

PG&E Wildfire Safety Webinar

All Customers

April 8, 2025



Accessibility

To receive this presentation in **American Sign Language**, please see the link provided in the meeting chat.

We are hosting **translated presentations** in Spanish, Chinese, Russian, Tagalog and Hmong this summer. To view the schedule, visit: pge.com/webinars.

To view **real-time captioning** in English, Spanish and Chinese, click: 



Safety

Natural Disaster Preparedness

- Prepare an emergency plan and practice the plan
- Ensure your emergency kit allows your family to take care of themselves for 3-7 days
- Ensure appliances and furniture are **anchored to the wall**
- Learn how to **turn off your home's electric supply and appliances' gas shutoff valves**

Agenda

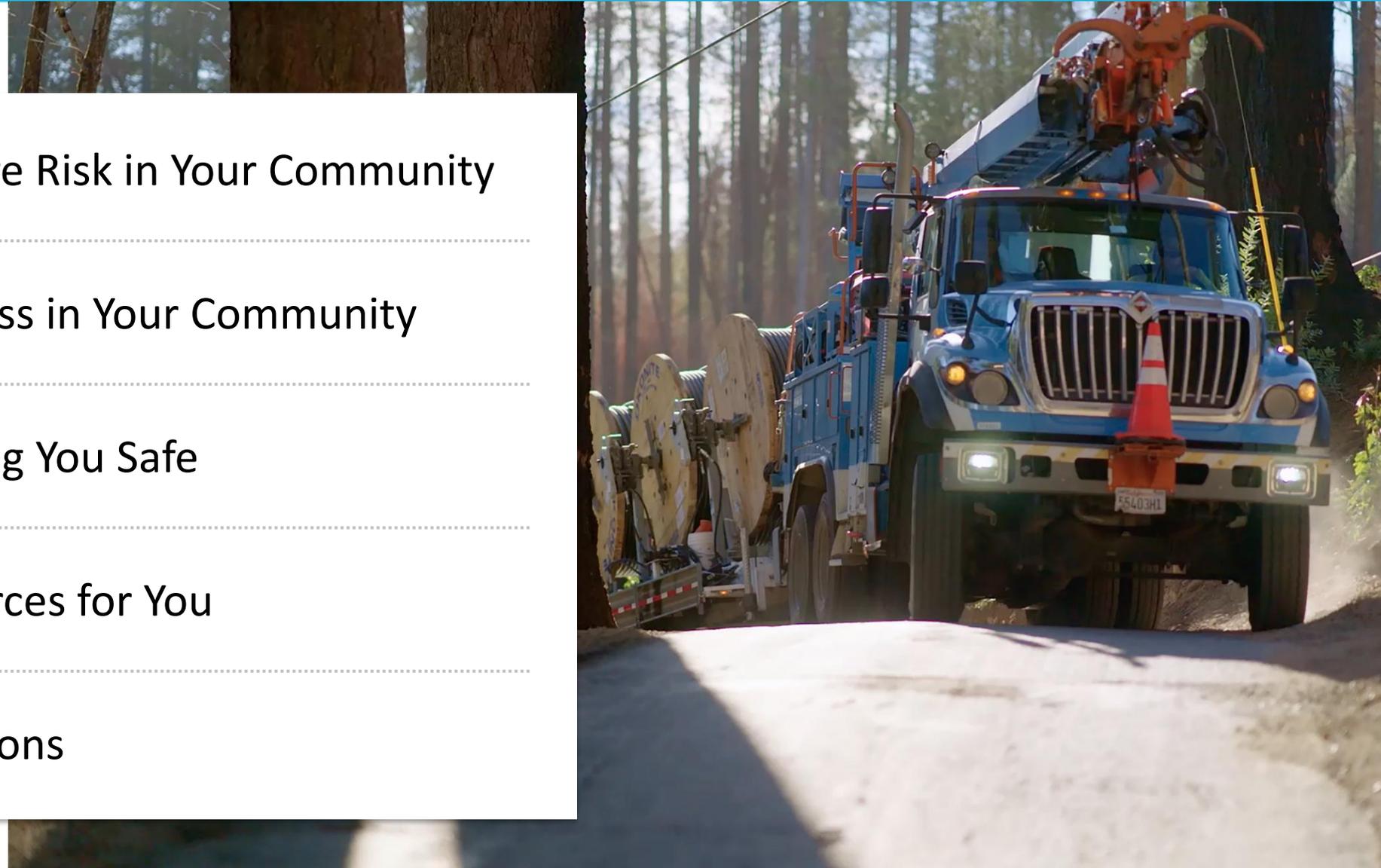
- 1** Wildfire Risk in Your Community

- 2** Progress in Your Community

- 3** Keeping You Safe

- 4** Resources for You

- 5** Questions



Aaron Johnson

Senior Vice President

Local Customer Engagement

Tom Smith

Senior Manager

Customer Engagement Strategy

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Customer Outreach Strategist

Public Safety Power Shutoffs (PSPS)

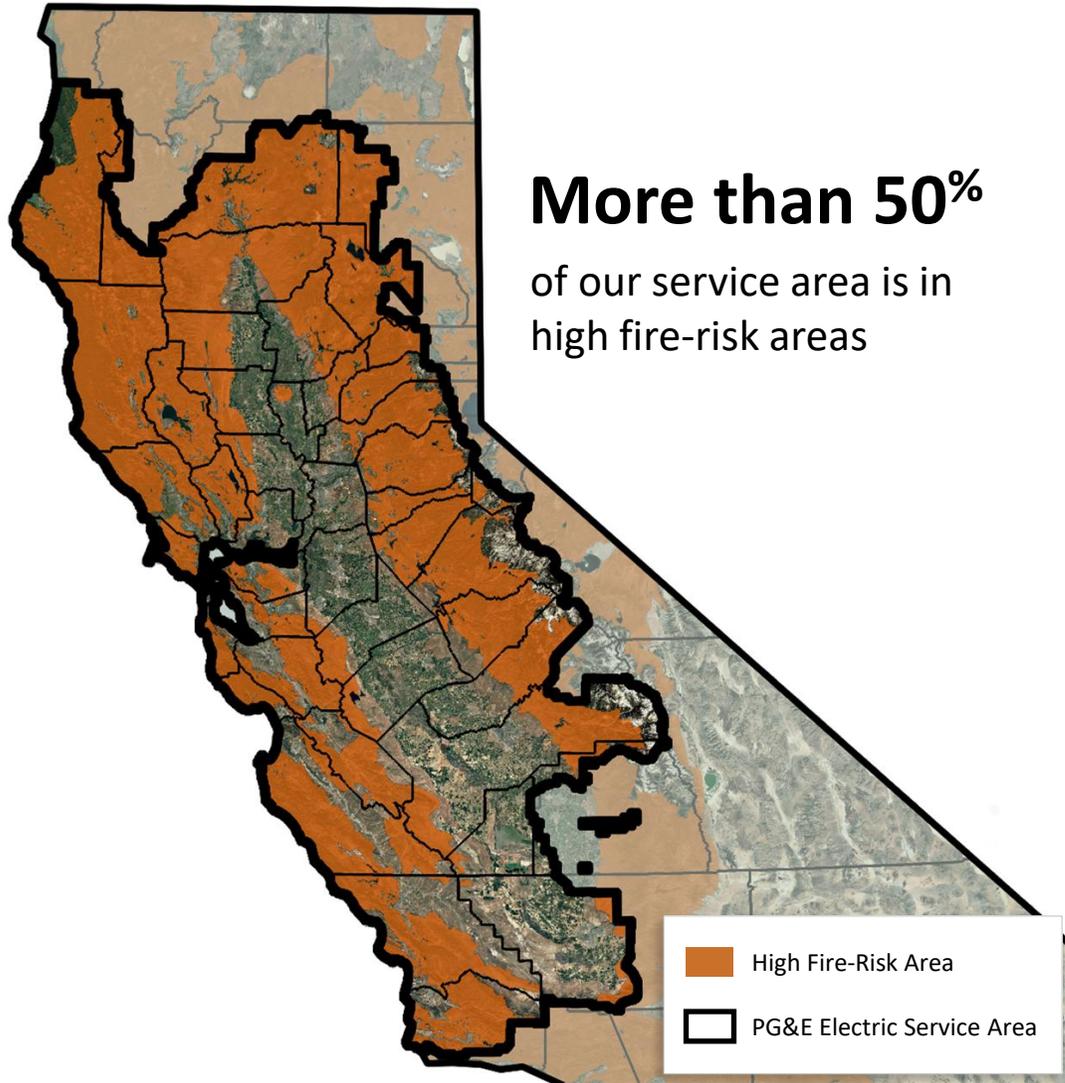


Community Wildfire Safety Program





Wildfire Risk Across Our Service Area



	PG&E SYSTEMWIDE	HIGH FIRE-RISK AREAS (HFRA)
Electric customers served	5.2M	504,600
Distribution line miles	108,500	28,600
Transmission line miles	19,100	5,700

Source: California Public Utilities Commission

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

Layers of Wildfire Protection



Situational Awareness

- A New Tools and Technology:** Installed over 2,000 weather stations and high-definition cameras monitored by trained professionals to better predict and respond to wildfires and severe weather.



Operational Mitigations

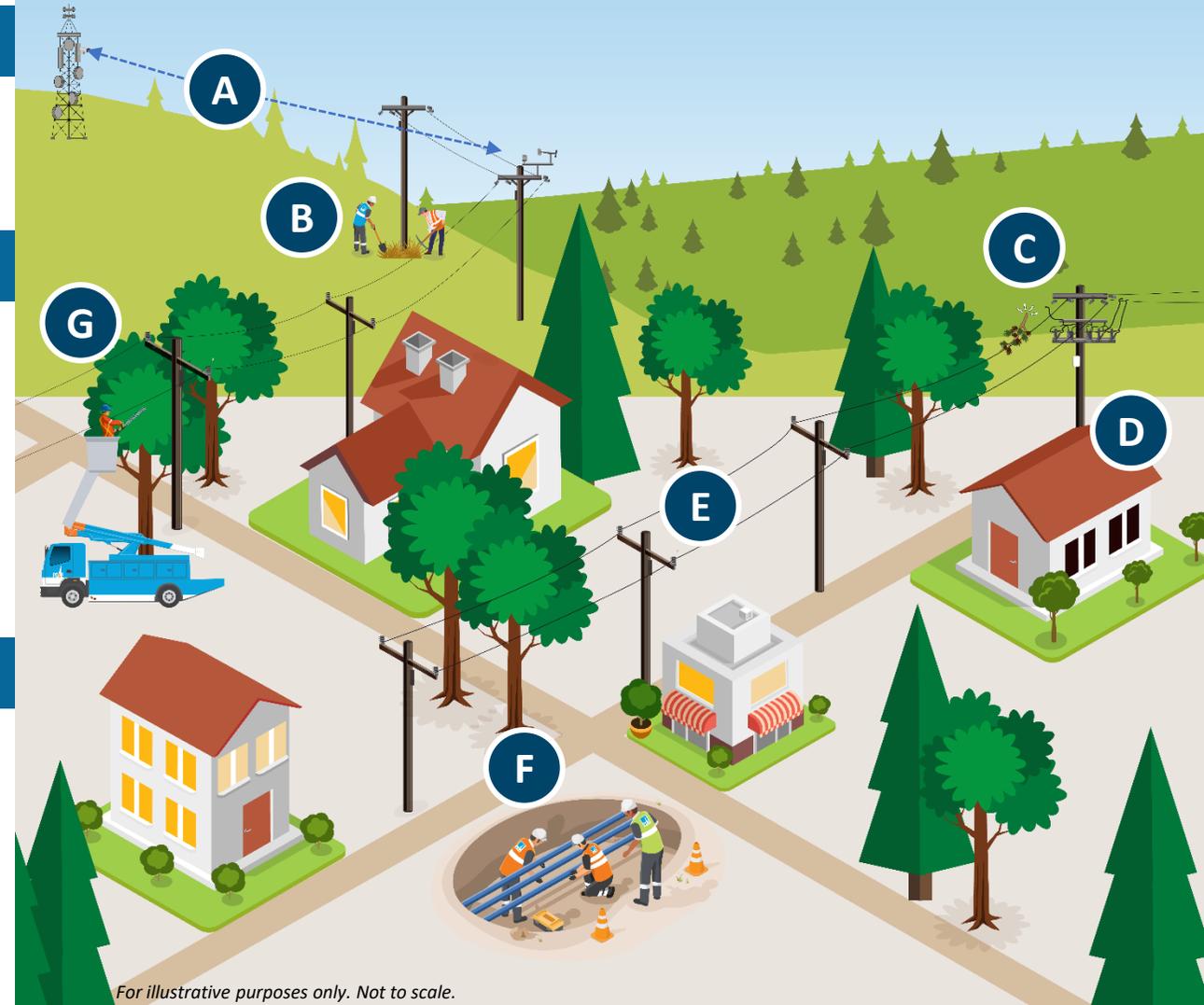
- B Safety and Infrastructure Protection Teams:** Deploying trained response professionals who protect PG&E equipment to increase safety and enhance community recovery.
- C Enhanced Powerline Safety Settings:** Installed on 44,000+ line miles and turned on during elevated wildfire risk to automatically shut off power within one-tenth of a second if a hazard is detected.
- D Public Safety Power Shutoff:** Turning off power for safety as a last resort during severe weather.



Resiliency Work

- E New, Strengthened Equipment:** Installing strengthened poles and covered powerlines on 1,900+ miles of overhead powerlines.
- F Undergrounding Powerlines:** Completing 10,000 miles of undergrounding in the highest wildfire risk areas.
- G Vegetation Management:** Removing or pruning 1 million+ trees per year to ensure they are a safe distance from powerlines.

Reducing Wildfire Risk in Your Community



For illustrative purposes only. Not to scale.

Wildfire Safety Work Happening in Your Area



Keeping Trees a Safe Distance From Powerlines

Customers can expect the following when vegetation management work is being conducted in their communities:



Management of wood debris **smaller than four inches in diameter** might include:

- ✓ Chipping
- ✓ Safely scattering/spreading
- ✓ Hauling away



To learn more about this work, visit [pge.com/trees](https://www.pge.com/trees).

For safe planting guidelines, visit [pge.com/righttreerightplace](https://www.pge.com/righttreerightplace).

Strengthening California's Next Generation Electric Grid

We are strengthening our electric system by upgrading powerlines.

This includes moving powerlines underground and installing strengthened power poles and covered powerlines.

In some cases, we are removing powerlines if areas receive power from a remote grid or if the lines are no longer needed.

These programs:



Reduce wildfire risk



Enhance long-term safety





2025-2026 Undergrounding Workplan Update

In 2025, we plan to underground 330 miles of powerlines across 26 counties*.

- Workplans and maps related to these projects are available publicly via pge.com/undergrounding and pge.com/progressmap.
- The projects reflected here represent undergrounding that has been approved via the General Rate Case/Wildfire Mitigation Plan regulatory processes.

2025-2026 Undergrounding Forecast



*Data as of 01/13/2025. This map is for illustrative purposes. Forecasts can change as our risk model evolves to address the greatest wildfire risk. Forecast miles also exceed annual targets and include Rule 20A projects initiated by agencies in high fire-risk areas. Mileage in a community may increase or decrease due to access, weather, permitting or other constraints. In most cases, if a project is not completed during the year originally identified, it will continue through planning/construction phases during subsequent years. Mileage represents projects that will be energized in a given year. Construction for a project may begin before the year of energization, and final property and road restoration work may occur after the year of energization.

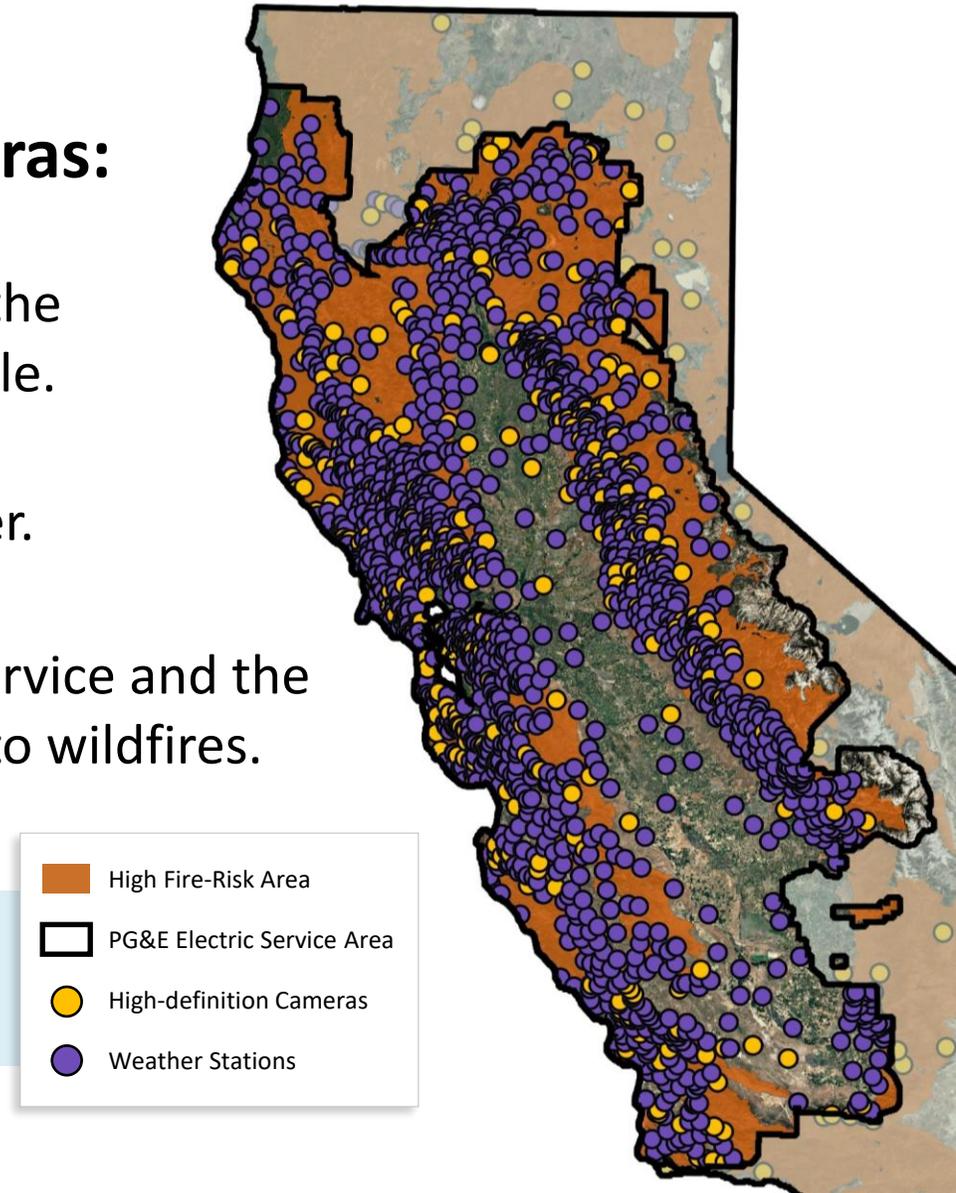
Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

PG&E has a comprehensive network of weather stations and high-definition cameras:

- ✓ **630** high-definition cameras installed providing the ability to see **90%** of high fire-risk areas are visible.
- ✓ **1,600** weather stations to predict severe weather.

PG&E's cameras are used by CAL FIRE, the US Forest Service and the Bureau of Land Management to monitor and respond to wildfires.

 You can see cameras and stations in the community by visiting [pge.com/weather](https://www.pge.com/weather).

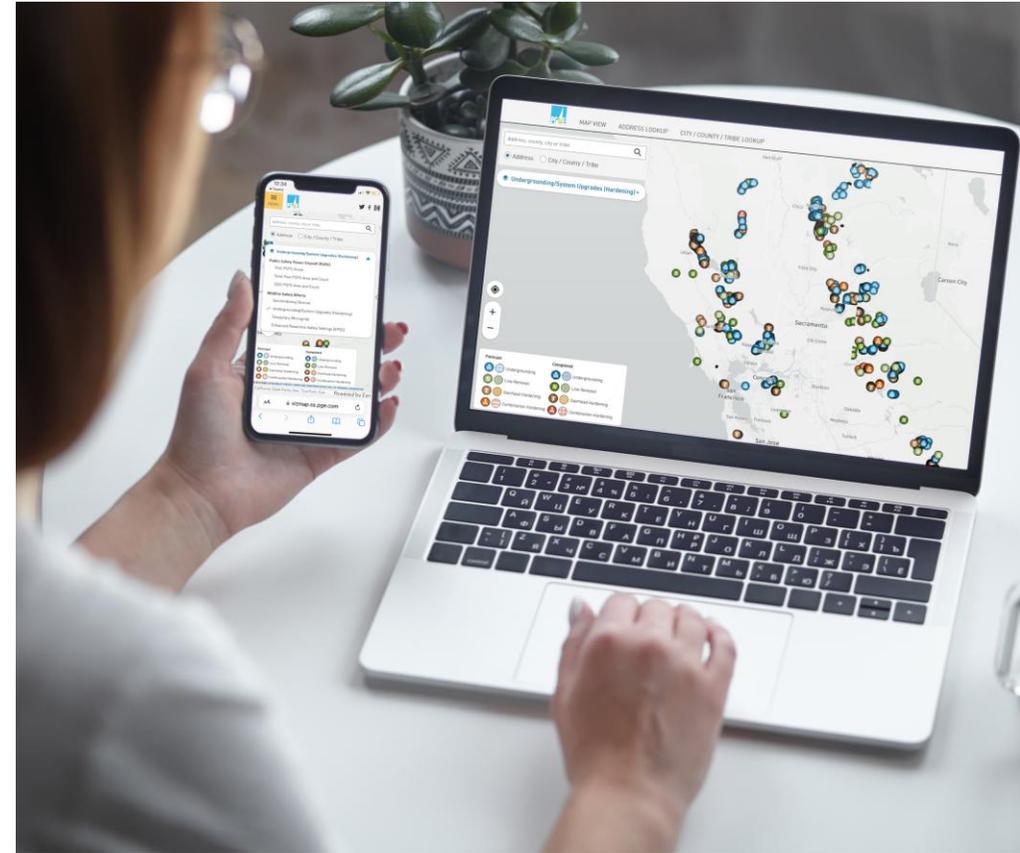


Wildfire Safety Progress Map

The Wildfire Safety Progress Map is a comprehensive, interactive map of PG&E's wildfire safety work and progress.

Today, the map shows the following:

- System Upgrades (Hardening)
 - Installing Strong Poles and Covered Powerlines
 - Undergrounding
 - Line Removal
 - **(NEW)** Traffic Alerts
 - **(NEW)** Road Restoration Status
- Sectionalizing Devices
- Temporary Microgrids
- Enhanced Powerline Safety Settings (EPSS)
- Public Safety Power Shutoffs (PSPS)
- **(NEW)** High Fire-Risk Area (HFRA)
- Customer Assistance Programs
 - Self-Generation Incentive Program (SGIP)
 - Permanent Battery Storage Rebate (PBSR)
 - **(NEW)** Portable Battery Program (PBP)



i Visit pge.com/progressmap to learn more.

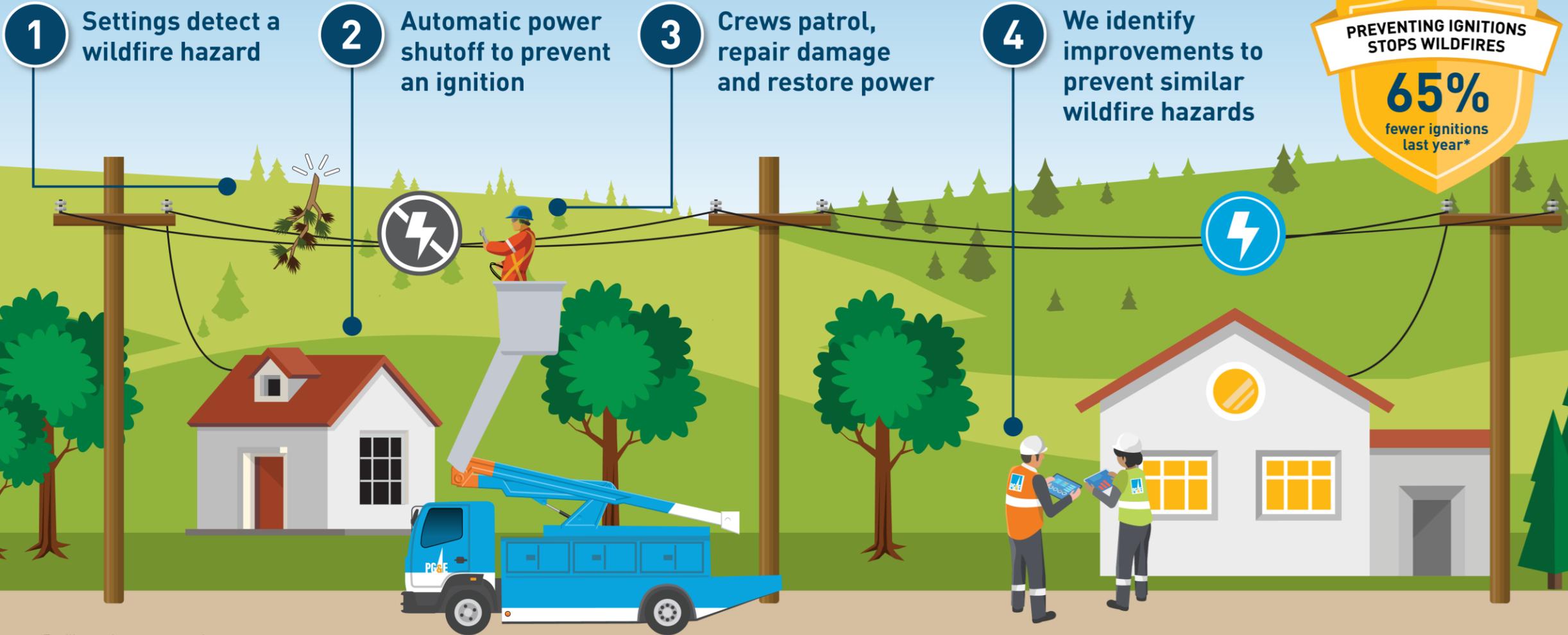
If you have a question, click the Q&A button and type it in.



Enhanced Powerline Safety Settings (EPSS) and Public Safety Power Shutoffs (PSPS)



Enhanced Powerline Safety Settings



For illustrative purposes only.

*Based on an evaluation of the effectiveness of EPSS under conditions of elevated likelihood of destructive fire outcomes (R3 Fire Potential Index rating), compared to the 2018 – 2020 average prior to the establishment of EPSS.

Improving Reliability in Our Service Area

Last year, our additional work to reduce safety outages included:

- ✓ **9,700** trees trimmed, preventing branches from contacting powerlines and causing outages.
- ✓ **8,400** devices installed, enabling us to quickly locate the outage cause and restore power.
- ✓ **1,900** animal guards installed, stopping animals from contacting powerlines and keeping them safe.
- ✓ **1,100** fault indicators installed, pinpointing where an outage happened so our crews can restore power faster.
- ✓ **9** drone inspections conducted, allowing us to identify work to be done to help prevent future outages.

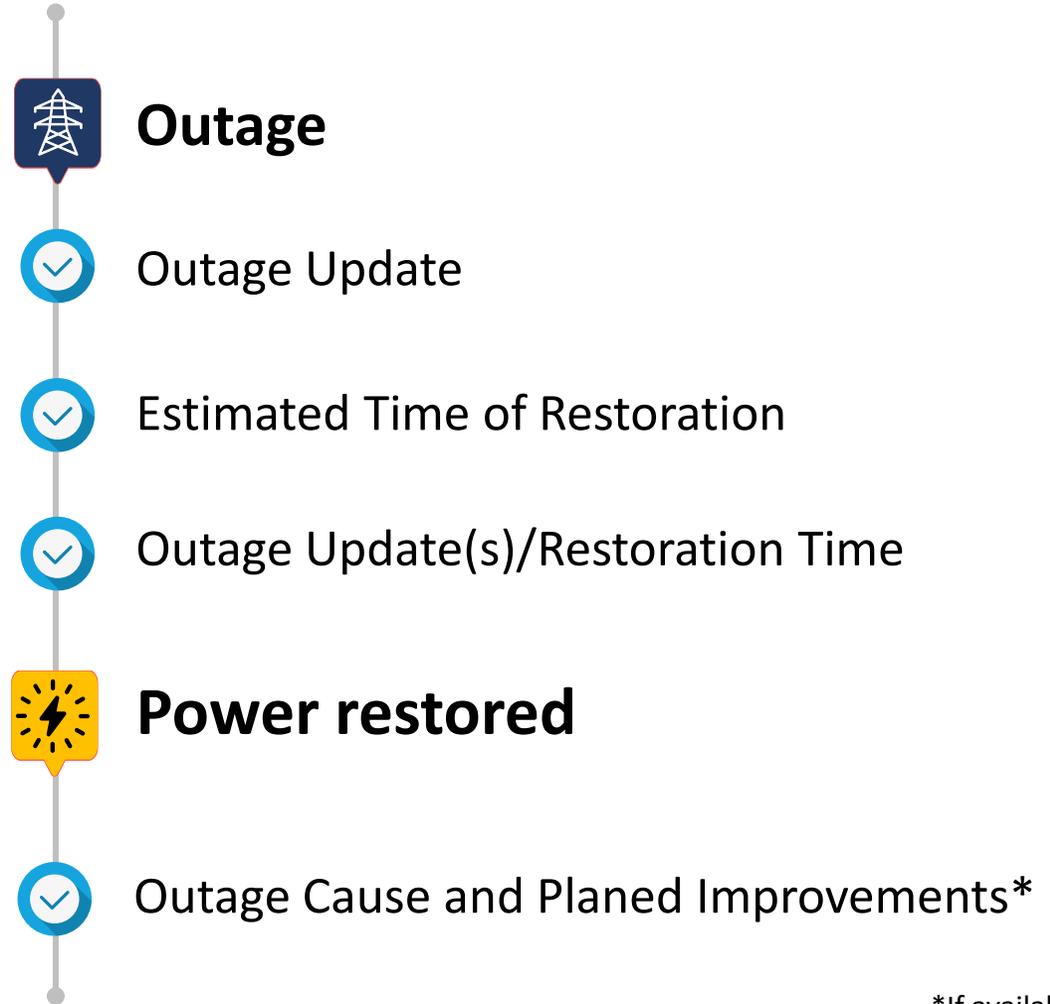
And our work doesn't stop there.

This year, we plan to trim over **6,500 trees** and **install over 1,800 animal guards** and additional devices on our powerlines to improve reliability and keep you safe from the threat of wildfires.



What Customers Can Expect During and After an Outage

We will notify you if an outage occurs and provide you with updates during and after the restoration process through text message, NextDoor post, email and phone call.



*If available at the time



For more information about an outage and restoration, visit [pge.com/outages](https://www.pge.com/outages).

What is a Public Safety Power Shutoff?

High winds can cause tree branches and debris to contact energized electric lines and potentially lead to a wind-driven wildfire.

To prevent such fires, we may need to proactively turn off power as a last resort.



Differences Between Planned and Unplanned Outages

Enhanced Powerline Safety Settings

vs.

Public Safety Power Shutoffs



WHY

Automatically turning off power within one-tenth of a second, or faster, if a wildfire hazard is detected on the line.

Proactively turning off power to prevent tree branches and debris from contacting energized lines.



WHEN

Elevated wildfire risk is present, most likely from May to November, but can occur year-round.

During times of high winds, low humidity and dry vegetation.



NOTIFICATIONS

No advance notification can be provided because the safety settings are reacting to the presence of a hazard on the line.

Ahead of potential power shutoff through automated calls, texts, and emails with updates provided until power is restored.



Updates and information for both planned and unplanned outages: [pge.com/outages](https://www.pge.com/outages)

If you have a question, click the Q&A button and type it in.



Supporting Our Customers and Communities





Savings Programs and Support for Customers

Savings Programs for Income-Qualified Customers

California Alternate Rates For Energy Program (CARE)

Provides a monthly discount of 20% or more on gas and electricity.

pge.com/care

Family Electric Rate Assistance Program (FERA)

Provides a monthly discount of 18% on electricity only.

pge.com/fera

Low-Income Home Energy Assistance Program (LIHEAP)

Provides a one-time payment of up to \$1,000 to help with unpaid energy bills.

pge.com/liheap

Savings Support for All Residential Customers



Budget Billing

Offsets high winter heating peak bills by averaging your energy costs to determine a more predictable monthly payment amount.

 pge.com/budgetbilling



GoGreen Home Energy Financing

Helps finance energy saving improvements to make your home more comfortable and efficient.

 gogreenfinancing.com



Home Energy Checkup

Helps customers assess their energy use and gives customized savings tips.

 pge.com/homecheckup



For more ways to save energy, visit pge.com/energysavingtips.

Community Resource Centers

During Public Safety Power Shutoffs, Community Resource Centers **provide resources and up-to-date information.**

Community Resource Centers may have:

	Personal/medical device charging		Bottled water
	Mobile battery chargers		Seating
	ADA-accessible restroom		Ice
	Cooling/heating		Snacks



Learn more at [pge.com/crc](https://www.pge.com/crc).



Disability Disaster Access and Resources

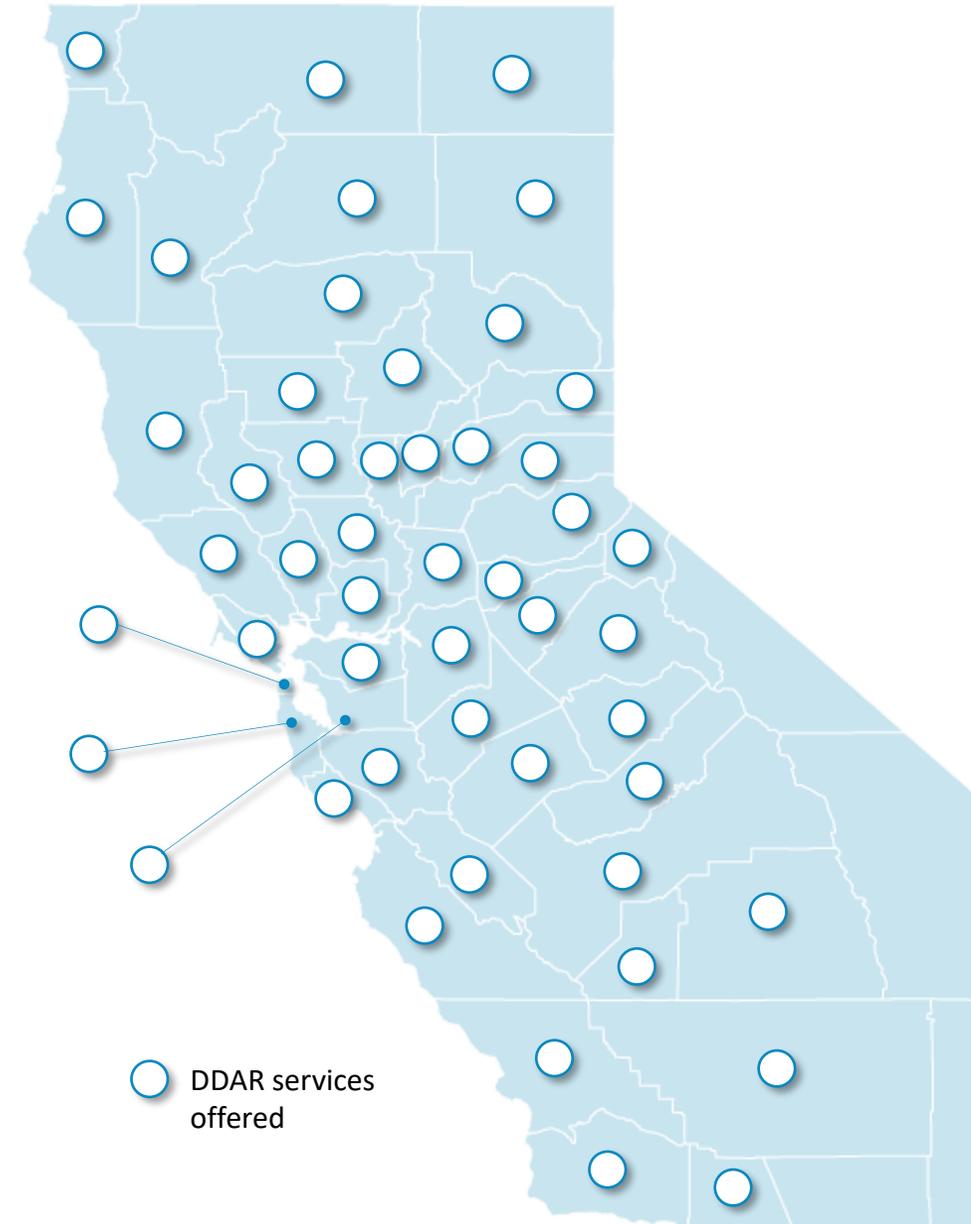
We partner with the Disability Disaster Access and Resources (DDAR) Program to support people with disabilities and chronic conditions.

Resources provided:

- Emergency planning assistance
- Portable backup batteries
- Accessible hotel accommodations and transportation
- Food vouchers
- Fuel cards for generators



Customers can learn more at [pge.com/ddar](https://www.pge.com/ddar).



Portable Battery Program

PG&E provides fully subsidized portable batteries.

Eligibility requirements:

- 
 Must be enrolled in PG&E's Medical Baseline Program or Self-Identified Vulnerable with Assistive Technology or dependent on durable medical equipment.
- 
 Must have experienced at least one PSPS event since 2022 or three or more EPSS outages since 2024.



To learn more, visit pge.com/portablebattery

Backup Power Transfer Meter Program

We are helping customers safely connect generator power to their homes during emergency outages.

How it works:

- ✓ Power is delivered directly to the circuit breaker which eliminates any power cords running in the home.
- ✓ Provides an affordable solution for customers who are unable to afford solar or backup batteries.
- ✓ Customers should start the generator at a safe location.

Benefits:

- ✓ Free for customers with a compatible generator
- ✓ Saves money on the purchase of a separate transfer switch



To learn more, visit pge.com/transfERMeter.

Generator and Battery Rebate Program

Offering a rebate on the purchase of a qualifying generator or battery to prepare for outages.

Eligibility requirements:

- ✓ Have an active PG&E account.
- ✓ Reside in Tier 2 or 3 High Fire-Threat District or be on an EPSS-protected circuit.
- ✓ The generator must be on PG&E's Qualified Product List.

Rebate amounts:

- ✓ \$300 per qualified customer.
- ✓ An additional \$200 for CARE or FERA participants.



For more information, visit pge.com/backupper

Permanent Battery Storage Rebate Program

This program offers eligible customers a \$7,500 rebate for the installation of permanent battery storage system.

Program Eligibility Requirements (must satisfy all to qualify):

- ✓ Must have an active PG&E account
- ✓ Must be a First-time PG&E Permanent Battery Storage Customer
- ✓ Must have experienced 5 or more EPSS related outages since 2023.
- ✓ Product must be in the Qualified Products List



Customers can learn more at pge.com/permanentbatterystorage.



Self-Generation Incentive Program

The Self-Generation Incentive Program (SGIP) offers incentives to help you save on energy storage systems for your home and business and prepare in the event of a power outage.

How it works:

- You can use stored energy to keep your home and business powered with a battery.
- The incentive can cover at least **15%** of the average battery cost, and any PG&E customer can apply to the program.

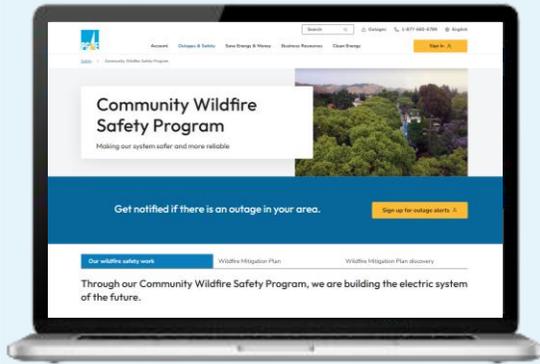
Battery storage enables you to:

- ✓ Have backup power for your home and business.
- ✓ Potentially reduce your energy costs.



To learn more, visit [pge.com/sgip](https://www.pge.com/sgip)

Wildfire Safety



Information on wildfire prevention efforts

 pge.com/wildfiresafety

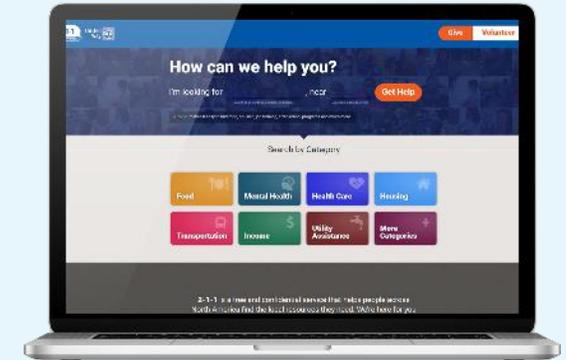
Safety Action Center



Create an emergency safety plan to keep you and your family safe

 safetyactioncenter.pge.com

211



Free and confidential support and resources via calls or texts to 211

 211ca.org

Dedicated wildfire safety contacts: Hotline: 1-866-743-6589 | Email: wildfiresafety@pge.com

If you have a question, click the Q&A button and type it in.



Please take this short survey to provide feedback* on the information received tonight or suggestions on what you would like to hear about during future webinars.



SCAN FOR SURVEY

**All answers will be kept confidential.*

Thank You

