



## **How PG&E is Notified of Power Outages**

Restoring power safely and quickly is our top priority. PG&E is committed to communicating outage information to customers, the media and public officials after assessing damage and prioritizing restoration. This all starts with timely notification when power outages occur.

**Notification of Electric Outages:** PG&E is made aware of power interruptions through several sources.

- **SmartMeters™:** PG&E's outage detection program is enabled by SmartMeters and helps determine when power has been lost or restored to customer premises. Information from our SmartMeters™ is particularly helpful during storms. SmartMeters™ communicate back to PG&E information about outages to help us restore power more quickly to our customers. PG&E can ask SmartMeters™ whether the power is on before it dispatches a crew in the field, which helps us more rapidly restore power and cut down on sending out a truck unnecessarily. SmartMeters™ can also tell us if there is trouble on a specific electric circuit to help us understand the size and impact of an outage.
- **Monitoring Systems:** Another source of outage information comes from computers and other remote monitoring systems that can detect electric disturbances and notify employees who dispatch power restoration crews.
- **Customer Calls:** PG&E Customer Care Representatives at our Contact Center receive calls from customers through our Customer Service Line at 1-800-743-5000 or our Electric Outage Information Line at 1-800-743-5002. They can forward outage or hazard information to employees who can dispatch restoration crews.
- **Other Notifications:** We are also alerted to outages and hazardous situations by police and fire departments, social media and the news media.