Community Wildfire Safety Program
Glenn, Shasta and Tehama Counties

July 8, 2020
Safety

We know that everyone is currently focused on the response to COVID-19.
We appreciate your participation during this challenging time and hope the following information is helpful in understanding how PG&E is working to reduce wildfire risk.
Introductions

Vanessa Bryan  Manager, Local Customer Experience
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All data is preliminary and based on early 2020 work planning. Data as of June 2020.
Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.
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Topics For Today

- Your Local Electric System
- What Is Public Safety Power Shutoff?
- Lessons Learned and 2020 Improvements
- Local Progress to Help Prevent Wildfires
- Preparing for Public Safety Power Shutoffs
- Open Discussion
Your Electric System In Glenn, Shasta and Tehama
The California Public Utilities Commission (CPUC) has a map that designates areas that are most at risk for wildfire.

- Tier 3 areas are at extreme risk
- Tier 2 areas are at elevated risk

This map helps PG&E to plan and prioritize wildfire prevention efforts.

~50 percent of PG&E’s service area is in high fire threat districts

<table>
<thead>
<tr>
<th></th>
<th>TOTAL OVERHEAD DISTRIBUTION LINE MILES</th>
<th>DISTRIBUTION LINE MILES IN HFTD</th>
<th>TOTAL OVERHEAD TRANSMISSION LINE MILES</th>
<th>TRANSMISSION LINE MILES IN HFTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>GLENN COUNTY</td>
<td>1,182</td>
<td>68</td>
<td>224</td>
<td>4</td>
</tr>
<tr>
<td>SHASTA COUNTY</td>
<td>2,163</td>
<td>1,631</td>
<td>655</td>
<td>552</td>
</tr>
<tr>
<td>TEHAMA COUNTY</td>
<td>1,729</td>
<td>681</td>
<td>408</td>
<td>180</td>
</tr>
</tbody>
</table>

The map can be accessed at: cpuc.ca.gov/FireThreatMaps

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What Is A Public Safety Power Shutoff?
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If severe weather threatens a portion of the electric system, it may be necessary for PG&E to turn off electricity in the interest of public safety.

The most likely electric lines to be turned off for safety are those that pass through Tier 2 or Tier 3 areas.

Power lines travel long distances. That means your power can be affected by high winds and severe weather that threaten the system miles away.
What Weather Could Lead To A PSPS?

<table>
<thead>
<tr>
<th>Factor</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A RED FLAG WARNING</strong></td>
<td>declared by the National Weather Service</td>
</tr>
<tr>
<td><strong>LOW HUMIDITY LEVELS</strong></td>
<td>generally 20% and below</td>
</tr>
<tr>
<td><strong>FORECASTED SUSTAINED WINDS GENERALLY ABOVE 25 MPH AND WIND GUSTS</strong></td>
<td>in excess of approximately 45 MPH, depending on location and site-specific conditions such as temperature, terrain and local climate</td>
</tr>
<tr>
<td><strong>CONDITION OF DRY FUEL</strong></td>
<td>on the ground and live vegetation moisture content</td>
</tr>
<tr>
<td><strong>ON-THE-GROUND, REAL-TIME OBSERVATIONS</strong></td>
<td>from PG&amp;E’s Wildfire Safety Operations Center and field observations from PG&amp;E crews</td>
</tr>
</tbody>
</table>

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How Often Will A PSPS Event Occur?

Below is an estimate of potential PSPS events in your communities based on a review of 30 years of weather data.

**Glenn County**

1 event per year on average

**Shasta County**

1 event per year on average

**Tehama County**

1 event per year on average

The number of events in any particular year will be exclusively driven by the weather pattern experienced and the above historical weather analysis may not be representative of the experience in a particular year.

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How Are We Improving For This Year?

**SMALLER IN SIZE**
Reduce the number of customers impacted by PSPS events by one-third compared to 2019

**SHORTER IN DURATION**
Restore customers twice as fast after severe weather has passed

**SMARTER FOR CUSTOMERS**
Provide more accurate/timely communications and additional resources
Deliver more assistance for customers before, during and after a PSPS event

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How Are We Improving For This Year?

SMALLER
IN SIZE

GOAL:
Reduce the number of customers impacted by PSPS events by one-third compared to 2019

WHAT WE’RE DOING:
- Installing sectionalizing devices
- Developing microgrids
- Conducting targeted undergrounding

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How Are We Improving For This Year?

SHORTER IN LENGTH

GOAL:
Restore customers twice as fast after severe weather has passed

WHAT WE’RE DOING:
- Adding more PG&E crews
- Expanding helicopter fleet from 35 to 65 and commissioning two new airplanes for aerial line inspections
- Utilizing infrared equipment to inspect at night
How Are We Improving For This Year?

SMARTER FOR CUSTOMERS

GOALS:
Provide **more timely communications** and additional resources

- AND -

Deliver more assistance before, during and after a PSPS event

WHAT WE’RE DOING:

- Enhancing **meteorology technology**
- Bolstering **website capacity**
- Improving **customer alerts** and notifications
- Upgrading **Community Resource Centers**
- **Improving coordination** with local agencies and critical service providers
- Working with the **California Foundation for Independent Living Centers (CFILC)** and **Community-Based Organizations (CBOs)**
- Making it **easier for eligible customers to join and stay on the Medical Baseline program**
- Expanding **in-language communications**
Local Progress To Help Prevent Wildfires
We’re adding advanced weather stations to better understand how severe weather can impact our system and proactively respond to potential threats.

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To sign up for daily email alerts regarding PSPS potential, visit cloud.em.pge.com/PSPS-7day-Signup.
Sectionalizing The Electric Grid To Limit PSPS Impacts

We’re installing new sectionalizing devices that separate the grid into smaller parts to limit the number of customers impacted during a PSPS event.

We are installing 600 new sectionalizing devices this year:

- **1** device planned for Glenn County
- **15** devices planned for Shasta County
- **3** devices planned for Tehama County

We are also working to add remote and/or automated capabilities to many of the devices in order to further reduce the number of customers who are impacted by a public safety power shutoff.

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We are working to lessen PSPS impacts through establishing additional temporary microgrids that can utilize backup generation sources to keep portions of communities energized.

In 2020, PG&E will have a portfolio of temporary generation assets that will support some of these microgrid locations across our service area.

- **70+** sites currently being considered across PG&E’s service area
- **0** sites considered for Glenn County
- **5** sites considered for Shasta County
- **6** sites considered for Tehama County

The ability to energize these substations with temporary generation during a PSPS event will be subject to operational constraints, the specific circumstances of each event, and the available supply of temporary generation.
Enhancing Vegetation Work In Your Community

We are exceeding state vegetation and fire safety standards by addressing vegetation that poses a higher potential for wildfire risk to maximize the safety of our customers and communities.

<table>
<thead>
<tr>
<th>COUNTY</th>
<th>2020 TARGET</th>
</tr>
</thead>
<tbody>
<tr>
<td>GLENN</td>
<td>0 LINE MILES</td>
</tr>
<tr>
<td>SHASTA</td>
<td>138 LINE MILES</td>
</tr>
<tr>
<td>TEHAMA</td>
<td>37 LINE MILES</td>
</tr>
</tbody>
</table>

*Work plan is subject to change due to weather, access or other scheduled constraints.

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Preparing For Public Safety
Power Shutoffs
Advance PSPS Alerts For Customers

We provide advance notice prior to turning off power and updates until power is restored. This year, notifications will include more details about when the power will be shutoff and restored.

Timing of Notifications (when possible)

- **2 days** before power is turned off
- **1 day** before power is turned off
- **Just before** power is turned off
- **During** the PSPS event
- **Once** power has been restored

Notifications will provide an estimated window of time when the power will be shutoff and restored.

**Direct Customer Notifications**
We will attempt to reach customers through calls, texts and emails.

**Additional Updates**
We will also use social media and keep local news and radio outlets informed and updated.

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This is PG&E calling with a PSPS outage alert. On 10/5/20, your power may be shut off for safety. To continue in English press 1.

To replay this message at any time, press #.

Due to current weather forecasts, 1234 EL ANYWHERE COURT is currently under a Watch for a Public Safety Power Shutoff. Weather forecasts including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

ESTIMATED SHUTOFF TIME: 10/7/20 between 6pm and 10pm. Shutoff times may be delayed if winds arrive later than forecasted.

We expect weather to improve by 6am on 10/8/20. After weather has improved, we will inspect equipment before restoring power.

ESTIMATED RESTORATION TIME: 10/8/20 by 4pm. This restoration time may change depending on weather conditions and equipment damage.

We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. For planning resources or more information visit pge.com/pspsupdates or call 1-800-743-5002.

If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit pge.com/specialresources.

If this is not the correct phone number for 1234 EL ANYWHERE COURT, press 2.

Press # to repeat this message.

Thank you. Goodbye.
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"PSPS Warning" Notifications Scripts – General Customers

PG&E PSPS Outage Alert
10/7/20: PG&E will turn off power for safety at 1234 EL ANYWHERE COURT on 10/7/20. Estimated shutoff: 6:00pm – 10:00pm or later if weather improves. Estimated restoration: 10/8/20 by 4:00 pm depending on weather & equipment damage. Info: pge.com/pspsupdates Reply w/ “1” to verify receipt.
Community Resource Centers (CRCs)

During a PSPS event, PG&E will open CRCs where community members can access a safe location with basic resources, as well as up-to-date information. The following resources may be available:

- Heating and cooling
- Device charging
- Bottled water
- Non-perishable snacks
- Wi-Fi service
- Coffee/tea
- Blankets
- ADA-compliant toilets and hand washing stations
- Security personnel
- Chairs and tables

During a PSPS event, the locations will be made available on pge.com/pspsupdates and via social media, local news and radio.

PG&E is adapting our approach to CRCs to reflect appropriate COVID-19 public health considerations. We are planning to offer micro CRCs (smaller, open air tents) and mobile CRCs (vans) to supplement hardened CRCs if shelter-at-home and physical distancing requirements are in place during PSPS events.

Employees staffing CRC sites will take all necessary precautions:

- Wearing personal protective equipment including facial coverings
- Metering attendance to maintain physical distancing
- Regularly sanitizing surfaces

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Additional Support For People With Disabilities And Older Adults

PG&E is working with the California Foundation for Independent Living Centers (CFILC) to fund resources to help prepare for disasters and extended power outages.

PSPS event specific AFN resources will be posted at pge.com/afn. We will also leverage our network of CBOs to communicate with customers who depend on power for medical and independent living needs when possible during events.

Application Process: The CFILC will determine who qualifies for resources. Medical needs and income will be taken into account.

Applications are available online or at Independent Living Centers (ILCs) and will be accepted at regional ILC locations.

Disability Action Center (DAC)
(530) 893-8527
1161 East Avenue, Chico, CA 95926

DAC Satellite Office
530-242-8550
2876 Park Marina Drive, Redding, CA 96001

Coordination of resources takes time. Individuals are encouraged to engage with their local ILC and plan before a PSPS event is imminent.

Resources include:

<table>
<thead>
<tr>
<th>Resource</th>
</tr>
</thead>
<tbody>
<tr>
<td>Portable backup power</td>
</tr>
<tr>
<td>Emergency preparedness assistance</td>
</tr>
<tr>
<td>Accessible transportation</td>
</tr>
<tr>
<td>Hotel vouchers and food stipends</td>
</tr>
<tr>
<td>Medical Baseline application assistance</td>
</tr>
</tbody>
</table>

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### Where To Go For Additional Information

<table>
<thead>
<tr>
<th>DO WE HAVE YOUR CURRENT CONTACT INFORMATION?</th>
<th>pge.com/mywildfirealerts</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>WEATHER AND PSPS FORECASTING</strong></td>
<td></td>
</tr>
<tr>
<td>Live weather information, a 7-day PSPS potential lookahead and images from PG&amp;E’s high-definition cameras deployed in high fire-threat areas.</td>
<td>pge.com/weather</td>
</tr>
<tr>
<td><strong>BACKUP POWER</strong></td>
<td></td>
</tr>
<tr>
<td>Information on backup power options, safety tips, financing options, a marketplace to search major backup power retailers and more.</td>
<td>pge.com/backuppower</td>
</tr>
<tr>
<td><strong>SAFETY ACTION CENTER</strong></td>
<td></td>
</tr>
<tr>
<td>Information about wildfire risks and what customers can do before, during and after an emergency to keep their home, family or business safe.</td>
<td>safetyactioncenter.pge.com</td>
</tr>
<tr>
<td><strong>MEDICAL BASELINE</strong></td>
<td></td>
</tr>
<tr>
<td>Learn more about PG&amp;E’s Medical Baseline program for those who rely on power for medical devices.</td>
<td>pge.com/medicalbaseline</td>
</tr>
</tbody>
</table>

**KEEP UP TO DATE DURING A PSPS EVENT**

pge.com/PSPSUpdates

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For more information about our Community Wildfire Safety Program, please: Call 1-866-743-6589 Email wildfiresafety@pge.com Visit pge.com/wildfiresafety

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Appendix
## 2019 PSPS Overview

<table>
<thead>
<tr>
<th>EVENT DETAILS</th>
<th>OCT 9 - 12</th>
<th>OCT 23 - 25</th>
<th>OCT 26 - NOV 1</th>
<th>NOV 20 - 21</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>GLENN</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CUSTOMERS IMPACTED</td>
<td>~1,600</td>
<td>-</td>
<td>~40</td>
<td>~400</td>
</tr>
<tr>
<td>PEAK WIND GUSTS</td>
<td>46</td>
<td>-</td>
<td>38</td>
<td>52</td>
</tr>
<tr>
<td>DAMAGE/HAZARDS</td>
<td>3</td>
<td>-</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>MAX. OUTAGE LENGTH (HRS)</td>
<td>~87</td>
<td>-</td>
<td>~83</td>
<td>~42</td>
</tr>
<tr>
<td><strong>SHASTA</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CUSTOMERS IMPACTED</td>
<td>~27,800</td>
<td>-</td>
<td>~28,600</td>
<td>~10,500</td>
</tr>
<tr>
<td>PEAK WIND GUSTS</td>
<td>N/A</td>
<td>-</td>
<td>62</td>
<td>43</td>
</tr>
<tr>
<td>DAMAGE/HAZARDS</td>
<td>0</td>
<td>-</td>
<td>25</td>
<td>10</td>
</tr>
<tr>
<td>MAX. OUTAGE LENGTH (HRS)</td>
<td>~51</td>
<td>-</td>
<td>~240</td>
<td>~75</td>
</tr>
<tr>
<td><strong>TEHAMA</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CUSTOMERS IMPACTED</td>
<td>~24,400</td>
<td>~700</td>
<td>~19,200</td>
<td>~6,900</td>
</tr>
<tr>
<td>PEAK WIND GUSTS</td>
<td>35</td>
<td>62</td>
<td>102</td>
<td>42</td>
</tr>
<tr>
<td>DAMAGE/HAZARDS</td>
<td>0</td>
<td>9</td>
<td>49</td>
<td>0</td>
</tr>
<tr>
<td>MAX. OUTAGE LENGTH (HRS)</td>
<td>~39</td>
<td>~125</td>
<td>~312</td>
<td>~49</td>
</tr>
</tbody>
</table>

**Note:** All data is subject to change based on ongoing data reconciliation.

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How Is PG&E Improving Restoration Times?

We expect to be able to restore power to most customers within **12 daylight hours after extreme weather has passed**, a **50 percent improvement** from 2019.

**Note:** Because extreme weather can last several hours or days, for planning purposes, we suggest customers prepare for outages that could last multiple days.

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**WEATHER ALL CLEAR**

**PATROL & INSPECT**

After severe weather has passed, crews begin inspections

Crews visually inspect for damage by **vehicle, foot and air**

**ISOLATE & REPAIR DAMAGE**

Crews **isolate and fix damage**

**RESTORE POWER**

The **PG&E Control Center** restores power to customers

**NOTIFY CUSTOMERS**

Customers are notified that **power has been restored**

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Monitoring For Wildfires

We’re supporting the installation of new HD cameras in high fire-threat areas, which allow PG&E and first responders to monitor potential wildfire threats in real time.

Images publicly available at alertwildfire.org and pge.com/weather

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- 2 PG&E Cameras in GLENN COUNTY
- 13 PG&E Cameras in SHASTA COUNTY
- 7 PG&E Cameras in TEHAMA COUNTY

[Map with camera locations and types]