

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



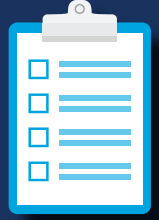
Real-time observations
on the ground

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 or near the location of your business.**

PUBLIC SAFETY POWER SHUTOFF

How can you prepare your business?



Is your contact information and language preference updated?

Update your information for notifications at [pge.com/mywildfirealerts](https://www.pge.com/mywildfirealerts) or call **1-866-743-6589**.



Does your business have an emergency plan?

Create personalized plans at [safetyactioncenter.com](https://www.safetyactioncenter.com).



Is your business considering battery storage for solar?

Learn about assistance to cover up to 15% of the cost and make your business more resilient at [pge.com/sgip](https://www.pge.com/sgip).



Are you in need of backup power?

Find backup power options, safety tips and financing information at [pge.com/backuppower](https://www.pge.com/backuppower).



Will you or your employees need additional resources?

Direct employees to find food replacements and language support at [pge.com/disabilityandaging](https://www.pge.com/disabilityandaging).



Follow us on:



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

We know losing power is disruptive.

That is why we are doing even more this year to help customers and communities before, during and after a PSPS. We are:

- **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
- **Partnering with community-based organizations** to provide food replacements, portable batteries and hotel stays to qualifying customers and those with medical needs
- **Preparing additional Community Resource Center sites** to support customers



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

SUPPORTING OUR CUSTOMERS BEFORE, DURING AND AFTER

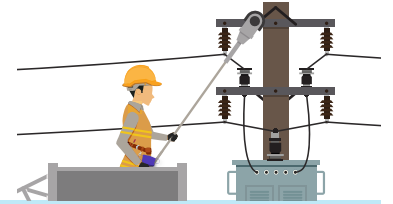


BEFORE

DURING



AFTER



More resources than ever before are available to support customers

■ **OUTAGE NOTIFICATIONS**

Update your language preference at pge.com/mywildfirealerts.

■ **CREATE AN EMERGENCY SUPPLY KIT**

Review the PG&E Emergency Preparedness Checklists at pge.com/emergencychecklistbiz.

■ **EXPLORE BACKUP POWER OPTIONS**

Learn about financial incentives for installing battery storage or generator equipment at pge.com/sgip.

■ **REAL-TIME INFORMATION**

Stay informed about the event at pge.com/pspsupdates.

■ **SHARE RESOURCES**

Direct employees to find safe locations to charge devices and get basic supplies at pge.com/crc.

■ **TRACK THE WEATHER**

For live weather information, including a 7-day PSPS lookahead, visit pge.com/weather.

■ **RESTORATION UPDATES**

Find out when to expect the power back on at pge.com/pspsupdates.

■ **POST-EVENT FOOD SUPPORT**

Share information with employees for meal replacements during and after a PSPS from local food banks at pge.com/pspsresources.

■ **STAY PREPARED**

Restock your supply kit and update the emergency plan for your business at safetyactioncenter.com.

NEW FOR 2021

Self-certification for Vulnerable Customer status

Your employees can sign up to receive additional PSPS notifications, including an in-person visit if needed, if anyone in their residence has a condition that could become life threatening if power is disconnected.



Apply at: pge.com/vcstatus

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

- Your suppliers or vendors
- Other facilities in your business park or shopping center
- Rental units where the property manager pays for gas or electric

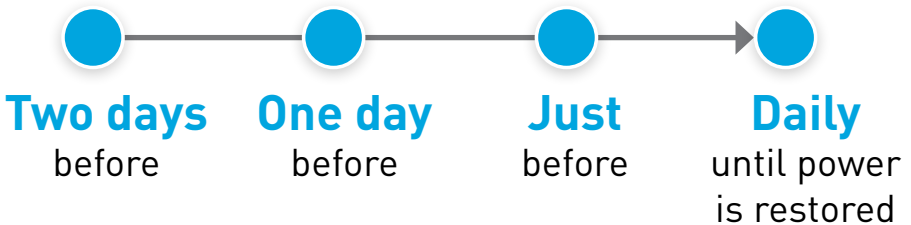


Enroll at: pge.com/addressalerts

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.



We will also use pge.com, social media, local news and radio outlets to keep your business informed and updated.



Make sure your contact information is up to date.

Visit pge.com/mywildfirealerts.

Watch for notifications about potential PSPS events from:

CALLS

1-800-743-5002

TEXTS

976-33

EMAILS

PGECustomerService@notifications.pge.com



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.