Following the wildfires in 2017 and 2018, some of the changes included in this document are contemplated as additional precautionary measures intended to further reduce future wildfire risk.
The following is a description of Pacific Gas and Electric Company’s (PG&E) policies and procedures related to proactively turning off power for safety – and later restoring power – when necessary due to extreme weather and wildfire danger. This is often called proactive de-energization and restoration in the industry; PG&E is calling this Public Safety Power Shutoff.

Given the continued and growing threat of extreme weather and wildfires, and as an additional precautionary measure following the 2017 and 2018 wildfires, we are expanding and enhancing our Community Wildfire Safety Program to further reduce wildfire risks and help keep our customers and the communities we serve safe. Our ongoing and expanded wildfire safety actions include:

- Coordinating prevention and response efforts by monitoring wildfire risks in real time from our Wildfire Safety Operations Center
- Expanding our network of PG&E weather stations to enhance weather forecasting and modeling
- Supporting the installation of new high-definition cameras in high fire-threat areas

- Further enhancing vegetation management efforts to increase focus on vegetation that poses a higher potential for wildfire risk
- Conducting accelerated safety inspections of electric infrastructure in high fire-threat areas
- Disabling automatic reclosing of circuit breakers and reclosers in high fire-risk areas during wildfire season
- Proactively turning off electric power for safety (Public Safety Power Shutoff) when extreme fire danger conditions are forecasted

Public Safety Power Shutoff is one component of the Community Wildfire Safety Program. PG&E has created a set of procedures for:

- Monitoring fire danger conditions
- Determining what combination of conditions necessitates turning off lines for safety
- Identifying potentially impacted areas
- Notifying customers, municipalities, agencies and critical facilities
- Restoring power as quickly as possible once it is safe to do so

Visit pge.com/wildfiresafety for more information
Following the wildfires in 2017 and 2018, some of the changes included in this document are contemplated as additional precautionary measures intended to further reduce future wildfire risk.

### HIGHLY-QUALIFIED TEAM

The onsite team is composed of highly-qualified individuals knowledgeable in electric operations, fire safety, meteorology and other areas.

### 24-HOUR STAFFING

The Wildfire Safety Operations Center is staffed 24 hours a day, primarily during wildfire season, and operational other times of the year, depending on conditions.

### REAL-TIME MONITORING

The center provides real-time monitoring of conditions from on-the-ground field teams, PG&E weather stations and live video feeds, as well as databases, emergency alert systems and social media from agencies such as CAL FIRE, National Weather Service, National Oceanic and Atmospheric Association (NOAA), California Highway Patrol (CHP) and local public safety authorities.

### PG&E’S WEATHER STATION NETWORK

To further advance our weather forecasting capabilities, PG&E is expanding its network of weather stations to monitor and forecast weather conditions and better assess where extreme wildfire danger could occur so we can respond quickly and appropriately to keep our customers safe.

- Data collected by these stations is streamed in real time and is available to state and local agencies and the public through online sources such as the [National Weather Service](https://www.weather.gov) and [MesoWest](https://meso.sdsu.edu).
- With these new weather stations, PG&E is able to capture localized data related to temperature, wind speeds and humidity levels to provide improved awareness of current fire danger conditions.
- PG&E’s team of meteorologists feeds information to the Wildfire Safety Operations Center team to review data and determine any needed action to help reduce wildfire risks, such as a Public Safety Power Shutoff.
Following the wildfires in 2017 and 2018, some of the changes included in this document are contemplated as additional precautionary measures intended to further reduce future wildfire risk.

A Public Safety Power Shutoff will only be done when the most extreme fire danger conditions are forecasted to help reduce the likelihood of an ignition and help keep our customers and communities safe.

No single factor drives a Public Safety Power Shutoff as each situation is unique. PG&E carefully reviews a combination of many criteria when determining if power should be turned off for safety. These factors generally include, but are not limited to:

- **A Red Flag Warning declared** by the National Weather Service
- **Low humidity levels**, generally 20 percent and below
- **Forecasted sustained winds** generally above 25 mph and wind gusts in excess of approximately 45 mph, depending on location and site-specific conditions such as temperature, terrain and local climate
- **Condition of dry fuel** on the ground and live vegetation (moisture content)
- **On-the-ground, real-time information** from PG&E’s Wildfire Safety Operations Center and field observations from PG&E crews

We anticipate that a Public Safety Power Shutoff could occur several times per year in PG&E’s service area, although it is impossible to predict with complete certainty when, where and how often extreme weather conditions could occur given the rapidly changing environmental conditions.
Following the wildfires in 2017 and 2018, some of the changes included in this document are contemplated as additional precautionary measures intended to further reduce future wildfire risk.

Beginning with the 2019 wildfire season, as an additional precautionary measure to further reduce wildfire risks and keep our customers and communities safe, we are expanding our Public Safety Power Shutoff program to include all electric lines that pass through high fire-threat areas — both distribution and transmission.

While customers in high fire-threat areas are more likely to be affected, any of PG&E’s more than 5 million electric customers could have their power shut off if their community relies upon a line that passes through a high fire-threat area.

- The most likely electric lines to be considered for shutting off for safety will be those that pass through areas that have been designated by the CPUC as at elevated (Tier 2) or extreme (Tier 3) risk for wildfire.
- Although a customer may not live or work in a high fire-threat area, their power may be shut off if their community relies upon a line that runs through an area experiencing extreme fire danger conditions.
- The specific area and number of affected customers will depend on forecasted weather conditions and which circuits PG&E needs to turn off for public safety.

Source: California Public Utilities Commission (CPUC); cpuc.ca.gov/FireThreatMaps

Following the wildfires in 2017 and 2018, some of the changes included in this document are contemplated as additional precautionary measures intended to further reduce future wildfire risk.
NOTIFICATION OF PUBLIC SAFETY POWER SHUTOFF

Extreme weather threats can change quickly. Our goal, dependent on weather, is to provide customers, communities, critical service providers and public safety authorities with advance notice prior to turning off power. We will also provide updates until power is restored.

TIMING OF CUSTOMER NOTIFICATIONS (when possible)

~48 HOURS before power is turned off
~24 HOURS before power is turned off
JUST BEFORE power is turned off
DURING THE PUBLIC SAFETY OUTAGE
ONCE POWER HAS BEEN RESTORED

HOW WE’LL NOTIFY CUSTOMERS

We will attempt to reach customers through calls, texts and emails using the contact information we have on file. We will also use pge.com and social media channels, and we will keep local news and radio outlets informed and updated.

NOTICE TO CUSTOMERS

Our goal, dependent on forecasted weather and other factors, is to send customer alerts at 48 hours, again at 24 hours and again just prior to shutting off power, when possible.

- We are asking customers to go online to pge.com/mywildfirealerts to be sure we have their updated contact information. We will use this information to reach out to them by phone, text and email in advance of a Public Safety Power Shutoff, if forecasted weather conditions allow, and throughout the event until power is restored.

- In addition to notifying customers directly, we will provide outage updates and information through social media, local news, radio and the pge.com website.

- Public Safety Power Shutoff events may be cancelled if forecasted weather conditions improve. In that event, we would notify customers that forecasted weather conditions have improved in their area and we are not planning to turn off their electricity for safety.

- We are also encouraging customers to visit pge.com/wildfiresafety for tips to prepare an emergency preparedness plan for their home or business.

- Note, there is no advance notice when we need to turn off power at the request of a state or local agency due to an active wildfire or other emergency response situation.

Following the wildfires in 2017 and 2018, some of the changes included in this document are contemplated as additional precautionary measures intended to further reduce future wildfire risk.
Following the wildfires in 2017 and 2018, some of the changes included in this document are contemplated as additional precautionary measures intended to further reduce future wildfire risk.

2 NOTICE TO STATE, COUNTIES AND CITIES

We will make every attempt to advise public safety authorities, first responders, local municipalities and critical service providers in advance of notifying customers of a Public Safety Power Shutoff.

- We will reach out via phone or email to our primary contacts with notice that we are monitoring conditions and that extreme fire danger conditions could cause power outages or require us to shut off power for safety.
- We will also send alerts through automated calls, texts and emails.
- Upon request, we can provide the content of our customer alerts to share via the city or county website, Nixle, Nextdoor and Reverse 911.

3 NOTICE TO CRITICAL CUSTOMERS

PG&E has identified and is doing direct outreach to customers who provide critical services, such as hospitals, fire stations, water agencies and telecommunications providers.

- We want to be sure they know we may need to turn off power for safety when extreme weather conditions are forecasted so they can take steps to prepare, such as securing backup generation.
- We are also asking these customers to confirm that we have their correct contact information so we can provide early warning notification, when possible, depending on conditions.

4 NOTICE TO MEDICAL BASELINE CUSTOMERS

We are conducting additional outreach to customers who are enrolled in PG&E’s Medical Baseline program, which provides additional energy at the lowest price for customers who are dependent on life-support equipment and/or require special heating or cooling needs for certain medical conditions.

- We are asking customers to please evaluate the safety of their situation and consider if there is a friend or family member they can stay with during an outage.
- If the customer has a backup generator, we encourage them to do a safety check and make sure they have enough fuel to last for a few days. More generator safety tips can be found at pge.com/generatorsafety.
- Customers should keep emergency numbers on hand and are encouraged to check with local authorities regarding resources that may be available.
- In the event that we need to turn off electricity for safety, we will make every effort to notify Medical Baseline customers of a shutoff before it occurs.
- Outreach will be done through automated calls, texts and emails. For customers we are unable to reach, we will knock on doors when possible, with a primary focus on those customers who rely on electricity for critical life-sustaining equipment.
- We are encouraging customers who receive one of these communications to please answer our call or respond to our text or email so we can be sure they received this important safety message.
- We advise all customers to call 911 immediately if any family member experiences a medical emergency.
After the extreme weather has passed and it is safe to do so, our crews will work to visually inspect our power lines to ensure they are free from damage and safe to energize. Inspections will take place during daylight hours.

We expect to be able to visually inspect the system for damage and restore power to most of our customers within **24 to 48 hours after extreme weather has passed**. Because extreme weather can last several hours or days, for planning purposes, we suggest customers prepare for outages that could last longer than 48 hours.
Given the growing threat of extreme weather, we want all of our customers to be prepared for power outages. If extreme fire danger conditions threaten a portion of the electric system serving your community, it will be necessary for us to turn off electricity in the interest of public safety.

We know how much our customers rely on electric service and want to work together to help them prepare for power outages related to extreme weather and wildfire threats. Here are some important steps customers can take today.

**Update your contact information**
Visit [pge.com/mywildfirealerts](http://pge.com/mywildfirealerts) or call us at 1-866-743-6589. Also contact your local government and Office of Emergency Services for additional resources.

**Build or restock your emergency supply kit**
Stock supplies to last a week – include flashlights, fresh batteries, first aid supplies, food, water and cash.

**Plan for any medical needs**
Talk with your doctor and plan for medications that need refrigeration or medical devices that require power.

**Ensure any backup generators are ready to safely operate**
Generator safety tips can be found at [pge.com/generatorsafety](http://pge.com/generatorsafety).

**Keep a hard copy of emergency phone numbers on hand**

**Designate an emergency meeting location**

**Know how to manually open your garage door**

**Consider staying with a friend or relative**, if necessary, during an outage.

**More Information**
For more information about PG&E’s Community Wildfire Safety Program, please visit [pge.com/wildfiresafety](http://pge.com/wildfiresafety). Customers can update their contact information for wildfire safety alerts at [pge.com/mywildfirealerts](http://pge.com/mywildfirealerts).

Customers can also visit [prepareforpowerdown.com](http://prepareforpowerdown.com) to learn more about how to prepare for a Public Safety Power Shutoff. See fact sheet in appendix.

Following the wildfires in 2017 and 2018, some of the changes included in this document are contemplated as additional precautionary measures intended to further reduce future wildfire risk.
We are reaching out to our customers and communities to let them know that, if extreme fire danger conditions are forecasted, it may be necessary for us to turn off their power for safety.

**MONITOR**
PG&E continually monitors for extreme weather threats and high fire danger.

We will consider several factors before shutting off power.

- **Weather Forecast**
  Periods of increased risk are identified by wind speed, humidity and temperature.

- **Fuel Conditions**
  Conditions such as dry vegetation are factored in.

- **Observations**
  On-the-ground, real-time observations are made.

- **Notice**
  Inform CAL FIRE, Cal OES* and local agencies of conditions and potential Public Safety Power Shutoff.

*California Governor’s Office of Emergency Services

**INFORM**
If we need to turn off power, we will attempt to contact customers in advance to allow time to prepare.

We will use a multi-faceted effort to inform communities.

- **Automated Outreach**
  PG&E will provide automated outreach through calls, texts and emails.

- **Direct Outreach**
  We will take additional steps to reach customers who are enrolled in our Medical Baseline program, as needed.

- **Coordination**
  Coordination will take place with first responders and local officials.

**SHUT OFF / RESTORE**
We know how much people rely on electric service and we will work to restore power as soon as it is safe to do so.

We will take steps to keep you informed and get power restored as quickly as possible.

- **Inspections**
  PG&E crews will be in the field conducting safety inspections and determining when power can be safely restored.

- **Updates**
  Customers will receive updates until power is restored.

- **Safely Restore Power**
  Power will be restored as soon as extreme weather conditions have passed and safety inspections are complete and repairs made, if needed.

Visit [pge.com/wildfiresafety](http://pge.com/wildfiresafety) to learn more about how to prepare your home or business for the growing threat of extreme weather and wildfire.
Following the wildfires in 2017 and 2018, some of the changes included in this document are contemplated as additional precautionary measures intended to further reduce future wildfire risk.

No single factor drives a Public Safety Power Shutoff. Some factors include:

- **A RED FLAG WARNING DECLARED BY THE NATIONAL WEATHER SERVICE**
- **LOW HUMIDITY LEVELS GENERALLY 20% AND BELOW**
- **FORECASTED SUSTAINED WINDS GENERALLY ABOVE 25 MPH AND WIND GUSTS IN EXCESS OF APPROX. 45 MPH, DEPENDING ON LOCATION AND SITE-SPECIFIC CONDITIONS SUCH AS TEMPERATURE, TERRAIN AND LOCAL CLIMATE**
- **CONDITION OF DRY FUEL ON THE GROUND AND LIVE VEGETATION (MOISTURE CONTENT)**
- **ON-THE-GROUND, REAL-TIME OBSERVATIONS FROM PG&E CREWS**
Following the wildfires in 2017 and 2018, some of the changes included in this document are contemplated as additional precautionary measures intended to further reduce future wildfire risk.

**APPENDIX | WORKING TO RESTORE POWER**

We know how much customers rely on electric service. If we need to turn off power for safety, we will work to restore service as soon as it is safe to do so. The outage, which includes the weather event plus restoration time, could last several days.

1. **WEATHER ALL CLEAR**  
   After the extreme weather has passed and it’s safe to do so, our crews begin patrols and inspections.

2. **PATROL & INSPECT**  
   Crews visually inspect our electric system to look for potential weather-related damage to the lines, poles and towers. This is done by vehicle, foot and air during daylight hours.

3. **ISOLATE & REPAIR DAMAGE**  
   Where damage is found, crews work to isolate the area so other parts of the system can be restored. Crews work safely and as quickly as possible to make repairs.

4. **RESTORE POWER**  
   Once it is safe to energize, a call is made to the PG&E Control Center to complete the energization process. Power is then restored to customers.

5. **NOTIFY CUSTOMERS**  
   Customers are notified that power has been restored.
The Power of Being Prepared

Public Safety Power Shutoff

Visit PREPAREFORPOWERDOWN.COM today to learn more about the power of being prepared.

The Threats of Wildfire and Extreme Weather in California Are Real. As a result, California’s three largest energy companies, at the direction of the California Public Utilities Commission (CPUC), are coordinating to prepare all Californians for the threat of wildfires and power outages during times of extreme weather. To help protect customers and communities during extreme weather events, electric power may be shut off for public safety in an effort to prevent a wildfire. This is called a Public Safety Power Shutoff.

Shutting Off Power for Safety

As a safety precaution, San Diego Gas & Electric (SDG&E), Southern California Edison (SCE) and Pacific Gas and Electric (PG&E) monitor local fire danger and extreme weather conditions across California and evaluate whether to turn off electric power. The decision and action to turn off power is made by each individual energy company and is based on a combination of factors. Factors include, but are not limited to:

- **High Winds** (including Red Flag warnings)
- **Low Humidity**
- **Dry Vegetation** that could serve as fuel
- **Fire Threat** to electric infrastructure
- **On-the-Ground Observations**
- **Public Safety Risk**

What You Can Expect

If a Public Safety Power Shutoff is needed due to extreme conditions, you can expect:

- **Early Warning Notification** – Your energy company will aim to send customer alerts before shutting off power.
- **Ongoing Updates** – Your energy company will provide ongoing updates through social media, local news outlets and their website.
- **Safety Inspections** – After extreme weather has passed, your energy company will inspect the lines in affected areas before power is safely restored.
- **Power Restoration** – Power outages could last multiple days depending on the severity of the weather and other factors. It is important that you and your family have an emergency preparedness plan in place.

PREPAREFORPOWERDOWN.COM provides a variety of resources, including tips for preparing for extreme weather, wildfires and Public Safety Power Shutoffs. An emergency preparedness checklist and additional resources are available on the reverse side of this fact sheet.
While Public Safety Power Shutoff events are more likely to occur in high fire-risk areas, all Californians could be impacted by emergency events and need to be prepared with a plan. Customers should also update their contact information with their energy company so they can receive notifications. Below are specific steps you and your family can take to be ready, should there be an extended power outage that lasts multiple days.

**STAY SAFE. TAKE ACTION.**

**CREATE YOUR EMERGENCY PLAN TODAY BY FOLLOWING THE TIPS LISTED BELOW:**

- Update your contact information with your local energy company
- Identify backup charging methods for phones and keep hard copies of emergency numbers
- Plan for any medical needs like medications that need to be refrigerated or devices that require power
- Plan for the needs of pets and livestock
- Build or restock your emergency kit with flashlights, fresh batteries, first aid supplies and cash
- Designate an emergency meeting location
- Know how to manually open your garage door
- Ensure any backup generators are ready to safely operate
- Identify the unique needs of your family and loved ones in the area for your emergency plan

Additional information on creating an emergency plan is also available at prepareforpowerdown.com.

**LEARN MORE FROM YOUR LOCAL ENERGY COMPANY**

- sdge.com/wildfire-safety
- sce.com/PSPS
- pge.com/wildfiresafety

**Additional Preparedness Resources:**

- ready.gov – Disaster preparedness information from the U.S. Department of Homeland Security
- readyforwildfire.org – CAL FIRE’s wildfire preparedness website
- cpuc.ca.gov/wildfiresinfo – Information on the CPUC’s wildfire safety efforts
- caloes.ca.gov – California Governor’s Office of Emergency Services website
- firesafecouncil.org – California Fire Safe Council website
- noaa.gov – National Oceanic and Atmospheric Administration website