

PACIFIC GAS AND
ELECTRIC COMPANY

**PUBLIC SAFETY
POWER SHUTOFF
POLICIES AND PROCEDURES**

AUGUST 2020



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— INTRODUCTION

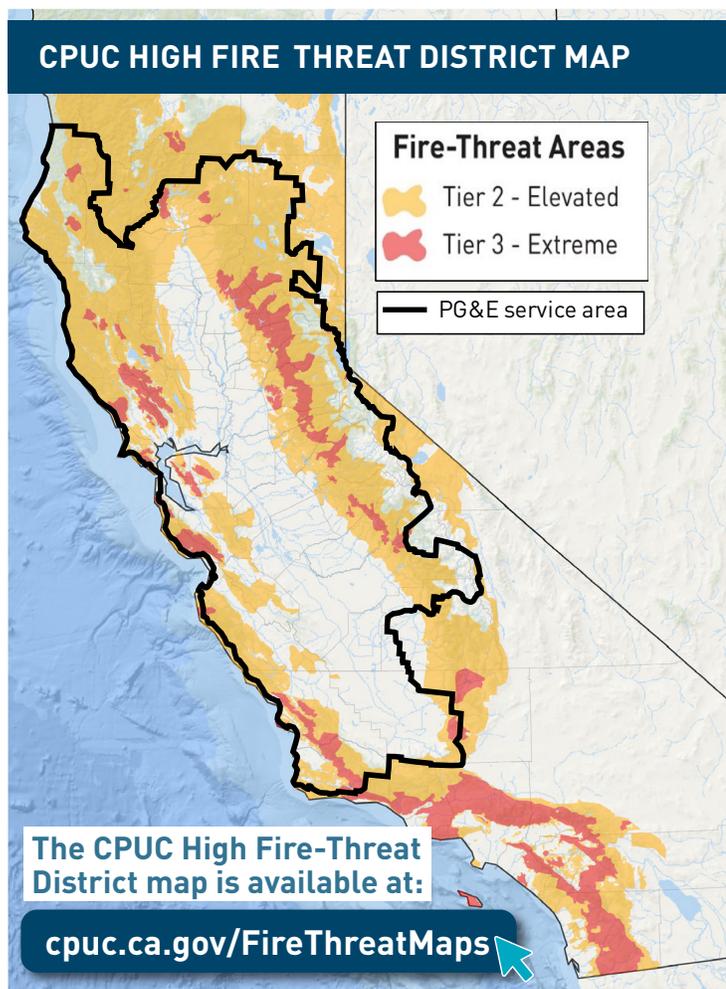
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Over the past few years, as the climate has been changing, California has experienced an unprecedented number of catastrophic wildfires.

High temperatures, extreme dryness and record-high winds have increased fire risks across the areas that PG&E serves in Northern and Central California. Nearly one third of the electric lines that provide our customers with power are now located in High Fire-Threat District (HFTD) areas, as designated by the California Public Utilities Commission (CPUC).

To help keep customers and communities safe, PG&E is taking steps to improve the safety of our electric system and reduce wildfire risks. PG&E is meeting and exceeding state vegetation safety standards, hardening the electric system and testing and using new technologies to reduce wildfire risks. As a last resort, we're also prepared to turn off power during times when high winds could cause tree branches or debris to contact energized electric lines, which could damage our equipment and cause a major wildfire. This is a **Public Safety Power Shutoff (PSPS)**.

While PSPS is an important wildfire safety tool, we know that losing power disrupts lives, especially for those with medical needs and customers sheltering-at-home in response to novel coronavirus (COVID-19). Given this, we are focused on reducing PSPS events' impact on our customers, without compromising safety. We will do this by reducing the number of customers affected and the length of time they are without power.



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

COVID-19 AND PUBLIC SAFETY POWER SHUTOFF

2

California faces threats from novel coronavirus (COVID-19) and the serious risk of catastrophic wildfires during severe weather conditions. Since the beginning of the pandemic, we have worked to ensure that the energy grid remains safe and reliable.

We are still doing everything we had planned to address the threat of catastrophic wildfires despite the constraints imposed by the COVID-19 pandemic. COVID-19 requires us to work even harder to prevent catastrophic wildfires and to minimize disruption to communities and individuals if we must call a Public Safety Power Shutoff (PSPS). We look forward to a continued partnership with the communities we serve as we all adjust and respond to the unique challenges of these unprecedented times.

In response to COVID-19, PG&E is doing the following:

- Enacting strict practices and protocols for workers to keep our communities and partners safe from COVID-19 exposures and promote a healthy workplace.
- Coordinating with the California Office of Emergency Services (Cal OES), the California Hospital Association, the Hospital Council and directly with hospitals to identify COVID-19-critical hospitals and other essential treatment facilities and assure that they can continue operating effectively during a PSPS event.
- Working with local Offices of Emergency Services (OES) and county governments to identify and evaluate current and potential future auxiliary medical facilities and temporary pandemic-care facilities to alleviate impacts from de-energization events, to the extent possible.
- Working to limit the number of areas that we de-energize in PSPS events, using temporary generation and grid-based solutions to support some communities and societally important facilities.

- Adjusting Community Resource Center (CRC) plans to accommodate COVID-19 constraints - pivoting to include both 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.
- Reaching out to all Medical Baseline Program customers to verify their contact information so we can notify them before and during a PSPS event to minimize the number of face-to-face contacts.
- Adjusting our community outreach methods to coordinate PSPS planning with the general public and local authorities in COVID-19-safe ways. We are offering virtual meetings, providing the public a variety of digital wildfire education materials and hosting localized, virtual open-house style webinars to raise and maintain fire safety and PSPS-related awareness.

The following Policies and Procedures document provides additional detail on the steps we are taking to reduce wildfire risks while also addressing the impact that this pandemic is having on communities.

COMMUNITY WILDFIRE SAFETY PROGRAM OVERVIEW

3

Public Safety Power Shutoff (PSPS) is just one of the many ways we are working to further reduce wildfire risks. As part of our **Community Wildfire Safety Program (CWSP)**, we are working every day to improve the safety of our electric system and keep our customers and communities safe.

Our wildfire safety efforts include:



LESSENING WILDFIRE POTENTIAL

- Asset inspection and repair
- Enhanced vegetation management
- System automation
- System hardening
- Public Safety Power Shutoffs



IMPROVING SITUATIONAL AWARENESS

- Weather stations
- High-definition cameras
- Wildfire Safety Operations Center
- Meteorology



REDUCING THE IMPACT OF PSPS EVENTS

- Reducing the number of customers impacted
- Reducing duration
- Reducing frequency
- Improving coordination with communities and customers
- Providing better access to customers with independent living needs

For more information, visit:

pge.com/wildfiresafety



— PUBLIC SAFETY POWER SHUTOFF CRITERIA

4

PG&E initiates Public Safety Power Shutoffs (PSPS) when the weather forecast is for such severe weather that people's safety, lives, homes and businesses may be in danger of wildfires.

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



LOW HUMIDITY LEVELS

generally 20% and below



A FORECAST OF HIGH WINDS

particularly sustained winds above 25 miles per hour and wind gusts above 45 miles per hour



DRY MATERIAL ON THE GROUND

and low moisture content of live vegetation



A RED FLAG WARNING

declared by the National Weather Service



REAL-TIME GROUND OBSERVATIONS

from our Wildfire Safety Operations Center and from our crews working across the service territory

A 7-day PSPS event forecast is available at:

pge.com/weather

To sign up for daily email alerts regarding potential PSPS events, visit:

[cloud.em.pge.com/
PSPS-7day-Signup](https://cloud.em.pge.com/PSPS-7day-Signup)

— MONITORING FOR FIRE CONDITIONS

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PG&E is using better weather monitoring technology and installing new weather stations to more precisely forecast the weather that could lead to Public Safety Power Shutoff (PSPS) events.

WEATHER STATION NETWORK

To further improve weather forecasting capabilities, we are continuing to build our own network of weather stations to better predict and respond to severe weather threats. Data collected by weather stations is streamed in real time and available to state and local agencies and the public online at pge.com/weather and mesowest.utah.edu.

HIGH-DEFINITION CAMERAS

We are installing new HD cameras in high fire-threat areas, which allow PG&E and first responders to monitor wildfires in real time. PG&E operates and uses the cameras to help preparedness and wildfire response efforts.

PG&E's cameras are part of the ALERTWildfire system, which is used by fire managers at the Bureau of Land Management, the U.S. Forest Service, CAL FIRE and local fire departments. We also allow CAL FIRE to control the cameras as needed. Camera images are publicly available at pge.com/weather and alertwildfire.org.

QUICK FACTS

WEATHER STATIONS

400 planned in 2020

1,000 total by end of 2020

1,300 planned by 2021

This will allow for about **one station for every 20 miles** of electric lines in high fire-threat areas

HD CAMERAS

200 cameras planned for 2020

300 total by the end of 2020

600 planned by 2022

90% increase in visual coverage

WILDFIRE SAFETY OPERATIONS CENTER

The Wildfire Safety Operations Center works closely with PG&E’s meteorologists to monitor weather conditions and potential fire threats using the weather station network and cameras. The team also uses publicly available databases, websites, social media and emergency alert systems from agencies such as CAL FIRE, National Weather Service, National Oceanic and Atmospheric Association, Caltrans, California Highway Patrol and local public safety authorities.

WIND AND FIRE RISK ANALYSIS

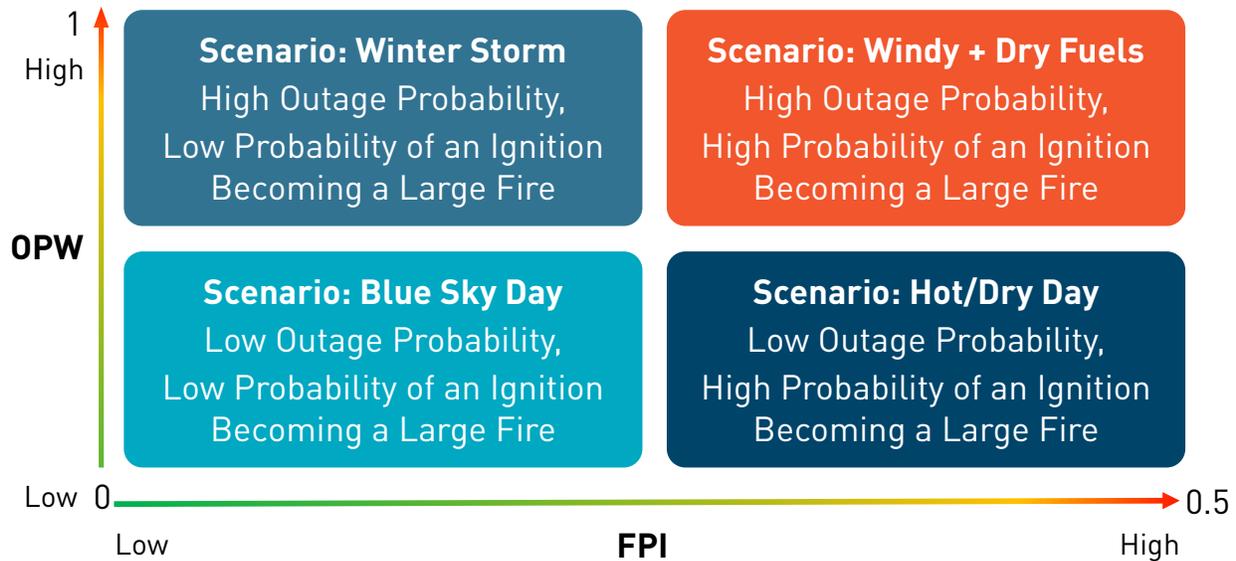
PG&E utilizes two analyses to guide PSPS decision-making: the Outage Producing Winds (OPW) Model and the Utility Fire Potential Index (FPI). Both models are based on extensive historical data, experience and state-of-the-art analytical techniques.

	 OUTAGE PRODUCING WINDS	 UTILITY FIRE POTENTIAL INDEX
PURPOSE	Forecasts when unplanned outages associated with wind events are more likely to occur.	Forecasts when a potential ignition is most likely to result in a major wildfire .
FACTORS	Analyzes wind speed for every unplanned outage that occurred over the last decade.	Analyzes 30 years of weather, fuel moisture and climatology data and 26 years of wildfire data in our service area.
FINDINGS	<p>Wind-driven outages can create ignition sources for wildfires, from:</p> <ul style="list-style-type: none"> • Vegetation/debris blowing into lines • Wind-related damage to equipment • Lines coming into contact with one another 	A fire’s growth potential increases as vegetation dries and wind speeds increase .
TIMING	Model is updated and run four times daily .	Model is updated and run four times daily .

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

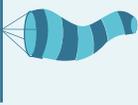
INTEGRATING OPW AND FPI MODELS

The OPW Model and the FPI are used together to analyze what conditions existed during the worst fires in California history to forecast when ignitions are most likely to become more extreme.



30-YEAR WEATHER ANALYSIS

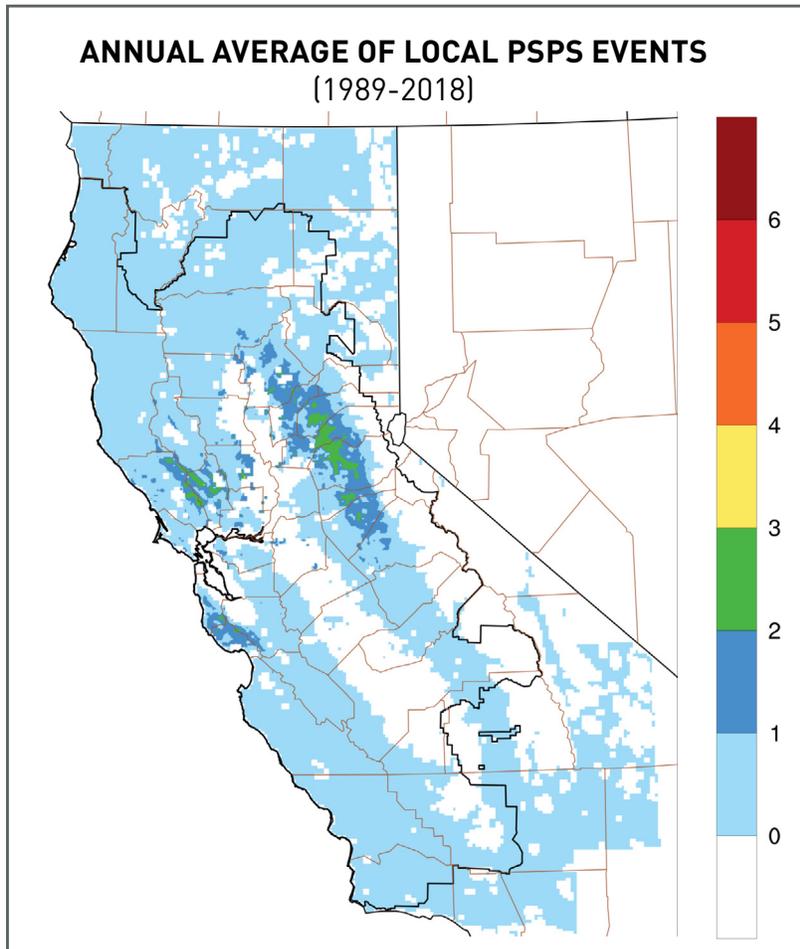
PG&E analyzed 30 years of data covering approximately 80 billion data points, as well as 26 years of wildfire data in our service area, to help determine the average probability and frequency of a PSPS event.

The following weather model data points were analyzed:	
 WIND SPEED	 TEMPERATURE
 WIND GUST	 PRECIPITATION
 FOSBERG FIRE WEATHER INDEX	 RELATIVE HUMIDITY
 DEAD AND LIVE MATERIAL ON THE GROUND	 NATIONAL FIRE DANGER RATING SYSTEM OUTPUTS

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

30-YEAR WEATHER ANALYSIS (CONTINUED)

To help determine the potential locations, likelihood and frequency of PSPS events, PG&E's meteorology team analyzed 30 years of data on weather, fire and fuels in our service area.



This analysis looked at historical information on wind speeds, humidity levels, temperatures and fire potential.

PG&E works with the following agencies to develop fire risk weather modeling:

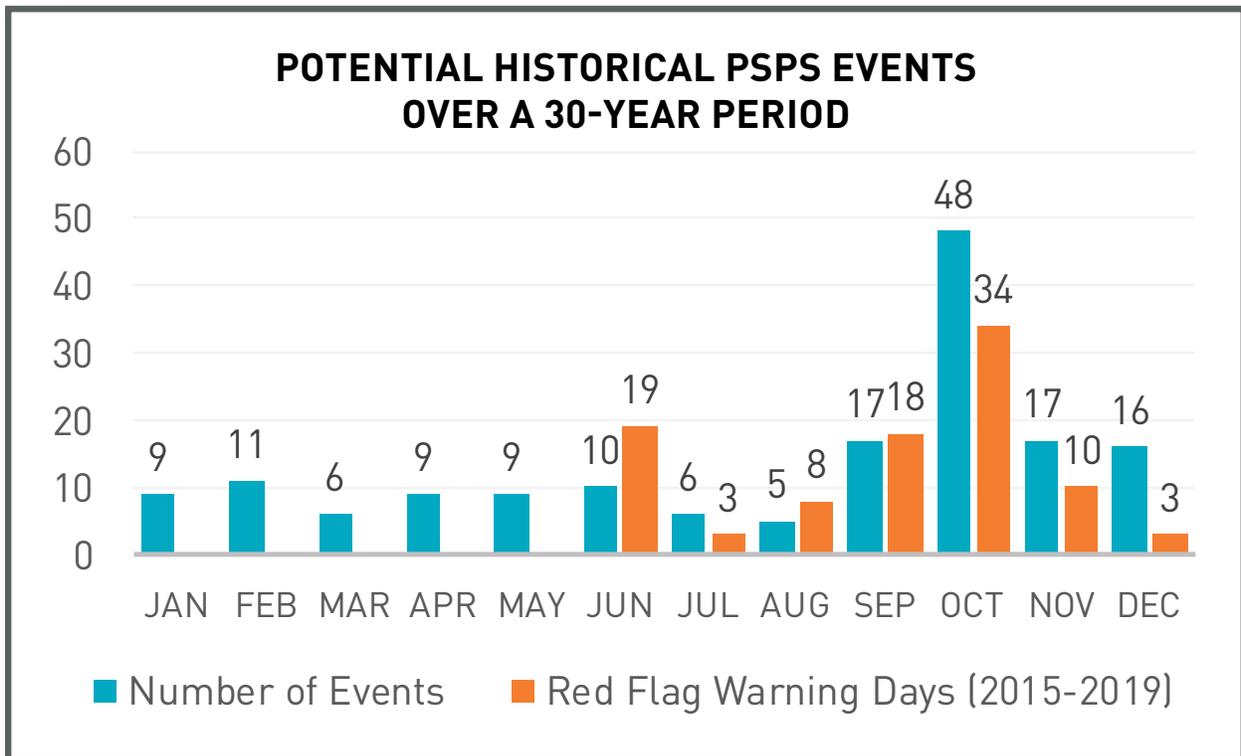
- CAL FIRE
- External fire agencies
- National Weather Service
- Northern and Southern California Geographic Area Coordination Center
- San Jose State University Fire Weather
- U.S. Forest Service Research Lab

FIRE-SPREAD MODELING

PG&E is using fire-spread modeling technology to understand fire risks that drive PSPS decisions. PG&E is also planning to use this data to help prioritize system hardening work.

The following is an estimate of potential PSPS events per month based on weather data collected over the last 30 years. Based on the analysis, PSPS events are more likely to occur in late summer/early fall when the historical indicators (shown in blue) overlap with Red Flag Warning days (shown in orange), which indicate high fire danger.

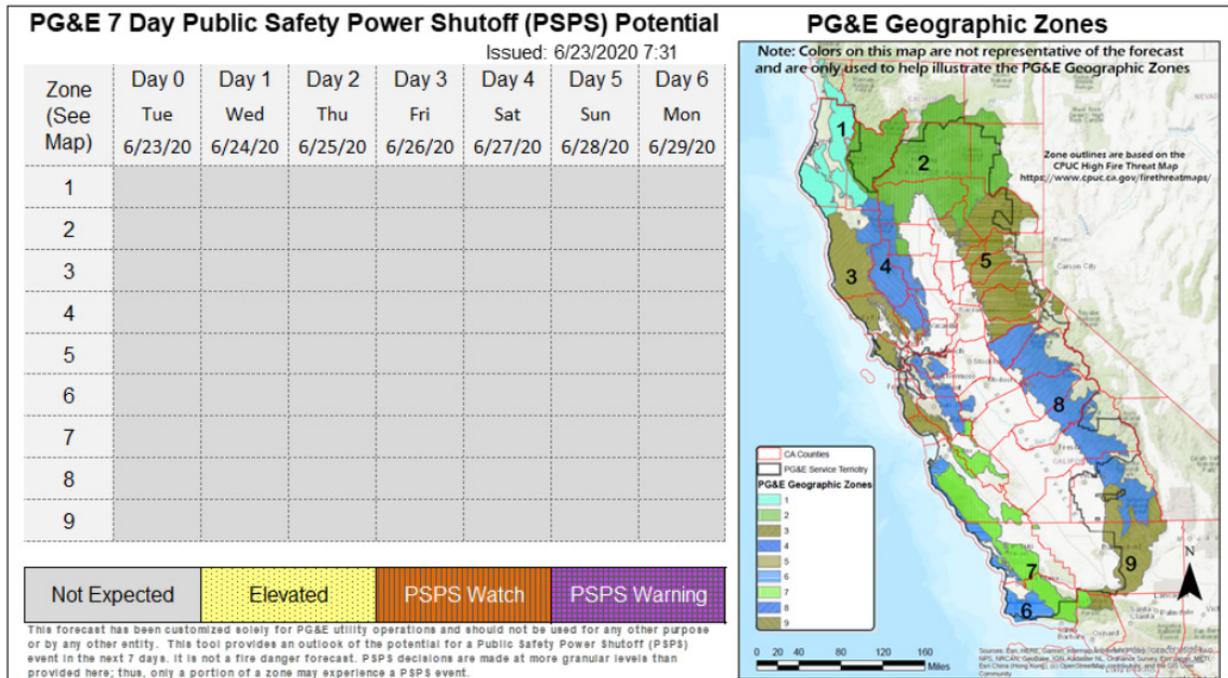
Note: While PSPS events are less likely during winter months, it is possible to experience a PSPS event during times of drought with long periods of winter dryness, combined with high winds.



PSPS 7-DAY POTENTIAL FORECAST

PG&E monitors the weather closely. We update our 7-day forecast (pge.com/weather) every day to provide customers and communities information regarding a potential PSPS event.

SAMPLE 7-DAY FORECAST



Not Expected – Conditions that generally warrant a PSPS event are not expected at this time.

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

PSPS Watch – The PG&E Emergency Operations Center (EOC) is activated for a reasonable chance of executing PSPS for public safety in a given geographic zone due to a combination of adverse weather and materials on the ground. A PSPS Watch is typically only issued within 72 hours before the anticipated start of an event.

PSPS Warning – The PG&E EOC is activated and customers in areas being considered for PSPS have been or are being notified. This level indicates execution of PSPS is probable given the latest forecast of weather and dry materials and/or observed conditions. PSPS is typically executed in smaller and more targeted areas than the PG&E Geographic Zones. This level does not guarantee a PSPS execution as conditions and forecasts may change.

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

— 2020 PUBLIC SAFETY POWER SHUTOFF IMPROVEMENTS

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PG&E's most important responsibility is the safety of our customers and communities. We are working every day to improve the safety of our electric system and reduce wildfire risks. Below are our goals to reduce Public Safety Power Shutoff (PSPS) impacts on our customers without compromising safety.



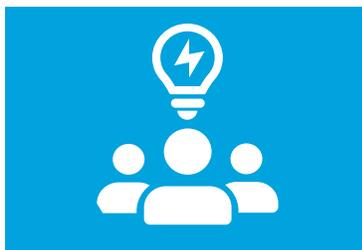
SMALLER IN SIZE

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



SHORTER IN LENGTH

Cut restoration times in half compared to 2019, restoring power to nearly all customers **within 12 daylight hours** after severe weather has passed.



SMARTER FOR CUSTOMERS

Provide more accurate and timely communications and additional resources and assistance before, during and after a PSPS event

EFFORTS TO REDUCE PUBLIC SAFETY POWER SHUTOFF IMPACTS 7

PG&E is working towards a number of improvements that may make Public Safety Power Shutoff (PSPS) events less impactful. These include:

SECTIONALIZING AND RECONFIGURATION

PG&E is installing more than 600 sectionalizing devices in 2020, capable of redirecting power. These devices, which include both distribution level sectionalizers and transmission level switches, break the grid into smaller parts, limiting the size of outages. We are also analyzing our grid configuration to ensure we are impacting as few customers as possible during future PSPS events. All devices are planned to be installed by September 1, 2020.

TEMPORARY MICROGRIDS

PG&E is preparing microgrids in areas most likely to experience PSPS events to safely provide electricity to areas that are safe to keep energized during a PSPS event. While some microgrids can keep whole communities energized, others are designed to serve community resources such as hospitals, police and fire stations, gas stations and markets. Certain microgrids will be able to operate safely under weather conditions that will necessitate a PSPS event in nearby or adjacent areas.



Proposed Temporary Microgrid Site*

NOTE: Some locations are in close proximity, and may appear as a single point.

* All location icons are approximate.

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

COMMUNITY MICROGRID ENABLEMENT PROGRAM (CMEP)

PG&E is exploring the ability to support communities and customers to develop their own multicustomer or community-level microgrids. This may include sponsoring enhanced technical support for project development, with input from city, county and tribal agencies, project tools and, in some cases, one-time matching funds. This program is currently under development and pending approval by the California Public Utilities Commission (CPUC).

SYSTEM HARDENING

PG&E is installing stronger poles, covered lines and conducting targeted undergrounding in areas of high wildfire risk. Our goal is to harden 241 distribution circuit miles in 2020. This would be in addition to the 171 miles completed in 2019, which exceeded the 2019 goal of 150 miles.

ENHANCED SITUATIONAL AWARENESS

PG&E is using better weather monitoring technology and installing new weather stations to more precisely forecast the weather that could lead to PSPS events. More than 756 new weather stations and 194 HD cameras have been installed to date.

RESTORING POWER

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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.

We will cut restoration times in half compared to 2019, restoring power to nearly all customers within 12 daylight hours after severe weather has passed. While we cannot forecast how often severe weather will require Public Safety Power Shutoff (PSPS) events, given the increase in severe weather events seen in recent years, power will likely need to be turned off several times this year to protect public safety.

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 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, PG&E 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 completes the process and restores power to affected areas.



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

RESTORATION RESOURCES

To restore power to customers twice as fast compared to 2019 after severe weather has passed, PG&E is taking the following steps:

- ✓ Nearly doubling our exclusive-use helicopter fleet from 35 to 65 during events
- ✓ Using two airplanes with infrared cameras capable of inspecting transmission lines at night
- ✓ Deploying more PG&E crews to speed up inspections
- ✓ Utilizing mutual assistance from other utility companies to support PSPS restoration inspections when needed

PG&E 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.

NOTIFICATION TIMELINE



Direct Notifications

We will attempt to reach customers through **automated calls, texts** and **emails**. When possible, we will provide timely information to emergency service agencies in advance of notifying customers.



Additional Updates

We will also use PG&E's website (pge.com/pspsupdates), **social media, community-based organizations (CBO), local news** and **radio outlets** to keep customers informed and updated.

Can PG&E contact you in an emergency?

Update your contact information at pge.com/mywildfirealerts.

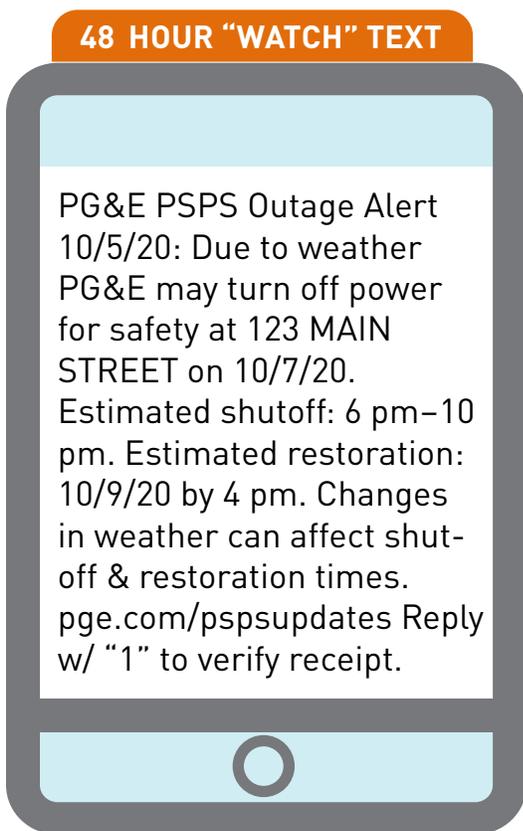
Non-account holders can visit pge.com/pspszipcodealerts to sign up for Public Safety Power Shutoff (PSPS) notifications by ZIP Code.

**PG&E is also exploring the feasibility of providing a notification one hour before turning power back on.*

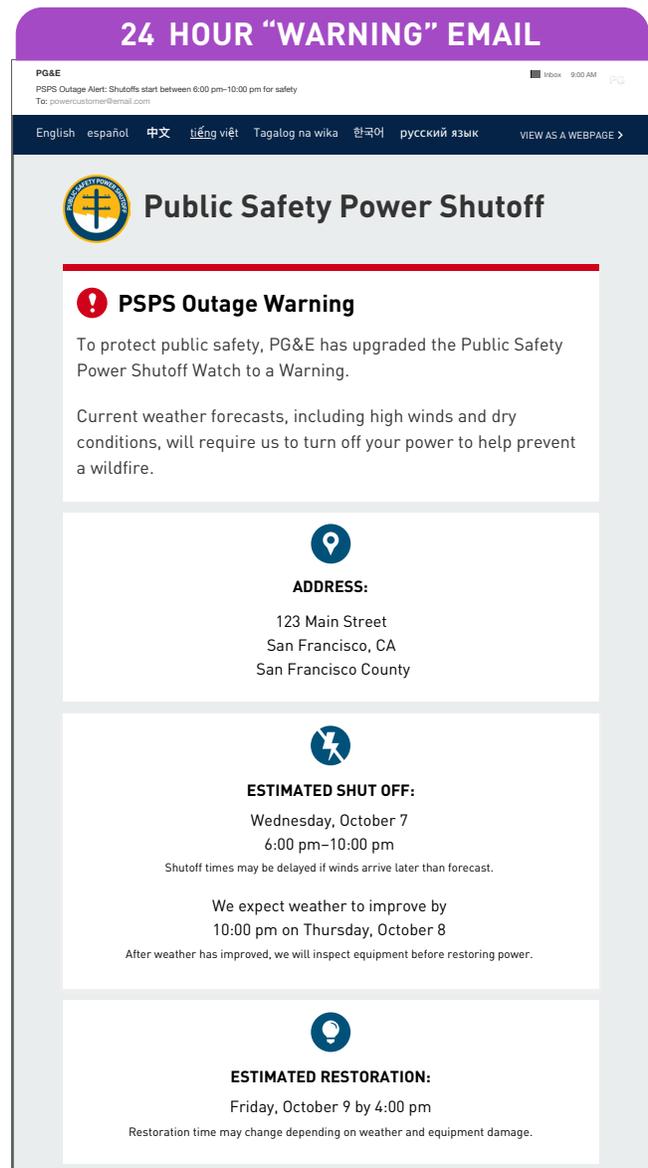
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SAMPLE CUSTOMER NOTIFICATIONS

Based on feedback from customers and communities, notifications will now include more detail related to the 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. Notifications will be available in six languages for those who have set a language preference on their account. In addition, all English communications will provide a way to get to information in 13* languages. We also pre-recorded 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 request confirmation that the notification was received. We send hourly notifications to those customers who have not confirmed receipt. PG&E will conduct site visits (referred to as “door knocks”) if notifications were not previously confirmed.



***Languages include:** English, Spanish, Chinese, Korean, Tagalog, Vietnamese, Russian, Arabic, Farsi, Hmong, Japanese, Khmer and Punjabi

PSPS WEBPAGE

The pge.com/psps webpage is the go-to resource for our customers and communities during PSPS events.

Find these resources at pge.com/psps:

- Real-time PSPS event updates and a live interactive outage map
- Tools to update your contact information
- Preparedness tips, including specific information for Medical Baseline participants
- Wildfire safety webinars and recordings
- PSPS planning maps
- A 7-day PSPS event 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 12 languages with more translations underway*
- PSPS Event Reports submitted to California Public Utilities Commission (CPUC)



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

pge.com/psps

* Languages include Spanish, Chinese, Vietnamese, Korean, Tagalog, Russian, Arabic, Punjabi, Farsi, Japanese, Khmer and Hmong

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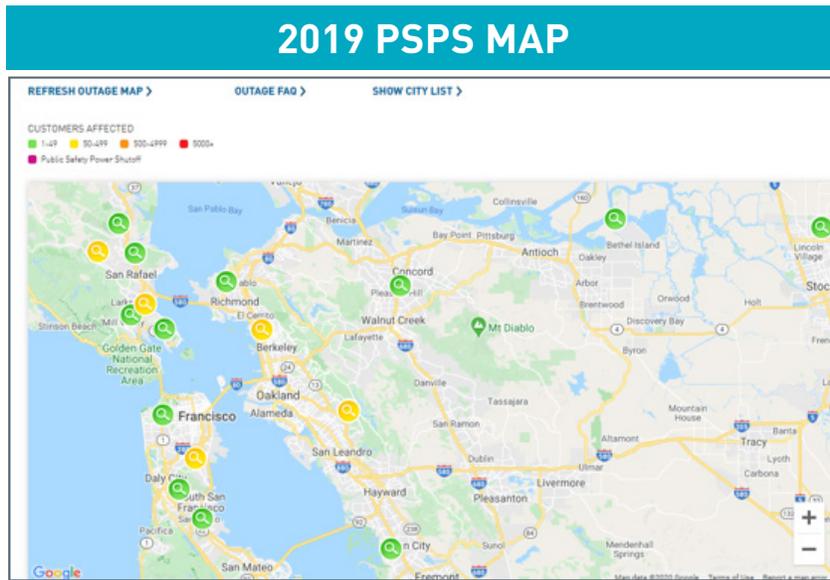
WEBSITE IMPROVEMENTS

After the PSPS event and website failure in October 2019, PG&E immediately upgraded our website to serve higher levels of traffic during a PSPS event. We are increasing website hosting capability to support even higher web traffic in the future.

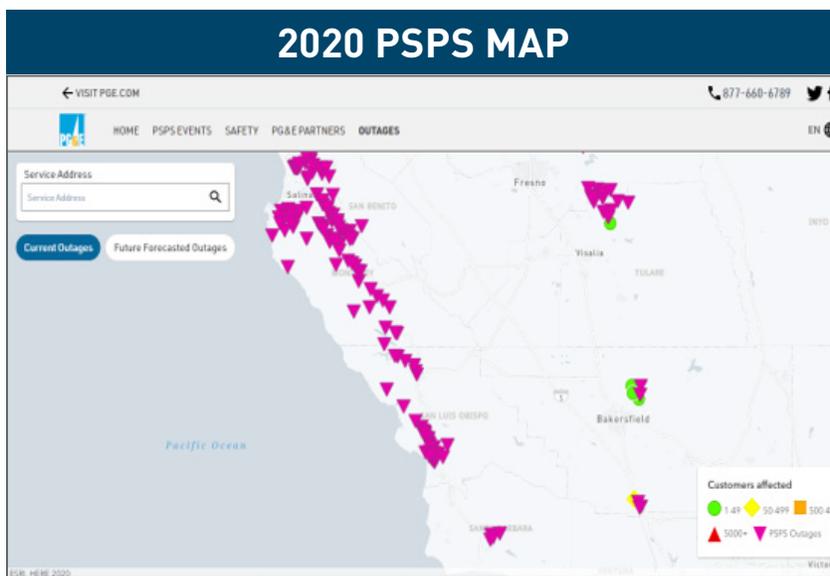
These include:

- ✓ **Moving pge.com to an internet-based platform** for improved scalability
- ✓ **Building a new standalone, cloud-based website** specifically for emergencies:
 - **Automatically redirecting traffic from pge.com** when an event is active (no need to learn new URLs)
 - **Developing an “all-in-one” map** that includes both PSPS planned outages and actual outages (previously two separate maps / webpages)
 - **Developing lower bandwidth options**, including “no map” on website, to accommodate mobile web users
 - **More concise language and layouts**
 - **New PSPS event site will load information faster** for up to 5 million users per hour
 - **Fully multi-lingual site** – Translated content (currently available in seven languages) mirrors English version of the site. Tested for ADA accessibility

OUTAGE MAP COMPARISON



- Current outages only
- No way to find outage for a specific address
- English only



- Current and future outages in one place
- Able to search outage status for specific address
- Available in seven languages

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



MEDIA ENGAGEMENT

During a PSPS event, PG&E distributes daily news releases about weather conditions, Community Resource Center (CRC) hours, infrastructure damage and restoration times. PG&E also engages multicultural media to provide information in multiple languages. During a large PSPS event, we also hold press conferences to help inform the public.

SOCIAL MEDIA ENGAGEMENT

Before, during and after a PSPS event, PG&E posts updates on Facebook, Nextdoor and Twitter. Upon request, we can also provide the content of our customer notifications to share via city or county websites, Nixle and Reverse 911.

SAMPLE POSTS

PG&E @PGE4Me · Jun 11

In advance of severe weather, PG&E encourages all customers to update their contact information at pge.com/mywildfirealer... and to make a plan to be ready for emergencies: safetyactioncenter.pge.com

Have You Created Your Emergency Preparedness Plan?

It is important for all customers to plan ahead of a Public Safety Power Shutoff.

- Build a safety plan for family and pets
- Identify multiple evacuation routes
- Check backup power for safety
- Practice manually opening the garage door
- Grab cash and fill the car with gas
- Charge mobile devices

For more information on emergency preparedness, please visit safetyactioncenter.pge.com

2 comments, 10 retweets, 12 likes

PG&E @PGE4Me · Jun 12

When severe weather and high wildfire risk threaten electric lines, we may need to turn off power for safety. Being notified in advance can help you prepare. Update your contact information, so we can notify you by text, phone or email: pge.com/mywildfirealer...

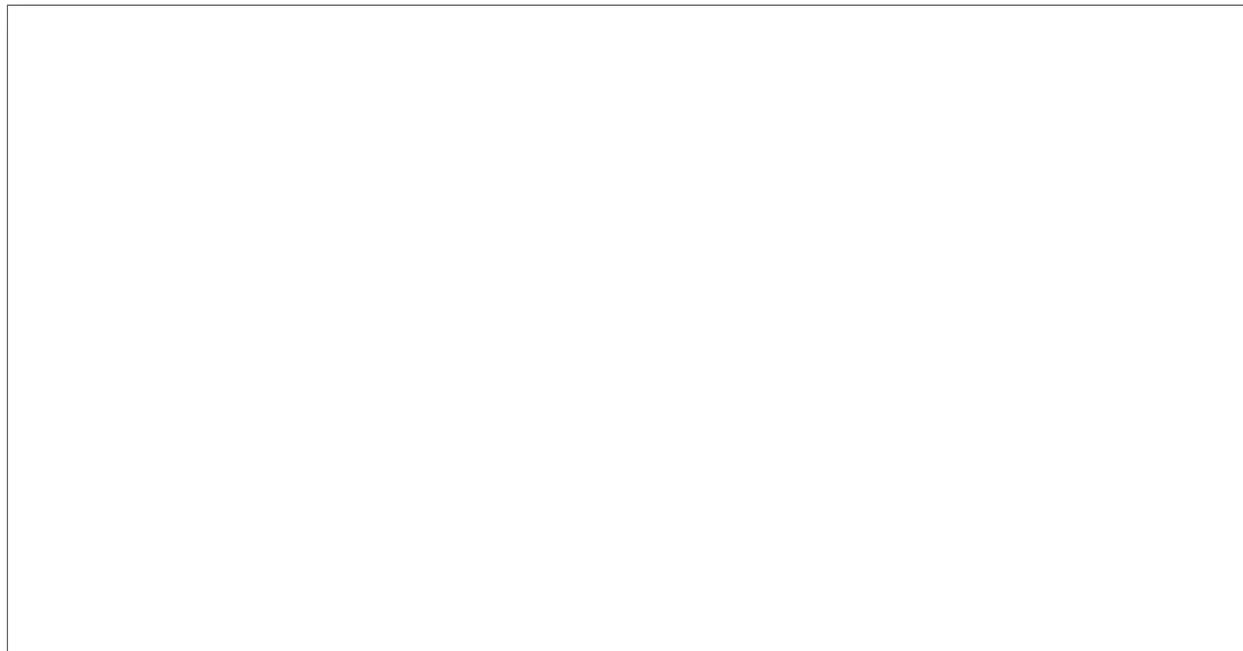
Wildfire Season Is Right Around The Corner

During severe wildfire weather, it may be necessary to turn off electricity for public safety. Take a moment today to make sure we can reach you in advance of a Public Safety Power Shutoff.

Updating your contact information is fast and easy!

Visit pge.com/mywildfirealerts
Call 1-866-743-6589

7 comments, 11 retweets, 5 likes



MASTER METER CUSTOMER NOTIFICATION

Master Meter customers are those that have a single account that covers multiple residences or business. Examples include apartment buildings and property management companies. Since tenants and businesses in locations that have a Master Meter receive electric service from PG&E, but they are not customers, PG&E has no contact information to reach out before or during events. PG&E continues to conduct outreach to the Master Meter account holder and provides resources and information for each account holder to provide to their tenants.

PRE-EVENT OUTREACH

PG&E is doing additional outreach to Master Meter customers because we are not able to contact those who do not have an account with PG&E. We are letting Master Meter customers know that, as the primary account holder, we need their help informing their tenants and alerting their tenants if they receive a notification of a possible PSPS event. It is important that Master Meter owners of record know that they are required to make sure their tenants are aware of a possible PSPS event.



**SAMPLE MASTER
METER TENANT FLYER**

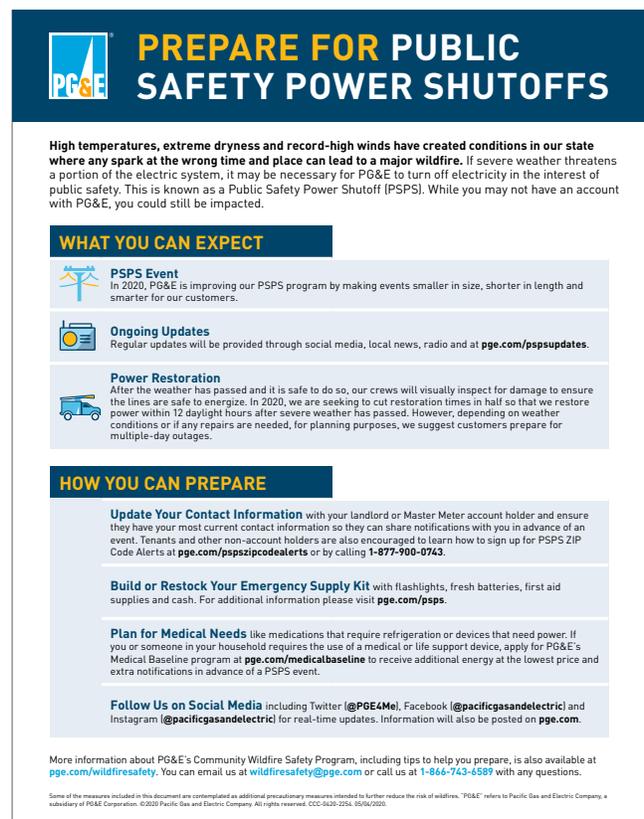
ZIP CODE NOTIFICATIONS

In our outreach to Master Meter account holders, we are encouraging them to let their tenants know that they can sign up for PSPS ZIP Code Alerts even if they are not account holders. This means that non-account holders can be notified of public safety outages impacting their home, workplace or the home of a friend or loved one, and can prepare and stay safe.

**To learn more about PSPS ZIP
Code Alerts and to sign up, call
1-877-900-0743 or visit:**

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

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



PG&E PREPARE FOR PUBLIC SAFETY POWER SHUTOFFS

High temperatures, extreme dryness and record-high winds have created conditions in our state where any spark at the wrong time and place can lead to a major wildfire. 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. This is known as a Public Safety Power Shutoff (PSPS). While you may not have an account with PG&E, you could still be impacted.

WHAT YOU CAN EXPECT

PSPS Event
In 2020, PG&E is improving our PSPS program by making events smaller in size, shorter in length and smarter for our customers.

Ongoing Updates
Regular updates will be provided through social media, local news, radio and at [pge.com/pssupdates](https://www.pge.com/pssupdates).

Power Restoration
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. In 2020, we are seeking to cut restoration times in half so that we restore power within 12 daylight hours after severe weather has passed. However, depending on weather conditions or if any repairs are needed, for planning purposes, we suggest customers prepare for multiple-day outages.

HOW YOU CAN PREPARE

Update Your Contact Information with your landlord or Master Meter account holder and ensure they have your most current contact information so they can share notifications with you in advance of an event. Tenants and other non-account holders are also encouraged to learn how to sign up for PPS ZIP Code Alerts at [pge.com/psszipcodealerts](https://www.pge.com/psszipcodealerts) or by calling 1-877-900-0743.

Build or Restock Your Emergency Supply Kit with flashlights, fresh batteries, first aid supplies and cash. For additional information please visit [pge.com/pssps](https://www.pge.com/pssps).

Plan for Medical Needs like medications that require refrigeration or devices that need power. If you or someone in your household requires the use of a medical or life support device, apply for PG&E's Medical Baseline program at [pge.com/medicalbaseline](https://www.pge.com/medicalbaseline) to receive additional energy at the lowest price and extra notifications in advance of a PSPS event.

Follow Us on Social Media including Twitter (@PGE4Me), Facebook (@pacificgasandelectric) and Instagram (@pacificgasandelectric) for real-time updates. Information will also be posted on [pge.com](https://www.pge.com).

More information about PG&E's Community Wildfire Safety Program, including tips to help you prepare, is also available at [pge.com/wildfiresafety](https://www.pge.com/wildfiresafety). You can email us at wildfiresafety@pge.com or call us at 1-866-743-6589 with any questions.

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-6420-2254, 05/04/2020.

COMMUNITY RESOURCE CENTERS

During a PSPS event, PG&E will open Community Resource Centers (CRC) where community members can access resources and additional information. CRCs provide customers and residents with 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.

To keep our customers and communities safe, all resource centers will follow appropriate novel coronavirus (COVID-19) health considerations and state and county guidelines, including:

- Facial coverings and physical distancing are required
- Implement metering of the number of customers
- Temperature checks are administered before entry into indoor sites
- At outdoor sites, supplies will be handed out so customers can “grab and go,” and seating will be available for medical equipment charging only
- Surfaces regularly sanitized
- For the health and safety of the community, asking customers not to visit if they are sick with a fever, cough, sore throat or runny nose

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 remain in place through fire season.

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

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

Please note, CRC location information will only be made available at the time of an event.

Resources vary based on CRC type.* The following resources may be available:

	ADA-COMPLIANT RESTROOMS AND HAND-WASHING STATIONS		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 LOCATIONS SELECTION

This year, we are working with local communities to improve the locations of, availability of and services provided at our CRCs. PG&E has developed a long-term plan to set up indoor CRCs in permanent, ADA-accessible facilities in counties impacted by PSPS events in 2019. Preparation of the indoor CRCs continues, but execution has slowed due to COVID-19 realities.

While PG&E initially planned to use predominantly indoor facilities during 2020 events, now PG&E is also developing alternative, outdoor locations and preparing Micro CRCs and Mobile CRCs to supplement indoor CRCs to address impacts associated with the COVID-19 pandemic. We have received both indoor and outdoor site recommendations from counties and tribes and continue to request additional site recommendations.

Additionally, the number and type of CRC sites to be activated for each county or tribe will depend on the scale of an individual PSPS event and ongoing discussions with counties and tribes.

CRC RESOURCES AND COVID-19 CONSIDERATIONS

In addition to continuing to establish indoor CRCs, we are implementing outdoor contingencies (Micro and Mobile CRCs) to address physical distancing requirements and readiness of indoor sites due to COVID-19 realities.



DETAILS/RESOURCES	INDOOR	TENT	MICRO	MOBILE
CRC OVERVIEW	Indoor site (i.e., Community Center)	Soft-sided tent at outdoor site	Open air tents at outdoor site	Sprinter van and tents at outdoor site
IF PHYSICAL DISTANCING IS REQUIRED	Metering inside and physical distancing	N/A; due to size limits of tent, will not use	"Grab-and-go" bags*; metering and physical distancing	
COVID-19 Health and Safety Measures	✓	✓	✓	✓
ADA-Accessible 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	✓	✓	✓	✓
Wind/Weather-Resistant	✓	Limited		

*Bag contains water, snacks, info card and more.

**On-site charging for medical devices only.

***Tables and chairs for customers charging medical devices.

All CRC sites will be ADA-accessible. Information cards for access to translation support in over 200 languages will be available at each CRC site. Cards will also be available in Braille.

SUPPORT FOR COMMUNITIES WITH MEDICAL NEEDS

PG&E is partnering with community-based organizations (CBO) to assist customers with medical needs before, during and after a PSPS event. We are collaborating with the **California Foundation for Independent Living Centers (CFILC)** through a grant program to support the Access and Functional Needs (AFN) community.

This support includes:



Portable backup power for qualifying customers



Emergency preparedness outreach and education



Accessible **transportation**



Hotel **vouchers** and food **stipends**



Promotion of **Medical Baseline Program**



APPLICATION PROCESS:

The CFILC will determine who qualifies for resources.

Medical needs and income will be taken into account.

Coordination of resources takes time. Individuals are encouraged to engage with their local Independent Living Center before a PSPS event.



Will you need extra help during a power shutoff? If you or someone you know has a disability or additional medical needs, CFILC can help you during a PSPS. Applications are available online or at an Independent Living Center (ILC) near you and will be accepted at regional ILC locations. For more information, please visit:



cfilc.org

disabilitydisasteraccess.org

PSPS event-specific AFN resources are available at:

pge.com/disabilityandaging

We will also communicate with customers with medical needs through press releases, radio advertisements and leverage our network of CBOs when possible during events.

DISABILITY DISASTER ACCESS AND RESOURCES PROGRAM

For customers who rely on electricity for medical needs, PG&E solidified its partnership with the CFILC and launched the Disability Disaster Access and Resources Program.

The pilot disaster readiness program is being implemented by participating local ILCs associated with CFILC. The program will enable the local centers to provide qualifying customers who use electrical medical devices with access to backup portable batteries through a grant, lease-to-own or FreedomTech low-interest financial loan program.

Transportation resources, lodging and food, emergency planning, education and outreach about PG&E programs, such as the Medical Baseline Program, are also part of the program. Applications for portable backup batteries will be available online and at participating 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.

PARTICIPATING ILCs

Participating ILC	Counties Served	Address and Phone Number
Center for Independence (CID) of Individuals with Disabilities	San Mateo	2001 Winward Way #103 San Mateo, CA 94404 Phone: 650-645-1780 TTY/Video: 650-522-9313
Central Coast Center for Independent Living (CCCIL)	Monterey, San Benito, Santa Cruz	318 Cayuga Street, Suite 208 Salinas, CA 93901 Phone: 831-757-2968 TTY: 831-757-3949
California Foundation for Independent Living Centers (CFILC)	El Dorado, Placer	1000 G Street, Suite 100 Sacramento, CA 95814 Phone: 916-325-1690
Community Resources for Independent Living (CRIL)	Alameda	439 A Street Hayward, CA 94541 Phone: 510-881-5743 TTY: 510-881-0218 Fax: 510-881-1593

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Participating ILC	Counties Served	Address and Phone Number
Disability Action Center (DAC)	Butte, Glenn, Lassen, Modoc, Plumas, Siskiyou, Shasta, Tehama	1161 East Avenue Chico, CA 95926 Phone: 530-893-8527 TTY: 1-800-735-2929
Disability Resource Agency for Independent Living (DRAIL)	Alpine, Amador, Calaveras, Mariposa, San Joaquin, Stanislaus, Tuolumne	1101 Sylvan Avenue, Suite A25 Modesto, CA 95350 Phone: 209-521-7260 Video: 209-566-0547
Disability Services and Legal Center (DSLCL)	Lake, Napa, Mendocino, Sonoma	521 Mendocino Ave #5241 Santa Rosa, CA 95401 Phone: 707-528-2745 Video: 707-331-1156
FREED Center for Independent Living	Colusa, Nevada, Sierra, Sutter, Yuba	435 Sutton Way Grass Valley, CA 95945 Toll Free: 1-800-655-7732 Phone: 530-477-3333 TTY: 530-477-8194
Independent Living Center of Kern County	Kern	5251 Office Park Dr # 200 Bakersfield, CA 93309 Phone: 661-325-1063 TTY: 661-369-8966 Fax: 661-325-6702
Independent Living Resource Center (ILRC)	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
Independent Living Resources of Solano & Contra Costa Counties (ILRSCC)	Contra Costa, Solano	1850 Gateway Boulevard, Suite 120 Concord, CA 94520 Phone: 925-363-7293 TTY: 7-1-1
Marin Center for Independent Living (MCIL)	Marin	710 Fourth Street San Rafael, CA 94901 Phone: 415-459-6245 TTY: 415-459-7027

Participating ILC	Counties Served	Address and Phone Number
Resources for Independent Living (RIL)	Sacramento, Yolo	420 I Street Sacramento, CA 95814 Phone: 916-446-3074 TTY/Video: 916-446-3074
Resources for Independent Living Central Valley (RICV)	Merced, Madera, Fresno, Kings	3636 N. First Street, Ste. 101 Fresno, CA 93726 Phone: 559-221-2330
Silicon Valley Independent Living Center (SVILC)	Santa Clara	25 N. 14th Street, #1000 San Jose, CA 95112 Phone: 408-894-9041 TTY/Video: 408-894-9012
Tri County Independent Living (TCIL)	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

MEDICAL BASELINE PROGRAM

The Medical Baseline Program, also known as Medical Baseline Allowance, is an assistance program for residential customers who have special energy needs due to qualifying medical conditions.

Throughout a PSPS event, PG&E sends automated notifications to Medical Baseline customers via calls, texts and emails. All notifications to Medical Baseline customers request a confirmation that the notification was received. The notifications continue on an hourly basis until the customer verifies receipt (e.g., by answering the phone, pressing any key to confirm receipt or opening their email).

APPLYING FOR PG&E'S MEDICAL BASELINE PROGRAM
IT'S AS EASY AS 1,2,3!

- CHECK YOUR ELIGIBILITY.** Review the complete list of qualifying conditions/machines available at pge.com/medicalbaseline and work with a qualified medical practitioner to certify that a full-time resident in your home requires us devices for cooling needs conditions. Baseline is or needs, N
- VISIT pge.com** download a Baseline P call 1-800- one mailed
- COMPLETE** Medical Bas form, includ method, and completed a medical pra

PG&E Cr M St

Due to COVID-19 customers can see medical practitioner

NOTE FOR MEDIC
A licensed physician Initiative Act, may of Baseline Program. T Medi-Cal and only p qualifying conditions

Do You Have a Plan to Stay Safe During Power Outages?
UPDATE YOUR CONTACT INFORMATION by visiting

Medical Baseline Program
Savings and safety for people with special energy needs

Program Overview
PG&E's Medical Baseline Program is an assistance program for residential customers who have special energy needs due to qualifying medical conditions. Eligibility is based on medical conditions or needs of a person in your home, NOT on income. The program includes two different kinds of help:

- A lower rate on your monthly energy bill (additional energy at the lowest rate)
- Extra notifications in advance of a Public Safety Power Shutoff (PSPS)

Examples of Qualifying Medical Conditions and Devices:

- Multiple Sclerosis
- Asthma/Sleep Apnea
- Special Heating/Cooling Needs
- Respirators
- Motorized Wheelchairs
- IPPB/CPAP Machines
- Hemodialysis Machines

For a complete list of qualifying medical conditions and devices, visit pge.com/medicalbaseline or call 1-800-743-5000.

Extra Notifications During a PSPS Event
If severe weather threatens a portion of the electric system serving a community, it may be necessary for PG&E to turn off electricity in the interest of public safety. This is known as a PSPS.
When possible, PG&E provides extra alerts for households participating in the Medical Baseline Program leading up to and during such an event to help them prepare.
If we are unable to reach you via phone, text or email, PG&E will also attempt to knock on the doors of those customers who rely on electricity for critical life sustaining equipment when possible.

▶▶ See reverse for application instructions. ◀◀

DOOR KNOCKS

If a customer does not confirm receipt, PG&E will conduct door knocks to confirm the message is received in advance of de-energization. These extra notification steps are taken to ensure our medically sensitive customers are aware it is time to prepare and activate their emergency plan.

Note: We have discontinued our protocol of offering to call 911 for customers. However, if we are conducting door knocks 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, during the door knock site visit, it is determined that translation support is needed, PG&E representatives will use Language Line Services to communicate with the customer by either utilizing the “Mobile Insight” app for video interpretation or by connecting with an interpreter over the phone for assistance. If a customer is not home when the door knock visit takes place, a door hanger is left at the customer’s door to notify the customer that PG&E visited.

In light of the COVID-19 pandemic, shelter-at-home requirements and customers’ limited access to medical practitioners, PG&E made significant revisions to its Medical Baseline Program requirements for the coming year, including:

- Allowing customers to self-certify their eligibility to enroll in the Medical Baseline Program without a signature from a qualified medical professional;
- Suspending all customer removals from the Medical Baseline Program and
- No longer sending forms to customers that require them to re-certify for the Medical Baseline Program through a doctor or other eligible medical professional.

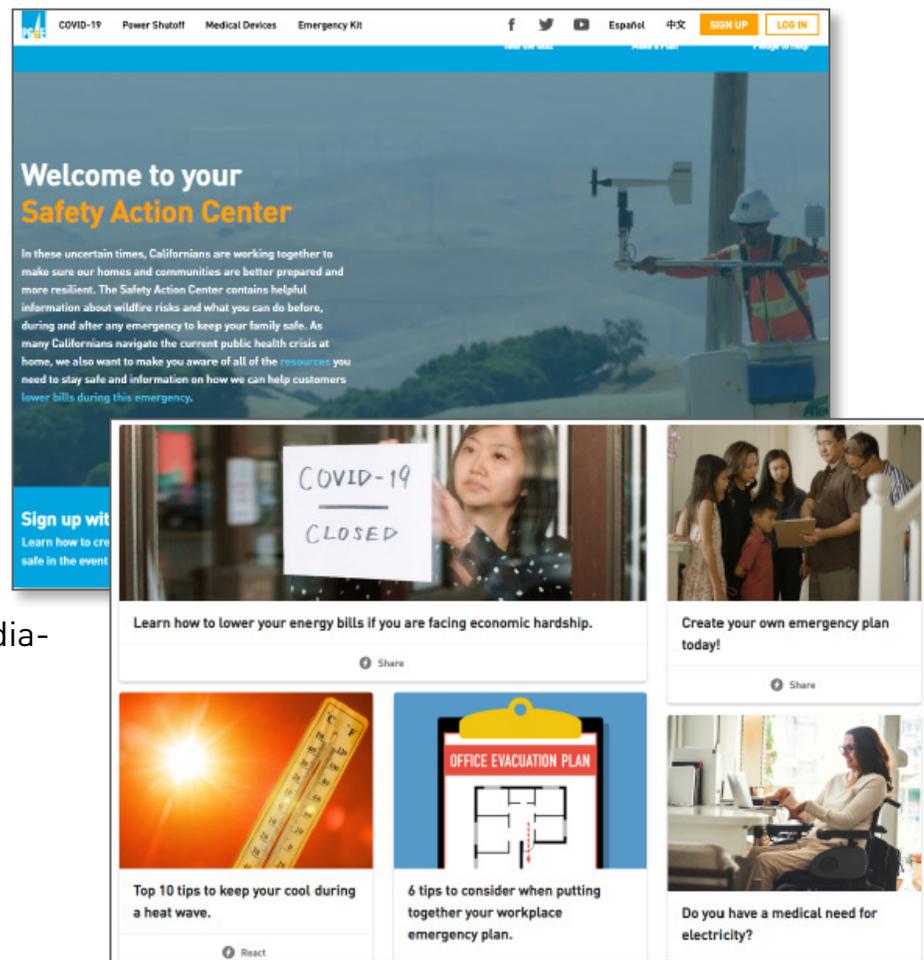
PG&E will continue to monitor parallel proceedings that may influence the Medical Baseline Program design (e.g., Disconnect Proceeding (R. 18-07-005)) and explore further program enrollment and recertification criteria after the 2020 wildfire season and before these program modifications expire in April 2021.

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



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

Learn more at:

safetyactioncenter.pge.com

SELF-GENERATION INCENTIVE PROGRAM

Through the Self-Generation Incentive Program (SGIP), PG&E customers can access incentives to install permanent battery storage systems. Anyone can apply for SGIP incentives, and residential customer incentives reflect income status, location, medical/essential needs and likelihood to be deenergized in a PSPS event. Higher base incentives are reserved for those who are both vulnerable to PSPS events and provide critical functions for customers during outages.

Additionally, PG&E is actively exploring options to provide financial assistance to Medical Baseline and income-qualified residential customers to remove SGIP installation barriers and increase contractor throughput. PG&E is seeking to establish a pilot program to provide an advance payment incentive for contractors to reduce installation cost barriers for Medical Baseline customers in Tier 2 and Tier 3 High Fire-Threat Districts (HFTD) to allow for increased access to the incentives in this budget.

PG&E will also continue to spread awareness and educate customers on commercially available temporary backup power options not available through SGIP, and point customers to options for acquiring portable battery backup power via [pge.com](https://www.pge.com). Additionally, PG&E is actively exploring opportunities and funding to provide a portable battery pilot program to assist qualifying low-income, Medical Baseline customers in Tier 2 and Tier 3 HFTDs to prepare for PSPS events.

Applications for this program are available at:

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



PROGRAMS SERVING MEDICALLY SENSITIVE, LOW-INCOME CUSTOMERS AND DISADVANTAGED COMMUNITIES

Throughout the year – before, during and after PSPS events – PG&E will continue to promote relevant programs that serve AFN customers to support safety and preparedness, rate discounts, energy efficiency programs and resiliency. PG&E uses these programs to assist low-income and disadvantaged communities by reducing their energy burden.

CUSTOMER OUTREACH AND ENGAGEMENT

PG&E has expanded outreach efforts to include additional informational resources, including videos, brochures, events and online tools to help customers and communities prepare. This multi-channel outreach and awareness campaign included letters, emails, emergency preparedness resources, tenant education kits, postcards, as well as radio, television and social media ads.

CUSTOMER JOURNEY

In order to be prepared for wildfire season and the potential for Public Safety Power Shutoff (PSPS), PG&E customers will receive communications through a variety of channels. This customer journey shows the different ways that residential customers will receive information throughout the year. Note, customers enrolled or eligible for the Medical Baseline Program will receive additional outreach.



ONGOING COMMUNICATIONS

- Webinars
- Medical Baseline Outreach
- Project Milestone Announcements

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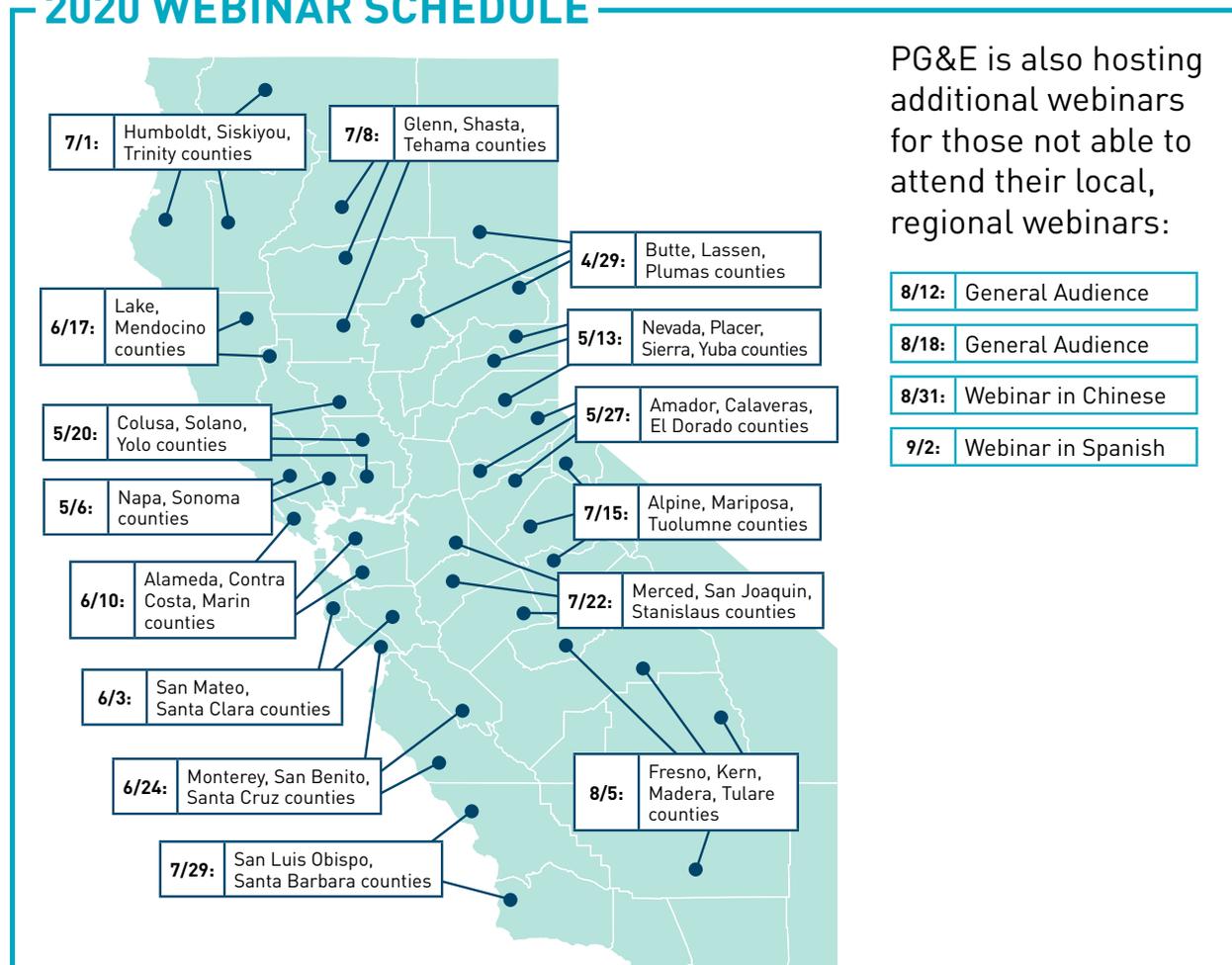
WILDFIRE SAFETY WEBINARS

PG&E is hosting a series of online webinars for anyone who is interested in learning more about our Community Wildfire Safety Program (CWSP) efforts. These virtual gatherings allow community members to learn more about wildfire safety and emergency preparedness, meet with PG&E representatives, ask questions and share feedback.

Topics include:

- Making PSPS events smaller in size, shorter in length and smarter for customers
- PG&E's wildfire prevention plans
- Progress on key safety initiatives in your community
- Resources to prepare for wildfire season

2020 WEBINAR SCHEDULE



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

pge.com/firesafetywebinars

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VIDEOS

PG&E is planning to develop a series of long-form videos about the CWSP and subsequent efforts the company is taking to reduce wildfire risks and keep customers and communities safe. Topics include:

- What is a PSPS?
- 2020 PSPS Improvements
- Decision-Making for a PSPS
- Enhanced Vegetation Management
- Microgrids
- Restoration
- System Hardening

MEDIA ENGAGEMENT

PG&E works with local and regional media outlets to provide updates on local wildfire safety efforts and notifications about local events, such as webinars.

A full list of PG&E press releases can be found on our website, visit:

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

SOCIAL MEDIA

PG&E shares regular updates on wildfire safety through social media on a variety of social media channels.

Do you follow us?



FACEBOOK:
[@pacificgasandelectric](https://www.facebook.com/pacificgasandelectric)



INSTAGRAM:
[pacificgasandelectric](https://www.instagram.com/pacificgasandelectric)



TWITTER:
[@PGE4Me](https://twitter.com/PGE4Me)

WORKING WITH CITIES, COUNTIES, TRIBES AND CRITICAL FACILITIES

12

PG&E works closely with cities, counties, tribes and critical facilities to better coordinate on Public Safety Power Shutoff (PSPS) preparedness efforts. PG&E works with public safety partners through a variety of channels, including:

PSPS LISTENING SESSIONS: Met with local and tribal agencies, critical customers and associations to gather feedback on their experiences during the 2019 PSPS 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 PSPS improvements for 2020.

PSPS ADVISORY COMMITTEE: Meetings with 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 PSPS improvements.

REGIONAL WORKING GROUPS: Comprised of key, local stakeholders that meet quarterly to share lessons learned and provide PG&E with feedback on how to refine the process for future PSPS events.

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

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

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, PG&E provides them with advanced notifications, prioritized restoration, additional communications and other resources before and during outages. We have provided cities, counties and tribal governments with a list of critical facility customers within their area through our secure PSPS Portal.

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

PG&E is improving its coordination with telecommunications providers, including conducting additional outreach and planning in advance of PSPS events. During a PSPS, we will provide telecommunications service providers with the following:

- **DEDICATED PG&E CONTACT**
- **ACCESS TO THE IMPROVED PSPS PORTAL** **NEW**
- **PRIORITY NOTIFICATIONS**
- **DAILY SYSTEMWIDE COOPERATORS CALL** **NEW**
- **CALLS, TEXTS AND EMAILS**

Per California Public Utilities Commission (CPUC) guidelines, telecommunications service providers may also request representation during PSPS events at PG&E's EOC headquarters. Certain partners can alternatively request PG&E representation at their jurisdiction's activated EOC. It is important to note updates shared at any location will be similar to the content conveyed during the daily operational briefing to ensure all partners receive consistent information.

GLOSSARY OF TERMS

Term	Definition
Access and Functional Needs	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.
Agency Representative	Acts as single point of contact for impacted counties and tribes during a Public Safety Power Shutoff event.
Americans with Disabilities Act	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.
California Foundation for Independent Living Centers	State agency that increases access and equal opportunity for people with disabilities by building the capacity of Independent Living Centers.
California Office of Emergency Services	State agency that serves as the state's office of emergency services under the Governor's office.
California Public Utilities Commission	State agency that regulates utilities in California.
California State Association of Counties	Organization that provides advocacy, educational and financial services to California's 58 counties.
Community-Based Organizations	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 .
Community Microgrid Enablement Program	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.
Community Resource Center	Tented or indoor locations where community members can go during a Public Safety Power Shutoff event and access resources including a safe, location to meet their basic power needs, up to date information about PSPS event and timing and restoration, water, snacks, and other essential items.
Community Wildfire Safety Program	A PG&E program aimed at further reducing wildfire risks and keeping customers and communities safe.

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
Critical Facilities	Facilities that provide services that are essential to public safety, such as hospitals, police and fire stations, communications services and water providers.
Critical Infrastructure Lead	Supports transmission-level customers as their single point of contact during a Public Safety Power Shutoff event.
Disability Disaster Access and Resources Program	A program that helps provide customers dependent on electricity for medical devices a backup portable battery through grant, lease-to-own or low-interest financial loan program.
Door Knocks	PG&E site visits to customers in the Medical Baseline Program to confirm awareness of an upcoming Public Safety Power Shutoff event.
Emergency Operations Center	A physical location that is activated during an emergency; all non-locational emergency management efforts are conducted at this location.
Fire Potential Index	One of the criteria used to analyze and determine if a Public Safety Power Shutoff event is needed.
GIS Technical Specialist	A person that can help agencies navigate the PG&E PSPS tools and maps. They do not run analysis or predictive modeling.
High Fire-Threat District Map	Map adopted by the California Public Utilities Commission to show what areas of California are at elevated or extreme risk of wildfires.
Independent Living Centers	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.
Local Public Affairs Representative	A contact responsible for engaging with local city/county elected officials and staff, including city emergency management.
Master Meter	A unit that is control of the utilities of a complex or multi-tenant or multi-unit residential property.
Medical Baseline Program	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.

CONTINUED →

Term	Definition
Office of Emergency Services	County offices that handle preparation and execution of emergency management
Operational Emergency Center	Local/regional PG&E emergency operations centers.
Outage Producing Winds Model	One of the criteria used to analyze and determine if a Public Safety Power Shutoff event is needed.
Public Safety Answering Points	Emergency dispatch centers that receive a live call notification of a Public Safety Power Shutoff event when the emergency operations center is activated.
Public Safety Partner	Law enforcement, fire, emergency and disaster relief professional organizations.
Public Safety Power Shutoff	PG&E program under the Community Wildfire Safety Program that may turn off electricity during severe weather in the interest of public safety.
Public Safety Specialist	Single point of contact for county office of emergency services and other emergency responders.
Public Safety Power Shutoff Portal	A website to share event-specific information with cities, counties, tribes, agencies and emergency responders before, during and after a Public Safety Power Shutoff event.
Self-Generation Incentive Program	A program for PG&E customers offering access to incentives for installing permanent battery storage systems.
Telecommunications Providers	Providers who cover communication over a distance by cable, telegraph, telephone, or broadcasting.
COVID-19 Safe Ways	Adhering to health considerations and state and county guidelines.