

**PACIFIC GAS AND  
ELECTRIC COMPANY**

**PUBLIC SAFETY  
POWER SHUTOFF  
POLICIES AND PROCEDURES**

**AUGUST 2021**



# CONTENTS

<b>01</b>	Introduction	2
<b>02</b>	Community Wildfire Safety Program Overview	3
<b>03</b>	Public Safety Power Shutoff Criteria	5
<b>04</b>	Temporary Power and Backup Generation	12
<b>05</b>	Restoring Power	15
<b>06</b>	Improved Customer Notifications	16
<b>07</b>	Expanded Customer Resources	21
<b>08</b>	Enhanced Customer Outreach and Engagement	25
<b>09</b>	Working with Cities, Counties and Tribes	31
<b>APPENDIX</b>		32
	Participating Independent Living Centers (ILC)	33
	Participating Food Banks	35
	Glossary of Terms	37

# — INTRODUCTION

# 1

**Pacific Gas and Electric Company's (PG&E) most important responsibility is the safety of our customers and communities. California continues to experience extreme weather, leading to increased wildfire risk and longer wildfire seasons. High winds can cause trees and debris to contact energized lines, damage our equipment and cause a wildfire. As a result, we may need to turn off power during severe weather to help prevent wildfires. This is called a Public Safety Power Shutoff (PSPS).**

We will not take any chances with customer safety, which is why PSPS continues to be a necessary tool as a last resort. We understand losing power disrupts lives. That is why we are listening to our customers and providing more information and better resources to help customers and communities before, during and after a PSPS.

We are also working year-round and nonstop to make our system safer and more resilient. As part of our Community Wildfire Safety Program, we are continuing to upgrade the electric grid to reduce wildfire risks and keep electricity on for more communities. This includes hardening power lines and installing sectionalizing devices and microgrids. We are also testing and using new technology to pinpoint how to best prevent and respond to the risk of wildfires.

We are also continuing to build on our partnerships with cities, counties, tribes, regulatory agencies and public safety partners to find joint solutions to wildfire challenges and minimize impacts to customers.

# COMMUNITY WILDFIRE SAFETY PROGRAM OVERVIEW

# 2

The Community Wildfire Safety Program (CWSP) includes short-, medium- and long-term plans to reduce wildfire risk and keep our customers and communities safe.

## This includes:



**Continuing to build a safer and more resilient system** by hardening lines and installing sectionalizing devices to help reduce the size of outages.



**Supporting customers and communities before, during and after a PSPS** by providing more resources and improving our program.



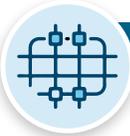
**Meeting and exceeding state vegetation standards** to manage trees/brush that could cause a wildfire or power outage.



**Testing and using new tools and technologies** to reduce wildfire risk for the safety of our customers.

Our wildfire safety program is evolving each year to reflect lessons learned and incorporate new information. Below is an overview of our progress on key initiatives since the program launched in 2018. Find updates about our progress in your community by visiting [pge.com/wildfiresafety](http://pge.com/wildfiresafety).

## 2021 Progress Toward Wildfire Safety Efforts

SYSTEM IMPROVEMENTS		2018-2020 PROGRESS	2021 WORK PLANNED	YEAR-END TARGET
	<b>Sectionalizing Devices</b> Keeping communities energized during a PSPS by separating the grid into smaller sections	<b>879</b> DEVICES	<b>+</b> <b>250</b> DEVICES	<b>= 1,129</b> DEVICES
	<b>System Hardening</b> Upgrading the system with stronger poles, covered lines, targeted undergrounding and remote grids to reduce wildfire risk	<b>547</b> LINE MILES	<b>+</b> <b>180</b> LINE MILES	<b>= 727</b> LINE MILES
	<b>Transmission Switches</b> Redirecting power to customers during a PSPS by installing switches on higher-voltage lines	<b>54</b> SWITCHES	<b>+</b> <b>29</b> SWITCHES	<b>= 83</b> SWITCHES
	<b>Enhanced Vegetation Management</b> Exceeding state standards for minimum clearances to address vegetation posing high risk in fire-threat areas	<b>4,374</b> LINE MILES	<b>+</b> <b>1,800</b> LINE MILES	<b>= 6,174</b> LINE MILES
	<b>Weather Stations</b> Preventing and responding to the risk of wildfires by improving forecasting capabilities	<b>1,003</b> STATIONS	<b>+</b> <b>300</b> STATIONS	<b>= 1,303</b> STATIONS
	<b>High-Definition Cameras</b> Installing cameras to improve our ability to monitor our service territory and proactively respond to wildfires	<b>347</b> CAMERAS	<b>+</b> <b>135</b> CAMERAS	<b>= 482</b> CAMERAS

*Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# PUBLIC SAFETY POWER SHUTOFF CRITERIA, DECISION MAKING AND SCOPING

# 3

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

We carefully review a combination of factors when deciding if power must be turned off. These include:



**Low humidity levels**, generally 30% and below



**Forecasted high winds** above 19 miles per hour and **gusts** above 30-40 miles per hour



**Red Flag Warning** issued by the National Weather Service



**Condition of dry material** on the ground and vegetation near lines



**On-the-ground, real-time observations**

**Our decision-making process is evolving** to also account for the presence of trees tall enough to strike power lines.

A 7-day PSPS forecast is available at:

[pge.com/weather](https://www.pge.com/weather)

# PSPS DECISION MAKING

## 2021 DISTRIBUTION PSPS GUIDANCE OVERVIEW

In general, there are three steps for determining if a PSPS is necessary:

1
If ALL of the minimum fire conditions are met...



High wind speeds



Low fuel moisture



Low relative humidity



High fire potential

2
...we conduct an in-depth review of fire risk using three separate measures:

Catastrophic Fire Probability	Catastrophic Fire Behavior	Vegetation and Electric Asset Criteria Considerations
<p>This is an assessment of the probability, based on outage history, that equipment will fail during the weather event and the likelihood that a failure could spread into a wildfire.</p>	<p>Even if probability of failure is unlikely, we may still turn off power where catastrophic fires are possible. We evaluate fire behavior criteria across eight hour forecast fire simulations using Technosylva technology that includes, flame length, rate of spread and area burned above 100 acres.</p>	<p>We review locations where high priority trees or electric compliance tags are present that may increase the risk of ignition.</p>

3
If ANY of these three measures are met, we turn off power for safety

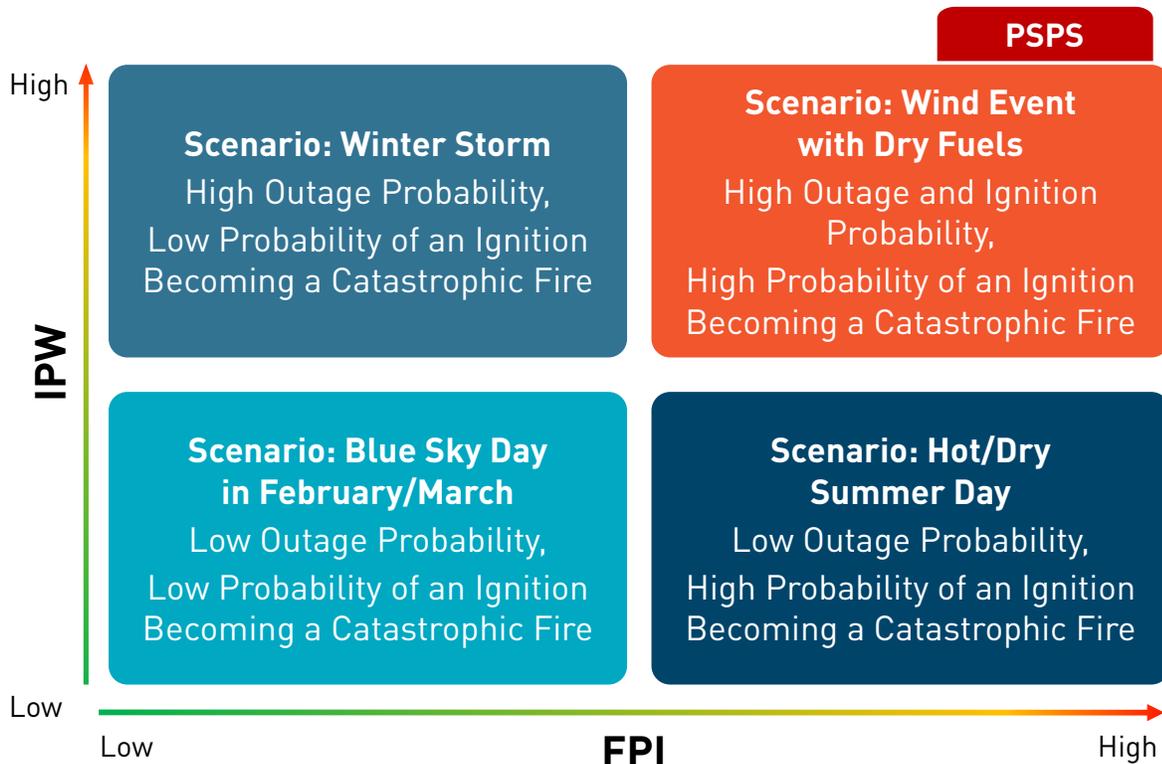
**Determining the Outage Area**

Each of the three measures is evaluated within a small geographic area (4 square kilometers). If any of the measures are met, circuits within that area are de-energized. Because power lines travel across long distances, customers outside the affected area may also be impacted.

*Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

## WIND AND FIRE RISK ANALYSIS (DISTRIBUTION CATASTROPHIC FIRE PROBABILITY MODEL)

We use several analyses to guide PSPS decision-making related to distribution circuits. The two main analyses are: the Ignition Probability Weather (IPW) Model and the Fire Potential Index (FPI). These state-of-the-art analytical models rely on extensive historical data. We use them to analyze the conditions during the worst major fires in California history. This helps us forecast when ignitions are most likely to become more extreme.



## VEGETATION CONSIDERATIONS

A component of the Ignition Probability Weather model is evaluating areas where trees are tall enough to fall into electric lines during severe weather.

In addition to overstrike trees, we also look at lines located near trees that have been identified (tagged) as needing maintenance when considering whether to turn off power for safety.



## 2021 TRANSMISSION PSPS GUIDANCE OVERVIEW

In addition to analyzing distribution circuits that may need to be de-energized for safety, we also review the transmission lines that traverse those areas where meteorology has identified severe weather conditions.

There is no single factor or threshold that will require shutting off power to a transmission circuit. The primary driver for determining which transmission structures and lines should be considered for PSPS is the Catastrophic Fire Probability Model. This model is a combination of the Fire Potential Index and an Operability Assessment that includes the table below.

### TRANSMISSION LINE PSPS SCOPING CRITERIA



#### **Asset Health and Vegetation Risk**

Risk assessment based on vegetation and enhanced inspections for all T-line structures in HFRAs



#### **Induction Assessment**

Looking at lines that would create potential for an induction risk



#### **Enhanced Tree Strike Model**

Looking at trees that are tall enough to potentially strike lines



#### **Wind Speed Threshold**

Determined wind speed threshold based on repair history and asset conditions



#### **CAISO Coordination**

Real-time coordination studies with CAISO determine direct and indirect impacts to grid integrity



#### **Public Safety Impact**

Grid stability and potential de-energization impacts considered (i.e., non-consequential loss, generation loss)



#### **Safety Shutoff Decision**

Decision is made on a transmission structure level that intersects within a weather footprint

Additionally, during rare cases where weather conditions are especially windy and dry that the chance of a wildfire starting would be extremely dangerous, we may need to turn off power to transmission lines even if the equipment is unlikely to fail and the Catastrophic Fire Probability Model rating does not meet the PSPS threshold. This is known as the Catastrophic Fire criteria.

Once PG&E identifies the initial scope, we work with the California Independent System Operator (CAISO) to ensure the initial scope is workable. This includes analyzing whether it will compromise the power supply to other jurisdictions, utilities or facilities connected to our system. This important step can last several hours, which is why the potential scope of a PSPS may change as we get closer to the forecasted weather event.

## PSPS SCOPING

### WEATHER MODELING

We use weather forecast data to assess fire danger and severe weather which would trigger a PSPS. Since 2014, we have used our PG&E Operational Mesoscale Modeling System (POMMS) to forecast weather in the future for our entire service territory, forecasting various conditions including wind, temperature, precipitation, frozen precipitation, lightning and solar irradiance.

**Over the course of the last two years, we have improved our weather modeling system to be more granular and excel in situations where wildfire risk is highest.**

Once PSPS criteria are met, as explained on page 5, our Meteorology team utilizes a two-kilometer resolution weather model to forecast the weather. PG&E worked with industry experts to create this model. Using historical Diablo Wind events, this model is tailored to PG&E's territory and fire weather conditions.

This model is run four times a day and the output is used to prepare data and weather maps for our meteorology team. Our meteorology team also benchmarks this data against various other models like the European Centre for Medium-Range Weather Forecasts model, the Global Forecast System model from the National Oceanic and Atmospheric Administration. This helps inform our PSPS decision-making process, including when and where to call a PSPS.

### ABOUT OUR METEOROLOGY TEAM

**We have staff meteorologists, including fire-weather specialists, who monitor weather forecasts and fire threat projections from the U.S. Forest Service and CAL FIRE.**

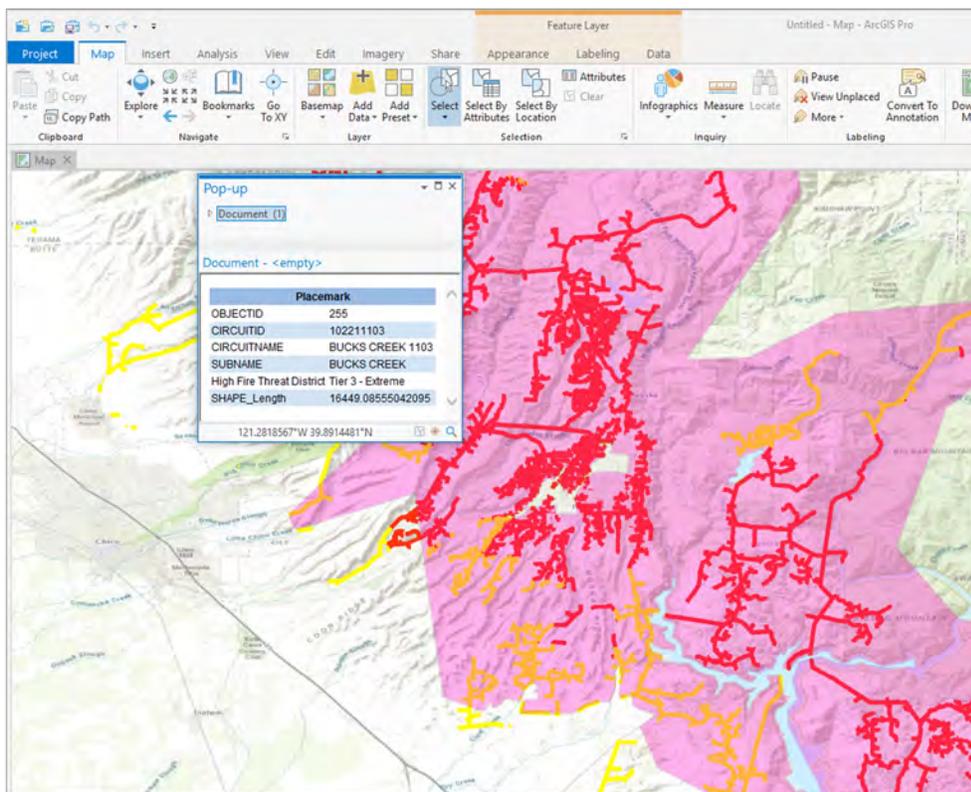
Our meteorology team utilizes state-of-the-art high-resolution weather model forecast data including the predominant fire-weather drivers (wind, temperature, relative humidity), which is used to pinpoint where severe weather is likely to occur, allowing future PSPS to be more precise.

## SCOPING TOOLS

To determine the specific circuits and areas that may require a PSPS, data from multiple sources is gathered into a GIS mapping tool (ArcGIS Pro) scoping environment. This allows our meteorologists to overlay PSPS criteria with our assets and other geospatial data sets to create PSPS scopes while looking at highly localized data. The PSPS scope is drawn using polygons and then sent to a team in PG&E's Emergency Operations Center (EOC) to conduct additional analysis to determine the full scope of transmission and distribution lines. Starting with weather modeling, due to the complex studies required to ensure that our grid remains stable when de-energizing transmission lines, it can take approximately eight to twelve hours to develop the full event scope.

The potential outage area maps are created and then provided to public safety partners via the PSPS Portal and on [pge.com/pspsprioritynotice](http://pge.com/pspsprioritynotice). We provide potential PSPS information to our public safety partners early, so they can help prepare the necessary resources to keep customers and communities safe. When customers are notified of a potential PSPS (approximately two days in advance of a shut off), our [pge.com/pspsupdates](http://pge.com/pspsupdates) website is also updated with event maps and information. Customers and communities may see changes in scope leading up to a PSPS, as the outputs from each run of the weather forecast model can shift the scope of a PSPS.

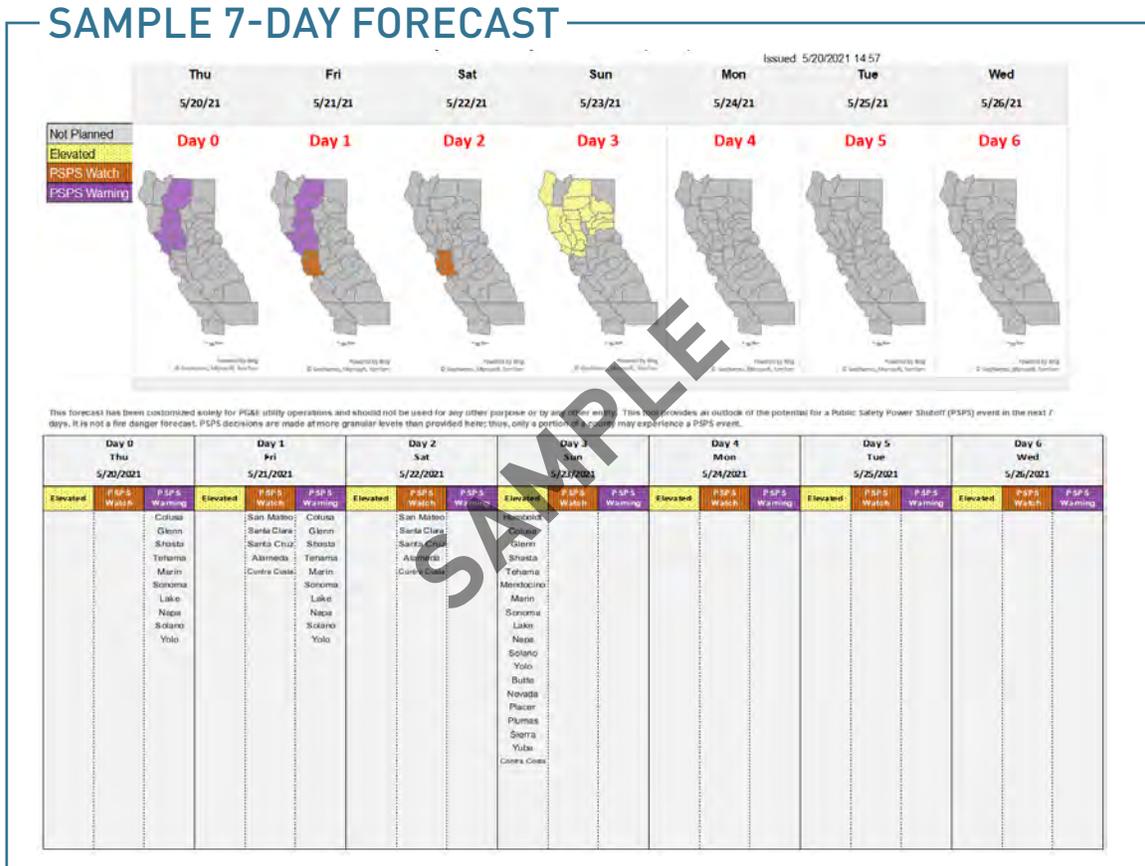
### Sample outage area as shown in ArcGIS Pro



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# PSPS 7-DAY POTENTIAL FORECAST

We monitor the weather closely. We update our 7-day forecast ([pge.com/weather](http://pge.com/weather)) every day to provide customers and communities information regarding a potential PSPS. For 2021, we have updated our PSPS 7-Day Potential Forecast to show forecasts by county rather than region. We did this to provide more clarity for customers and communities on potential upcoming events.



**Not Planned** – Conditions that generally warrant a PSPS are not expected at this time.

**Elevated** – An upcoming event (a period of severe weather, dry conditions, heightened risk) is being monitored for a higher potential of a PSPS.

**PSPS Watch** – We notify customers two days before if they are in an area that may be affected by a PSPS. We share the potential estimated PSPS start time and restoration time.

**PSPS Warning** – Several hours before a probable PSPS, we notify customers in areas that will likely be affected. We share the potential estimated PSPS start time and restoration time.

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# TEMPORARY POWER AND BACKUP GENERATION

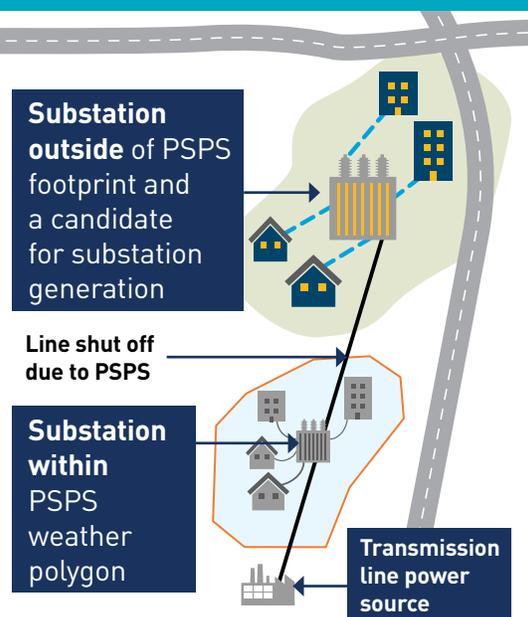
# 4

We are preparing microgrids to utilize temporary generation as one of the ways to reduce PSPS impacts in our communities. This allows us to keep power on in areas that are safe to energize during an event.

## WHAT IS A MICROGRID?

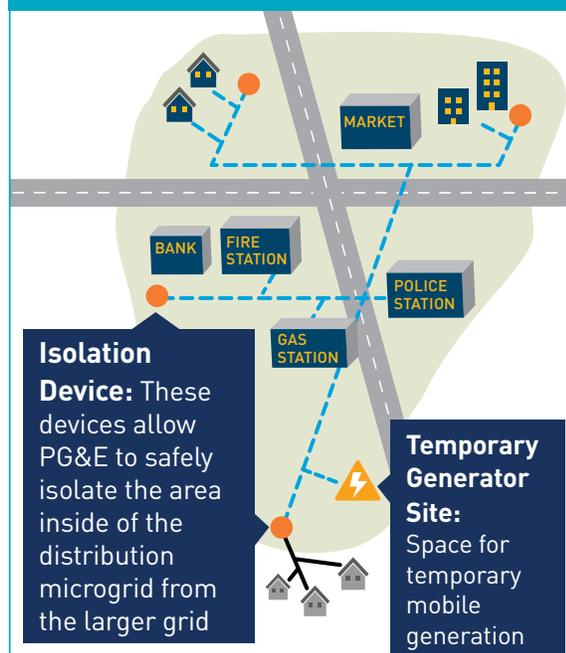
A microgrid is an electric system that can operate independently from the larger central energy grid.

### SUBSTATION MICROGRID



- Example substation microgrid service area
- PSPS weather polygon
- Electrical lines in the substation microgrid
- Transmission/distribution line
- Substation energized by temporary generators

### DISTRIBUTION MICROGRID



- Example distribution microgrid service area
- Electrical lines in the distribution microgrid
- Transmission/distribution line
- Isolation device
- Temporary generation site

# GRID RESILIENCE EFFORTS

We are working to improve the flexibility of our electric system to support our customers when we need to turn off power to help prevent wildfires. The following grid resilience efforts are used when safe to do so:

PROGRAM	DESCRIPTION	2021 PLAN
<b>SUBSTATION MICROGRIDS</b>	Backup generation at substations to support customers impacted by transmission-level PSPS	Pre-connecting generation at <b>10</b> substations; Developing plans for <b>3</b> additional locations
<b>DISTRIBUTION MICROGRIDS</b>	Energizing “main street” corridors, central community resources and critical facilities	<b>3</b> near completion from 2019-2020 sites; Targeting <b>5</b> additional sites in 2021
<b>ISLANDING LOCATIONS</b>	The use of local centralized generation facilities to energize one or more substations (to replace normal transmission sources)	<b>6</b> locations ready to operate
<b>REMOTE GRIDS</b>	A type of system hardening using standalone solar, battery, and propane generation for year-round energy supply to targeted remote customers	<b>1</b> operational; Additional locations under consideration and in planning phases

## WHERE IS THIS WORK TAKING PLACE?

-  **Substation Microgrid**  
Ready to Operate
-  **Substation Microgrid**  
In-Event Ready
-  **Substation Microgrid**  
Near Complete
-  **Distribution Microgrid**  
Ready to Operate
-  **Distribution Microgrid**  
Planning
-  **Islanding Location**  
Ready to Operate
-  **Remote Grid\***  
Operational
-  **Remote Grid\***  
Planning



\*Additional remote grids also under consideration

**Note:** Local work plans are subject to change and data is based on the best available information at this time.

*Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

## BACKUP GENERATION

We have invested in securing backup generation sources prior to wildfire season to allow us to keep the electricity on and provide resources to more customers and communities during a PSPS.

These backup generation sources will be used to:

- Provide energy to Community Resource Centers (CRC) to allow customers to charge medical equipment and electronic devices.
- As a measure of last resort to support certain qualifying critical customers (e.g., hospitals, transportation corridors, water and sewage facilities) should their original backup generation source fail or be limited in capacity.

Customers are encouraged to continue to take steps to prepare for the possibility of future PSPS, including securing backup power if appropriate and possible.

# — POWER RESTORATION

# 5

After the weather has passed and it is safe to do so, our crews will visually inspect for damage to ensure the lines are safe to energize. Our goal is to restore power to all customers within 24 hours after severe weather has passed.

## RESTORATION STEPS



**WEATHER “ALL-CLEAR”:** After severe weather has passed and it is safe to do so, our crews begin patrols and inspections.



**PATROL AND INSPECT:** Our crews will work to visually inspect for potential weather-related damage to the lines, poles and towers. This is done by vehicle, foot and air.



**ISOLATE AND REPAIR DAMAGE:** Where equipment damage is found, our crews work to isolate the damaged area from the rest of the system so other parts of the system can be restored.



**RESTORE POWER:** Once the poles, towers and lines are safe to energize, PG&E’s Control Center can complete the process and restore power to affected areas.

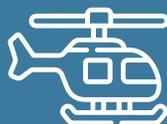


**NOTIFY CUSTOMERS:** Customers are notified that power has been restored.

Restoration resources may include:



**3,200**  
On-the-ground  
personnel



**65**  
Helicopters



**2**  
Airplanes

# IMPROVED CUSTOMER NOTIFICATIONS

# 6

We will always do our best to share what we know about the weather and our equipment as soon as we can, keeping in mind weather conditions can be uncertain. Our goal, whenever the forecast will allow, is to send customer notifications two days ahead, one day ahead and just before shutting off power.

## DIRECT-TO-CUSTOMER OUTREACH

### NOTIFICATION TIMELINE



We will attempt to reach customers through automated calls, texts and emails. We will also use our website ([pge.com/pspsupdates](https://www.pge.com/pspsupdates)), social media, community-based organizations, local news and radio outlets to keep customers informed and updated.

### Can PG&E contact you in an emergency?

Update your contact information and set your language preference at [pge.com/mywildfirealerts](https://www.pge.com/mywildfirealerts) or by calling 1-866-743-6589.

### NEW FOR 2021 | ADDRESS ALERTS

Receive notifications about PSPS for any location.

Sign up for addresses you care about, such as:

- ✓ The home of a friend or loved one
- ✓ Your child's school or daycare
- ✓ Your work or business

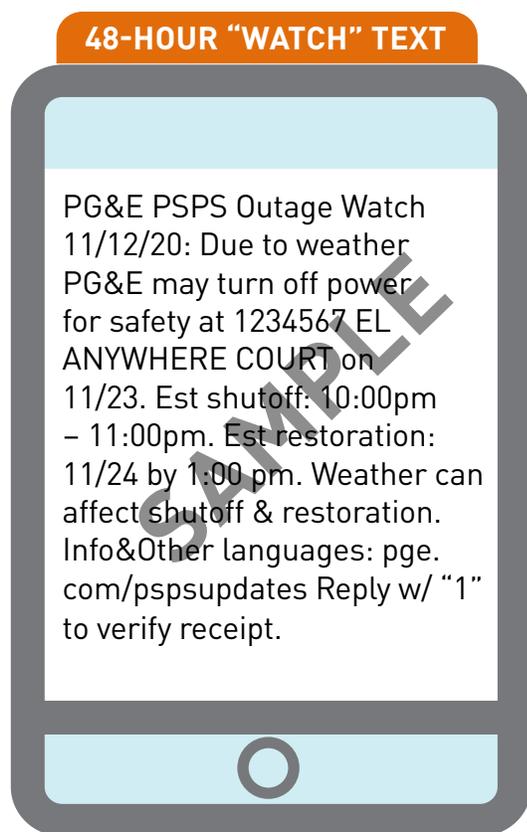


Visit [pge.com/addressalerts](https://www.pge.com/addressalerts)

Account holders will automatically receive alerts for their address.

## SAMPLE CUSTOMER NOTIFICATIONS

Based on feedback from customers and communities, notifications will now include more detail related to the impacted location and length of the event. This includes the estimated shutoff time, when weather conditions may improve and the estimated time power may be restored. During a wildfire-related outage or in advance of a PSPS, PG&E will send customers notifications via calls, text and/or email. Customers can choose to receive PSPS notifications in one of 16 languages\*. We also pre-record notifications in American Sign Language to serve those who are deaf and hard of hearing.



### Medical Baseline customers will receive customized calls, texts and emails

that require confirmation of receipt (see next page for more detail). We send hourly notifications to those customers who have not confirmed receipt of a notification. We will conduct in-person site visits (referred to as “doorbell rings”) if notifications were not previously confirmed.



\*Languages include: English, Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong, Thai, Hindi and Portuguese

## MEDICAL BASELINE PROGRAM

Our Medical Baseline Program is an assistance program for PG&E residential customers who need power for certain medical conditions and independent living needs. Medical Baseline customers will receive customized calls, texts and emails that request confirmation that the notification was received. We send hourly notifications to those customers who have not confirmed receipt of a notification. We will conduct site visits (referred to as “doorbell rings”) if notifications were not previously confirmed. Visit [pge.com/medicalbaseline](https://pge.com/medicalbaseline) for more information.



**Answer the phone and say “hello” or reply “1” to our texts.** If you do not respond, we will attempt to notify you in person.

### **NEW** Self-identifying as Vulnerable

Customers can self-certify for Vulnerable Customer status if they, or someone in their household, have a serious illness or condition that could become life threatening if their electric or gas service is disconnected, whether from a PSPS or nonpayment. Customers who self-identify for Vulnerable Customer status receive an in-person visit before power is turned off. Additionally, these customers will receive extra PSPS notifications, including doorbell rings if notifications are not acknowledged, to make sure they are aware of a potential public safety outage. PG&E customers can apply online at [pge.com/vcstatus](https://pge.com/vcstatus).

### Doorbell Rings for Medical Baseline Customers and Self-Certified Vulnerable Customers

If a customer does not confirm receipt, we will conduct doorbell rings to confirm the message is received in advance of shutoff. These extra notification steps are taken to ensure our medically sensitive customers are aware it is time to prepare and activate their emergency plan.

If we are conducting doorbell rings and encounter a customer who informs us that they are experiencing a life-threatening emergency, we will work with the customer to call 911.

If a customer is not home when the doorbell ring takes place, a door hanger is left at the customer’s door to notify the customer that we visited.



## CRITICAL FACILITIES

Critical facilities that provide services essential to public safety, such as hospitals, police and fire stations, communications services, transportation and water providers, have special needs for electric power.

Given the importance of these critical facilities for public safety, we provide them with advanced notifications, prioritized restoration (to the extent possible), additional communications and other resources before and during outages.

### Critical facilities include:

- **CHEMICAL SECTOR** (chemical manufacturing, maintenance or distribution facilities, refineries)
- **COMMUNICATIONS SECTOR** (communication infrastructure)
- **EMERGENCY SERVICES SECTOR** (police, fire, emergency)
- **ENERGY SECTOR** (public/private utility facilities)
- **GOVERNMENT FACILITIES SECTOR** (schools, jails, prisons)
- **HEALTH CARE AND PUBLIC HEALTH SECTOR** (hospitals, health departments, medical facilities)
- **TRANSPORTATION SECTOR** (public transit agencies)
- **WATER AND WASTEWATER SYSTEMS SECTOR** (water/wastewater facilities)

## TELECOMMUNICATIONS COORDINATION

During a PSPS, telecommunication providers will receive:

- A dedicated PG&E contact that can help address unique, real-time issues
- Access to the PSPS Portal for the latest event maps and information
- Advanced notifications via calls, texts and emails
- Invitations to the daily Systemwide Cooperators Calls for the latest PSPS information
- Access to PG&E's EOC\*, as requested

## WATER AGENCIES COORDINATION

During a PSPS, water service providers will receive:

- Support out of PG&E's Operations Emergency Center (OEC)
- Access to the PSPS Portal for the latest event maps and information
- Advanced notifications via calls, texts and emails
- Invitations to the daily Systemwide Cooperators Calls for the latest PSPS information

## HOSPITAL COORDINATION

For hospitals that are identified as being at a higher likelihood for PSPS, we are investigating service continuity solutions to ensure the facility can operate at 100% capacity.

- The majority of hospitals are located in areas that are less likely to experience a PSPS.
- For the hospitals located in areas that are at a higher likelihood for a PSPS, approximately half will be kept energized through existing solutions like sectionalizing or transmission line switches.
- We are working directly with the remaining hospitals on solutions such as microgrids and single-facility generation.

\*Due to COVID-19, PG&E's EOC was activated remotely for the 2020 wildfire season. In-person EOC activation will be dependent on health and safety considerations and county health guidance.

# EXPANDED CUSTOMER RESOURCES

# 7

**We are providing more information and better resources before, during and after a PSPS. This includes numerous programs and partnerships to help support our customers and communities before, during and after a PSPS.**

## COMMUNITY-BASED ORGANIZATIONS (CBOs)

A CBO is a public or private nonprofit organization that is representative of a community or a significant segment of a community and works to meet community needs. We recognize the important roles that CBOs play in the community. **We are working with our more than 250 CBO partnerships to conduct outreach and provide resources to customers and non-customers during a PSPS.** We coordinate with CBOs that have existing relationships and serve a variety of populations, including low income and hard to reach communities, to conduct outreach to customers before and during a PSPS. We continue to engage with a diverse group of CBOs to identify resources and communication capabilities.

## CUSTOMERS WITH ACCESS AND FUNCTIONAL NEEDS

We are able to offer even more support this year to people living with disabilities and the aging population (individuals with Access and Functional Needs). The Disability Disaster Access & Resources (DDAR) Program is a collaboration between PG&E and the California Foundation for Independent Living Centers (CFILC) that enables qualifying customers who use electrical medical devices to access resources that will lessen the impact of power loss. The DDAR Program will determine who qualifies for resources through an intake process. Qualification criteria includes people with disabilities and chronic medical conditions that require electricity to live independently.

### IN-EVENT SUPPORT CAN INCLUDE THE FOLLOWING:

  
Accessible  
Transportation

  
Hotel  
Accommodations

  
Food  
Vouchers

  
Emergency  
Planning

  
Portable  
Batteries

Portable backup batteries may be provided through a grant, lease-to-own or financial loan application. Coordination of resources takes time, so customers are encouraged to reach out to their local participating DDAR center in advance of a PSPS.

**Applications for portable backup batteries will be available online and at participating Independent Living Centers (ILCs)\* across the state.** Individuals who use life-sustaining electrical support will be the highest priority to receive backup batteries. The CFILC’s Disaster Resource Advisory Committee will determine battery recipients based on the applications received.

## PORTABLE BATTERY PROGRAM

Our Portable Battery Program provides no-cost backup portable batteries for low-income Medical Baseline customers who live in high fire-threat areas or who have experienced multiple PSPS events.

**6,500+** portable batteries distributed in 2020\*

**5,000** additional batteries planned for this year

GOAL

**11,500**

total batteries provided to eligible customers in advance of a PSPS

The program is being expanded so that every customer who is eligible and interested in participating will have the opportunity to have a battery. Customers can check their eligibility at [pge.com/storage](http://pge.com/storage).

## FOOD REPLACEMENT

### FOOD BANKS\*\*

We are collaborating with local food banks to provide food replacement packages during a PSPS. Perishable and non-perishable foods are available at participating food banks with **food replacement packages available up until three days after power is restored**. Some food banks have income restrictions in place for PSPS-related food replacements.

### MEALS ON WHEELS

Meals on Wheels provides home-bound seniors with nutritious meals in their homes. **We partner with Meals on Wheels providers** throughout our service area to provide seniors who are impacted by a PSPS with one additional meal (or two) per day for the duration of a PSPS.



\*See p. 33 for a list of participating Independent Living Centers

\*\*See p. 39 for a list of participating food banks

## COMMUNITY RESOURCE CENTERS (CRCs)

During a PSPS, we will open CRCs where community members can access resources and additional information. CRCs provide customers and residents a safe location with basic resources, as well as up-to-date information. Our goal is to work with counties and tribes to identify and secure multiple CRC locations in each county and tribal location in our service territory.

### CRC TYPES

We operate four types of ADA-compliant CRCs:

			
<b>INDOOR</b>	<b>TENT</b>	<b>MICRO</b>	<b>MOBILE</b>
Fixed facilities with temporary generation onsite	Large, wedding-style tents	Set up outdoors around pop-up tents	Set up outdoors around a sprinter van

### COVID-19 CONSIDERATIONS

To keep our customers and communities safe, all CRCs will follow appropriate COVID-19 health considerations and federal, state and county guidelines including.

- Requiring facial coverings at all sites and physical distancing
- Handing out supplies so customers can “grab and go”
- Prioritizing medical device charging in instances of high demand
- Regularly sanitizing surfaces
- Asking customers not to visit if they are exhibiting any symptoms of illness

During a PSPS, locations will be made available via social media, local news and radio and online at:

[pge.com/crc](https://www.pge.com/crc)

**Note:** CRC location information is made available at the time of an event.

## CRC RESOURCES

Resources vary based on CRC type.* The following resources may be available:	
 ADA-COMPLIANT RESTROOM AND HAND-WASHING STATION	 HEATING AND COOLING
 DEVICE CHARGING	 WI-FI SERVICE
 BOTTLED WATER	 NON-PERISHABLE SNACKS
 TABLES AND CHAIRS	 BAGGED ICE
 BLANKETS (QUANTITIES LIMITED)	 SECURITY PERSONNEL

\*Note that restrictions or constraints related to COVID-19 may impact resources available.

## CRC LOCATION SELECTION

In 2020, we developed a long-term plan to set up indoor CRCs in permanent, ADA-accessible facilities in counties impacted by a PSPS. These indoor CRCs will continue to be supplemented with outdoor tented, micro and mobile sites in coordination with local counties and tribes.

We are working with local communities to refine the locations, availability and services provided at our CRCs. We received both indoor and outdoor site recommendations from counties and tribes and continue to work closely for any additional site recommendations. The number and type of CRC sites to be activated for each county or tribe will depend on the scale of an individual PSPS and ongoing discussions with counties and tribes.

# ENHANCED CUSTOMER OUTREACH AND ENGAGEMENT

# 8

We have added additional informational resources, including videos, brochures, events and online tools to help customers and communities prepare for wildfire season and the potential for a PSPS.

PG&E customers will receive communications through a variety of channels. These include:



Letters



Radio ads



Emails



Television ads



Postcards



Social media posts



Emergency preparedness resources



Tenant education kits



Webinars



# WILDFIRE SAFETY WEBINARS

We are hosting a series of online webinars for anyone who is interested in learning more about wildfire safety and emergency preparedness. These virtual gatherings allow community members to meet with PG&E representatives, ask questions and share feedback.

## TOPICS INCLUDE:



Reducing the impact of a PSPS for customers



Progress in your community

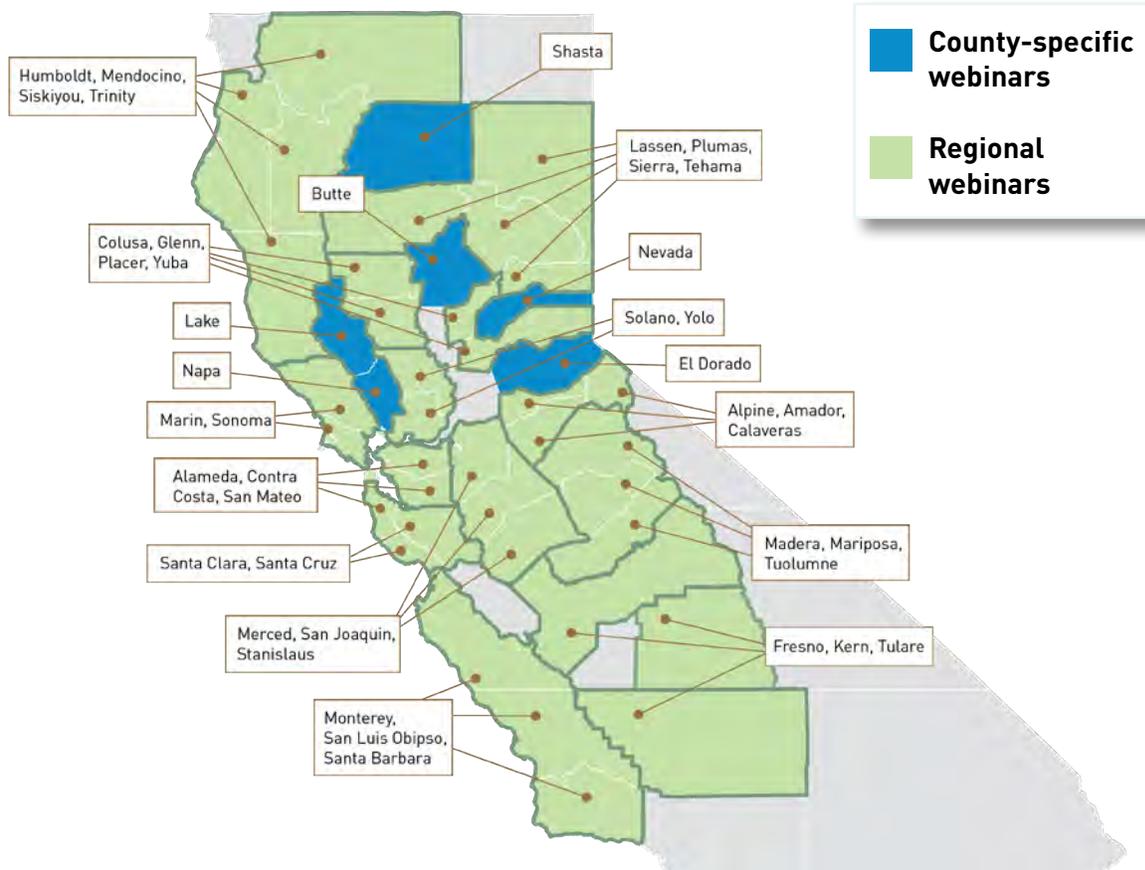


PG&E's wildfire prevention plans



Resources to prepare for wildfire season

## 2021 WEBINAR PLAN

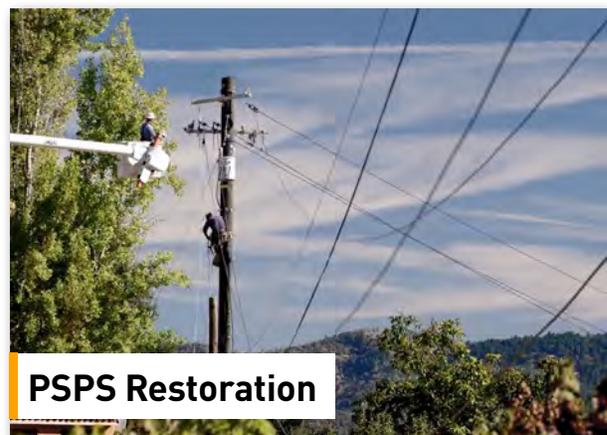
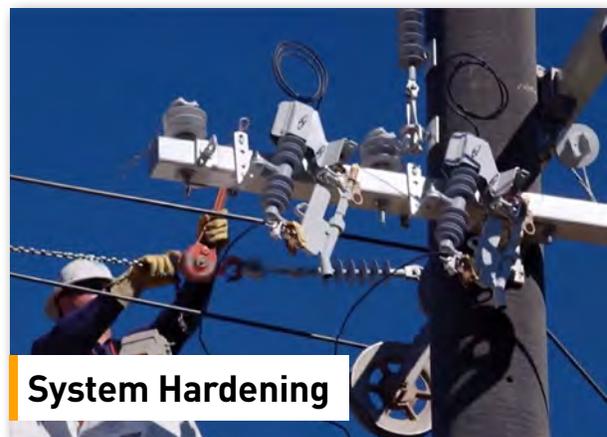
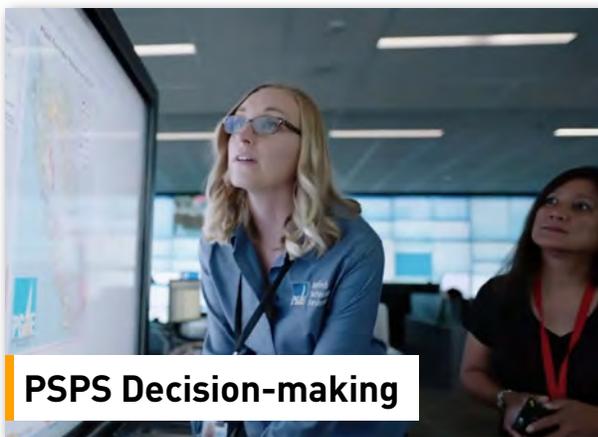


For a list of all the webinars that we have planned, and to view a video recording of past webinars, visit:

[pge.com/firesafetywebinars](https://pge.com/firesafetywebinars)

## VIDEOS

We have developed a series of videos about the Community Wildfire Safety Program and subsequent efforts the company is taking to reduce wildfire risks and keep customers and communities safe. **Topics include:**



To watch videos, visit:

[pge.com/pspsvideos](https://pge.com/pspsvideos)



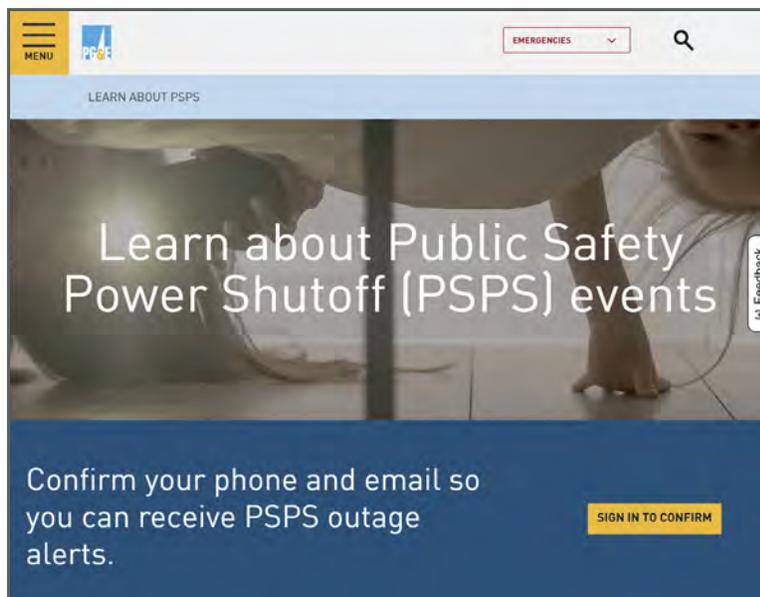
*Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

## PSPS WEBPAGE

The [pge.com/pspsupdates](https://www.pge.com/pspsupdates) webpage is the go-to resource for customers and communities during PSPS.

Find these resources at [pge.com/pspsupdates](https://www.pge.com/pspsupdates):

- Real-time PSPS updates and live interactive outage maps
- Estimated restoration times
- Community Resource Center locations
- Local food banks that can provide meal replacements
- Tools to update your contact information
- Preparedness tips, including specific information for Medical Baseline participants
- Wildfire safety webinars and recordings
- A 7-day PSPS forecast
- Information about backup power solutions
- Access to live, localized data collected by PG&E weather stations
- Emergency preparedness and planning fact sheets, checklists and videos
- Materials translated in 16 languages\*



To view our updated website and learn more about PSPS, visit:

[pge.com/psps](https://www.pge.com/psps)

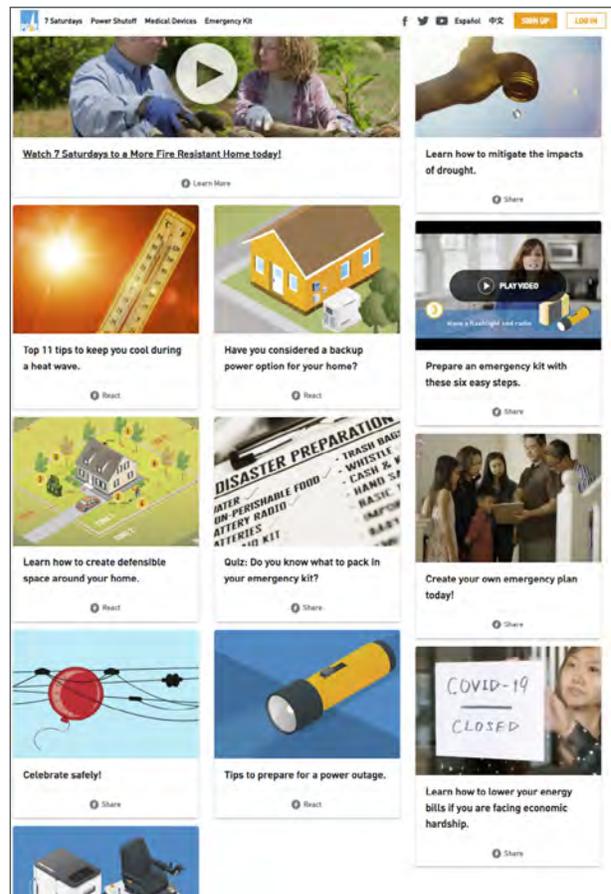
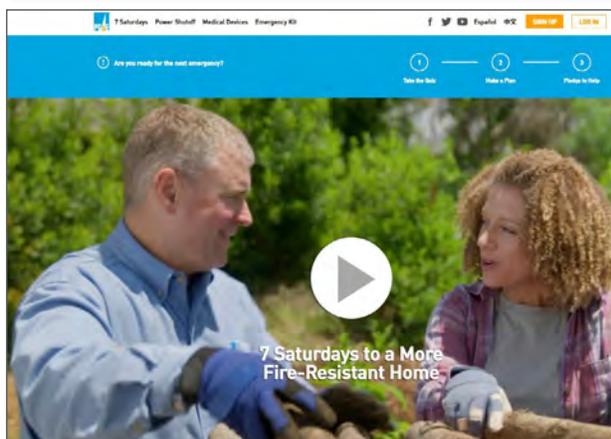
\*Languages include: English, Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong, Thai, Hindi and Portuguese

# SAFETY ACTION CENTER

PG&E is also utilizing the **Safety Action Center**, a dedicated safety webpage featuring helpful information about wildfire risks and what customers can do to keep their home, family or business safe during a PSPS.

**Have you thought about how to prepare?** The Safety Action Center includes:

- ✓ Tips on how to **create an emergency plan**
- ✓ Emergency preparedness **guides and videos**
- ✓ Links to the **statewide Power of Being Prepared campaign** and other resources



Learn more at:

[safetyactioncenter.pge.com](https://safetyactioncenter.pge.com)

Content is social media-friendly in order to encourage sharing.

## IN-LANGUAGE SUPPORT

Information regarding all PSPS events will be provided in 15 non-English languages including Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong, Thai, Hindi and Portuguese. Customers can also call 1-866-743-6589 for translated support in more than 250 additional languages.

## TRADITIONAL AND SOCIAL MEDIA OUTREACH

We will also use our website ([pge.com/pspsupdates](http://pge.com/pspsupdates)), social media, community-based organizations, local news and radio outlets to keep customers informed and updated.

### SAMPLE PUBLIC BRIEFING

**OCT. 25 – 27 PSPS** **Weather Forecast** Data as of 6:00 p.m.

A **Red Flag Warning** has been issued by the National Weather Service for Sunday morning through Tuesday morning.

- 20-35 mph wind speeds
- 40-65 mph potential wind gusts
- 5-15% humidity levels

For weather updates, visit [pge.com/weather](http://pge.com/weather)

**OCT. 25 – 27 PSPS EVENT** **Event Summary** Data as of 6 p.m.

**~361,000** CUSTOMERS

**~225,000** customers without power

**~136,000** to be shut off this evening

**36** COUNTIES | **17** TRIBAL LANDS

For PSPS updates, visit [pge.com/pspsupdates](http://pge.com/pspsupdates)

### SAMPLE ADVERTISEMENT

**PREPARING FOR A PUBLIC SAFETY POWER SHUTOFF**

During severe weather, high winds could cause tree branches or debris to contact electric lines and start fires. That's why PG&E may need to turn off power during severe weather to help prevent wildfires. This is called a Public Safety Power Shutoff (PSPS). While turning off the power helps prevent wildfires, we know it can be disruptive. We are working year-round to improve PSPS events for our customers and communities.

**HERE ARE 5 WAYS TO PREPARE FOR A PSPS:**

1. Make sure PG&E can reach you before a PSPS by updating your contact information at [pge.com/myinfoalerts](http://pge.com/myinfoalerts).
2. Pack or restock your family's emergency kit, including food, water, batteries, radio and a first aid kit.
3. Make preparations for anyone in your family who depends on electricity for medical needs.
4. Practice routinely opening your garage door.
5. Ensure any backup power sources are ready and safe to operate.

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

To learn more ways to prepare for a PSPS and any emergency, visit [safetyactioncenter.pge.com](http://safetyactioncenter.pge.com)

### SAMPLE SOCIAL MEDIA POSTS

**Community Resource Centers To Reduce Hardship on Customers**

**DURING A PUBLIC SAFETY POWER SHUTOFF** We open centers to provide resources and information for community members.

- Charging for medical equipment and personal electronic devices
- Water, snacks and other essential items
- Heating at indoor centers and blankets (quantities limited) at all centers
- Reflect appropriate COVID-19 health considerations and state and county guidelines

To find a Community Resource Center near you, visit [pge.com/pspsupdates](http://pge.com/pspsupdates)

**Reducing the Impact** Data as of 8 p.m.

- ~200,000** Customers remained energized by meteorology tools, islanding, temporary generation and sectorizing devices.
- 8** Microgrids and substations with temporary generation.
- 163** Grid sectionalizing devices in use to reduce scope.

For PSPS event updates, visit [pge.com/pspsupdates](http://pge.com/pspsupdates)

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# WORKING WITH CITIES, COUNTIES AND TRIBES

# 9

**We are committed to working collaboratively with city, county and tribal emergency managers in advance of and during a PSPS to support affected customers and communities. PG&E works with public safety partners through a variety channels, including:**



**PSPS LISTENING SESSIONS:** Meetings with local and tribal agencies and critical customers to gather feedback on their experiences during the 2020 PPS events and identify ways to improve coordination going forward.



**WILDFIRE SAFETY WORKING SESSIONS:** Meetings with local agencies with an opportunity to have detailed conversations regarding PG&E's wildfire safety work planned in their community and PPS improvements for 2021.



**PSPS ADVISORY COMMITTEE:** An advisory committee comprised of rural and urban counties, tribal agencies and representatives from the League of California Cities and California State Association of Counties (CSAC) to obtain focused input regarding PPS improvements.



**REGIONAL WORKING GROUPS:** Quarterly meetings with key, local stakeholders to share lessons learned and provide PG&E with feedback on how to refine the process for future PPS events.



**PSPS EXERCISES:** Simulated PPS events with local and tribal emergency managers and critical customers to test PG&E's PPS procedures and tools.



**ONGOING ENGAGEMENT AND COORDINATION:** Ongoing and continuous engagement with cities, counties, tribes, state agencies, critical customers and other public safety partners on wildfire safety efforts and PPS.



# APPENDIX

Participating Independent Living Centers (ILC)	33
Participating Food Banks	35
Glossary of Terms	37

## PARTICIPATING INDEPENDENT LIVING CENTERS (ILC)

Participating ILC	Counties Served	Address and Phone Number
<b>California Foundation for Independent Living Centers (CFILC)</b>	El Dorado, Placer	1000 G Street, Suite 100 Sacramento, CA 95814 Phone: 916-325-1690
<b>Center for Independence (CID) of Individuals with Disabilities</b>	San Mateo	2001 Winward Way #103 San Mateo, CA 94404 Phone: 650-645-1780 TTY/Video: 650-522-9313
<b>Central Coast Center for Independent Living (CCCIL)</b>	Monterey, San Benito, Santa Cruz	318 Cayuga Street, Suite 208 Salinas, CA 93901 Phone: 831-757-2968 TTY: 831-757-3949
<b>Community Resources for Independent Living (CRIL)</b>	Alameda	439 A Street Hayward, CA 94541 Phone: 510-881-5743 TTY: 510-881-0218 Fax: 510-881-1593
<b>Disability Action Center (DAC)</b>	Butte, Glenn, Lassen, Modoc, Plumas, Siskiyou, Shasta, Tehama	1161 East Avenue Chico, CA 95926 Phone: 530-893-8527 TTY: 1-800-735-2929
<b>Disability Resource Agency for Independent Living (DRAIL)</b>	Alpine, Amador, Calaveras, Mariposa, San Joaquin, Stanislaus, Tuolumne	1101 Sylvan Avenue, Suite A25 Modesto, CA 95350 Phone: 209-521-7260 Video: 209-566-0547
<b>Disability Services and Legal Center (DSLCL)</b>	Lake, Napa, Mendocino, Sonoma	521 Mendocino Ave #5241 Santa Rosa, CA 95401 Phone: 707-528-2745 Video: 707-331-1156
<b>FREED Center for Independent Living</b>	Colusa, El Dorado, Nevada, Placer, Sierra, Sutter, Yuba	435 Sutton Way Grass Valley, CA 95945 Toll Free: 1-800-655-7732 Phone: 530-477-3333 TTY: 530-477-8194

**CONTINUED** →

<b>Participating ILC</b>	<b>Counties Served</b>	<b>Address and Phone Number</b>
<b>Independent Living Center of Kern County</b>	Kern	5251 Office Park Dr # 200 Bakersfield, CA 93309 Phone: 661-325-1063 TTY: 661-369-8966 Fax: 661-325-6702
<b>Independent Living Resource Center (ILRC)</b>	San Luis Obispo, Santa Barbara	423 W. Victoria Street Santa Barbara, CA 93101 Phone/TTY: 805-963-0595 Fax: 805-963-1350 Video: 805-284-9051
<b>Independent Living Resource Center San Francisco</b>	San Francisco	825 Howard Street, SF, CA 94103 Phone: (415) 543-6222 Fax: 415-543-6318 TTY: 415-543-6698
<b>Independent Living Resources of Solano &amp; Contra Costa Counties (ILRSCC)</b>	Contra Costa, Solano	1850 Gateway Boulevard, Suite 120 Concord, CA 94520 Phone: 925-363-7293 TTY: 7-1-1
<b>Marin Center for Independent Living (MCIL)</b>	Marin	710 Fourth Street San Rafael, CA 94901 Phone: 415-459-6245 TTY: 415-459-7027
<b>Resources for Independent Living (RIL)</b>	Sacramento, Yolo	420 I Street Sacramento, CA 95814 Phone: 916-446-3074 TTY/Video: 916-446-3074
<b>Resources for Independent Living Central Valley (RICV)</b>	Fresno, Kings, Madera, Merced, Tulare	3636 N. First Street, Ste. 101 Fresno, CA 93726 Phone: 559-221-2330
<b>Silicon Valley Independent Living Center (SVILC)</b>	Santa Clara	25 N. 14th Street, #1000 San Jose, CA 95112 Phone: 408-894-9041 TTY/Video: 408-894-9012
<b>Tri County Independent Living (TCIL)</b>	Del Norte, Humboldt, Trinity	139 Fifth Street Eureka, CA 95501 Toll Free: 1-833-866-8444 Phone: 707-445-8404 TTY/Video: 7-1-1

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## FOOD BANK PARTNERSHIPS

Food Bank	Counties Served	Website	Contact Number
<b>Alameda County Community Food Bank</b>	Alameda	<a href="http://www.accfb.org">www.accfb.org</a>	510-635-3663
<b>Amador Tuolumne Community Action Agency (ATCAA) Food Bank</b>	Tuolumne	<a href="http://www.atcaa.org/food-bank">www.atcaa.org/food-bank</a>	209-984-3960
<b>Central California Food Bank</b>	Fresno, Kings, Madera and Tulare	<a href="http://www.ccfoodbank.org">www.ccfoodbank.org</a>	559-237-3663
<b>Community Action Agency of Butte County-North State Food Bank</b>	Butte, Calaveras, Colusa, Glenn, Kern, Plumas, Sierra and Tehama	<a href="http://www.buttecaa.com">www.buttecaa.com</a>	530-712-2600
<b>Community Action Agency of Napa Valley Food Bank</b>	Napa	<a href="http://www.canv.org/canv-food-bank">www.canv.org/canv-food-bank</a>	707-253-6100
<b>Community Action Partnership of Kern (CAPK) Food Bank</b>	Kern	<a href="http://www.capk.org">www.capk.org</a>	661- 336-5236
<b>Community Food Bank of San Benito County</b>	San Benito	<a href="http://www.communityfoodbankofsbcc.org">www.communityfoodbankofsbcc.org</a>	831-637-0340
<b>Dignity Health Connected Living</b>	Shasta	<a href="http://www.dignityhealth.org/north-state/locations/connected-living/services/food-bank">www.dignityhealth.org/north-state/locations/connected-living/services/food-bank</a>	530-226-3071
<b>Food Bank of Contra Costa and Solano</b>	Contra Costa and Solano	<a href="http://www.foodbankccs.org">www.foodbankccs.org</a>	855-309-3663
<b>Food Bank of El Dorado County</b>	Alpine and El Dorado	<a href="http://www.foodbankedc.org">www.foodbankedc.org</a>	530-621-9950
<b>Food For People</b>	Humboldt	<a href="http://www.foodforpeople.org">www.foodforpeople.org</a>	707-445-3166
<b>Interfaith Council of Amador</b>	Amador	<a href="http://www.feedamador.org">www.feedamador.org</a>	209-267-9006
<b>Kings Community Action Organization</b>	Kings	<a href="http://www.kcao.org">www.kcao.org</a>	559-582-4386
<b>Merced County Food Bank</b>	Mariposa and Merced	<a href="http://www.mmcfb.org">www.mmcfb.org</a>	209-726-3663

**CONTINUED →**

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<b>Food Bank</b>	<b>Counties Served</b>	<b>Website</b>	<b>Contact Number</b>
<b>Nevada County Food Bank</b>	Nevada	<a href="http://www.foodbankofnc.org">www.foodbankofnc.org</a>	530-272-3796
<b>Placer Food Bank</b>	El Dorado, Nevada and Placer	<a href="http://www.placerfoodbank.org">www.placerfoodbank.org</a>	916-783-0481
<b>Redwood Empire Food Bank</b>	Del Norte, Humboldt, Lake, Mendocino and Sonoma	<a href="http://www.refb.org">www.refb.org</a>	707-523-7900
<b>San Francisco Marin Food Bank</b>	Marin and San Francisco	<a href="http://www.sfmfoodbank.org/find-food">www.sfmfoodbank.org/find-food</a>	628-272-8430
<b>Second Harvest Food Bank of San Joaquin and Stanislaus</b>	San Joaquin and Stanislaus	<a href="http://www.localfoodbank.org">www.localfoodbank.org</a>	209-239-2091
<b>Second Harvest Food Bank Santa Cruz County</b>	Santa Cruz	<a href="http://www.thefoodbank.org">www.thefoodbank.org</a>	831-662-0991
<b>Second Harvest of Silicon Valley</b>	Santa Clara and San Mateo	<a href="http://www.shfb.org">www.shfb.org</a>	800-984-3663
<b>The Resource Connection</b>	Calaveras	<a href="http://www.trcac.org">www.trcac.org</a>	209-754-1257
<b>Yolo Food Bank</b>	Yolo	<a href="http://www.yolofoodbank.org">www.yolofoodbank.org</a>	530-668-0690
<b>Yuba-Sutter Food Bank</b>	Sutter and Yuba	<a href="http://www.feedingys.org">www.feedingys.org</a>	530-673-3834

# GLOSSARY OF TERMS

Term	Definition
<b>Access and Functional Needs</b>	Customers with medical and independent living needs who are dependent on electricity for life-sustaining devices, including those enrolled in PG&E's Medical Baseline Program.
<b>Agency Representative</b>	Acts as single point of contact for impacted counties and tribes during a Public Safety Power Shutoff.
<b>Americans with Disabilities Act</b>	A civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation and all public and private places that are open to the general public.
<b>California Foundation for Independent Living Centers</b>	State agency that increases access and equal opportunity for people with disabilities by building the capacity of Independent Living Centers.
<b>California Office of Emergency Services</b>	State agency that serves as the state's office of emergency services under the Governor's office.
<b>California Public Utilities Commission</b>	State agency that regulates utilities in California.
<b>California State Association of Counties</b>	Organization that provides advocacy, educational and financial services to California's 58 counties.
<b>Catastrophic Fire</b>	A fire that is not easily controlled, has a rapid rate of spread and threatens lives and property.
<b>Community Microgrid Enablement Program</b>	As the program is finalized it will likely include microgrid planning support for communities, financial support for grid improvements and other tools to allow agencies and stakeholders to help create a stronger and more flexible grid in their area.
<b>Community Resource Center</b>	Tented or indoor locations where community members can go during a Public Safety Power Shutoff and access resources including a safe location to meet their basic power needs, up to date information about a PSPS and timing and restoration, water, snacks, and other essential items.

**CONTINUED** →

*Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

Term	Definition
<b>Community Wildfire Safety Program</b>	A PG&E program aimed at further reducing wildfire risks and keeping customers and communities safe.
<b>Community-Based Organizations</b>	A public or private nonprofit organization that is representative of a community or a significant segment of a community and works to meet community needs.
<b>Critical Facilities</b>	Facilities that provide services that are essential to public safety, such as hospitals, police and fire stations, communications services and water providers.
<b>Critical Infrastructure Lead</b>	Acts as the single point of contact for telecommunications providers and conducts outreach to impacted transmission-level customers during a Public Safety Power Shutoff (PSPS). The Grid Control Center (GCC) is the single point of contact for transmission-level customers during a PSPS.
<b>Disability Disaster Access and Resources Program</b>	A program that provides critical assistance and resources to customers with disabilities and those with Access and Functional Needs to prepare and safely get through a disaster or emergency, including a Public Safety Power Shutoff.
<b>Doorbell rings</b>	PG&E site visits to customers in the Medical Baseline Program to confirm awareness of an upcoming Public Safety Power Shutoff.
<b>Emergency Operations Center</b>	A physical location that is activated during an emergency; all non-locational emergency management efforts are conducted at this location.
<b>Fire Potential Index</b>	One of the criteria used to analyze and determine if a Public Safety Power Shutoff is needed.
<b>Ignition Probability Weather Model</b>	One of the criteria used to analyze and determine if a Public Safety Power Shutoff is needed.
<b>Independent Living Centers</b>	Consumer-controlled, community-based, cross-disability, nonresidential private non-profit agency that is designed and operated within a local community by individuals with disabilities and provides an array of independent living services.

**CONTINUED** →

Term	Definition
<b>Local Public Affairs Representative</b>	A contact responsible for engaging with local city/county elected officials and staff, including city emergency management.
<b>Master Meter</b>	A unit that has control of the utilities of a complex or multi-tenant or multi-unit residential property.
<b>Medical Baseline Program</b>	PG&E program that provides discounted rates for those requiring electricity for life-sustaining devices; these contacts will be notified of a Public Safety Power Shutoff until positive confirmation is received.
<b>Office of Emergency Services (OES)</b>	County offices that handle preparation and execution of emergency management.
<b>Operational Emergency Center</b>	Local/regional PG&E emergency operations centers.
<b>Public Safety Answering Points</b>	Emergency dispatch centers that receive a live call notification of a Public Safety Power Shutoff when the emergency operations center is activated.
<b>Public Safety Partner</b>	First/emergency responders at the local, state, tribal 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.
<b>Public Safety Power Shutoff</b>	PG&E program under the Community Wildfire Safety Program that may turn off electricity during severe weather in the interest of public safety.
<b>Public Safety Power Shutoff Portal</b>	A website to share event-specific information with public safety partners before, during and after a Public Safety Power Shutoff.
<b>Public Safety Specialist</b>	Single point of contact for county office of emergency services and other emergency responders.
<b>Self-Generation Incentive Program</b>	A program for PG&E customers offering access to incentives for installing permanent battery storage systems.
<b>Telecommunications Providers</b>	Providers who cover communication over a distance by cable, telegraph, telephone, or broadcasting.

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PSPS Customer Outreach Reporting	
<b>Total customers who require further action</b>	Customers who <b>did not confirm receipt/acknowledge</b> their automated notifications, Live Agent phone calls or in-person door knock. Customers who did not answer a door knock are left a door hanger.
<b>Total impacted Medical Baseline customers</b>	The number of customers who <b>participate in the Medical Baseline Program</b> who may be or have been de-energized <sup>[1]</sup> .
<b>Total notifications delivered</b>	Automated notifications sent via phone, text and email, in-person door knock visit attempts and/or Live Agent phone calls <b>that were executed</b> (e.g., active phone number, deliverable email address, and/or accessibility to deliver in-person door knock).
<b>Total notifications received*</b>	Customers who have <b>acknowledged their notification</b> by taking one of the following actions: answered an automated or Live Agent phone call, responded to a text message, opened an email or greeted an in-person door knock.
<b>Total notifications sent</b>	The total sum of automated notifications <b>attempted to send</b> to customers via call, text and email, in-person door knock visit attempts and/or Live Agent phone calls.

*\*This is reported on agency calls*

<sup>[1]</sup>Excludes counts of Medical Baseline customers who are tenants of a master metered account