



Enhanced Powerline Safety Settings (EPSS) Progress Report

SANTA CRUZ COUNTY

The following is a progress update on the actions we are taking in Santa Cruz County to improve the reliability of your power during wildfire season. Earlier this year, we adjusted safety settings on electric equipment in your community to help prevent wildfires. While these adjustments made the electric system safer, they also resulted in more frequent outages. We have taken immediate action to improve, without compromising safety.

Improvements in Santa Cruz County

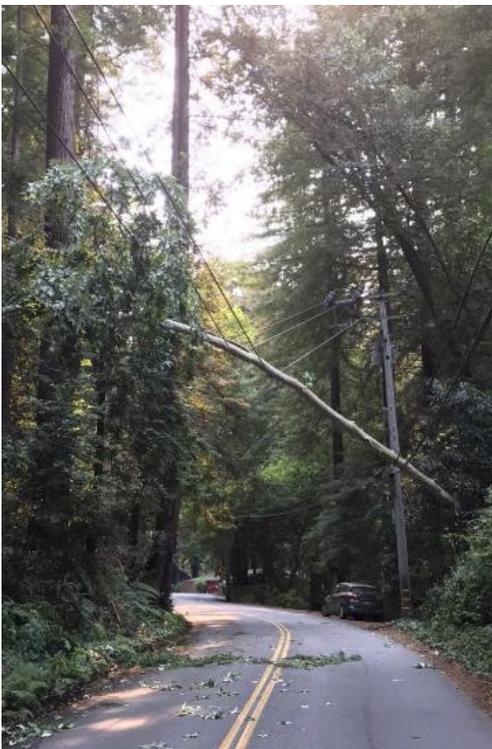
Made to Date (since July 28)

- **Fine-tuned sensitivity** on **72** devices to reduce the likelihood of an outage
- **Improved device coordination** to make outages smaller
- **Improved internal coordination** to restore power faster

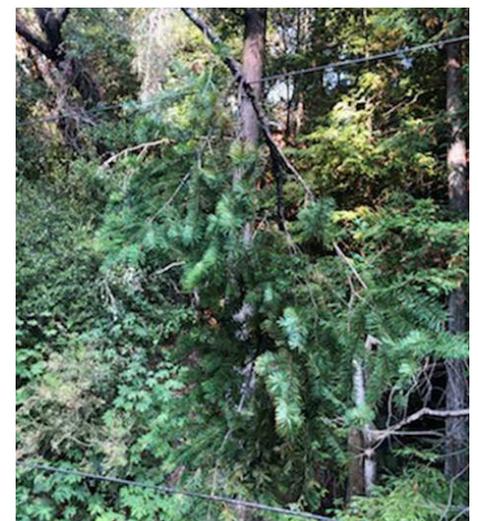
Currently Underway

- **Installing additional animal protection devices** on our equipment
- **Targeted vegetation clearing** to prevent branch and tree fall-ins
- **Targeted equipment inspections and hardening**

Examples of Hazards Identified in Santa Cruz County



Patrols identified **9** instances of damage/hazards in Santa Cruz County this past month, which could have resulted in fire ignition without the enhanced settings in place. These included vegetation, animals and equipment failure.



Recent EPSS Outages in Santa Cruz County

(9/23 to 10/20)

OUTAGE DATE	NUMBER OF CUSTOMERS	DURATION	CAUSE*
10/17	476	2.5 HRS	Animal
10/15	1,012	2.4 HRS	Undetermined
10/14	268	7.3 HRS	Vegetation
10/13	268	5.4 HRS	Undetermined
10/12	430	10.3 HRS	Undetermined
10/11	2,851	23.9 HRS	Vegetation
10/11	347	22.9 HRS	Undetermined
10/11	459	3.8 HRS	Vegetation
10/11	430	5.0 HRS	Undetermined
10/11	1,688	6.5 HRS	Vegetation
10/11	723	5.6 HRS	Undetermined
10/11	3,718	5.3 HRS	Vegetation
10/11	2,327	23.4 HRS	Equipment Failure
10/8	2,999	3.9 HRS	Undetermined
10/6	347	3.6 HRS	Undetermined
10/4	430	18.4 HRS	Undetermined
10/4	149	2.3 HRS	Undetermined
10/2	476	3.2 HRS	Animal
9/25	124	8.7 HRS	Vegetation
9/24	2,389	5.8 HRS	Undetermined
9/24	1,013	2.9 HRS	Undetermined

*Undetermined causes could be the result of hazards, such as a tree branch or animal, that were no longer present during patrols

Santa Cruz County Outage Trends

(Data from 9/23 to 10/20)



100%

of circuits optimized to minimize the size and length of outages



↓33%

reduction in average outage duration



~92%

accuracy on restoration time notifications

(19% improvement)



↓31%

reduction in average number of customers impacted per outage



19 local submissions to the PG&E Report It mobile app

(100% responded to)



~47% decrease in ignitions vs. the past three-year average



~80% decrease in ignition rate (the number of ignitions resulting from outages)

Santa Cruz County Weather Outlook

We will continue to use these safety settings until the risk of wildfire decreases and moisture content in vegetation increases. We are monitoring conditions to determine the locations where we can return equipment to less-sensitive settings.

Contact Us

We are committed to keeping you informed. If you have any questions or feedback for our team, you can call us at **1-866-743-6589** or email us at **wildfiresafety@pge.com**. Our goal is to respond within 48 hours.