Community Wildfire Safety Program
K-12 Schools

August 6, 2020
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 and reduce impacts from Public Safety Power Shutoffs.
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Wildfire Risks Across PG&E’s Service Area

50% of PG&E’s service area is in high fire-threat districts (HFTD)

Electric customers served
5.5M

Electric customers in HFTD
505,600

Overhead distribution line miles
81,000

Overhead distribution line miles in HFTD
25,500

Overhead transmission miles
18,200

Overhead transmission miles in HFTD
5,500

Numbers are approximate

The map can be accessed at: [cpuc.ca.gov/FireThreatMaps](http://cpuc.ca.gov/FireThreatMaps)
What Is A Public Safety Power Shutoff?

High winds can cause tree branches or debris to contact energized electric lines, which could damage our equipment and cause a major wildfire. We may need to turn off power during severe weather for public safety to prevent such fires. This is called a Public Safety Power Shutoff (PSPS).

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.
We initiate a PSPS when the weather forecast is for such severe weather that people’s safety, lives, homes and businesses may be in danger of wildfires.

Each weather situation is unique, we carefully review a combination of factors when deciding if power must be turned off. These factors include:

<table>
<thead>
<tr>
<th><strong>A RED FLAG WARNING</strong> declared by the National Weather Service</th>
<th><strong>LOW HUMIDITY LEVELS</strong> generally 20% and below</th>
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<tr>
<td><strong>A FORECAST OF HIGH WINDS</strong> particularly sustained winds above 25 miles per hour and wind gusts above 45 miles per hour</td>
<td></td>
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<tr>
<td><strong>DRY MATERIAL ON THE GROUND</strong> and low moisture content in live vegetation</td>
<td><strong>REAL-TIME GROUND OBSERVATIONS</strong> from our Wildfire Safety Operations Center and from our crews working across the service territory</td>
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30-Year Weather Analysis

PG&E analyzed 30 years of high-resolution data covering ~80 billion data points, as well as 26 years of wildfire data in our service area to help determine the average likelihood and frequency of a PSPS event.

The following weather model data points were analyzed:

- Wind Speed
- Relative Humidity
- Dead Fuel Moisture (4 Types)
- Wind Gust
- Precipitation
- Live Fuel Moisture
- Temperature
- Fosberg Fire Weather Index
- National Fire Danger Rating System Outputs (4 Main Outputs)

Regional webinars with county-specific maps can be accessed at:

pge.com/wildfirewebinar

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Lessons Learned And 2020 Improvements
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<th>How Are We Improving For This Year?</th>
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<td>Reduce the number of customers affected by a PSPS event by one-third compared to last year</td>
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How Are We Improving For This Year?

GOAL:
Reduce the number of customers affected by a PSPS event by one-third compared to last year

WHAT WE’RE DOING:
- Installing devices that limit the size of outages
- Installing microgrids
- Placing lines underground in targeted locations

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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:**

- Deploying more PG&E and contractor crews for inspection and restoration efforts
- Expanding helicopter fleet from 35 to 65 and using two new airplanes for aerial line inspections
- Utilizing infrared equipment to inspect at night
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How Are We Improving For This Year?

SMarter for Customers

Goals: Provide better information and additional resources  
- AND -  
Provide more assistance before, during and after a PSPS event

What We’re Doing:
- Using better weather monitoring technology  
- Improving PG&E’s website bandwidth  
- Improving customer notifications  
- Opening Community Resource Centers  
- Working more collaboratively 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  
- Providing emergency information in 13 languages
Resources For K-12 Schools
**Feedback From Schools And The Education System**

We are incorporating feedback from schools and educators about how we can do better and help schools better prepare for PSPS events.

Based on your feedback, we are working to improve:

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<th><strong>PSPS Planning and Event Maps</strong></th>
<th><strong>Customer Notifications</strong></th>
<th><strong>Coordination</strong></th>
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<tr>
<td>Refining our PSPS planning and event maps</td>
<td>Better communications including earlier estimates of restoration timing</td>
<td>Improving coordination with offices of education and local emergency services</td>
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<tr>
<td>Providing event-specific maps showing which areas may be impacted by the PSPS event</td>
<td>Improving PG&amp;E’s website bandwidth to provide information for all customers</td>
<td>Designating schools as critical facilities, which includes:</td>
</tr>
<tr>
<td>Developing an “all-in-one” map that includes both PSPS planned outages and actual outages</td>
<td>Links for where to find detailed information about potentially affected communities</td>
<td>Advanced communication before and during outages, where possible</td>
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We provide advance notice prior to turning off power and updates until power is restored. This year, notifications will include more details about when it’s anticipated that the power will be shut off 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 shut off and restored.

**Direct Customer Notifications**
We will attempt to reach customers through automated 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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PG&E’s ZIP Code Alert tool allows anyone, including non-account holders, to be notified of potential public safety outages.

- Notifications will be based on the ZIP Code selected and will not provide address-specific notifications.
- The subscriber can **select one or more ZIP Code** that they want to receive PSPS notifications for, or **all ZIP Codes in PG&E’s service territory**.
- Notifications will be shared via **automated calls, texts and emails**.
- **No username or password is required**.
- To sign up for ZIP Code Alerts call **1-877-900-0743** or text “ENROLL” to **97633**.

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Website Improvements And Map Refinement

We are **improving our website bandwidth** and **refining our PSPS planning and event maps** to help the communities and critical facilities we serve plan for and coordinate during PSPS events.
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**WATCH EMAIL**

Public Safety Power Shutoff

**PSPS Outage Watch**

Due to current weather forecasts, your area is currently under a watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off power for wildfire safety.

**ESTIMATED SHUT OFF:**
Wednesday, October 7th 6PM–10PM

**ESTIMATED RESTORATION:**
Thursday, October 8th by 4PM

3 METERS:

To download a CSV file of your locations, visit XXXXXX

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**WATCH TEXT**

PG&E PSPS Outage Alert 10/5/20: Due to weather PG&E may turn off power for safety at 1234 EL ANYWHERE COURT on **10/7/20**. Estimated shutoff: **6:00pm – 10:00pm**. Estimated restoration: **10/8/20 by 4:00 pm**. Changes in weather can affect shutoff & restoration times. pge.com/pspssupdates

Reply w/ “1” to verify receipt.

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**WATCH PHONE**

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.
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PG&E’s dedicated **weather webpage** offers a **7-day PSPS potential forecast** that indicates the potential weather conditions that could necessitate a PSPS.

The 7-day PSPS potential forecast is **updated daily** by PG&E’s meteorology team or fire scientist.

It encompasses **nine geographic regions** of PG&E’s service area and **four levels of PSPS potential**:

- Not Expected
- Elevated
- PSPS Watch
- PSPS Warning

PG&E’s weather webpage also offers an **interactive weather map updated in real time** using information from weather stations and cameras throughout PG&E’s service territory.

To sign up for daily email notifications regarding PSPS, visit [cloud.em.pge.com/PSPS-7day-Signup](http://cloud.em.pge.com/PSPS-7day-Signup).

[pgw.com/weather](http://pgw.com/weather)
During a PSPS event, PG&E will open CRCs to provide a safe location where community members can access 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 restrooms and hand washing stations
- Security personnel
- Chairs and tables

During a PSPS event, CRC locations will be shared on pge.com/pspsupdates and via social media.

**COVID-19 CONSIDERATIONS**

PG&E is adapting our approach to CRCs to reflect appropriate COVID-19 public health considerations.

We will offer Micro CRCs (smaller, open air tents) and Mobile CRCs (vans) to supplement Indoor CRCs if shelter-at-home and physical distancing recommendations prevent the use of Indoor CRCs.

We are also taking measures to:
- Require facial coverings in accordance with state and county guidelines
- Administer temperature checks before entering indoor facilities
- Limit attendance to maintain physical distancing
- Regularly sanitize surfaces
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### Additional Information
- For more information about PG&E's Community Wildfire Safety Program, please visit pge.com/wildfiresafety.
- For additional questions, please contact your PG&E representative or email your questions to wildfiresafety@pge.com.

### Students and Parents
- We are conducting focus groups to gather feedback from parents to learn how we can provide additional support for students and parents.
- We are also developing activity booklets and interactive, digital materials to teach students about wildfire safety and how to prepare for outages, which will be available at the Safety Action Center at safetyactioncenter.pge.com.

### California Department of Education
- For information and resources about Public Safety Power Shutoffs from the California Department of Education, please visit cde.ca.gov/ls/ep/publicsafetyshutoff.asp.

### Wildfire Safety Webinars
- For more information about PG&E’s wildfire safety efforts in your community, region-specific webinars are available at pge.com/wildfirewebinar.
- Today’s K-12 Schools Wildfire Safety Webinar will also be available at pge.com/wildfirewebinar in the coming days.

### Help Us Learn
- To share your suggestions about how PG&E can help schools and students prepare for and stay safe during outages, please email wildfiresafety@pge.com.