

UNDERSTANDING PUBLIC SAFETY POWER SHUTOFFS

**IMPORTANT SAFETY
INFORMATION FOR YOU**



What is a Public Safety Power Shutoff (PSPS)?

With wildfire risk in our state continuing to grow, we are working year-round and nonstop to make our system safer. High winds can cause trees and debris to contact energized lines, damage our equipment and cause a wildfire. That is why, during severe weather, we may need to turn off power to help prevent wildfires.

We carefully review a combination of factors when deciding if power must be turned off.

These include, but are not limited to:



Low humidity levels,
generally 30% and below



Forecasted high winds above 20 mph and gusts above 30-40 mph



Condition of dry material on the ground and vegetation near lines



Red Flag Warning declared by the National Weather Service



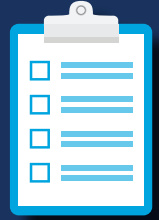
Real-time observations
on the ground

Power lines travel long distances.

A line that serves your community may need to be shut off if severe weather affects even a portion of that line farther up the road. That is why your power may be shut off **even if it is not windy at your home or business.**

PUBLIC SAFETY POWER SHUTOFF

How can you prepare?



Is your contact information and language preference updated?

Update your information for notifications at pge.com/mywildfirealerts or call **1-866-743-6589**.



Do you rely on power for medical or mobility needs?

Enroll in our Medical Baseline Program at pge.com/medicalbaseline.



Do you need extra help?

Learn about the Disability Disaster Access and Resources Program at disabilitydisasteraccess.org.



Do you need backup power?

You may be eligible for a no-cost backup portable battery at pgebatteryprogram.com.



Are you a solar customer considering battery storage?

Learn about assistance to cover up to 15% of the cost and make your home more resilient at pge.com/batteryincentive.



Follow us on:



How is PG&E reducing the impact of PSPS events this year?

We know how disruptive it is to be without power, especially if you rely on power for medical devices. That is why we are doing even more this year to help customers and communities before, during and after PSPS events. We are:

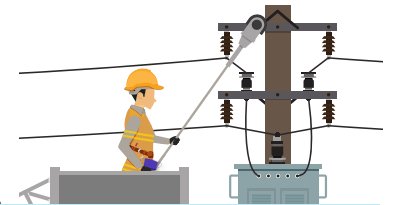
- **Partnering with community-based organizations** to provide food replacements, portable batteries and hotel stays to qualifying customers and those with medical needs
- **Providing better information** about when power will be turned off and back on, available in 16 languages
- **Offering more options for backup power**, including portable batteries and generator rebates for qualifying customers
- **Preparing additional ADA-accessible Community Resource Center sites** to support customers



To learn more about PSPS events, visit [**pge.com/psps**](https://www.pge.com/psps).

SUPPORTING YOU

BEFORE, DURING AND AFTER



BEFORE

DURING

AFTER

More resources than ever before are available to support customers

■ OUTAGE NOTIFICATIONS

Update your language preference at [pge.com/mywildfirealerts](https://www.pge.com/mywildfirealerts).

■ LOCAL SUPPORT

Find support and resources from local organizations for access and functional needs at [disabilitydisasteraccess.org](https://www.disabilitydisasteraccess.org).

■ TRANSPORTATION AND HOTEL ACCOMMODATIONS

Access support provided through local Disability Disaster Access and Resource Centers for those who are power-dependent on medical or assistive technology devices at [disabilitydisasteraccess.org](https://www.disabilitydisasteraccess.org).

■ REAL-TIME INFORMATION

Stay informed about the PSPS event at [pge.com/pspsupdates](https://www.pge.com/pspsupdates).

■ COMMUNITY RESOURCE CENTERS

Find safe locations to charge medical equipment and other devices, locate ADA-accessible restrooms and get basic supplies at [pge.com/crc](https://www.pge.com/crc).

■ ADDITIONAL RESOURCES

Find food through local food banks or Meals on Wheels and review information on financial assistance at [pge.com/disabilityandaging](https://www.pge.com/disabilityandaging).

■ RESTORATION UPDATES

Find out when to expect the power back on at [pge.com/pspsupdates](https://www.pge.com/pspsupdates).

■ POST-EVENT FOOD SUPPORT

Find local food banks to access meal replacements up to three days after power is restored at [pge.com/pspsresources](https://www.pge.com/pspsresources).

■ STAY PREPARED

Recharge your devices, restock your supply kit and update your emergency plan at [safetyactioncenter.com](https://www.safetyactioncenter.com).

NEW FOR 2021

Self-certify for Vulnerable

Customer status | You can now sign up to receive additional PSPS notifications, including an in-person visit if needed, if anyone in your home has a condition that could become life threatening if power is disconnected.



Apply at: [pge.com/vcstatus](https://www.pge.com/vcstatus)

Address Alerts | Receive notifications about PSPS events for any additional addresses you care about, such as:

- The home of a friend or loved one
- Your child's school or day care
- Your work or business

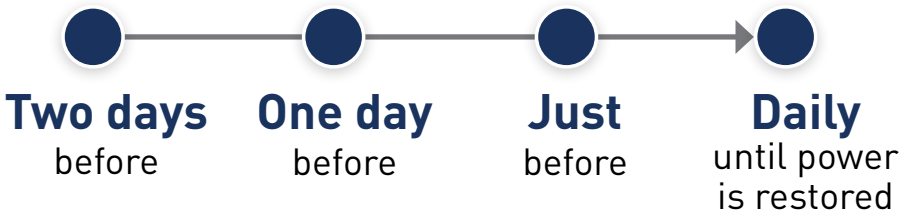


Enroll at: [pge.com/addressalerts](https://www.pge.com/addressalerts)

How will you know about a PSPS?

We will share what we know as soon as we can, keeping in mind that weather can be uncertain and change quickly.

You will be notified in advance through automated calls, texts and emails.



Customers in the Medical Baseline Program or those who self-certify for Vulnerable Customer status will receive **extra notifications before and during a PSPS**.



Make sure your contact information is up to date. Visit [pge.com/mywildfirealerts](https://www.pge.com/mywildfirealerts).

Watch for notifications about potential PSPS events from:

CALLS

1-800-743-5002

TEXTS

976-33

EMAILS

PGECustomerService@notifications.pge.com

Answer the phone and say “hello” or reply “1” to our texts. If you do not respond, we will attempt to notify you in person.



Save PG&E’s number (1-800-743-5002) as a contact in your phone, so you know when we are trying to reach you.