

Wildfire Safety Webinar

Customers with Access
and Functional Needs

May 20, 2026



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Agenda

1 Community Wildfire Safety Program
and Operational Safety Tools

.....

2 Support Ahead of an Outage

.....

3 Billing and Savings Support

.....

4 Questions



Meet the Team

Lizz Stout

AFN Program Manager

Customer Engagement Strategy

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Tom Smith

Senior Manager

Customer Engagement Strategy

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Jenny Limones

AFN Program Specialist

Customer Engagement Strategy

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Megan Geraci

Manager

Customer Resiliency



Safety Check

- ➔ **Find backup power options** and identify a backup location.
- ➔ **Wear medical bracelets or alert tags** with important information or emergency responders and healthcare providers.
- ➔ **Create physical copies of important information** like health records, insurance/medical cards and the contact information of your support network.
- ➔ **Build an emergency kit** to fit your needs.

Outage Preparedness Tips



Community Wildfire Safety Program





Who We Serve

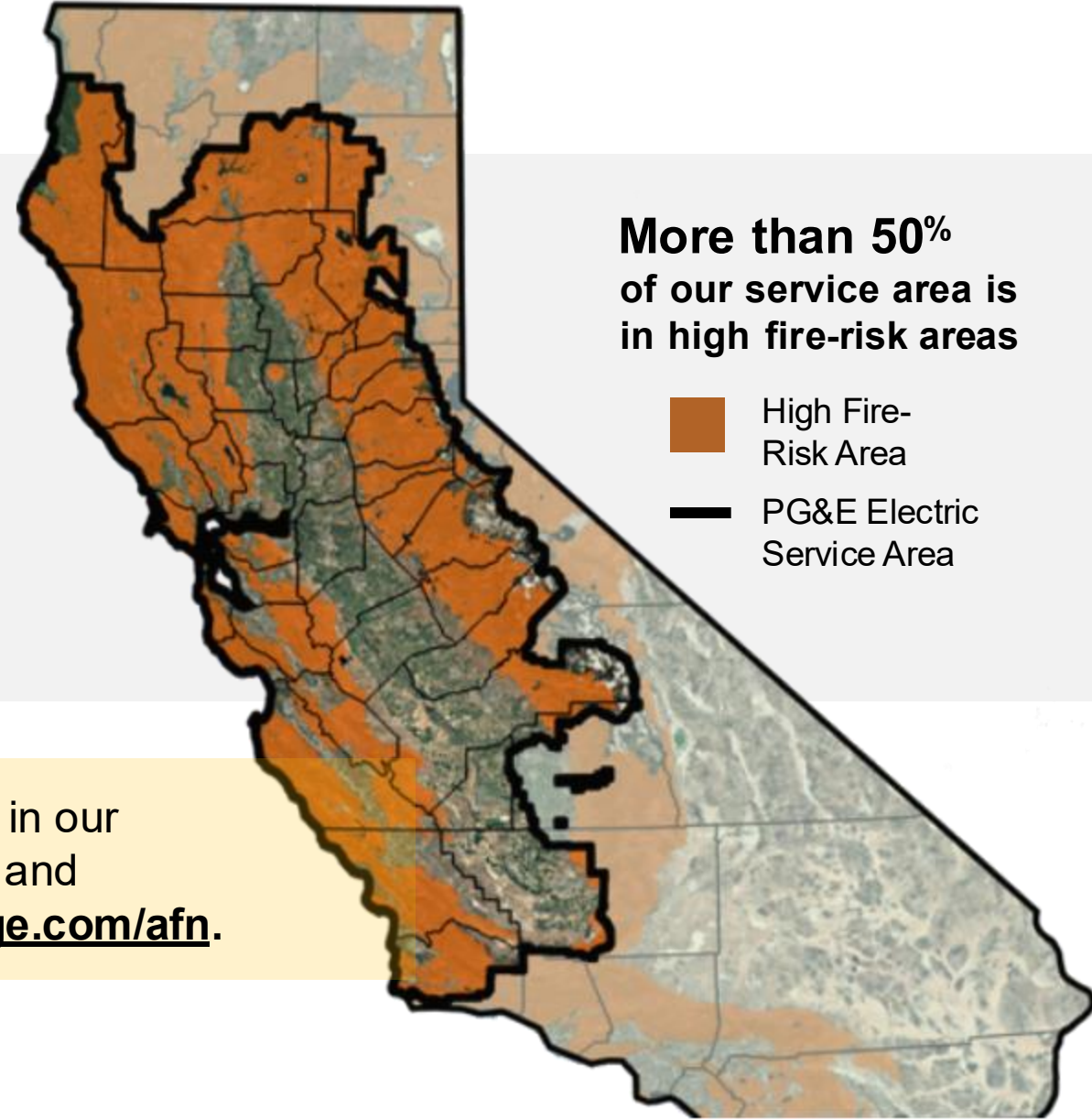
By The Numbers

5.8M Customers served

70K Square mile service area

More than 50% of our service area is in high fire-risk areas

-  High Fire-Risk Area
-  PG&E Electric Service Area



It is estimated that **over 80% of the population** in our service area are considered people with Access and Functional Needs. For more information, visit [pge.com/afn](https://www.pge.com/afn).

Layers of Wildfire Protection



Situational Awareness

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



Operational Mitigations

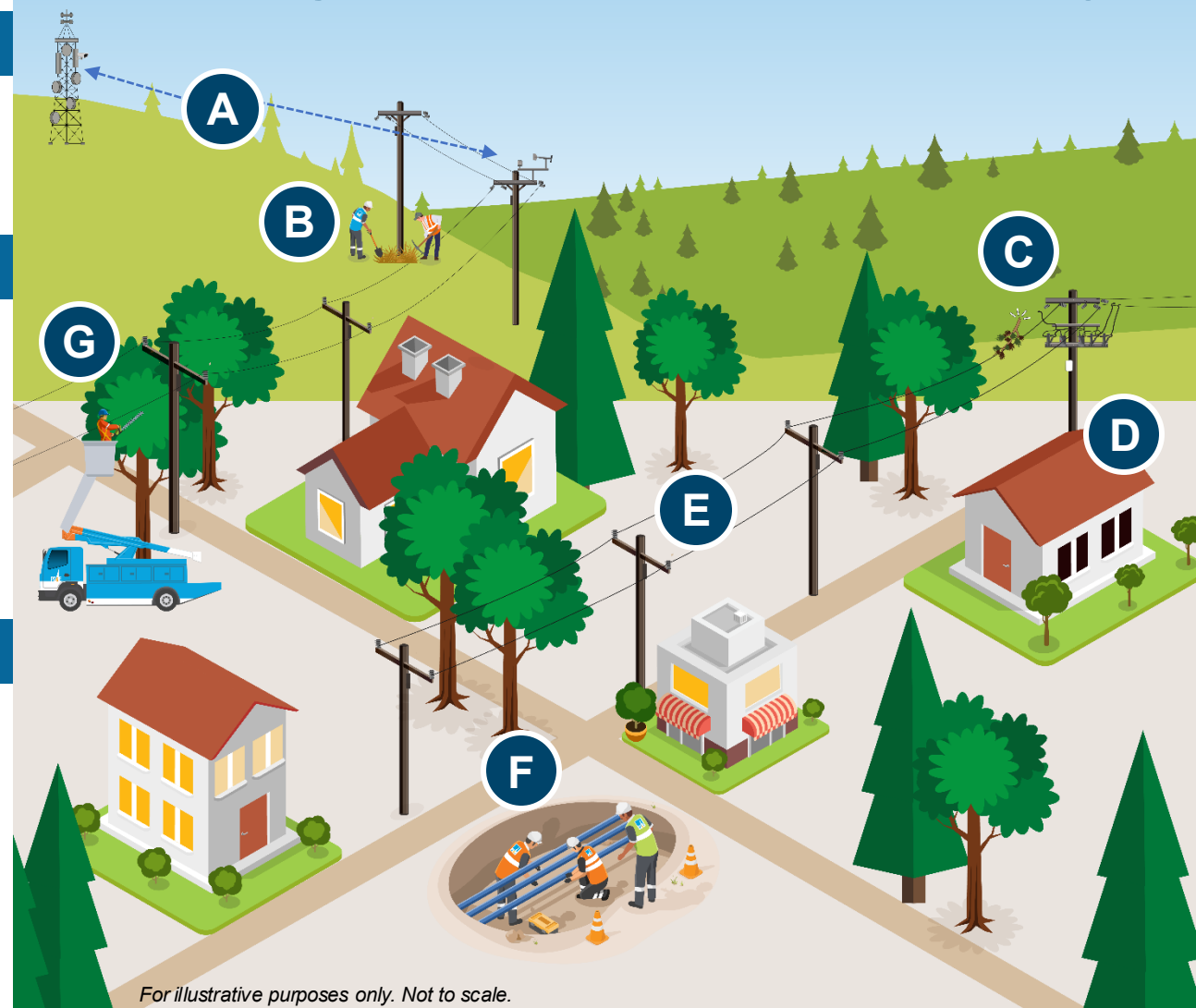
- B Safety and Infrastructure Protection Teams:** Deploying trained response professionals to increase safety and enhance community recovery.
- C Enhanced Powerline Safety Settings:** Detecting hazards on powerlines and shutting off power quickly to prevent an ignition.
- D Public Safety Power Shutoff:** 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 thousands of miles of overhead powerlines.
- F Undergrounding Powerlines:** Completing thousands of miles of undergrounding in the highest wildfire risk areas.
- G Vegetation Management:** Trimming or removing 1.5 million+ trees to keep them away from powerlines and prevent wildfires.

Reducing Wildfire Risk in Your Community

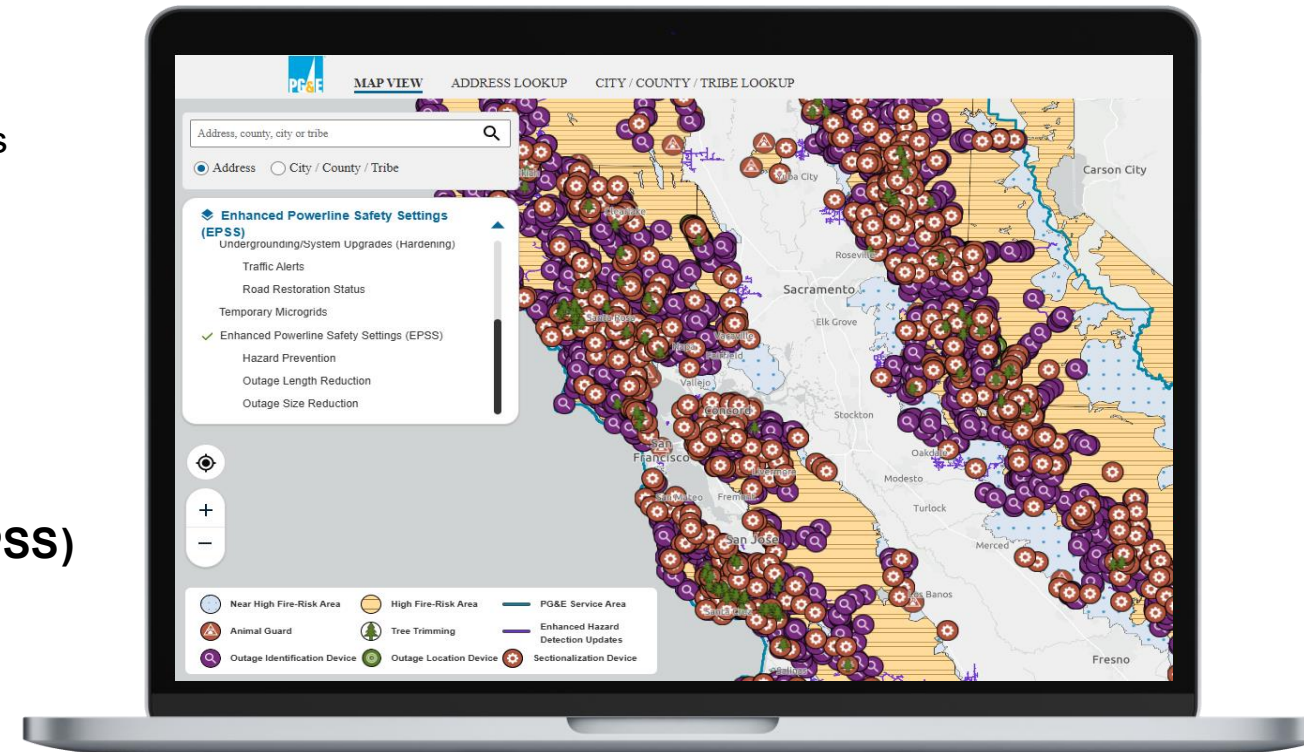


Wildfire Safety Progress Map

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

Today, the map shows:

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

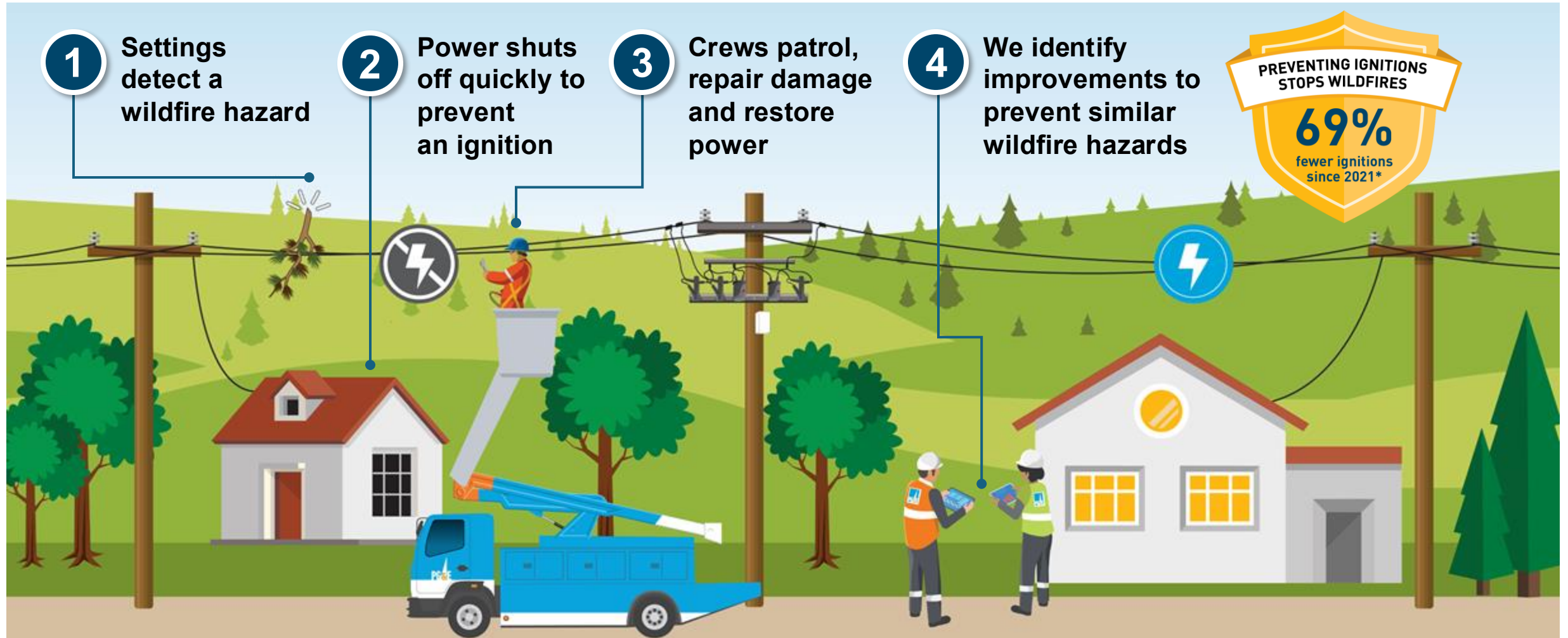


Visit pge.com/progressmap to learn more.

Operational Safety Tools



Enhanced Powerline Safety Settings (EPSS)



For illustrative purposes only.

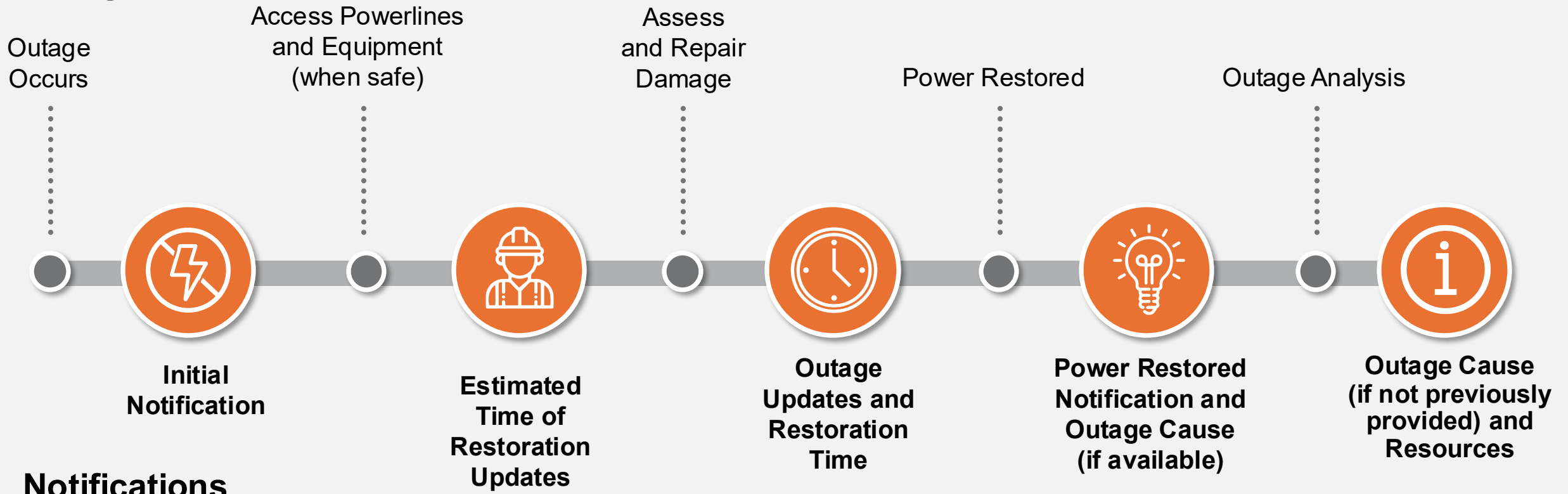
*Based on an evaluation of the effectiveness of EPSS under conditions of elevated likelihood of destructive fire outcomes in high fire-risk areas (R3 Fire Potential Index rating).

To learn more about Enhanced Powerline Safety Settings, visit pge.com/epss.

How We Notify You When an EPSS-related Outage Occurs

We will reach out to you through text, email and/or automated calls during and after an outage.

Outage Process



PSPS As a Tool for Safety

High winds can cause tree branches and debris to contact energized electric lines, damage our equipment and cause a wildfire. To prevent wildfires, we may need to turn off power as a last resort.

Conditions that may lead to a Public Safety Power Shutoff



Low humidity levels of 30% and below



Forecasted high winds above 19 mph



A Red Flag Warning issued by the National Weather Service



Condition of dry material on the ground and low moisture content of vegetation



On-the-ground, real-time observations

Notifying Customers and Public Safety Partners During a PSPS

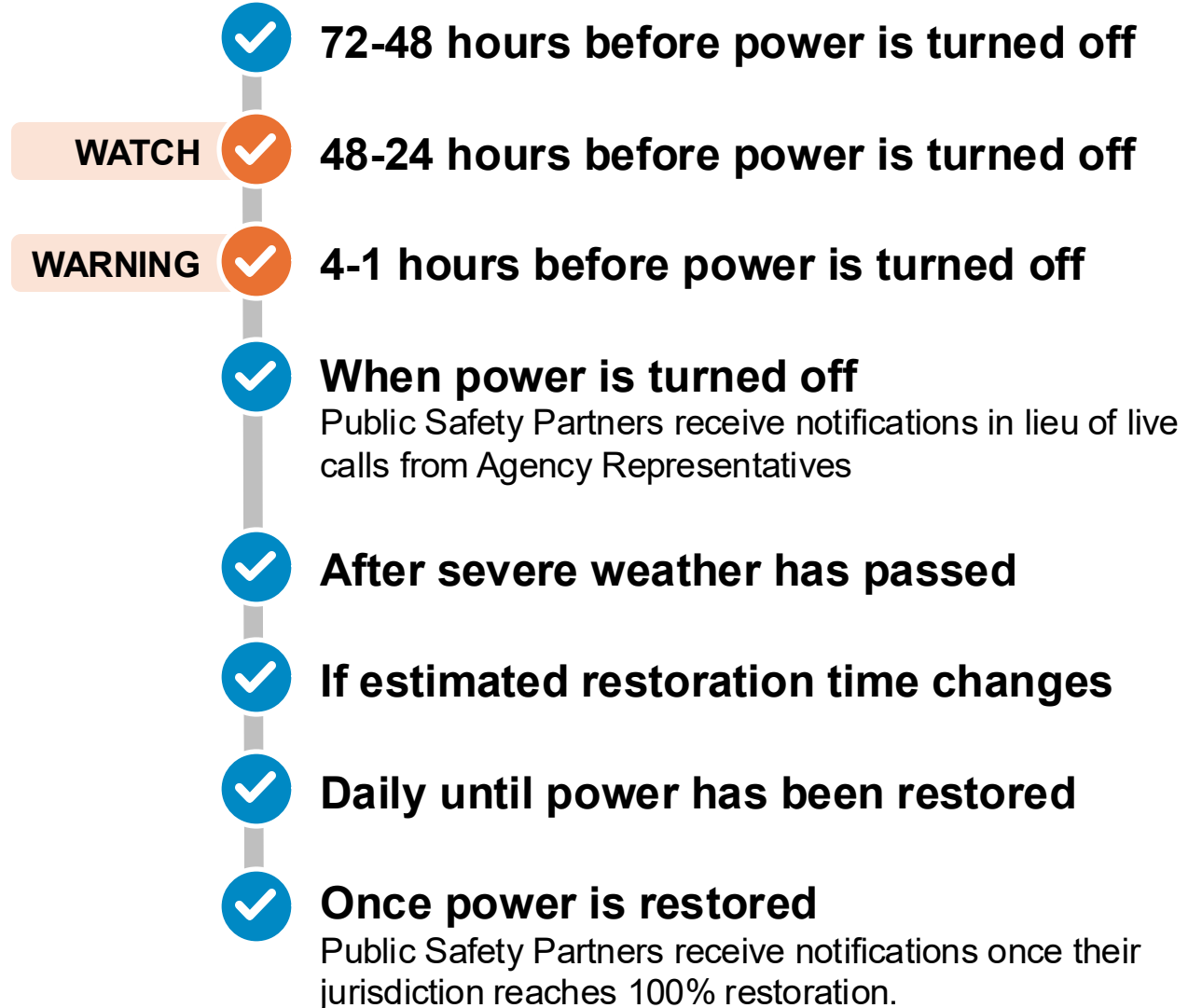
We reach out to customers and Public Safety Partners through automated calls, texts and emails to provide information and updates.

- Information is also available on pge.com/PSPUpdates.
- Updates are shared on social media and with local news outlets

Customers can sign up for address alerts to receive PSPS notifications for any location: pge.com/addressalerts

*Estimated Time of Restoration is also provided to customers throughout the notification process
Note: Annual registration is required. Notifications to customers are available in 16 languages.

When We Share Notifications



Differences Between EPSS and PSPS

Enhanced Powerline Safety Settings

vs.

Public Safety Power Shutoffs



HOW IT WORKS

Safety settings detect hazards on the powerline and shut off power quickly to prevent an ignition. Settings are only turned on during elevated wildfire conditions.

Proactively turning off power based on weather conditions to prevent tree branches and debris contact lines, causing a wildfire.



NOTIFICATIONS

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

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



Outage information and updates: pge.com/outages.

Outage Information

Outages may occur for a variety of reasons; it is important to stay informed and prepared.



Planned equipment maintenance and repairs



System upgrades



Damage to equipment



Public Safety Power Shutoff (PSPS)



Hazard on a line protected by Enhanced Powerline Safety Settings (EPSS)



To view outages and find up-to-date information, visit pge.com/outages or call us at **1-800-743-5000**.

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



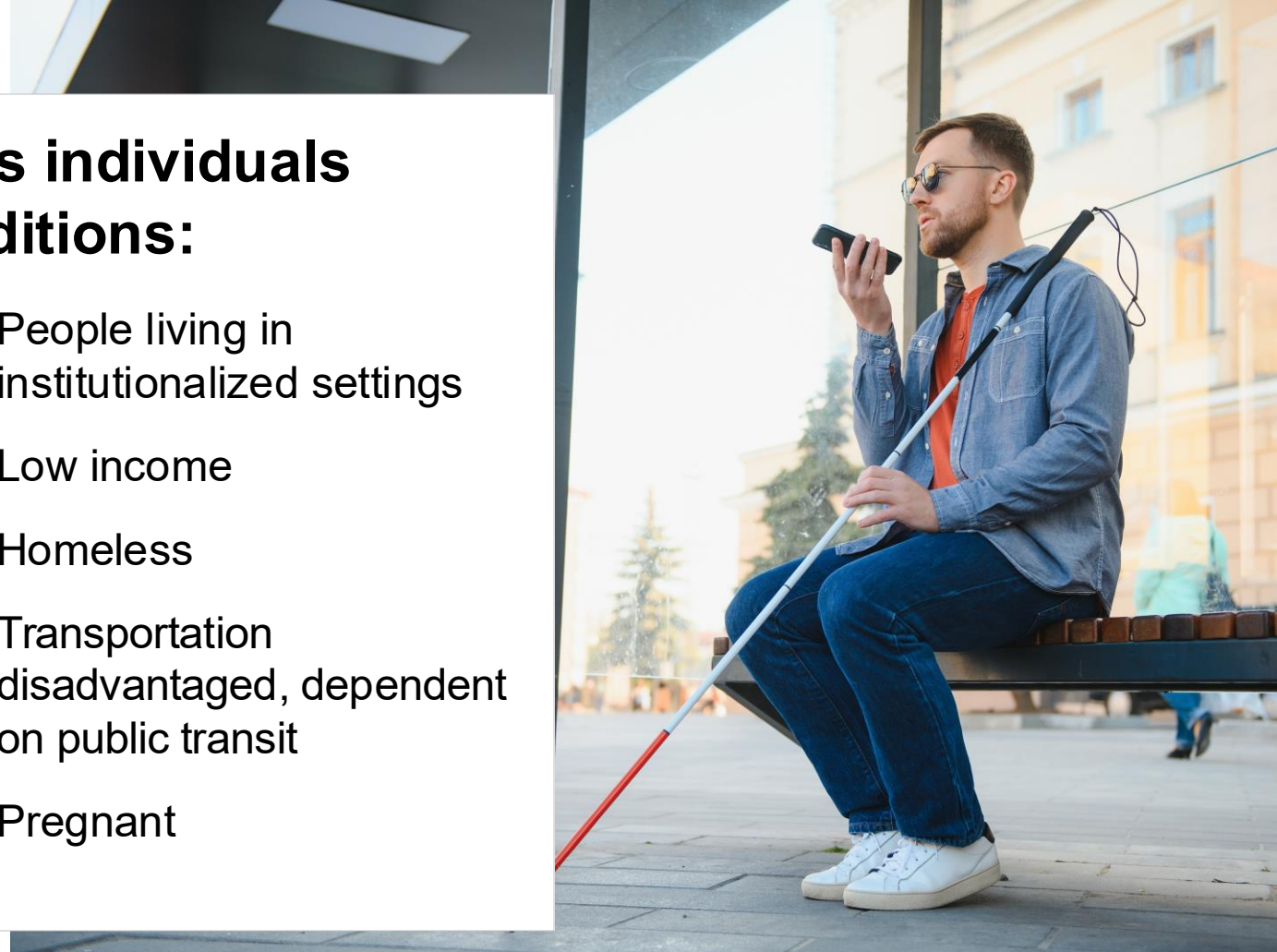
Support Ahead of an Outage



Who Are Customers with Access and Functional Needs (AFN)?

The AFN population includes individuals who have the following conditions:

- ✓ Developmental or intellectual disabilities
- ✓ Physical disabilities, chronic conditions, injuries
- ✓ Limited English proficiency or non-English speaking
- ✓ Older adults
- ✓ Children
- ✓ People living in institutionalized settings
- ✓ Low income
- ✓ Homeless
- ✓ Transportation disadvantaged, dependent on public transit
- ✓ Pregnant



Medical Baseline and Self-Identified Vulnerable Programs

We provide support for customers with AFN through our Medical Baseline (MBL) and Self-Identified Vulnerable (SIV) programs.

Medical Baseline Program

Customers may be eligible if they use a **qualifying medical device** or have an **ongoing medical condition**.

- A monthly **discount or additional allotment of power**.
- **Access to Resources** including rebates, batteries or a Backup Power Transfer Meter.
- **Additional notifications** ahead of a PSPS.

Learn more at:

pge.com/medicalbaseline

Self-Identified Vulnerable Program

Enrollment is open to individuals whose **health, safety or independence may be at risk during an outage** and are not eligible for MBL.

- **Access to resources** including portable batteries.
- **Additional notifications** ahead of PSPS.
- **Advance Service disconnection notifications**.



Note: This program does not require paperwork or certification by a medical practitioner.

Learn more at:

pge.com/siv

Support for Customers with AFN

The California 211 Providers Network helps customers with AFN prepare for wildfire safety outages and emergencies.

- Emergency planning.
- Confidential support before, during and after a PSPS.
- Resources including transportation, lodging, and food support.
- Connection to local community-based organizations.
- Interpretation services in 150+ languages.

211 focuses on providing support to customers in wildfire prone areas or HFRA. However, 211 offers support for all customers, regardless of location, during other emergency responses (i.e., storm events).



Learn more at: 211.org or pge.com/211

Support for Customers with AFN

Disability Disaster and Resources (DDAR)

To help customers with AFN prepare for wildfire safety outages and emergencies, we partner with DDAR help older adults and people with disabilities and chronic conditions who rely on electricity for health, safety, and independence to:

- Create an emergency plan.
- Sign up for the Medical Baseline Program and SIV programs.
- Get ADA-accessible car rides, food replacement and hotel stays during a wildfire safety power outage.



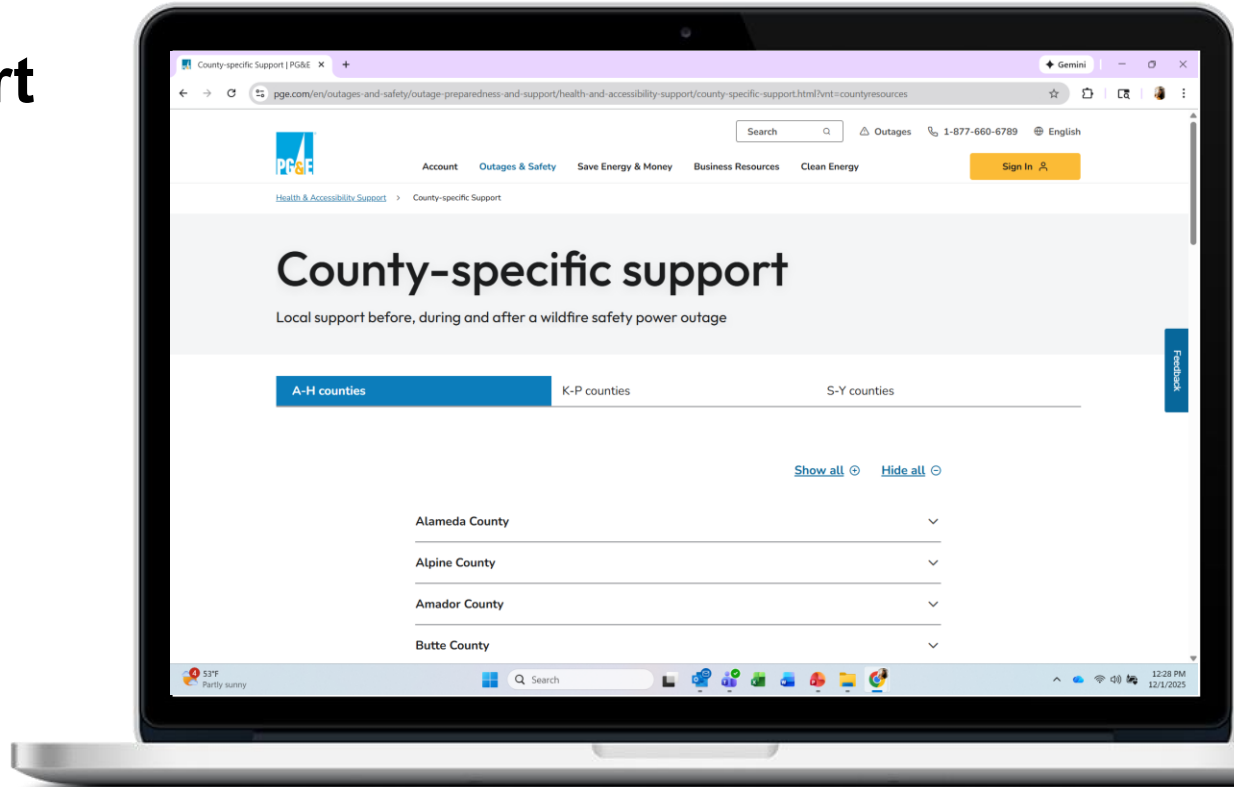
Learn more at: pge.com/ddar

DDAR focuses on providing support to customers in wildfire prone areas or HFRA. However, DDAR offers some support for all customers, regardless of location, during other emergency responses (i.e., storm events).

County-Specific Support

Customers can find local support before, during and after a PSPS, including:

- The California 211 Providers Network (211).
- Disability Disaster Access & Resource (DDAR) Program.
- Accessible transportation.
- Food Banks.
- Meals on Wheels.
- Other services.



Learn more at:
pge.com/countresources

Battery Programs and Backup Power Options





Portable Battery Programs

To help customers prepare for outages, we provide battery programs, backup power options and more.

Portable Battery Program

available for customers* who are reliant on electricity for medical needs.

Benefits:

Access to:

- ✓ Portable batteries.
- ✓ Insulin cooler wallets.
- ✓ Mini fridges for cold storage.
- ✓ Extension cords.

Learn more at:

pge.com/portablebattery

Generator and Battery Rebate Program

helps customers add a portable battery or generator to their home.

Benefits:

- ✓ **\$300 rebate**** with qualifying purchase.
- ✓ **Additional \$200 rebate** (or \$500 total) available to customers in CARE or FERA programs.

Learn more at: pge.com/gbrp

**Must be eligible. Criteria available on website.*

***Must apply for rebate.*



Backup Power and Energy Storage Rebates

Backup Meter Transfer Program

helps customers* connect to backup power during an outage.

Benefits:

- ✓ Easy, quick connection to a backup power source.
- ✓ Automatically switches back to utility power when available.
- ✓ Use your electrical panel to pick which appliances or rooms to power.

Learn more at:

pge.com/transfermeter

**Must satisfy eligibility requirements listed on website to qualify.*

Self-Generation Incentive Program**

helps customers save money on energy storage for their home.

Benefits:

15% Savings on the average battery cost

Low-income customers may apply for an incentive:

100% of solar and battery installation

When pairing battery with solar you can recharge during the day, helping **extend the use of backup power for multiple days.**

Learn more at: pge.com/sgip

***Currently closed to new applications.*



Energy Storage Resources

Residential Storage Initiative

provides residential customers with a free battery storage system in their home to extend power during an outage.

Benefits:

- ✓ Free battery storage installation.
- ✓ Store energy from the grid to use during an outage for 3-5 hours.

Learn more at: pge.com/rsi

Permanent Battery Storage Rebate

helps offset the purchase and installation of a permanent battery storage system.

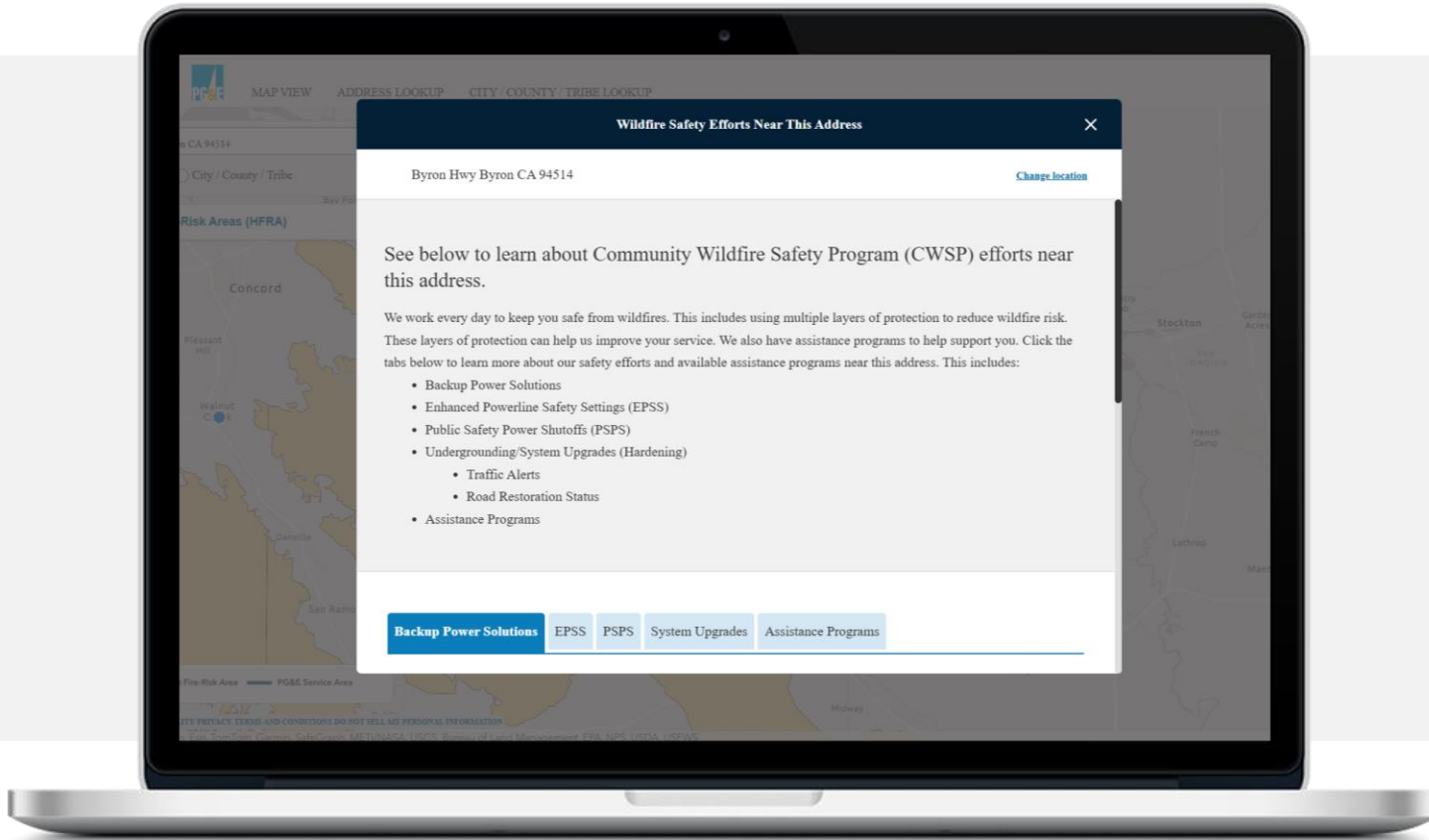
Benefits:

\$7,500 Rebate
provided

for the installation of a permanent
battery storage system

Learn more at:
pge.com/permanentbatterystorage

Wildfire Safety Progress Map Demonstration



Use this interactive map to:

- See wildfire safety work and reliability improvements in your community.
- Determine eligibility for backup power programs.
- Review PSPS events history.
- Learn about High-Fire Risk Areas.



Learn more at pge.com/progressmap.

Support for Customers with AFN During an Outage



The California 211 Providers Network and Disability Disaster Access and Resources:

Contact 211 or DDAR to receive information and help accessing transportation, food or hotel support.



Outage Center

Receive updates and report outages.



Community Resource Centers

Access necessities such as charging stations, ADA accessible bathrooms, water, snacks and more in a safe location.



Food Assistance

Access food options during and after a PSPS through our partnerships with local organizations.



Transportation

Receive rides to and from Community Resource Centers with our county partners.



Hotel Accommodations and Discounts

Qualify for discounts or free hotel accommodations if eligible.



In-Language Media

Receive awareness of program offerings and PSPS information through radio broadcasting and direct to customer outreach.

Billing and Savings Support



Billing Support for All Residential Customers

We offer resources and support programs designed to help lower energy costs, stabilize bills and identify the best rate plans for customers.



Budget Billing

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

pge.com/budgetbilling



GoGreen Home Financing

Helps finance energy saving improvements to make customers' homes more comfortable and efficient.

gogreenfinancing.com



Home Energy Checkup

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

pge.com/homecheckup



HomeIntel

A free energy efficiency program that pairs customers with a personal energy coach to help lower their monthly bills.

join.hea.com

Learn more ways to save energy:
pge.com/energysavingtips





Savings Programs for Income-Qualified Customers

Discount and savings programs are available to help income-qualified customers pay their energy bills.



California Alternate Rates for Energy (CARE)

Provides a monthly discount of around 20% on gas and an average of 38% on electricity (compared to non-CARE bundled customers).

pge.com/CARE

Family Electric Rate Assistance (FERA)

Provides a monthly discount of 18% on electricity regardless of house size.

pge.com/FERA

PG&E Relief for Energy Assistance Through Community Help (REACH)

Provides up to an \$800 bill credit to help income-eligible customers with past-due balances.

pge.com/reach

PG&E Match My Payment (MMP)

Offers a dollar-for-dollar match, up to \$1,000 for low-to moderate-income customers to pay past-due bills.

pge.com/matchmypayment

Thank You!

Any final
questions?

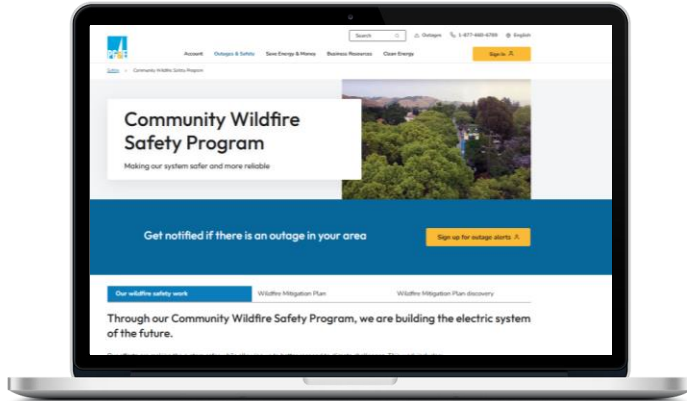


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**SCAN FOR
SURVEY**

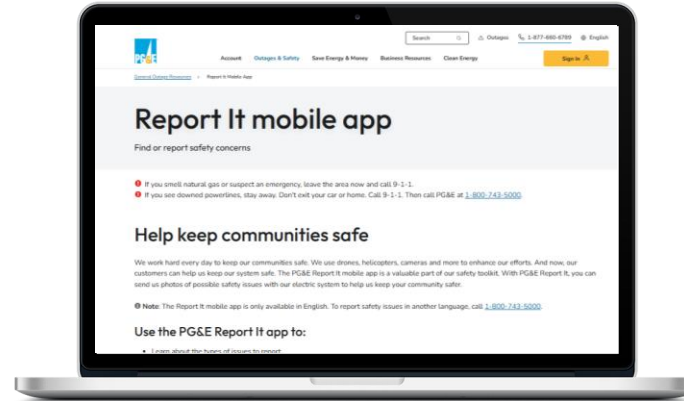
Additional Customer Resources



Wildfire Safety

Information on wildfire prevention efforts

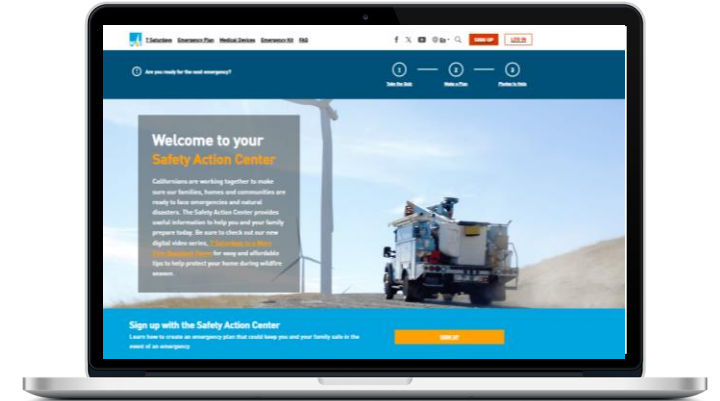
pge.com/wildfiresafety



Report It

Submit photos of nonemergency potential safety concerns

pge.com/reportit



Safety Action Center

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

safetyactioncenter.pge.com

Dedicated wildfire safety contacts: Hotline: 1-866-743-6589

Emails: wildfiresafety@pge.com