as soon as it is safe to do so. To view details for each [NUMBER of SPIDs FOR MULTI PREM] of your affected meters: 1) Visit pge.com/myaddresses; 2) Enter this phone number [X-XXX-XXX-XXXX]; and 3) When prompted, enter the following 4-digit PIN [ZZZZ]. All customers should plan for an extended outage. Status is available 24 7 at pge.com/outages or by calling 1 800 743 5002. For community resources such as charging stations, call 211. If you rely on power to operate lifesustaining medical devices, assistive technology or for independent living needs, additional support may be available. For more information, visit pge.com/pspsresources. We apologize for the disruption and appreciate your patience. Goodbye.

IVR LIVE (SINGLE PREM)
This is PG and E calling with a PSPS Outage Alert. To continue in English, press 1. The power is off at your location at [PREMISE ADDRESS] to help prevent wildfires. Crews will restore power as soon as it’s safe to do so. All customers should plan for an extended outage. Status is available 24 7 at pge.com/outages or by calling 1-800-743-5002. For community resources such as charging stations, call 211. If you rely on power to operate life-sustaining medical devices, assistive technology, or for independent living needs, additional support may be available. For more information, visit pge.com/pspsresources. We apologize for the disruption and appreciate your patience. Press # to repeat this message. Goodbye.
Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

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IVR LIVE (MULTI PREM)

This is P G & E calling with a P S P S Outage Alert. To continue in English, press 1. To replay this message at any time, press #. Power is off for [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent wildfires. Crews will restore power as soon as it’s safe to do so. Get ready to write down some information. Here’s how to view details for each [NUMBER of SPIDs FOR MULTI PREM] of your affected meters: 1) Visit pge.com/myaddresses; 2) Enter this phone number [X-XXX-XXX-XXXX]; and 3) When prompted, enter the following 4-digit PIN [ZZZZ]. To repeat how to get details for each of your affected meters, press *. All customers should plan for an extended outage. Status is available 24 7 at pge.com/outages or by calling 1 800 743 5002. For community resources such as charging stations, call 211. If you rely on power to operate life sustaining medical devices, assistive technology, or for independent living needs, additional support may be available. For more information, visit pge.com/pspssources. We apologize for the disruption and appreciate your patience. Press # to repeat this message. To repeat how to get details for each of your affected meters, press *. Goodbye.

TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [DATE]: Power is off at [PREMISE ADDRESS]. Weather & equipment damage can delay restoration. Call 211 for support/services. For outage info, visit pge.com/pspssources 1-800-743-5002.

TEXT (MULTI PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: Power is off at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent wildfires. Weather & equipment damage can delay restoration. Meter list: [pge.bz/12345]. Call 211 for support/services. For outage info & other languages, visit pge.com/pspssources 1-800-743-5002.
The power is off at your location to help prevent wildfires. We apologize for the disruption and appreciate your patience. Crews will restore power as soon as it’s safe to do so.

Please plan for an extended outage. Weather forecasts change frequently. Outage status is available 24/7 at pge.com/outages or by calling 1-800-743-5002. For community resources such as charging stations, call 211. For outage info, visit pge.com/pspsupdates or call 1-800-743-5002.

RESOURCES TO HELP YOU PREPARE:

• **Resources for medical device users, assistive technology or independent living needs.** You’ll find information on continuous power, accessible transportation, hotel accommodations or food replacement options. You can also dial 211 to find resources available in your community.

• **View a list of community resource centers.** These centers provide medical equipment and device charging, Wi-Fi, bottled water and snacks.

• **Find information on generator or portable battery rebates.** plus generator safety tips.

• **Look up additional addresses that may be affected.** View a general area map of the potential PSPS outage area.

• **Find outage tips**, plus a sample emergency plan.

• **Learn more about Public Safety Power Shutoffs**, including how the decision to shut off the power is made.

• **View the 7-day Public Safety Power Shutoff forecast.**

• If you see a downed powerline, assume it is energized and extremely dangerous. Report it immediately by calling 911.
Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

Thank you,

PG&E Customer Service

Message sent at DATE, TIME

NOTE: To protect against spam, some email providers may delay delivery.
Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

**EMAIL (MULTI PREM)**

**SUBJECT:** PSPS outage alert: Power is off

**EMAIL PREVIEW TEXT:** Power is off to help prevent wildfires.

**HEADER LINKS:**

- español
- 中文
- tiếng việt
- Tagalog
- 한국어
- русский язык
- Hmoob
- عربية
- ਪੰਜਾਬੀ
- فارسی
- 日本語
- తెలుగు
- हिंदी
- Português

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** Outage update

To help prevent wildfires, the power’s off at one or more of your locations. We apologize for the disruption and appreciate your patience. Crews will restore power as soon as it’s safe to do so. Below, find the most current information we have on power restoration for each of your meter locations.

**NUMBER OF METERS AFFECTED:** [NUMBER of SPIDs FOR MULTI PREM]

**Due to email size limits a maximum of 50 meter locations is shown**

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

<table>
<thead>
<tr>
<th></th>
<th>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]</th>
<th>METER ID: [METER ID]</th>
<th>SERVICE AGREEMENT: [SERVICE AGREEMENT ID]</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]</td>
<td>METER ID: [METER ID]</td>
<td>SERVICE AGREEMENT: [SERVICE AGREEMENT ID]</td>
</tr>
<tr>
<td></td>
<td>Factors such as weather and equipment damage can delay restoration time.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(Repeat for first 50 premises that would be affected).

Please plan for an extended outage. Weather forecasts change frequently. Outage Status is available 24/7 at [pge.com/outages](http://pge.com/outages) or by calling 1-800-743-5002. For more information, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.
Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

**RESOURCES TO HELP YOU PREPARE:**

- **Resources for medical device users, assistive technology or independent living needs.** You’ll find information on continuous power, accessible transportation, hotel accommodations or food replacement options. You can also dial 211 to find resources available in your community.
- **View a list of community resource centers.** These centers provide medical equipment and device charging, Wi-Fi, bottled water and snacks.
- **Find information on generator or portable battery rebates,** plus generator safety tips.
- **Look up additional addresses that may be affected.** View a general area map of the potential PSPS outage area.
- **Find outage tips,** plus a sample emergency plan.
- **Learn more about Public Safety Power Shutoffs,** including how the decision to shut off the power is made.
- **View the 7-day Public Safety Power Shutoff forecast.**
- If you see a downed powerline, assume it is energized and extremely dangerous. Report it immediately by calling 911.

Thank you,
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*
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**PHONE/VOICE (SINGLE PREM)**

This is PG&E calling on [DAY, DATE] at [TIME] with a PSPS outage alert. To hear this message in another language call 1-800-xxx-xxxx. Power remains off for [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. Crews will restore power as soon as it is safe to do so. The ESTIMATED RESTORATION TIME: [DAY] [DATE] by [TIME]. This restoration time may change depending on weather conditions and equipment damage. We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit pge.com/pspssupdates or call 1-800-743-5002. If you rely on power to operate lifesustaining medical devices or have access and functional needs, additional support may be available. For more information, visit pge.com/disabilityandaging. We apologize for the disruption and we appreciate your patience. To opt out of call notifications to this number for the remainder of this outage, call [X-XXX-XXX-XXXX]. Goodbye.

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**PHONE/VOICE (MULTI PREM)**

This is PG&E calling on [DAY, DATE] at [TIME] with a PSPS outage alert. To hear this message in another language call 1-800-xxx-xxxx. Power remains off for [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. Crews will restore power as soon as it is safe to do so. The estimated restoration time for [ADDRESS #1] is [DAY], [DATE] by [TIME]. The estimated restoration time for [ADDRESS #2] is [DAY], [DATE] by [TIME]. Restoration times may change depending on weather conditions and equipment damage. To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters, visit pge.com/myaddresses and enter this phone number [X-XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted. We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit pge.com/pspssupdates or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit pge.com/disabilityandaging. We apologize for the disruption and we appreciate your patience. To opt out of call notifications to this number for the remainder of this outage, call [X-XXX-XXX-XXXX] from this number. Goodbye.
Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

TEXT (SINGLE PREM)

TEXT (MULTI PREM)

EMAIL (SINGLE PREM)
SUBJECT: PSPS Outage Alert: Estimated restoration time
HEADER LINKS:
<span>español</span> 中文 <span>tiếng Việt</span> Tagalog 한국어 <span>русский язык</span> Hmoob العربية <span>बांग्लादेश</span> فارسی 日本語 <span>தமிழ்</span> हिंदी

HEADLINE: Public Safety Power Shutoff
SUBHEAD: PSPS Outage update

Power remains off at your location to help prevent a wildfire. We apologize for the disruption and weapprreciate your patience. Crews will restore power as soon as it is safe to do so.

ADDRESS: [ADDRESS, CITY, STATE, COUNTY]
ESTIMATED RESTORATION: [DAY], [DATE] by [TIME]
Restoration time may change depending on weather and equipment damage.

We recommend all customers plan for an extended outage. We will provide daily updates until your power has been restored. Weather forecasts change frequently. For more information visit pge.com/pspsupdates or call 1-800-743-5002.
Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

**EMAIL (SINGLE PREM) CONT.**

**ADDITIONAL RESOURCES:**

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging).
- To view city/county level information, including Community Resource Centers where you can charge devices, visit [pge.com/pspsupdates](http://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](http://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](http://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](http://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](http://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](http://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](http://pge.com/pspsweather).
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [DATE, TIME]

**NOTE:** To protect against spam, some email providers may delay delivery.

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Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

**EMAIL (MULTI PREM)**

**SUBJECT:** PSPS Outage Alert: Estimated restoration time

**HEADER LINKS:**

[español] [中文] [tiếng việt] [Tagalog] [한국어] [русский язык] [Hmoob] [عربي] [हिन्दी]

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage update

Power remains off at the locations below to help prevent a wildfire. We apologize for the disruption and we appreciate your patience. Crews will restore power as soon as it is safe to do so. Get the latest restoration information for each of your locations below.

**NUMBER OF METERS AFFECTED:** [NUMBER of SPIIDs FOR MULTI PREM]

**Due to email size limits a maximum of 50 meter locations is shown**

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1. **ADDRESS:** [PREMISE ADDRESS, CITY, STATE, COUNTY]
   **METER ID:** [METER ID]
   **SERVICE AGREEMENT:** [SERVICE AGREEMENT ID]
   Shutoff times may be delayed if winds arrive later than forecast.
   **ESTIMATED RESTORATION:** [DAY],[DATE] by [TIME]
   Restoration time may change depending on weather and equipment damage.

2. **ADDRESS:** [PREMISE ADDRESS, CITY, STATE, COUNTY]
   **METER ID:** [METER ID]
   **SERVICE AGREEMENT:** [SERVICE AGREEMENT ID]
   Shutoff times may be delayed if winds arrive later than forecast.
   **ESTIMATED RESTORATION:** [DAY],[DATE] by [TIME]
   Restoration time may change depending on weather and equipment damage.

(Repeat for first 50 premises that would be affected).

We recommend all customers plan for an extended outage. We will provide daily updates until your power has been restored. Weather forecasts change frequently. For more information visit [pge.com/pspupdates](http://pge.com/pspupdates) or call 1-800-743-5002.

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EMAIL (MULTI PREM) CONT.

ADDITIONAL RESOURCES:

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit pge.com/disabilityandaging.
- To view city/county level information, including Community Resource Centers where you can charge devices, visit pge.com/pspsupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips, visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast, visit pge.com/pspsweather.
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.
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**All Customers**

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**PHONE/VOICE (SINGLE PREM)**

This is PG&E calling on [DAY, DATE] at [TIME] with a PSPS outage alert. To hear this message in another language call 1-800-xxx-xxxx. Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power at your location [ADDRESS].

**ESTIMATED RESTORATION TIME:** [DAY] [DATE] by [TIME]. This restoration time may change depending on equipment damage. We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging). We apologize for the disruption and we appreciate your patience. To opt out of call notifications to this number for the remainder of this outage, call [X-XXX-XXX-XXXX] from this number. Goodbye.

---

**PHONE/VOICE (MULTI PREM)**

This is PG&E calling on [DAY, DATE] at [TIME] with a PSPS outage alert. To hear this message in another language call 1-800-xxx-xxxx. Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power to [NUMBER of SPIDs FOR MULTI PREM] of your meters. The estimated restoration time for [ADDRESS #1] is [DAY], [DATE] by [TIME]. The estimated restoration time for [ADDRESS #2] is [DAY], [DATE] by [TIME]. These restoration times may change depending on equipment damage. Please get ready to write down the following information. To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters, visit [pge.com/myaddresses](http://pge.com/myaddresses) and enter this phone number [X-XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted. To repeat how to get details for all of your affected meters, press *. We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging). We apologize for the disruption and we appreciate your patience. To opt out of call notifications to this number for the remainder of this outage, call [X-XXX-XXX-XXXX] from this number. Goodbye.
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All Customers

1 Priority Notification  2 PSPS Watch  3 PSPS Warning  4 Pending Delay  5 Cancellation  6 Power Off  7 PSPS Update  8 Weather All Clear  9 Power Restoration

TEXT (SINGLE PREM)
PG&E PSPS Outage Alert [DATE]: Weather conditions have improved, and crews are inspecting equipment to safely restore power at [ADDRESS]. Estimated restoration: [Date] by [TIME] depending on equipment damage. More info & other languages: pge.com/pspsupdates Reply STOP to STOP text alerts for this outage.

TEXT (MULTI PREM)
PG&E PSPS Outage Alert [DATE]: Weather has improved, and crews are inspecting equipment to safely restore power to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Estimated restoration: [DATE] by [TIME] depending on equipment damage. Meter list: [pge.bz/12345]. Info & Languages: pge.com/pspsupdates. Reply STOP to STOP text alerts for this outage.

EMAIL (SINGLE PREM)
SUBJECT: PSPS Outage Alert: Crews are inspecting equipment
HEADER LINKS: español 中文 tiếng việt Tagalog 한국어 русский язык Hmoob العربية বাংলা فارسی 日本語 नेपाली Português हिंदी

HEADLINE: Public Safety Power Shutoff
SUBHEAD: PSPS Equipment Inspections

Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power. We apologize for the disruption and we appreciate your patience.

We expect your service at: [ADDRESS, CITY, STATE, COUNTY] to be fully restored by [DAY], [DATE] by [TIME] depending on if any repairs are needed.

We will provide daily updates until your power has been restored. For more information visit pge.com/pspsupdates or call 1-800-743-5002.
### ADDITIONAL RESOURCES:

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging).
- To view city/county level information, including Community Resource Centers where you can charge devices, visit [pge.com/pspsupdates](http://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](http://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](http://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](http://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](http://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](http://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](http://pge.com/pspsweather).
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,
PG&E Customer Service

Message sent at [DATE, TIME]

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Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

**EMAIL (MULTI PREM)**

**SUBJECT:** PSPS Outage Alert: Crews are inspecting equipment

**HEADER LINKS:**
- español
- 中文
- tiếng việt
- Tagalog
- 한국어
- русский
- Hmong
- عربية
- فارسی
- 日本語
- ไทย
- Português
- हिंदी

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Equipment Inspections

Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power. We apologize for the disruption and we appreciate your patience.

**NUMBER OF METERS AFFECTED:** [NUMBER of SPIDs FOR MULTI PREM]

**Due to email size limits a maximum of 50 meter locations is shown**

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

<table>
<thead>
<tr>
<th>1.</th>
<th>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]</th>
<th>METER ID: [METER ID]</th>
<th>SERVICE AGREEMENT: [SERVICE AGREEMENT ID]</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Shutoff times may be delayed if winds arrive later than forecast.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>ESTIMATED RESTORATION: [DAY],[DATE] by [TIME]</td>
<td>Restoration time may change depending on weather and equipment damage.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2.</th>
<th>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]</th>
<th>METER ID: [METER ID]</th>
<th>SERVICE AGREEMENT: [SERVICE AGREEMENT ID]</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Shutoff times may be delayed if winds arrive later than forecast.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>ESTIMATED RESTORATION: [DAY],[DATE] by [TIME]</td>
<td>Restoration time may change depending on weather and equipment damage.</td>
<td></td>
</tr>
</tbody>
</table>

(Repeat for first 50 premises that would be affected).

We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.
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**EMAIL (MULTI PREM) CONT.**

**ADDITIONAL RESOURCES:**

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging).
- To view city/county level information, including Community Resource Centers where you can charge devices, visit [pge.com/pspsupdates](http://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](http://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](http://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](http://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](http://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](http://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](http://pge.com/pspsweather).
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

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Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

PHOTO/VOICE (SINGLE PREM)
This is PG&E calling on [DAY, DATE] at [TIME] with a PSPS outage alert. To hear this message in another language call [X-XXX-XXX-XXXX]. Crews have successfully restored power at [ADDRESS]. If your power is still out in this location, please visit pge.com/outages or call 1-800-743-5002. We apologize or the disruption and we appreciate your patience. Goodbye.

PHOTO/VOICE (MULTI PREM)
This is PG&E calling on [DAY, DATE] at [TIME] with a PSPS outage alert. To continue in English press 1. Crews have successfully restored power to [NUMBER of SPIDs FOR MULTI PREM] of your meters. The meters at the following addresses: [ADDRESS #1], [ADDRESS #2], [ADDRESS #3] have been restored. Please get ready to write down the following information. To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters, visit pge.com/myaddresses and enter this phone number [X-XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted. If your power is still out at any of these locations, please visit pge.com/outages or call 1-800-743-5002. We apologize for the disruption and we appreciate your patience. Goodbye.

TEXT (SINGLE PREM)
PG&E PSPS Outage Alert [DATE]: Crews have successfully restored power at your location, [PREMISE ADDRESS]. If your power is still out in this location, please visit pge.com/outages or call 1-800-743-5002. For other languages: pge.com/pspsupdates

TEXT (MULTI PREM)
PG&E PSPS Outage Alert [DATE]: Crews have successfully restored power to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Meter list: [pge.bz/12345]. For other languages: pge.com/pspsupdates
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**EMAIL (SINGLE PREM)**

**SUBJECT:** PSPS Outage Alert: Power restored

**HEADER LINKS:**

- español
- 中文
- tiếng việt
- Tagalog
- 한국어
- русский язык
- Hmoob
- عربية
- ਪੰਜਾਬੀ
- 日本語
- ไทย
- Português
- हिंदी

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** Power Restored

Crews have successfully restored power at: [ADDRESS, CITY, STATE, COUNTY]. We apologize for the disruption and we appreciate your patience. If your power is still out in this location, please visit [pge.com/outages](http://pge.com/outages) or call 1-800-743-5002.

Thank you,

PG&E Customer Service

Message sent at [DATE, TIME]

**NOTE:** To protect against spam, some email providers may delay delivery.

Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.
EMAIL (MULTI PREM)

SUBJECT: PSPS Outage Alert: Power restored

HEAD LINKS:
- español
- 中文
- tiếng việt
- Tagalog
- 한국어
- русский язык
- Hmoob
- العربية
- भोजपुरी
- 日本語
- 한국어
- Português
- हिंदी

HEADLINE: Public Safety Power Shutoff

SUBHEAD: Power Restored

Crews have successfully restored power at the following locations:

NUMBER OF METERS RESTORED: [NUMBER of SPIDs FOR MULTI PREM]

**Due to email size limits a maximum of 50 meter locations is shown**

[VIEW ALL RESTORED LOCATIONS/DOWNLOAD A LIST OF ALL RESTORED LOCATIONS]

1. ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]
   METER ID: [METER ID]
   SERVICE AGREEMENT: [SERVICE AGREEMENT ID]
   Shutoff times may be delayed if winds arrive later than forecast.
   ESTIMATED RESTORATION: [DAY], [DATE] by [TIME]
   Restoration time may change depending on weather and equipment damage.

2. ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]
   METER ID: [METER ID]
   SERVICE AGREEMENT: [SERVICE AGREEMENT ID]
   Shutoff times may be delayed if winds arrive later than forecast.
   ESTIMATED RESTORATION: [DAY], [DATE] by [TIME]
   Restoration time may change depending on weather and equipment damage.

[Repeat for first 50 premises that would be affected].

We apologize for the disruption and we appreciate your patience. If your power is still out, please visit pge.com/outages or call 1-800-743-5002.

Thank you,
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.
Transmission and Wholesale Customer Notifications

PG&E will make every effort to provide notifications to Transmission-level and Wholesale Customers through:

- Automated/Live Calls
- Text Messages
- Emails

PG&E will continue to support these customers through two PG&E contacts:

- Critical Infrastructure Lead (CIL) automated notification and/or Customer Relationship
- Manager leading up to the de-energization
- Grid Control Center (GCC) operators during de-energization and re-energization

The following outlines the various notifications PG&E will send prior to, during and after a PSPS event:

1. **PSPS Watch**
   (Automated notification approx. one and two days before event)

2. **PSPS Warning**

3. **Fault Duty Event**
   (live call as needed)

4. **Cancellation**

5. **Weather All Clear**

6. **Power Restoration**
   (live call)
Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

TRANSMISSION PHONE (RECORDING)
Hello, this message is from Pacific Gas and Electric regarding [SERVICE_DESCRIPTOR] line serving [INDUSTRY CLASSIFICATION] substation. Gusty winds and dry conditions are forecasted to begin around [TIME], [DATE] with the peak period of fire risk forecasted to last until [TIME] on [DATE]. The estimated restoration is [DATE] by [TIME]. When de-energization is imminent, the Transmission Grid Control Center will notify your transmission operators and be available to answer questions. You can reach the Transmission Grid Control Center at 707-449-6700 for operational questions. For nonoperational questions, reach out to 415-973-4760. We are continuing to monitor conditions and will only turn off power for safety if conditions warrant. We will continue to keep you informed. Press # to repeat this message.

TRANSMISSION TEXT
PG&E PSPS Outage Alert [DATE]: PG&E may need to turn power off for safety at [INDUSTRY CLASSIFICATION] substation served by [SERVICE_DESCRIPTOR] line. When de-energization is imminent, PG&E Transmission Grid Control Center (GCC) will notify your transmission operators and be available to answer questions. You can reach the GCC at 707-449-6700 for operational questions.

TRANSMISSION EMAIL
[PG&E Logo] Public Safety Power Shutoff (PSPS)
[Exclamation Logo] PSPS Outage Watch
Due to current weather forecasts, your substation is currently in scope for a Public Safety Power Shutoff (PSPS) Watch. When de-energization is imminent, PG&E’s Transmission Grid Control Center (GCC) will notify your transmission operators and be available to answer questions. You can reach the GCC at 707-449-6700 for operational questions. For non-operational questions, reach out to eoc-cso-cilsupport@pge.com.

IMPACTED SUBSTATION: [INDUSTRY CLASSIFICATION] substation served by [SERVICE_DESCRIPTOR] line.
ESTIMATED SHUTOFF: Starting between [TIME] on [DATE] and [TIME] on [DATE]. We expect weather to improve beginning at [TIME] on [DATE]. After severe weather has passed, we will inspect equipment before restoring power.
ESTIMATED RESTORATION: [DATE] by [TIME]. Actual shutoff and restoration times may be delayed depending on weather and equipment conditions.
Transmission and Wholesale Customers

PSPS Watch
(Automated notification approx. one and two days before event)
PSPS Warning
Fault Duty Event
(live call-as needed)
Cancellation
Weather
All Clear
Power Restoration
(live call)

TRANSMISSION EMAIL CONT.
We recommend all potentially affected facilities plan for an extended outage.

PSPS RESOURCES:
- To learn more about PSPS, including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day PSPS forecast, visit pge.com/pspsweather.

Thank you,
PG&E Critical Infrastructure Lead

Message sent at [DATE, TIME]
NOTE: To protect against spam, some email providers may delay delivery.

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WHOLESALE VOICE

This is Pacific Gas & Electric calling regarding grid conditions expected to commence around [TIME] on [DATE] due to Public Safety Power Shutoff events. We do NOT expect your facility to lose power during the current event, but we do anticipate a fault duty drop that should be evaluated for your protective equipment to continue to operate as designed. These events will cause significant power flow deviations that may have a significant impact on the fault duty at [INDUSTRY CLASSIFICATION] substation. Please have your facility’s Protection Engineer or 3rd party protection contractor contact PG&E System Protection Engineering at 925-328-5090 as soon as possible. PG&E’s Protection Engineering will give your protection specialist the anticipated fault duty needed for protection settings during this event. Thank you. P G and E Critical Infrastructure Lead.

WHOLESALE TEXT

PG&E PSPS Outage Alert [DATE]: We do NOT expect [INDUSTRY CLASSIFICATION] substation to lose power, but we do anticipate a fault duty drop. Please have your facility’s Protection Engineer contact PG&E System Protection Engineering at 925-328-5090 as soon as possible.

WHOLESALE EMAIL


[PG&E Logo] Public Safety Power Shutoff (PSPS)
[Exclamation Logo] PSPS Outage Watch

Due to current weather forecasts, your substation is currently under a Watch for a Public Safety Power Shutoff (PSPS).

We do NOT expect your facility to lose power during the current PSPS event, but we do anticipate a fault duty drop that should be evaluated for your protective equipment to continue to operate as designed. These events will cause significant power flow deviations that may have a significant impact on the fault duty at your point of interconnection.

IMPACTED SUBSTATION: [CIRCUIT] substation served by [SERVICE DESCRIPTOR] line.

CONTACT PG&E SYSTEM PROTECTION: Please have your facility’s Protection Engineer or 3rd party protection contractor contact PG&E System Protection Engineering at 925-328-5090 as soon as possible to obtain the anticipated fault duty needed for protection settings during this event.

We recommend all potentially affected facilities plan for an extended period.

PSPS RESOURCES:

- To learn more about PSPS, including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day PSPS forecast, visit pge.com/pspsweather.
WHOLESALE EMAIL (CONT.)

Thank you,
PG&E Critical Infrastructure Lead

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

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TRANSMISSION EMAIL


[PSE Logo] Public Safety Power Shutoff (PSPS)

[Exclamation Logo] PSPS Outage Watch

Due to current weather forecasts, your substation is currently under a Watch for a Public Safety Power Shutoff (PSPS).

We do NOT expect your facility to lose power during the current PSPS event, but we do anticipate a fault duty drop that should be evaluated for your protective equipment to continue to operate as designed. These events will cause significant power flow deviations that may have a significant impact on the fault duty at your point of interconnection.

IMPACTED SUBSTATION: [CIRCUIT] substation served by [SERVICE DESCRIPTOR] line.

CONTACT PG&E SYSTEM PROTECTION: Please have your facility’s Protection Engineer or 3rd party protection contractor contact PG&E System Protection Engineering at 925-328-5090 as soon as possible to obtain the anticipated fault duty needed for protection settings during this event.

We recommend all potentially affected facilities plan for an extended period.

PSPS RESOURCES:

- To learn more about PSPS, including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day PSPS forecast, visit pge.com/pspsweather.

Thank you,
PG&E Critical Infrastructure Lead

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

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Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

Transmission and Wholesale Customers

![Diagram of Transmission and Wholesale Customers]

**TRANSMISSION VOICE**

This is P G and E calling with a Public Safety Power Shutoff Outage Warning. To replay this message at any time, press#. Current weather forecasts, including high winds and dry conditions, will require us to turn off the power to your facility to help prevent a wildfire. We will turn off power for safety at [PREMISE ADDRESS] between [TIME] on [DATE] and [TIME] on [DATE]. We estimate power will be restored: [DATE], by [TIME]. We recommend your facility plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored.

**TRANSMISSION TEXT**

PG&E PSPS Outage Warning [DATE]: Current weather forecasts require us to turn off the power at [PREMISE ADDRESS] to help prevent a wildfire. When de-energization is imminent, the Transmission Grid Control Center will notify your operators and be available to answer questions.

**COL TEXT**

PG&E PSPS Outage Warning [DATE]: Current weather forecasts, including high winds and dry conditions, will require us to turn off the power at [PREMISE ADDRESS] to help prevent a wildfire. As a reminder, once we have given the weather All Clear, you can begin the process to assess your electric equipment to ensure it is safe to re-energize.
Transmission and Wholesale Customers

TRANSMISSION EMAIL

**SUBJECT:** PG&E Transmission PSPS Alert: Warning Notification

[PG&E Logo] Public Safety Power Shutoff (PSPS)

[Exclamation Logo] PSPS Outage Warning

Due to current weather forecasts, your substation is currently under a Watch for a Public Safety Power Shutoff (PSPS).

Current weather forecasts, including high winds and dry conditions, will require us to turn off the power to your facility to help prevent a wildfire. We will turn off power for safety at [PREMISE ADDRESS] between [TIME] on [DATE] and [TIME] on [DATE]. We estimate power will be restored: [DATE] by [TIME].

We recommend your facility plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored.

Thank you,

PG&E Critical Infrastructure Lead

Message sent at [DATE, TIME]

**NOTE:** To protect against spam, some email providers may delay delivery.

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Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

**TRANSMISSION VOICE**
This is Pacific Gas & Electric calling to let you know that forecasted weather conditions have improved and [INDUSTRY_CLASSIFICATION] substation is not expected to be de-energized on [TIME] on [DATE]. Thank you. P G and E Critical Infrastructure Lead.

**TRANSMISSION TEXT**
PG&E PSPS Outage Alert [DATE]: Power shutoff for [INDUSTRY_CLASSIFICATION] substation is canceled. Forecasted weather conditions have improved and we are NOT planning to turn off power for public safety for [INDUSTRY_CLASSIFICATION] substation.

**TRANSMISSION EMAIL**
**SUBJECT:** PG&E Transmission PSPS Alert: Power shutoff for [INDUSTRY_CLASSIFICATION] substation is canceled.

[PG&E Logo] Public Safety Power Shutoff (PSPS)
[Exclamation Logo] PSPS Outage Cancelation

Forecasted weather conditions have improved and we are NOT planning to turn off power for public safety for [INDUSTRY_CLASSIFICATION] substation on [DATE] at [TIME].

Thank you,
PG&E Critical Infrastructure Lead

Message sent at [DATE, TIME]

**NOTE:** To protect against spam, some email providers may delay delivery.

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*
Transmission and Wholesale Customers

TRANSMISSION VOICE
This is P G and E calling with a P S P S outage alert. Weather conditions have improved, and crews are inspecting P G and E powerlines and equipment to determine when we can safely restore power to [PREMISE ADDRESS]. We estimate power will be restored: [DATE] by [TIME] Restoration time may change depending on equipment damage.

TRANSMISSION TEXT
PG&E PSPS Outage Alert [DATE]: Weather conditions have improved. Crews are inspecting PG&E powerlines and equipment to determine when we can safely restore power to [PREMISE ADDRESS]. When PG&E is ready to restore power to your facility, Transmission Grid Control Center will contact your operators to confirm if your equipment is safe to restore.

COL TEXT
PG&E PSPS Outage Alert [DATE]: Weather conditions have improved. Crews are inspecting PG&E powerlines and equipment to determine when we can safely restore power to [PREMISE ADDRESS]. Acknowledge your electric equipment is safe to re-energize, or more time is needed to assess and make repairs by clicking on the chat URL: [https://url.ly/Wn2Xdz+]
Transmission and Wholesale Customers

1. PSPS Watch (Automated notification approx. one and two days before event)
2. PSPS Warning
3. Fault Duty Event (live call-as needed)
4. Cancellation
5. Weather All Clear
6. Power Restoration (live call)

TRANSMISSION EMAIL

FROM: eoc-cso-cil-support@pge.com (subject to change)
SUBJECT: PG&E PSPS Alert: ALL CLEAR [ADDRESS, CITY, COUNTY] County

Public Safety Power Shutoff (PSPS)

Weather conditions have improved, and crews are inspecting PG&E powerlines and equipment to determine when we can safely restore power to [PREMISE ADDRESS]. We estimate power will be restored: [DATE] by [TIME]. Restoration time may change depending on equipment damage.

Thank you,
PG&E Critical Infrastructure Lead

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.
Transmission and Wholesale Customers

1. PSPS Watch
   (Automated notification approx. one and two days before event)

2. PSPS Warning
   (live call-as needed)

3. Fault Duty Event
   (live call-as needed)

4. Cancellation

5. Weather All Clear
   (live call)

6. Power Restoration
   (live call)

TRANSMISSION VOICE
This is PG&E calling on [DAY, DATE] at [TIME] with a P S P S outage alert. Crews have successfully restored power at [ADDRESS]. We apologize for the disruption, and we appreciate your patience.

TRANSMISSION TEXT
PG&E PSPS Outage Alert [SYSTEM DATE]: Crews have successfully restored power at your location, [PREMISE ADDRESS]. If your power is still out in this location, please contact the Grid Control Center at 707-449-6700.

COL TEXT
PG&E PSPS Outage Alert [DATE]: Crews have successfully restored power at your location, [PREMISE ADDRESS]. If your power is still out in this location, please contact PG&E’s Critical Infrastructure Lead at 415-973-4760.

TRANSMISSION EMAIL
SUBJECT: PG&E PSPS Alert: RESTORED [ADDRESS, CITY, COUNTY] County
[PG&E Logo] Public Safety Power Shutoff (PSPS)
[Exclamation Logo] Power Restored

Crews have successfully restored power at: [ADDRESS, CITY, STATE, COUNTY]. We apologize for the disruption, and we appreciate your patience.

Thank you,
PG&E Critical Infrastructure Lead

Message sent at [DATE, TIME]
NOTE: To protect against spam, some email providers may delay delivery.

Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.
Agency Resources/Tools
Newsletters, Websites, Nixle, Social Media, Common Alerting Protocol (CAP), In-Language Notifications

Included on the following pages are sample notifications that external parties can use to help communities prepare for, and stay informed during, PSPS events. These include:

- Newsletters and/or Websites Content
- Nixle
- Sample Social Media Posts
- PG&E Media and Social Media Overview
- Common Alerting Protocol (CAP) Message Templates
- In-Language Notifications
If severe weather threatens a portion of the electric system serving your community, it may be necessary for PG&E to turn off electricity in the interest of public safety. This is called a Public Safety Power Shutoff (PSPS). PG&E is asking all of its electric customers to be prepared for these possible public safety power outages. For planning purposes, PG&E suggests customers prepare for multiple-day outages.

We share what we know about the weather and our equipment as soon as we can. While weather conditions can be uncertain, we aim to send you notifications via calls, texts and emails two days ahead, one day ahead, just before shutting off power, once power is turned off and daily until power is restored. Make sure PG&E has your current contact information by visiting pge.com/mywildfirealerts or calling 1-866-743-6589. You can also find tips for evaluating your home and preparing an emergency plan to be ready for the threat of wildfire and possible power outages at pge.com/wildfiresafety.

**NIXLE**
PG&E Safety Notification: Forecasted weather conditions could cause power outages in your area. Prepare a plan. More info: pge.com or 1-800-743-5002.
Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires. "PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. ©2022 Pacific Gas and Electric Company. All rights reserved. 10/03/2022

FACEBOOK & INSTAGRAM
Are you prepared for power outages? PG&E may need to turn off electricity in the interest of public safety. This is called a Public Safety Power Shutoff. @pacificgasandelectric wants all of its electric customers to be prepared for these possible public safety power outages. For planning purposes, PG&E suggests customers prepare for multiple-day outages.

@pacificgasandelectric goal, dependent on weather, is to send customer notifications 48 hours in advance, 24 hours in advance and just prior to shutting off power. They will do so through automated calls, texts and emails. Make sure PG&E has your current contact information by visiting pge.com/mywildfirealerts or calling 1-866-743-6589. You can also find tips for evaluating your home and preparing an emergency plan to be ready for the growing threat of wildfire and possible power outages at pge.com/wildfiresafety.

TWITTER
@PGE4Me may turn off electricity for safety if severe weather threatens a portion of the electric system. This is called a Public Safety Power Shutoff. Visit pge.com/wildfiresafety for more info. #PSPS

@PGE4Me is asking customers to prepare for a possible Public Safety Power Shutoff due to severe weather conditions. Visit pge.com/wildfiresafety to learn more. #PSPS

@PGE4Me invites every electric customer to review preparedness tips at pge.com/wildfiresafety & learn more about its Public Safety Power Shutoff program. Even customers outside of a high fire-threat area could be impacted. #PSPS

@PGE4Me is will provide notice to customers in advance of a Public Safety Power Shutoff. To ensure you receive the notifications, visit mywildfirealerts to update your contact information with PG&E. #PSPS

Before, during and after a PSPS event, PG&E posts information on Facebook, Instagram, Twitter and Nextdoor. Cities, counties and agencies are encouraged to repost information as it becomes available.
IMPORTANT SAFETY Notification: Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Portions of your community are estimated to be shut off beginning [DATE] between [TIME] and [TIME] on [DATE]. Estimated restoration for your area is on [DATE] by [TIME]. Actual shutoff and restoration times may be delayed depending on weather and equipment conditions. If these conditions persist, PG&E may need to turn off power in your neighborhood. If we do need to turn off power for safety, we will work to restore power as soon as it is safe to do so.

If you see a downed powerline, assume it is energized and extremely dangerous. Do not touch or try to move it — and keep children and animals away. Report downed powerlines immediately by calling 911.

Please have your emergency plan ready. For more information, visit pge.com or call 1-800-PGE-5002.

Before, during and after a PSPS event, PG&E posts information on Facebook, Instagram, Twitter and Nextdoor. Cities, counties and agencies are encouraged to repost information as it becomes available.
MEDIA ENGAGEMENT

During a PSPS event, PG&E distributes daily news releases about weather conditions, Customer Resource Center (CRC) hours, infrastructure damages and restoration times. PG&E also engages multicultural media to inform the public in multiple languages. During a large PSPS event, we also hold press conferences to help inform the public.

SOCIAL MEDIA ENGAGEMENT

Before, during and after a PSPS event, PG&E posts updates on Facebook, Nextdoor and Twitter. Upon request, we can also provide the content of our customer notifications to share via city or county websites, Nixle and Reverse 911.

SAMPLE POSTS
Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.
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### Common Alerting Protocol (CAP) Messaging Templates

1. **PSPS Watch**
2. **PSPS Warning**
3. **Cancellation Notification**
4. **PSPS Update**
5. **Weather All Clear**
6. **Power Restoration**

### EMERGENCY NOTIFICATION SYSTEM (EAS)

A CIVIL AUTHORITY HAS ISSUED A [TEXT FROM EVENT CODE] FOR THE FOLLOWING COUNTIES/ AREAS: [TEXT FROM COUNTY CODE(S)] AT [DATE/TIME] EFFECTIVE UNTIL [DATE/TIME]. Message from [TEXT OF SENDER NAME]. Due to current weather forecasts, PG&E has upgraded the Public Safety Power Shutoff to a Warning and will turn off power to prevent wildfire. Estimated shutoff time [TIME RANGE ON DATE]. Estimated restoration [DATE/TIME]. Changes in weather can affect shutoff and restoration times, preparedness and event info available at [pge.com/pspsupdates].

### WIRELESS EMERGENCY NOTIFICATION (WEA)

PG&E may turn off your power to prevent wildfires. Est. shutoff time [TIME/DATE].

### NOVA WEATHER RADIO (NWR)

THE FOLLOWING MESSAGE IS TRANSMITTED AT THE REQUEST OF THE [TEXT FROM SENDER NAME]. Due to current forecasts, PG&E has upgraded the Public Safety Power Shutoff to a Warning and will soon turn off power to prevent wildfire. Est. shutoff [TIME] on [DATE]. Est. restoration [DATE/TIME]. Changes in weather can affect shutoff and restoration times, preparedness and event info available at [pge.com/pspsupdates].
**Common Alerting Protocol (CAP) Messaging Templates**

1. **PSPS Watch**
2. **PSPS Warning**
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**EMERGENCY NOTIFICATION SYSTEM (EAS)**

A CIVIL AUTHORITY HAS ISSUED A [TEXT FROM EVENT CODE] FOR THE FOLLOWING COUNTIES/AREAS: [TEXT FROM COUNTY CODE(S)] AT [DATE/TIME] EFFECTIVE UNTIL [DATE/TIME]. Message from [TEXT OF SENDER NAME]. Forecasted weather conditions have improved and PG&E will not be turning off power to prevent wildfires. For more information visit [pge.com/pspsupdates].

**WIRELESS EMERGENCY NOTIFICATION (WEA)**

Forecasted weather conditions have improved, power will not be turned off in [TEXT FROM COUNTY CODE(S)].

**NOVA WEATHER RADIO (NWR)**

THE FOLLOWING MESSAGE IS TRANSMITTED AT THE REQUEST OF THE [TEXT FROM SENDER NAME]. Forecasted weather conditions have improved and PG&E will not be turning off power to prevent wildfires in [TEXT FROM COUNTY CODE(S)]. For more information visit [pge.com/pspsupdates].
Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

Common Alerting Protocol (CAP) Messaging Templates

1. **PSPS Watch**
2. **PSPS Warning**
3. **Cancellation Notification**
4. **PSPS Update**
5. **Weather All Clear**
6. **Power Restoration**

**EMERGENCY NOTIFICATION SYSTEM (EAS)**

**WIRELESS EMERGENCY NOTIFICATION (WEA)**
Power remains off in your area for safety. Est. restoration time [DATE/TIME].

**NOVA WEATHER RADIO (NWR)**
The following message is transmitted at the request of the [TEXT FROM SENDER NAME]. Power remains off in [TEXT FROM COUNTY CODE(S)] to help prevent a wildfire. Est. restoration [DATE/TIME]. Changes in weather can affect restoration times, more information available at pge.com/pspsupdates.
### EMERGENCY NOTIFICATION SYSTEM (EAS)

A CIVIL AUTHORITY HAS ISSUED A [TEXT FROM EVENT CODE] FOR THE FOLLOWING COUNTIES/AREAS: [TEXT FROM COUNTY CODE(S)] AT [DATE/TIME] ON [DATE/TIME] EFFECTIVE UNTIL [DATE/TIME]. Message from [TEXT OF SENDER NAME]. Weather conditions have improved and crews are inspecting equipment to determine how quickly power can be safely restored. Estimated restoration [DATE/TIME]. Changes in weather can affect restoration times, more information available at [pge.com/pspupdates](http://pge.com/pspupdates).

### WIRELESS EMERGENCY NOTIFICATION (WEA)

Weather conditions have improved in your area. Est. restoration [DATE/TIME].

### NOVA WEATHER RADIO (NWR)

THE FOLLOWING MESSAGE IS TRANSMITTED AT THE REQUEST OF THE [TEXT FROM SENDER NAME]. Weather conditions have improved and crews are inspecting equipment to determine how quickly we can safely restore power. Est. restoration [DATE/TIME]. Changes in weather can affect shutoff and restoration times, more information available at [pge.com/pspupdates](http://pge.com/pspupdates).
Common Alerting Protocol (CAP) Messaging Templates

1. PSPS Watch
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3. Cancellation Notification
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**EMERGENCY NOTIFICATION SYSTEM (EAS)**

A CIVIL AUTHORITY HAS ISSUED A [TEXT FROM EVENT CODE] FOR THE FOLLOWING COUNTIES AREAS: [TEXT FROM COUNTY CODE(S)]. Message from [TEXT OF SENDER NAME]. PG&E crews have successfully restored power to all customers in your area. If your power is still out please visit pge.com/outages or call 1-800-743-5002.

**WIRELESS EMERGENCY NOTIFICATION (WEA)**

PG&E has successfully restored in your area. Thank you for your patience.

**NOVA WEATHER RADIO (NWR)**

THE FOLLOWING MESSAGE IS TRANSMITTED AT THE REQUEST OF THE [TEXT FROM SENDER NAME]. Power has successfully been restored to all customers in [TEXT FROM COUNTY CODE(S)]. If your power is still out please visit pge.com/outages or call 1-800-743-5002.
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In-Language Notifications

OVERVIEW

Information on PSPS outages will be offered in 16 non-English languages, including: Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong, Thai, Hindi and Portuguese. You can choose to receive alerts in one of these languages at [pge.com/myalerts](http://pge.com/myalerts).

You can also call 1-866-743-6589 for translated support in more than 240 languages. We also pre-record general notification messaging in American Sign Language to serve those who are deaf and hard of hearing.

There will be some variation in the overall customer experience of in-language notifications on two factors: (1) the specific languages for the automated phone call notifications and (2) if a language preference has been set by the customer.

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<th>Language Preference Set by Customer</th>
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**Automated Calls**
- Receives in-language message that mirrors the English notification

See next section

**SMS Texts**
- Receives in-language message that mirrors the English notification

See next section

**Emails**
- Receives in-language message that mirrors the English notification

See next section

**OVERVIEW**

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**Automated Calls**
- Receives in-language message that mirrors the English notification

See next section

**SMS Texts**
- Receives in-language message that mirrors the English notification

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**Emails**
- Receives in-language message that mirrors the English notification

See next section

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In-Language Notifications Continued

WEBSITE
At [pge.com/pspes](http://pge.com/pspes), materials are translated in 16 languages, including English, Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong, Thai, Hindi and Portuguese.

CALL CENTER
PG&E’s call center providers translation services in 240+ languages, including 10 indigenous languages.

INDIGENOUS LANGUAGE SUPPORT
PG&E is engaging with Community-Based Organizations (CBOs) and multi-cultural media organizations to provide translated communications in a variety of languages spoken by Indigenous communities that occupy significant roles in California’s agricultural economy (e.g., Mixteco, Zapoteco). This includes outreach and preparedness messaging and/or PSPS event updates, such as providing Facebook Live updates, messages on radio stations serving indigenous communities, and/or community events/meetings.