



Critical Facility Customers

July 2021

PG&E provides prioritized restoration, backup power evaluation, additional communications and other resources before and during power outages to critical facility customers, such as hospitals, police and fire stations, communications services and water providers, who provide services that are essential to public safety. We know how much our customers rely on electric service and recognize that these customers require additional assistance and advance planning to ensure resiliency.

Critical Facility Definition

The following are the types of customers the California Public Utilities Commission (CPUC) defines as critical*. PG&E customers meeting this definition receive the additional support outlined above during outages.

CRITICAL FACILITY CUSTOMER TYPES



Chemical Sector

Facilities associated with the provision of manufacturing, maintaining or distributing hazardous materials or chemicals.



Communications Sector

Communication carrier infrastructure including selective routers, central offices, head ends, cellular switches, remote terminals and cellular sites.



Emergency Services Sector

Police stations, fire stations, emergency operations centers, public safety answering points and Tribal government providers.



Energy Sector

Public and private utility facilities vital to maintaining or restoring normal service, including, but not limited to, interconnected publicly-owned utilities and electric cooperatives.



Food and Agriculture Sector

Emergency Feeding Organization Centers, such as food banks, food pantries and soup kitchens.



Government Facilities Sector

Schools, jails, prisons, homeless shelters, community centers, senior centers, Independent Living Centers, voting centers** and vote tabulation facilities**.



Healthcare and Public Health Sector

Public health departments, Cooling (or Warming) Centers, temporary public health emergency facilities and medical facilities (including hospitals, skilled nursing facilities, nursing homes, blood banks, health care facilities, dialysis centers and hospice facilities).



Transportation Sector

Facilities associated with automobile, rail, aviation, major public transportation and maritime transportation for civilian and military purposes, and Traffic Management Systems.



Water and Wastewater Systems Sector

Facilities associated with the provision of drinking water or processing of wastewater including facilities used to pump, divert, transport, store, treat and deliver water or wastewater.

ADDITIONAL INFORMATION AND PG&E CUSTOMER DEFINITIONS LISTED ON REVERSE

*As outlined in Public Safety Power Shutoff Phase 1 Decision 19-05-042, Phase 2 Decision 20-05-051 and Phase 3 Decision 18-12-005. Note, these decisions are subject to change.

**The locations of voting centers and vote tabulation facilities are provided by the California Secretary of State's office and will be available for review via the PSPS Portal once updated in PG&E's database.

Helping Critical Facility Customers Prepare for Emergencies

Our efforts to help critical facility customers prepare for wildfire season, as well as other emergencies, includes the following:

- ✓ **Outreach from their PG&E account manager** to provide additional information regarding emergency preparedness.
- ✓ **Communication encouraging critical facility customers to update their emergency contact information** so PG&E is able to reach them with important updates.
- ✓ **Backup power evaluation** and prioritized restoration where feasible.

To help ensure we are reaching as many critical facilities as possible with this outreach, we are using an automated process to identify critical facility customers and to keep their contact information as up to date as possible. We will also continue to incorporate important feedback from government agencies into our critical facilities list.

Additional Customer Definitions

In addition to the Critical Facility Customers definition outlined on the front of this document, there are a number of other related definitions recognized by PG&E. These include:

CUSTOMER TYPE	DEFINITION SOURCE
Public Safety Partners	CPUC
<p>First/emergency responders at the local, state and federal level, water, wastewater and communication service providers, affected community choice aggregators, publicly-owned utilities/electrical cooperatives, the CPUC, the California Governor’s Office of Emergency Services and the California Department of Forestry and Fire Protection.</p> <p>The term “emergency response providers” includes federal, state, and local governmental and nongovernmental public safety, fire, law enforcement, emergency response, emergency medical services providers (including hospital emergency facilities), and related personnel, agencies and authorities.</p> <p><i>Note: Some customers meet the criteria of being both a Public Safety Partner and Critical Facility, which include: Emergency services sector, water and wastewater providers, communication service providers and emergency hospitals.</i></p>	
Essential Customers	CPUC
<p>Customers that provide essential public health, safety and security services should normally be exempt from rotating outages. Customers must apply for this essential customer status in accordance with CPUC regulations described in the essential customer status application.</p> <p><i>Note: Essential customer classification does not have an impact on electric service during a Public Safety Power Shutoff.</i></p>	