How can you prepare?

Is your contact information and language preference updated?
Update your information for notifications at pge.com/mywildfirealerts or call 1-866-743-6589.

Do you have an emergency plan?
Create a personalized plan and review safety tips at safetyactioncenter.com.

Do you rely on power for medical or mobility needs?
Enroll in our Medical Baseline Program at pge.com/medicalbaseline.

Are you a solar customer considering battery storage?
Learn about assistance to cover up to 15% of the cost and make your home more resilient at pge.com/batteryincentive.

Do you need additional resources?
Access food replacements and find information on financial assistance at pge.com/disabilityandaging.

What is a Public Safety Power Shutoff (PSPS)?
With wildfire risk in our state continuing to grow, we are working year-round and nonstop to make our system safer. High winds can cause trees and debris to contact energized lines, damage our equipment and cause a wildfire. That is why, during severe weather, we may need to turn off power to help prevent wildfires.

We carefully review a combination of factors when deciding if power must be turned off. These include, but are not limited to:

- Low humidity levels, generally 30% and below
- Forecasted high winds above 19 mph and gusts above 30-40 mph
- Condition of dry material on the ground and low moisture content of vegetation
- Red Flag Warning declared by the National Weather Service
- Real-time observations on the ground

Powerlines travel long distances.
A line that serves your community may need to be shut off even if it is not windy at your home or business.

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. ©2021 Pacific Gas and Electric Company. All rights reserved.
How is PG&E reducing the impact of PSPS outages this year?

To learn more about PSPS outages, visit pge.com/psps.

How will you know about a PSPS?

You will be notified in advance through automated calls, texts and emails.

Make sure your contact information is up to date. Visit pge.com/mywildfirealerts.

Watch for notifications about potential PSPS outages from:

- **CALLS**: 1-800-743-5002
- **TEXTS**: 976-33
- **EMAILS**: PGECustomerService@notifications.pge.com

Save PG&E’s number (1-800-743-5002) as a contact in your phone, so you know when we are trying to reach you.

### Self-certify for Vulnerable Customer Status

You can now sign up to receive additional PSPS notifications, including an in-person visit if needed, if anyone in your home has a condition that could become life threatening if power is disconnected.

**Apply at:** [pge.com/vcstatus](https://pge.com/vcstatus)

### Community Resource Center sites

Preparing additional Community Resource Center sites to support customers before, during and after a PSPS. We are:

- Partnering with community-based organizations to provide food replacements, portable batteries and hotel stays to qualifying customers and those with medical needs
- Providing better information about when power will be turned off and back on, available in 16 languages
- Offering more options for backup power, including portable batteries and generator rebates for qualifying customers
- Preparing additional Community Resource Center sites to support customers

**NEW FOR 2021**

**Address Alerts**

Receive notifications about PSPS outages for any additional addresses you care about, such as:

- The home of a friend or loved one
- Your child’s school or day care
- Your work or business

**Enroll at:** [pge.com/addressalerts](https://pge.com/addressalerts)

### OUTAGE NOTIFICATIONS

Update your language preference at pge.com/mywildfirealerts.

### LOCAL SUPPORT

Find support and resources from local organizations for access and functional needs at disabilitydisasteraccess.org.

### TRANSPORTATION AND HOTEL ACCOMMODATIONS

Access support provided through local Disability Disaster Access and Resource Centers for those who are power-dependent on medical or assistive technology devices at disabilitydisasteraccess.org.

### REAL-TIME INFORMATION

Stay informed about the PSPS at pge.com/pspsupdates.

### COMMUNITY RESOURCE CENTERS

Find safe locations to go to charge your devices and get basic supplies at pge.com/pspsresources.

### MEAL REPLACEMENTS

Find food for you and your family through local food banks at pge.com/pspsresources.

### POST-EVENT FOOD SUPPORT

Find local food banks to access meal replacements up to three days after power is restored at pge.com/pspsresources.

### STAY PREPARED

Restock your supply kit and update your emergency plan at safetyactioncenter.com.

### RESTORATION UPDATES

Find out when to expect the power back on at pge.com/pspsupdates.

### COMMUNITY RESOURCE CENTERS

Find safe locations to go to charge your devices and get basic supplies at pge.com/pspsresources.

### REAL-TIME INFORMATION

Stay informed about the PSPS at pge.com/pspsupdates.

We will share what we know as soon as we can, keeping in mind that weather can be uncertain and change quickly.

We will also use pge.com, social media, local news and radio outlets to keep you informed and updated.

You will be notified in advance through automated calls, texts and emails.

**Make sure your contact information is up to date.** Visit pge.com/mywildfirealerts.

<table>
<thead>
<tr>
<th>BEFORE</th>
<th>DURING</th>
<th>AFTER</th>
</tr>
</thead>
<tbody>
<tr>
<td>More resources than ever before are available to support customers</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **OUTAGE NOTIFICATIONS**
  - Update your language preference at pge.com/mywildfirealerts.
- **LOCAL SUPPORT**
  - Find support and resources from local organizations for access and functional needs at disabilitydisasteraccess.org.
- **TRANSPORTATION AND HOTEL ACCOMMODATIONS**
  - Access support provided through local Disability Disaster Access and Resource Centers for those who are power-dependent on medical or assistive technology devices at disabilitydisasteraccess.org.
- **REAL-TIME INFORMATION**
  - Stay informed about the PSPS at pge.com/pspsupdates.
- **COMMUNITY RESOURCE CENTERS**
  - Find safe locations to go to charge your devices and get basic supplies at pge.com/pspsresources.
- **MEAL REPLACEMENTS**
  - Find food for you and your family through local food banks at pge.com/pspsresources.
- **POST-EVENT FOOD SUPPORT**
  - Find local food banks to access meal replacements up to three days after power is restored at pge.com/pspsresources.
- **STAY PREPARED**
  - Restock your supply kit and update your emergency plan at safetyactioncenter.com.
- **RESTORATION UPDATES**
  - Find out when to expect the power back on at pge.com/pspsupdates.

We know losing power disrupts lives. That is why we are doing even more this year to help customers and communities before, during and after a PSPS. We are:

- Partnering with community-based organizations to provide food replacements, portable batteries and hotel stays to qualifying customers and those with medical needs
- Providing better information about when power will be turned off and back on, available in 16 languages
- Offering more options for backup power, including portable batteries and generator rebates for qualifying customers
- Preparing additional Community Resource Center sites to support customers

How is PG&E reducing the impact of PSPS outages this year?

We know losing power disrupts lives. That is why we are doing even more this year to help customers and communities before, during and after a PSPS. We are:

- Partnering with community-based organizations to provide food replacements, portable batteries and hotel stays to qualifying customers and those with medical needs
- Providing better information about when power will be turned off and back on, available in 16 languages
- Offering more options for backup power, including portable batteries and generator rebates for qualifying customers
- Preparing additional Community Resource Center sites to support customers

We will share what we know as soon as we can, keeping in mind that weather can be uncertain and change quickly.

How will you know about a PSPS?

We will share what we know as soon as we can, keeping in mind that weather can be uncertain and change quickly.

How will you know about a PSPS?

You will be notified in advance through automated calls, texts and emails.

Make sure your contact information is up to date. Visit pge.com/mywildfirealerts.

Watch for notifications about potential PSPS outages from:

- **CALLS**: 1-800-743-5002
- **TEXTS**: 976-33
- **EMAILS**: PGECustomerService@notifications.pge.com

Save PG&E’s number (1-800-743-5002) as a contact in your phone, so you know when we are trying to reach you.

### CALLS

- 1-800-743-5002

### TEXTS

- 976-33

### EMAILS

- PGECustomerService@notifications.pge.com

To learn more about PSPS outages, visit pge.com/psps.