

ARE YOU READY?

We all rely on electricity for everyday life. To help prepare for public safety outages, here are some things to consider:

Planning basics

Update your contact information or contact preferences by visiting pge.com/mywildfirealerts or calling **1-866-743-6589**.

Build or restock your emergency kit with flashlights, batteries, first aid supplies and cash.

Charge devices you rely on for everyday use like cell phones and laptops.

Practice manually opening your garage door.

Planning for customers who rely on electric or battery-dependent devices

Plan for medical needs like medications that require refrigeration or devices that need power.

Ensure any backup power sources are ready to safely operate and view safety tips at pge.com/backupgeneration.

Check your device once power is restored to make sure the settings have not changed as devices can reset during an outage.

Will you need extra help during a PSPS?

Visit the California Foundation for Independent Living Centers at disabilitydisasteraccess.org if you or someone you know depends on power for medical or independent living needs.



Follow us on:   

Pacific Gas and Electric Company
P.O. Box 997320
Sacramento, CA 95899



PREPARE NOW FOR WILDFIRE SEASON

 For translated support in over 200 additional languages, please contact PG&E at **1-866-743-6589**.

Additional brochures are available for download in English, Spanish, Chinese, Vietnamese, Korean, Tagalog, Russian, Arabic, Punjabi, Farsi, Japanese, Khmer and Hmong at pge.com/psps.

Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires. "PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. ©2020 Pacific Gas and Electric Company. All rights reserved. CCC-0420-2219-07/01/2020.



PUBLIC SAFETY POWER SHUTOFF

Smaller Shorter Smarter Public Safety Outages

To help keep your community safe, it may be necessary to turn off electricity to help reduce the risk of wildfires during extreme weather events.

This is known as a Public Safety Power Shutoff (PSPS).

While no single factor will drive a Public Safety Power Shutoff, some factors include:



A Red Flag Warning declared by the National Weather Service



Low humidity levels, generally 20 percent and below



Forecasted sustained winds above 25 mph **and wind gusts** in excess of approximately 45 mph



Condition of dry fuel on the ground and live vegetation (e.g., moisture content)



On-the-ground, real-time observations

Learn More | For the latest on PG&E's wildfire safety efforts, please visit pge.com/wildfiresafety.

How is PG&E reducing the impact of PSPS events on customers?

While turning off power can prevent wildfires, it may also disrupt lives and include risks, particularly for those who need power for medical or independent living needs.

That is why PG&E is making PSPS events:

- ✓ **SMALLER IN SIZE**
Reducing the number of customers impacted by one-third compared to 2019.
- ✓ **SHORTER IN LENGTH**
Restoring power to customers within 12 daylight hours after severe weather has passed.
- ✓ **SMARTER FOR CUSTOMERS**
Providing more accurate and timely communications and additional resources for customers.

HOW WILL YOU KNOW ABOUT PSPS EVENTS?

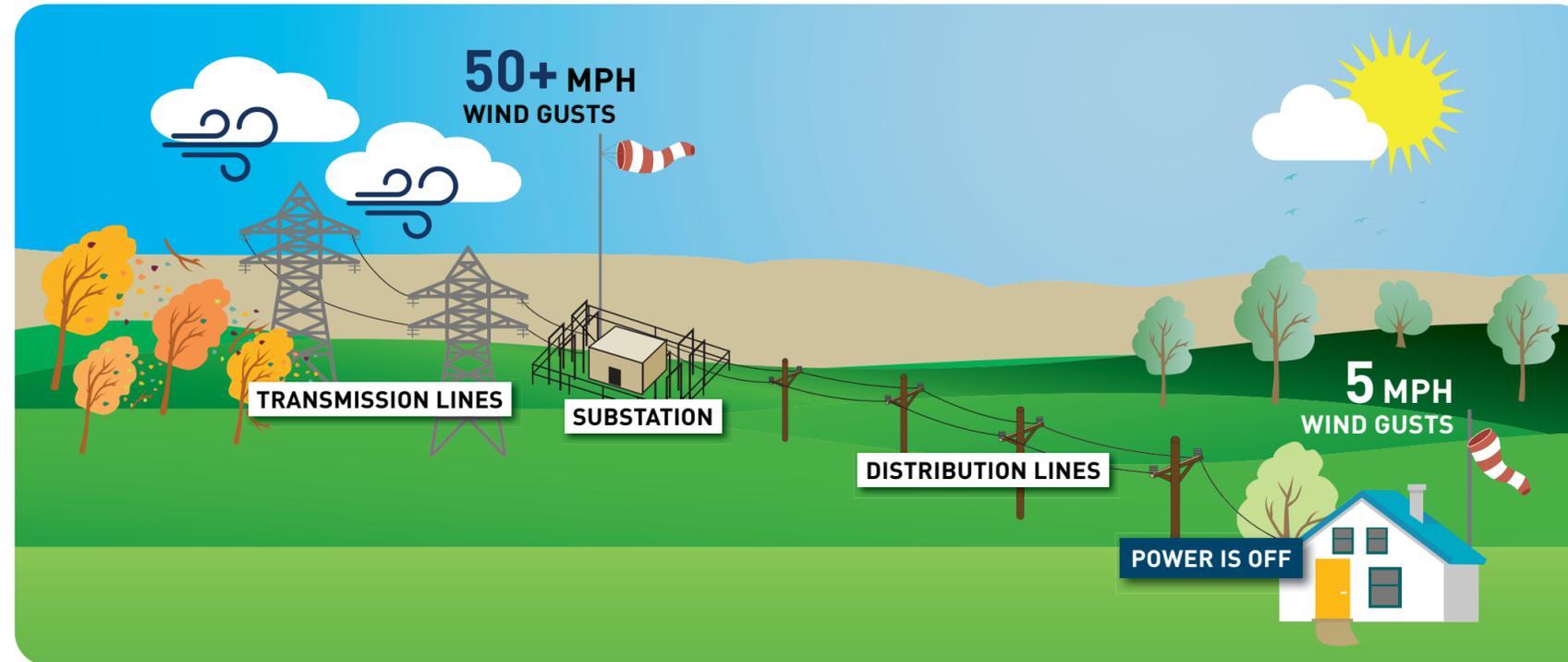
PG&E will provide notifications two days ahead, one day ahead and just prior to shutting off power, where possible. Notifications will be provided through **calls, texts or emails and will include the estimated time that power will be restored.**

Medical Baseline customers can let us know you received our notifications by **answering the phone or replying to our texts.**

We will also use pge.com, **social media** and will inform **local news, radio outlets** and **community-based organizations.**

Power lines travel long distances

An entire line may need to be shut off if severe weather affects any portion. If the line serving you is affected, your power may be shut off, even if it's not windy at your home.



WHAT SHOULD YOU DO WHEN YOU RECEIVE A PSPS NOTIFICATION?

Watch for our alerts and **pick up the phone and say hello or reply "1" to our texts** to let us know you received our notifications.

Visit pge.com/pspsupdates to learn about:

- If your address will be impacted
- Which areas and counties may be impacted
- When power will be restored
- Where Community Resource Centers (CRC) are located in your area
- Resources to help you prepare

WHERE CAN YOU GET MORE INFORMATION?

-  **WEATHER AND PSPS FORECASTING**
Live weather information, including a 7-day PSPS potential lookahead. pge.com/weather
-  **BACKUP POWER**
Options, safety tips, financing and retailer information. pge.com/backuppowers
-  **SAFETY ACTION CENTER**
Information about wildfire risks and emergency preparedness. safetyactioncenter.pge.com
-  **ZIP CODE ALERTS**
Sign up for notifications without a PG&E account. pge.com/pspszipcodealerts

Emergency contact information

Call 911 immediately in the event of a medical emergency.

▶ Nearest Hospital:
Phone Number:
▶ Family Doctor:
Phone Number:
▶ Local Police Station Phone Number:
▶ Family Member Name:
Phone Number:
▶ Neighbor Name:
Phone Number:
▶ Emergency Meeting Location:

Create your own plan for severe weather. Keep the list above posted for any emergency situation that may arise. Know where your emergency kit is stored and update it regularly.

Be sure to let us know when you have received our notifications by:

ANSWERING CALLS FROM: 1-800-743-5002
REPLYING TO TEXTS FROM: 976-33

OPENING EMAILS FROM:
PGECustomerService@notifications.pge.com

 **TIP: Save PG&E's emergency contact number in your phone.**

Cut here and post in an accessible place.