
**PACIFIC GAS AND ELECTRIC COMPANY
QUARTERLY REPORT ON 2020 WILDFIRE MITIGATION PLAN
FOR THIRD QUARTER 2020**

DECEMBER 9, 2020



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CONDITION GUIDANCE-9
INSUFFICIENT DISCUSSION OF PILOT PROGRAMS

Deficiency: Electrical corporations do not describe how they will evaluate and expand the use of successfully piloted technology or which piloted technology has proven ineffective. To ensure pilots that are successful result in expansion, if warranted and justified with quantitative data, electrical corporations must evaluate each pilot or demonstration and describe how it will expand use of successful pilots..

Condition: *In its quarterly report, each electrical corporation shall detail:*

- i. All pilot programs or demonstrations identified in its Wildfire Mitigation Plan (WMP);*
 - ii. Status of the pilot, including where pilots have been initiated and whether the pilot is progressing toward broader adoption;*
 - iii. Results of the pilot, including quantitative performance metrics and quantitative risk reduction benefits;*
 - iv. How the electrical corporation remedies ignitions or faults revealed during the pilot on a schedule that promptly mitigates the risk of such ignition or fault, and incorporates such mitigation into its operational practices; and*
 - v. A proposal for how to expand use of the technology if it reduces ignition risk materially.*
- ii. Its calculated reduction in wildfire consequence risk for each initiative in its 2020 WMP; and*

Pacific Gas and Electric Company (PG&E or the Company) continues to actively pursue new and emerging technologies that can mitigate ignition and fire spread risk and their associated potential impact on public safety. PG&E's Condition Guidance-9 second quarterly report provides updates on each project included in Section 5.1.D, New or Emerging Technologies, of PG&E's 2020 WMP. These mitigations that are being pursued using new or emerging technologies are consistent with the following definitions:

- New: Technologies or analytical methods enabled through technology that were new to PG&E after the release of its 2019 WMP (i.e., February 6, 2019), exclusive of 'emerging' technologies.

- Emerging: Pre-commercial technologies or analytical methods enabled through technology including Technology Demonstration and Deployment (TD&D) projects.¹ PG&E’s response to Condition Guidance 9 is included as “2020WMP_ClassB_Guidance-9-Atch01.” Certain of the fields reported for each project will remain relatively static (such as the objective and summary) while much of it will be dynamic as a result of updated status, new results, and new lessons learned. The investor-owned utilities (IOU) have collaborated to align format and terminology where possible, and plan to continue to align on reporting.

For this Guidance-9 second quarterly report, PG&E continues to report on the same 21 projects from Section 5.1.D of the 2020 WMP that were reported on in the Guidance-9 first quarterly report. PG&E anticipates that for the 2021 WMP and the Guidance-9 third quarterly report that projects meeting the New or Emerging Technologies definition will be added and removed.

In the included spreadsheet with the project reports, PG&E has expanded each of the five items requested in Condition Guidance-9 into several targeted, detailed responses using these reporting parameters:

Condition Item (i): “All pilot programs or demonstrations identified in WMP.”

- (i).A: WMP Section – Section where the project was listed in PG&E’s 2020 WMP
- (i).B: Project Title
- (i).C: Project Objective and Summary
- (i).D: Utility Wildfire Mitigation Maturity Model (UWMMM) Categories & Capabilities Potentially Impacted – PG&E is providing one or more UWMMM Categories and Capabilities potentially impacted, where anticipated. Due to the nature of new and emerging technology project developments, these potential Categories and Capabilities are subject to change.

¹ The TD&D project definition was approved by the CPUC in Decision (D.) 12-05-037: “The installation and operation of precommercial technologies at a scale sufficiently large and in conditions sufficiently reflective of anticipated actual operating environments, to enable the financial community to effectively appraise the operational and performance characteristics of a given technology and the financial risks it presents.”

Condition Item (ii): “Status of the pilot, including where pilots have been initiated and whether the pilot is progressing toward broader adoption.”

- (ii).A: Project Phase – The project phase is reported according to the following definitions:

Project Phase	Definition
Initiation	Project purpose and benefits defined Initial scope, schedule, budget Sponsor, stakeholders, project team defined
Planning	Business plan including refined scope, schedule, budget Benchmarking for non-duplication, lessons learned, and industry best practices
Design/Engineering	Detailed design, technical requirements, coordination Contracting
Staging	Review and confirmation of project alignment with purpose, benefits, scope, budget, schedule Key success factors defined
Build/Test	Build, test and demonstration Evaluation to defined metrics
Closeout	Path to production revised Lessons learned documented Decommissioning completed Final report
Continuous Improvement	Optional phase that some projects progress to when there is project-related continuous improvement activity post Closeout.

- (ii).B: Project Status – A summary of the current state of the project, with activity indicative of whether the project is progressing toward broader adoption. For many new or emerging technology projects, it is not clear until late in the project lifecycle whether the results indicate that the technology is appropriate to be broadly adopted.
- (ii).C: Project Location – For field-based projects the general location is provided. For software or analytics-only projects, the area the project applies to is provided, such as to High Fire Threat Districts (HFTD) or systemwide.

Condition Item (iii): “Results of the pilot, including quantitative performance metrics and quantitative risk reduction benefits.”

- (iii).A: Results to Date – Results of pilot projects are provided for the current reporting quarter.² Project results for prior quarters are included, either labeled by quarter or as Prior Results that may extend to the origin of the project. Results for pilot projects in phases preceding the Closeout phase, as defined in (ii).A, are preliminary and subject to change.
- (iii).B: Lessons Learned – Lessons learned for pilot projects are technological learnings, findings, and key takeaways to inform a path to production. Lessons learned can also be barriers, issues, risk, or obstacles that if not solved could jeopardize the path to production. Lessons learned provided for projects in phases preceding the Closeout phase, as defined in (ii).A, are preliminary and subject to change.
- (iii).C: Performance Metrics – Performance metrics are provided and used in the evaluation of a technology including for whether a technology is proceeding to broader adoption. Quantitative performance metrics may not be known or confirmed during the active phases of a new or emerging technology project though may be developed during the Closeout phase, should the technology be proven effective.
- (iii).D: Wildfire Risk Reduction Benefits – Wildfire risk reduction benefits that may result from adoption of the technology are provided. Quantitative risk reduction benefits are not typically known or confirmed during the active phases of a new or emerging technology project though may be developed during the Closeout phase, should the project be proven effective.

Condition Item (iv): “How the electrical corporation remedies ignitions or faults revealed during the pilot on a schedule that promptly mitigates the risk of such ignition or fault and incorporates such mitigation into its operational practices.”

- (iv).A: Ignition or Fault Risk Reduction Project Findings That Inform Current Operational Practices – If the project, in any phase, identifies a potential ignition or fault risk condition (e.g., an in-field asset condition or configuration issue, or a

² Per WSD-011 the “current reporting quarter” or “current reporting period” for this report has been defined as Quarter 3 2020 (July through September) and the upcoming reporting period defined as Quarter 4 2020 (October through December).

vegetation issue), the potential condition is reported and validated against current PG&E preventive and corrective maintenance guidelines and treated in accordance. In addition, a general statement of such activity is provided in this response.

- (iv).B: Methods to Incorporate Project Findings Into Operational Practices – Typically, methods to incorporate ignition or fault risk mitigation findings into operational practices are revealed toward the end of the projects as part of the lessons learned and other recommendations in the closeout documentation. However, if PG&E identifies such risk mitigation methods to inform proposed changes to operational practices, including prior to the conclusion of the project, they will be included in this response.

Condition Item (v): “A proposal for how to expand use of the technology if it reduces ignition risk materially.”

- (v).A: ‘End Product’ at ‘Full Deployment’ and Location – For this response PG&E is providing the anticipated use of the technology, including anticipated locations, should the technology be proven to be successful and subsequently put into production. Given that the projects are in varying phases of development, this response is based upon our current understanding of the technology and its applicability to PG&E operations, and subject to change. Early stage projects may not have a clear strategy for the ‘end product’ at ‘full deployment’, while others such as those in the Continuous Improvement phase may have already been deployed.

Forward-looking statements detailed through this report, including but not limited to project next steps, expected results, and potential quantitative risk reduction benefits, are subject to change due to the evolving nature of technology and drivers of system and public safety risk.

CONDITION GUIDANCE-10
DATA ISSUES – GENERAL

Deficiency: Although the availability of data, including Geographic Information System (GIS) data, provides unprecedented insight into utility infrastructure and operations, inconsistencies and gaps in the data present a number of challenges and hurdles. As it relates to GIS data, electrical corporation submissions often had inconsistent file formats and naming conventions, contained little to no metadata, were incomplete or missing many data attributes and utilized varying schema.

These deficiencies rendered cross utility comparisons impossible without substantive, resource and time consuming manipulation of the data. Additional data challenges included varying interpretations of WMP Guideline data requirements, leading to inconsistency of data submitted.

Condition: *Electrical corporations shall ensure that all future data submissions to the Wildfire Safety Division (WSD) adhere to the forthcoming data taxonomy and schema currently being developed by the WSD. Additionally, each electrical corporation shall file a quarterly report detailing:*

- i. Locations where grid hardening, Vegetation Management (VM), and asset inspections were completed over the prior reporting period, clearly identifying each initiative and supported with GIS data,*
- ii. The type of hardening, VM and asset inspection work done, and the number of circuit miles covered, supported with GIS data*
- iii. The analysis that led it to target that specific area and hardening, VM or asset inspection initiative; and*
- iv. Hardening, VM, and asset inspection work scheduled for the following reporting period, with the detail in (i) – (iii).*

Introduction

In our 2019 and 2020 WMPs, electrical corporations were requested to provide various GIS data with limited guidance or standardization, which required interpretation to address. PG&E appreciates WSD's effort to refine its guidance and provide standardization through the Draft WSD GIS Data Reporting Requirements and Schema released on August 5, 2020 (Draft GIS Data Standard). Condition Guidance-10 addresses one feature dataset (3.5: Initiatives) of the six total feature datasets included in the WSD's Draft GIS Data Standard.

Consistent with the first quarterly report, as directed through the WMP August workshops, PG&E is submitting alongside the initiatives data required by Condition Guidance-10 a GIS data “Status Report” and additional Data Submission in alignment with the Draft GIS Data Standard. PG&E’s submissions of the requested Status Report and Data Submission (collectively referred to as “GIS Data Standard submission”) are not fully complete as we do not have all the data requested or in the format requested. This is consistent with what the WSD noted on page 5, Section 2.8 of the Draft GIS Data Standard:

Realistically, the WSD understands that electrical corporations are at different stages of their data journeys and employ differing business practices, which may impact certain electrical corporations’ abilities to fully comply with the requirements in this document. The WSD looks forward to working collaboratively with electrical corporations and other stakeholders to determine appropriate and feasible submission schedules for regular reporting of GIS data.

PG&E’s submission represent early drafts and estimates. A full quality validation of all data being provided in the submission was not possible and there may be incorrect data in some of the datasets. Additionally, some of the data characteristics are preliminary estimates. For example, the Status Report template asks for “Estimated Delivery Timeframe”: when data that is not currently available will be available in the future. PG&E’s responses to this question, among others, represent approximate timeframes based on early estimates.

PG&E’s existing data and system architecture were built with an operational focus and differs from the data schemas provided through WSD’s Draft GIS Data Standard. The various data requested exist across disparate systems and in the current state require significant time and resources to manually pull and align data sets to data schemas provide by WSD. Many of these same resources are currently involved in core operations work, including wildfire response and PSPS readiness and activation. Particularly, in the midst of wildfire season, there was insufficient time and resource availability to perform a quality check of data and the associated Status Report included in this submission. In addition, metadata is not built directly into the file geodatabase (FGDB), though the Status Report contains some of the metadata related to the GIS fields.

Following the initial WSD GIS Data Standard first quarterly submission, submitted on September 9, 2020, PG&E instituted multiple measures to improve the second quarterly submission. PG&E focused on increasing the number of Feature Classes and

data attributes included in the FGDB submission while providing a more comprehensive Status Report to describe the FGDB data elements. To meet the first objective, PG&E implemented internal data collection processes for this new reporting requirement to enable more efficient data collection, curation, and organization and invested significant time in mapping the WSD GIS Schema to PG&E's internal GIS schema. While PG&E aims to continuously improve its submission, future growth will largely require more complex and integrated operational and technological changes.

For data not currently collected or not architected per WSD's required schema, PG&E is currently exploring the feasibility and resource requirements that would be required to collect, transform, and ultimately submit these data. These assessments are accomplished through workshops with cross functional teams (Asset Owners, Subject Matter Experts (SME), GIS Analysts) and will assess the feasibility and prioritization of future potential improvements. PG&E would appreciate the opportunity to share these findings with WSD to drive potential refinements to the Draft GIS Data Standards going forward.

PG&E has made significant effort to quantitatively improve our second quarterly submission and we will continue to seek ways to enhance future submissions. Enhancement opportunities will largely require more involved operational and technological changes, including a significant level of resources required to collect, curate, and organize the Data Standard submissions on a recurring basis, while simultaneously advancing our data maturity. PG&E looks forward to continued conversation and collaboration with the WSD and other stakeholders on the Draft GIS Data Standard.

Response to Subpart i, ii, iv

The data in response to Subparts, i, ii, and iv has been provided in FGDB files and an accompanying Status Report, that have been uploaded to the California Public Utilities Commission (CPUC) via Kiteworks as part of PG&E's second quarterly GIS Data Standard submission. A stand-alone FGDB file and Status Report were not uploaded separately for Guidance-10, as the data and information in these files would overlap with what is being submitted for the GIS Data Standard submission. "Prior reporting period" data for Subpart i covers the third quarter of 2020 (the months of July, August, and September) and "following reporting period data" for Subpart iv covers the fourth quarter (the months of October, November, and December). These data

submissions followed the Draft WSD GIS Data Standard to the best of PG&E's ability. As was noted in our Comments on WSD Staff Proposals and Workshops, PG&E is advancing its maturity with regard to data management and technology, related business processes, and subject matter expertise in this space to improve its reporting capability. However, the Company's data systems have evolved organically over decades, which has created challenges in accessing and mapping all of the data to CPUC WSD data schema or accessing some data for reporting purposes. Those limitations directly impact our ability to compile all identified data fields. PG&E's focus on this second quarterly submission was on improving the submission relative to the first quarterly submission. In addition, PG&E further built out its inventory of information regarding all GIS data fields through the Status Report. That inventory provides some of the metadata related to the GIS fields submitted in response to this condition, Guidance-10, as well.

As it relates to the asset inspection data, please note that PG&E's submission only included inspections that were associated with valid equipment records. Because PG&E's electric infrastructure is a dynamic collection of assets, equipment is regularly replaced and deactivated at which time the GIS feature for that asset is removed. Some population of inspections are associated with equipment that has subsequently been removed from the GIS system. Those inspection records have, therefore, been removed from this data submission as well.

Response to Subpart (iii)

Asset Inspections

PG&E described its Asset Management and Inspections programs in Section 5.3.4 of its 2020 WMP. For 2020, PG&E inspects all assets in Tier 3 HFTD areas and approximately one third of the assets in Tier 2 HFTD. For Transmission and Distribution (T&D) lines, PG&E leverages a circuit-based risk ranking model to prioritize enhanced inspection cycles. PG&E's Asset Strategy Department groups assets by circuit and HFTD for both risk ranking and establishing inspection execution completion schedules. Risk ranking uses relative ranking of circuits across five equally-weighted categories: PSPS, safety, wildfire, reliability, and commitment/capacity. The same weightings are applied to Substation (T&D) facilities with all stations in Tier 3 HFTD areas and one-third of stations in Tier 2 HFTD receiving additional ground and aerial inspections annually. For substation inspections, SMEs in Asset Strategy Department

reviewed all substations in HFTD areas to determine the appropriate balancing of the schedule by year (i.e., for the 1/3 in Tier 2 each year) and throughout the calendar year given the operational considerations associated with different substations (winter versus summer peak loads, etc.). For 2020, the compliment of overhead asset inspections included the following treatments: enhanced mobile electronic checklist-guided detailed overhead inspections (T&D and Substation), aerial imagery capture and inspection (Transmission and Substation). Additional ground patrol inspections, aerial patrol inspections, infrared inspections, and climbing inspections were applied to select assets to compliment the detailed inspection programs.

Grid Hardening

System Hardening

PG&E installs covered conductor through the following efforts:

- System Hardening program
- Emergency Operations Center (EOC) Strategic Fire Rebuild
- Where reconstruction is performed in Tier 2/3 areas

PG&E described its system hardening program in Section 5.3.3.17 its 2020 WMP. Such work is performed in compliance with TD-9001B-009 Rev 2. In summary, we identify areas for system hardening through several targeted approaches:

- 1) Identified Deteriorated Overhead Conductor: Locations identified through a wire-down investigation that have environmental and asset conditions that present a higher risk of line failure in HFTD areas.
- 2) Fire Risk Ignition Modeling: Creating relative risk rankings based on likelihood of failure, high fire spread and consequence, and egress as modeled inputs at a Circuit Protection Zone (CPZ) level.
- 3) Electric Correction Tag Optimization Program: These projects are sections of overhead primary where numerous Electric Correction tags with high structural impact were found in higher risk CPZs.
- 4) PSPS Mitigation: These are projects where conductor undergrounding in conjunction with additional segmentation devices could be employed to minimize the impact of PSPS to customers in non-HFTD areas or served from existing underground facilities in HFTD areas.

- 5) Other Optimization Opportunities: These are projects that are accelerated to be completed in conjunction with other projects, such as transmission line replacement with under-build distribution primary.

These projects are then aligned with the risk model and reviewed with the execution team for project status and dependencies. We attempt to coordinate hardening measures with other work where possible to assure that we perform all work in geographically and time coherent ways to maximize efficiency and execution at minimum cost and inconvenience to customers. We regularly review and adjust workplans to identify and address field, dependency, clearance, or other conditions that could hamper our ability to execute the plan.

As of December 4, 2020, approximately 147 miles of distribution system hardening program work was completed year to date.

EOC Strategic Fire Rebuild – Covered Conductor Installation

If a distribution line requires a Fire Rebuild; and Remote Grid/Customer Buy Out, line removal, or Undergrounding strategies are not feasible; overhead hardening is utilized. Once the overhead hardening alternative is identified as the appropriate solution, we look to relocate the circuit if possible. This is typically the case for distribution primary conductor that runs through rural, heavily wooded, or inaccessible terrain that could be relocated to a road or more accessible location. For primary distribution overhead conductor in Tier 2/3 HFTD areas where >4 spans require full reconstruction or large sections of intermittent damage are present, overhead hardening is done in place in compliance with TD-9001B-009. Year to date, approximately 210 miles of overhead hardening were completed.

Capacitor Maintenance and Replacement

PG&E described its Capacitor Maintenance and Replacement Program in Section 5.3.3.1 of its 2020 WMP. PG&E's capacitor maintenance, inspections and replacements are governed by Utility Procedure: TD-2302P-05. This utility procedure classifies maintenance tasks for miscellaneous electric overhead and underground equipment, including capacitor banks, fault indicators, interrupters, reclosers, voltage regulators, Supervisory Control and Data Acquisition and Primary Distribution Alarm and Control controls, sectionalizers, streetlights, and sump pumps.

Individually, capacitor banks in the distribution system, both overhead and pad-mounted, are tested and inspected annually. The visual part of the inspection includes verifying conditions on the bushings, switches, capacitor tanks, cut-outs, fuses, control cabinets. Within the control cabinet, PG&E further visually inspects the controller, controller box socket and rack to make sure it is properly grounded, as well as inspecting the potential and current transformers.

The testing entails recording a clamp-on ammeter reading on the primary jumper on each phase of the bank while the capacitor bank is energized. These values are compared to standard expected ranges based on the tank size and circuit voltage. If recorded values exceed the normal ranges, further inspection is required to determine the possibility of a failed capacitor unit or a bad connection.

The testing usually starts in the first quarter and is completed by December 1. All repairs or replacements are targeted for completion by December 31. PG&E annually tests and inspects approximately 11,400 capacitors, approximately 10 percent of which require corrective action.

Distribution Segmentation

PG&E described its distribution segmentation program in Section 5.3.3.8 of its 2020 WMP. PG&E's plan is to enhance its distribution segmentation strategies including: (a) adding automated sectionalizing devices (targeting 592 such devices in 2020 – as of December 1, 2020, 603 devices were installed and commissioned); (b) circuit reconfiguration/pre-PSPS Event switching; and (c) additional system hardening to support PSPS switching. PG&E has identified various distribution lines where additional switching devices coupled with targeted system hardening may be utilized to further sectionalize distribution feeders to reduce the number of customers being impacted by PSPS outages.

Vegetation Management

PG&E described its VM and Inspection programs in Section 5.3.5 of its 2020 WMP. In 2019 and 2020, the Enhanced Vegetation Management (EVM) Program has been guided by a circuit-level, risk-ranked approach in addition to other inputs including permitting requirements, local workforce inputs, community preferences, and coordination with other work activities in order to prioritize circuits within the HFTD Tier 2 and Tier 3 footprint. In 2019, our EVM Program was guided by a risk-informed approach to plan and schedule work based on relative risk rankings and operational

factors. The risk-based prioritization of EVM circuits reflected three components: (1) likelihood of ignition, (2) likelihood of wildfire spread and consequence score, and (3) egress factor. In 2020, this core 2019 EVM risk-based model was enhanced with additional factors to create a Risk Value Overlay methodology model that incorporated impacts from other wildfire programs, including previous wildfires, capacity, reliability, prior year Public Safety Power Shutoff (PSPS) and safety considerations.

CONDITION PG&E-11
INCLUDING ADDITIONAL RELEVANT REPORTS

Deficiency: In Section 5.2.A of its WMP, PG&E identifies several internal reports it generates for its leadership and Board of Directors (a weekly dashboard, status and tracking reports that provide leadership and the Board visibility into the different elements of the WMP). PG&E also makes reports to the federal monitor in its federal criminal probation case before District Judge William Alsup.

Condition: *In its quarterly reports, PG&E shall append the following:*

i. All internal reports provided to its Executive Officers and/or Board of Directors, as described in Section 5.2A of its 2020 WMP, during the previous quarter. In its first quarterly report, PG&E shall also produce all internal reports or other documents provided to its Executive Officers and/or Board of Directors related to its electric grid from January 1, 2018 to the present; and

Per Resolution WSD-011, Attachment 3, page 6, for the purposes of this response, the “previous quarter” is defined as July 1, 2020 to September 30, 2020. PG&E is submitting all internal reports provided to its Executive Officers and/or Board of Directors, as described in Section 5.2A of our 2020 WMP, in the previous quarter. Please see attachment 2020WMP_ClassB_PGE-11_Atch01 for those documents.

ii. All reports or other documents related to its electric grid provided to the federal monitor in the previous quarter. In its first quarterly report, PG&E shall also produce all reports or other documents related to its electric grid provided to the federal monitor from January 1, 2018 to the present.

PG&E is enclosing all reports or other documents related to our electric grid provided to the Federal Monitor from the previous quarter—please see attachment: 2020WMP_ClassB_PGE-11_Atch01 for those documents.

The materials provided in the previous quarter to our Federal Monitor include the listed dashboards below. These reports allow the Monitor team to assess progress on an ongoing basis to ensure PG&E complies with probation requirements and metrics set forth in the WMP. The origination dates of reports to the Monitor vary due to these items being discussed at different stages of the Monitor’s assessment of PG&E. The Federal Monitor also receives dashboards related to other areas of electric operations which include but are not limited to safety, compliance and ethics, and contractor trainings. These materials were not provided in the response due to not directly impacting the electric grid.

Federal Monitor Dashboards

- Community Wildfire Safety Program (CWSP) Weekly Dashboard
- Weather Station and Camera Progress
- EVM Progress Dashboard
- Monitor Report Tracker
- Weekly Electric Distribution Director deck
- Expense and Capital Spending Report
- Ignition Tracker
- System inspections progress
- Aerial inspection progress
- System Hardening progress

CONDITION PG&E-22
SOME OF PG&E'S VM INSPECTORS MAY LACK PROPER
CERTIFICATION

Deficiency: PG&E’s VM inspectors may lack proper certification; they may not be certified by the ISA. Since the scope of its program is so large, PG&E developed a specific evaluation tool called the “Tree Assessment Tool (TAT)” to be used by inspectors; however, PG&E is not requiring inspectors to be International Society of Arboriculture (ISA) certified.

Condition: *In PG&E’s quarterly reports, PG&E shall detail:*

i. The portion of its inspectors who are ISA certified;

The ISA offers many different levels of certification. PG&E assumes that the question above is referring to ISA Certified Arborists. Approximately 29 percent of PG&E’s Pre-Inspectors are ISA Certified Arborists. Additionally, about 3 percent of Pre-Inspectors are Registered Professional Foresters in the State of California. It is important to note that while being an ISA Certified Arborist may be helpful, this credential alone does not sufficiently qualify or determine whether an individual will be a good Pre-Inspector. For instance, VM has experienced an influx of out-of-state ISA Certified Arborists in the past who could not properly identify California trees and did not understand local vegetation growth rates. Also, VM has experienced ISA Certified Arborists who have been active in the industry for a long time and still misidentify trees or miscalculate growth rates. That is why PG&E’s pre-inspection program focuses on: (1) a Structured Learning Path to train Pre-Inspectors, (2) verification of 100 percent of EVM Pre-Inspector work, and (3) use of PG&E’s TAT. Each of these is described below.

The Structured Learning Path

The Structured Learning Path for Pre-Inspectors includes the completion of a nine-course comprehensive training program that includes web-based training (WBT), scenario-based skills assessments, on-the-job training (OJT), and mentoring relationships with experienced Pre-Inspectors. Pre-Inspectors are required to pass scenario-based skills assessments that test key concepts covered in the training program, and experienced Pre-Inspectors will be paired with new Pre-Inspectors to provide OJT and serve as mentors and resources during the Pre-Inspector’s first year of training. We also require that contracted Pre-Inspectors pass an assessment in order to work as a PG&E Pre-Inspector contractor for VM.

Work Verification (WV)

100 percent of EVM pre-inspection work is reviewed by the WV team, approximately 90 percent of whom are ISA Certified Arborists. The other 10 percent of the WV team generally have years of experience in forestry and/or utility line clearance work. As explained in our response to Condition PGE-19 during our last quarterly update, the WV team reviews the completed pre-inspection work (doing this with the Pre-Inspector who performed the work beginning in 2020, to provide opportunities for correction, learning, and insight). We believe that teaming up the Pre-Inspector with the WV individual during the review provides the best opportunity for Pre-Inspector learning.

Tree Assessment Tool

Finally, Pre-Inspectors using the TAT are less likely to need to make subjective decisions when identifying hazard trees. The PG&E TAT incorporates historical data on tree failures, regional species risk, and local wind gust data, to supplement the Pre-Inspector's knowledge and judgment with solid data and analytical insight. We have found that most, if not all, other risk assessment tools in the industry today still rely on subjective judgment by inspectors in the field who may lack access to the types of data and historical analysis available to PG&E Pre-Inspectors using the TAT. External SMEs from California Polytechnic State University and University of California, Berkeley have contributed to, and formally endorsed, the TAT.

In summary, PG&E's approach to pre-inspection does not solely rely on the individual certifications of each inspector. Rather, our pre-inspection program provides and improves the overall training for everyone, verifies all work prescribed by EVM inspectors, and leverages a new tool to improve assessments.

ii. The portion of its inspectors who plan to be ISA certified by the time of its 2021 WMP supplement filing; and

Our vendors continue to actively support all Pre-Inspector employees in becoming ISA Certified Arborists. We estimate that the portion of Pre-Inspectors who will be ISA certified by the 2021 WMP filing to increase by about 1-2 percent from the current 29 percent total.

iii. How it will ensure effective inspection quality control (QC) protocols if some inspectors are not ISA certified.

As we have described above, PG&E uses training, procedural guidance, and WV to ensure pre-inspection QC.

As discussed above in Subpart i, PG&E has implemented the Structured Learning Path, a 9-course, comprehensive Pre-Inspector training program for all Pre-Inspectors that includes WBT, scenario-based- skills assessments, OJT, and mentoring relationships with experienced Pre-Inspectors. Pre-Inspectors are required to pass scenario-based- skills assessments that test key concepts covered in the training program, and experienced Pre-Inspectors will be paired with new Pre-Inspectors to provide OJT and serve as mentors and resources during the Pre-Inspector's first year of training. This training includes a module devoted entirely to PG&E's EVM Program and is thus also a requirement for contractors performing EVM inspections. Contract Pre-Inspectors must also pass an assessment in order to work as a Pre-Inspector contractor for VM within PG&E.

PG&E's VM Department uses an Expert Technical Writer with a small contract staff team. These writers are currently reviewing all procedural documents related to VM and ensuring consistent, easily understood guidance for staff to use. They develop Bulletins where needed for additional clarity, and Job Aids as step-by-step guides. They may re-write entire procedural documents to ensure that these documents offer clear work and compliance guidance. This effort began in 2020 and will continue, although we anticipate completing and distributing the bulk of these efforts this year.

Currently, we verify the quality performance of 100 percent of our EVM work and 10 percent of Routine Maintenance work. PG&E believes that through a combination of training, procedural guidance improvements, WV, and use of the TAT, we can ensure that VM inspection quality is effective and appropriate for providing safe and reliable electric service, while mitigating wildfire risks.

CONDITION PG&E-23
VEGETATION WASTE AND FUEL MANAGEMENT PROCESSES
UNCLEAR

Deficiency: PG&E’s description of “Fuel management and reduction of ‘slash’ from VM activities” states the utility will continue to assess effectiveness to determine whether to continue or adjust work. This response is generic and does not give detail on how much fuel reduction occurs, whether vegetation is cleared to bare soil, or how wide the zone of clearance will be. PG&E also does not discuss the criteria it uses to identify what areas are treated to effectively enhance defensible space. Based on the information given it is not possible to determine how effective this work will be. Finally, PG&E does not discuss how slash is treated during its VM work. PG&E also states in its Utility Survey that it does not remove slash from its right-of-ways (ROW) and does not plan to remove vegetation waste from its ROWs across its entire grid, citing constraints. However, PG&E does not describe the practices it uses to reduce risk where it does not remove slash/vegetation waste.

Condition: *In a quarterly report, PG&E shall detail:*

- i. The criteria it uses to identify and prioritize areas for fuel management to enhance defensible space;*

Definitions Used in This Response

- Slash: Slash is branches, limbs, stems, trunks, and woody debris less than four inches in diameter left on the ground as a result of VM operations.
- Fuel Reduction: Refers to treating slash and/or the main stems of trees left on the ground following previous or current utility VM activities, or treating vegetation currently growing in the ROW. It may include removal to an off-site location, chipping and dispersing the chips back onsite, or grinding vegetation and slash in place with mastication machinery. The wood chips keep low vegetation from growing back as quickly (much like using mulch) and retain water that slows the likelihood of a spark creating an actual ignition. Through tree trimming-, the vertical continuity of vegetation fuels is changed to a horizontal layer which reduces flame height and makes wildfire control more manageable. It eliminates fuel “ladders” to prevent low flames from growing into “crown” fires. It may also include “lop and scatter,” which is cutting the slash with chainsaws and scattering it, so it is left at an average depth of less than 18 inches from the ground surface. PG&E’s fuel management practices exceed the California Forest Practice Rules, which require

that slash resulting from timber operations be reduced to less than 30 inches from the ground.

- Utility Defensible Space (UDS): PG&E defines UDS as creating an area around our electrical facilities that in an event of a wire-down scenario would reduce the likelihood of the ignition and/or spread of a fire. It has the added benefit of protecting PG&E facilities during a wildfire. It also creates a potential fuel break that can assist fire control agencies in the event of a wildfire.

The following two VM programs are focused specifically on fuel reduction and have specific criteria for prioritization:

- 1) Transmission UDS (Pilot): PG&E is evaluating a program specifically focused on UDS and fuel reduction that creates a defensible space around our facilities. This program currently has not been implemented because it is pending environmental review. However, if environmental review is successful, the program would have the following elements:

a) Our Focus for the Program Includes:

- Target the removal of trees with elevated risk characteristics (not always tall enough to strike our facilities, but have defects, dead, diseased, dying, leaning, or otherwise compromised trees);
- Create a 40 to 50-foot radial clearance of woody vegetation and slash around selected transmission structures as defensible space; and
- Apply fire retardant within this 40 to 50 -foot radial clearance (pending the permit/work approvals across the different agencies and recurrent environmental assessment by PG&E's Environmental Team).

- b) Criteria Used to Identify Priority Areas for UDS Pilot: The criteria for selection are those poles or towers on transmission lines in HFTD Tier 2 and 3 areas that could remain energized during PSPS events. The first areas selected for treatment have been cleared through PSPS tree -risk reduction or ROW expansion work. Treatment areas include poles and towers cleared of low vegetation during Integrated Vegetation Management (IVM) corridor maintenance work.

2) Transmission ROW Expansion: The goal of this program is to widen transmission corridors by removing vegetation along the corridor edges, as well as cutting reinvading vegetation within the corridor in HFTD Tier 3 and Tier 2 areas.

a) Some of These Efforts Include:

- Trees and woody vegetation are removed in 60-70 kilovolt (kV) transmission corridors to widen the corridor out to 80 feet, and 115 kV corridors are widened out to 100 feet;
- Vegetation is removed to obtain 40 feet of radial clearance around poles and 50 feet of radial clearance around towers in Tier 2 and Tier 3 HFTD areas;
- Most of the slash and fuels from previous VM work is chipped onsite with an off-road- tracked chipper machine or masticated in place;
- Areas inaccessible to machinery have fuel treatments of lop and scatter; and
- All trees outside of the ROW that could fall and touch a PG&E line are inspected and all trees identified as hazard trees or “danger” trees are mitigated.

b) Criteria to Identify Priority Areas for Reducing Fuels:

Transmission Asset Strategy specified priority areas in 2017, identifying the 67 worst performing circuits based on vegetation-related outages and gave a timeline of seven years to complete corridor widening and fuel reduction. In 2018, the list was re-prioritized to complete those lines in HFTD Tier 3 and Tier 2 first, and work Tier 1 portions in later years.

In addition to the two programs described above that are focused on fuel reduction and ignition prevention, PG&E conducts fuel management as a part of a normal process for its various VM programs. These programs do not use criteria for prioritization since fuel reduction is part of standard operating procedure.

1) Routine VM Scope – Distribution:

- Every mile of distribution in the HFTD areas is patrolled and trees worked as necessary, twice a year to maintain compliance with California Public Resources Code (PRC) Section 4293.
- General Order 95 Rule 35 – Annual Routine Patrol, and Biannual Second patrol in State Responsibility Area (SRA) areas of HFTD.

- Under routine VM, PG&E chips all woody debris and limbs less than 4 inches diameter created by work within 100 feet of chipper access
- Beyond 100 feet of chipper access, limbs and tops are cut and left on-site at less than 18 inches deep and in contact with the ground.

2) Routine VM Scope – Transmission:

- Routine VM is performed once a year on every circuit, removing trees from the ROW and pruning trees along the edges of the ROW.
- Every mile of transmission line on the system receives an aerial Light Detection and Ranging (LiDAR) patrol. Follow-up ground patrols inspect all locations with trees that could grow into or fall into the facilities.
- Every mile of transmission line in the HFTD receives a second LiDAR patrol to identify encroaching vegetation during the fire season.
- Under routine VM, PG&E chips all woody debris and limbs less than 4 inches diameter created by the work within 100 feet of chipper access.
- Beyond 100 feet of chipper access, limbs and tops are cut and left on-site at less than 18 inches deep and in contact with the ground.

3) EVM – Distribution:

- EVM projects are selected based on Asset Management Risk Ranking and historical VM fire data analysis.
- As part of this EVM work, fuel loads are reduced through chipping of brush and woody debris less than 4 inches in diameter as well as the removal of wood from sites where the site meets specific accessibility criteria.
- Within the ROW, there are projects designed to trim and cut down vegetation and expand the existing utility ROW using cutting, chipping, and in some instances masticating remaining vegetation on the ground to reduce fuel loads to chips piled in depths typically less than 6 inches deep.

4) Transmission IVM: Refers primarily to the follow-up- maintenance that takes place after routine VM or ROW widening.

- IVM field conditions are monitored annually and maintenance activities occur at varying intervals ranging from 2 to 10 years.
- The goal of IVM is to maintain low growing, compatible, sustainable vegetation communities that are less fire prone (e.g., with vegetation that holds higher

moisture content) and are free of incompatible tree species capable of growing into overhead lines.

- Vegetation and fuels treatment may include one or all the following: (1) cutting and chipping, (2) cutting, lopping/scattering, (3) mechanical mowing and (4) selective herbicide treatments.

5) Vegetation Control Program (Pole Clearing):

- PG&E performs removal of vegetation around T&D poles and towers, in accordance with PRC Section 4292, to maintain a firebreak of at least 10 feet in radius (out from the pole) up to 8 feet up from the ground.
- These requirements apply in the SRAs during designated fire season and such designation is a priority in performing this defensible space activity.

ii. What specific areas were treated during the previous reporting period, including supporting GIS files;

PG&E is enclosing the GIS files on the specific areas that were treated during the previous reporting period (July 1, 2020 – September 30, 2020), see Attachment 2020WMP_ClassB_PGE-23_Atch01:

1) Transmission UDS (Pilot) Circuits Treated:

- Transmission UDS is currently on hold pending environmental approval.

2) Transmission ROW Expansion Circuits Treated:

- DEER CREEK-DRUM 60 kV
- DONNELLS-CURTIS 115 kV
- DRUM-HIGGINS 115 kV
- FULTON-CALISTOGA 60 kV
- FULTON-PUEBLO 115 kV
- GOLD HILL #1 60 kV
- HUMBOLDT-TRINITY 115 kV
- KESWICK-TRINITY 60 kV
- KILARC-DESCHUTES 60 kV
- MIDDLE FORK #1 60 kV
- MONTE RIO-FULTON 60 kV
- PHILO JCT-ELK 60kV
- PIT #1-COTTONWOOD 230 kV

- PIT #5-ROUND MTN #1 230 kV
- TRINITY-MAPLE CREEK 60 kV

The following circuit is postponed due to permitting issues: French Meadows Middle Fork 60 kV.

iii. What specific areas are planned to be treated during the upcoming reporting period, including supporting GIS files;

PG&E is enclosing the GIS files on the specific areas that will be treated in the upcoming reporting period (October 1, 2020 – December 31, 2020), see Attachment 2020WMP_ClassB_PGE-23_Atch01:

1) Transmission ROW Expansion Circuits to Be Treated:

- DEER CREEK-DRUM 60 kV
- DEL MONTE-VIEJO 60 kV
- DONNELLS-CURTIS 115 kV
- DRUM-HIGGINS 115 kV
- FULTON-CALISTOGA 60 kV
- FULTON-PUEBLO 60 kV
- GOLD HILL #1 60 kV
- GREEN VALLEY-PAUL SWEET 115 kV
- HUMBOLDT-TRINITY 115 kV
- KESWICK-TRINITY 60 kV
- KILARC-DESCHUTES 60 kV
- MIDDLE FORK #1 60 kV
- MONTE RIO-FULTON 60 kV
- MORAGA-OAKLAND #1 115 kV
- MORAGA-SAN LEANDRO #1 115 kV
- PHILO JCT-ELK 60 kV
- PIT #1-COTTONWOOD 230 kV
- PIT #5-ROUND MTN #1 230 kV
- TRINITY-MAPLE CREEK 60 kV
- VIEJO-MONTEREY 60 kV

iv. The types of vegetation waste treatments it uses across its grid, including how it chooses where to use each treatment, and how effective each of these vegetation waste treatments are in the location where they are deployed; and

PG&E has described the types of vegetation waste treatments we use and how we choose where to apply each treatment in Subpart i.

The effectiveness of various waste treatments as part of our VM programs is realized in a number of ways:

- Increased Vegetation Distance to Conductors: This helps reduce heat damage to the facilities if a wildfire passes through, reducing repairs and allowing faster restoration of electrical service.
- Improved Access for Fire Control Agency Crews: The cleared corridor provides a safer route during a wildfire for fire crews to create and access firebreaks.
- Existing Fuel Breaks for Fire Control Planes and Helicopters to Drop Fire Retardant: The cleared corridor provides a ready-made location cleared of most fuels to increase the effectiveness of aerial fire retardant drops.
- Back-Fire Anchor Lines: During wildfire suppression efforts, back-fires are lit along areas of reduced fuels such as the cleared ROW corridors to burn out forest fuels ahead of advancing fires. In 2012, the Pittsburgh-San Mateo 230 kV line corridor on the East flanks of Mount Diablo was used as a fire break to stop a wildfire and protect a residential area.

v. Its work with federal and state landowners, including the United States Forest Service (USFS), on fuel reduction programs, including a listing of all programs it has in place with these entities, and the end date of each program, if applicable.

With regards to fuel reduction program, PG&E implemented a cost recovery program with the USFS, see Attachment 2020WMP_ClassB_PGE-23_Atch02 for PG&E-USFS Program timeline and workflow. In 2019, this program provided \$2.7 million to complete fuels reduction on approximately 3,500 acres outside of PG&E's ROWs in four different forests. For 2020, the program provided \$4.9 million aiming to reduce fuel reduction over approximately 5,000 acres (per USFS proposals) in six forests. These funds enable the Forest Service to acquire much-needed machinery, which will support additional fuels reduction work over multiple years on acreages above and beyond this initial funding amount. This opens a new way to

complete additional fuels reduction work that could protect PG&E assets within areas where PG&E does not have land rights or authorization to complete key fuel reduction activities.

PG&E leadership meets with Forest Service leadership twice a year to explore opportunities where we can continue to collaborate to reduce wildfire risk within California. In coming meetings, we will look at clarifying the process for disposition/treatment of felled trees (e.g., timber sale, lop and scatter, chipping), funding Forest Service positions to assist with the review of PG&E work requests, and the IVM approach that would allow the use of Forest approved herbicides to control utility incompatible vegetation while seeking to encourage a low growing stable plant community around powerlines.

PG&E partners with a number of federal and state landowners, including the USFS, to ensure compliance with regulations for fuel reduction activities by working with agencies to streamline permitting/process agreements. Our permitting/process agreements with federal and state agencies include:

United States Forest Service

- For many years, utility ROWs were added, authorized, and renewed on a piece-meal basis. Through this partnership, PG&E and Region 5 of the USFS were able to successfully complete the reissuance and consolidation of hundreds of utility permits on National Forest System Lands. Now the USFS is able to monitor and renew utility permits with a single permit and single easement per forest. The backlog of permits caused delays in the approval of critical wildfire prevention work. The reauthorization effort helped further the forests national goals of addressing the backlog of expired and expiring permits and will make it easier for both the Forest Service and PG&E to monitor further expirations.
- The updated permits are accompanied by a Programmatic Operations and Maintenance Plan (O&M Plan), that describes the facilities and activities, establishes the activity review process, defines the environmental review and protection process and establishes communication and monitoring protocols. The O&M Plan has reduced the amount of time staff spends reviewing and processing routine operation and maintenance activities. Where before it could take 6 to 12 months to obtain approval to address a potential wildfire hazard, it now takes only 5 to 15 days to obtain approval to move forward with the activity.

- The O&M Plan helps maintain PG&E's facilities in a safe and reliable manner. The plan creates greater consistency and certainty across the region for reviewing and approving O&M activities. It lays out when, where, and how we can conduct vital work. The streamlined process helps ensure electric facilities are regularly maintained, thereby reducing fire hazards. The plan ensures maintenance work is done quickly and efficiently to protect the National Forest System Lands.
- The O&M Plan is necessary to ensure that facilities are maintained in compliance with applicable federal, state, and local laws, including the CPUC requirements and regulations. The O&M Plan also outlines procedures to avoid effects on plants, animals, aquatic features, endangered and sensitive species habitats, areas of resource concern, and other areas of potential effect.
- As part of the permitting assessment and evaluation process, the Forest Service requested that PG&E prepare and submit an inventory of those roads required by PG&E to safely operate and maintain its authorized facilities. PG&E also committed to complete a condition assessment to determine the actions and time needed to bring all utility roads to Forest Service Maintenance Level 2 standards. We will complete the inventory, assessment, and required maintenance within 5 years of Forest Service execution of the Master Permits and Easements.

California State Parks

- We have finalized a process agreement that will streamline work across all PG&E departments working throughout the 99 California State Parks within our service territory. This partnership with State Parks enables non and minor ground disturbing work (where existing easement rights exist) and emergency work to proceed without notification. It also allows for wildfire fuels reduction and more significant ground -disturbing work to proceed after a 2 week notification process, if existing land rights exist. Major wildfire work would follow the typical permitting requirements and process flow.

Bureau of Land Management

- Building on ongoing efforts to reduce the threat of wildfires through active management, the Bureau of Land Management (BLM) California State Office worked with Southern California Edison Company (SCE) and PG&E to issue a new Instruction Memorandum (IM) to limit fire risk from power lines crossing BLM -managed public lands. The new IM, enacted May 20, 2019, and extended

through 2020, allows PG&E to facilitate and expedite O&M activities necessary to reduce the risk of wildfire by conducting the activities without prior authorization instead requiring us to notify the appropriate BLM Field Office within 30 days of completing such work. We continue to work with the BLM Bakersfield Field Office on a Programmatic ROW renewal process and O&M Plan which may be used by other field offices within PG&E's service territory.

National Park Service

- In 2019, PG&E worked with the National Park Service (NPS), Pacific West Region, to put in place eight park specific 1-Year Special Use Permits (SUP) which will allow PG&E to expedite critical routine O&M activity within NPS -managed land. The permits require park approval within 15 days for most routine O&M activity. It will also authorize drone usage within the parks. The SUPs became effective on February 1, 2020.

Habitat Conservation Plan

- PG&E has also entered a Habitat Conservation Plan (HCP) with the U.S. Fish and Wildlife Service within the nine counties of the Bay Area, the San Joaquin Valley, and has just executed the Multi-Region HCP, which provides federal endangered species coverage for the entire service territory. Each HCP has a term of 30 years. These HCPs have allowed PG&E to streamline permitting activity for O&M and wildfire related work. This will reduce permitting time down to weeks from 18 to 36 months, which would be the time required if we had to obtain individual permits for these O&M activities.

CONDITION PG&E-28
LACK OF JUSTIFICATION AND DETAIL FOR PG&E'S
SELF-ASSESSED STAKEHOLDER ENGAGEMENT CAPABILITIES

Deficiency: In response to the utility survey for the maturity model, PG&E answered many questions regarding its stakeholder and community engagement capabilities in ways that do not align with PG&E’s documented poor coordination and engagement efforts. For example, PG&E’s responses indicate that it has a clear and actionable plan to develop and maintain collaborative relationships with local communities; however, continued fallout and harsh criticism for poor coordination and collaboration with local communities during its October 2019 PSPS events, as well as, in preparation for the 2020 wildfire season suggests their “actionable plan” is not sufficient nor effective.

Condition: *In a quarterly report, PG&E shall:*

- i. List and describe all actions it is taking to coordinate and collaborate with local communities regarding its wildfire mitigation activities and PSPS;*

For ease of reference in this response, PG&E is sharing the following simple table of relevant filings, reports and documents that are referenced throughout this update:

**TABLE 1
STAKEHOLDER ENGAGEMENT-RELATED REPORTS ATTACHED**

Document Name	Proceeding	Date	File Name
PG&E’s first Progress Report on Phase 2 Order Instituting Rulemaking (OIR) Implementation of De-Energization Guidelines	D.20-05-051	08/04/2020	Attachment 2020WMP_ClassB_PGE-28_Atch05
PG&E’s second Progress Report on Phase 2 OIR Implementation of De-Energization Guidelines	D.20-05-051	12/07/2020	Attachment 2020WMP_ClassB_PGE-28_Atch01
PG&E’s 2020 PSPS Access and Functional Needs (AFN) Plan	D.20-05-051	06/01/2020	Attachment 2020WMP_ClassB_PGE-28_Atch02
PG&E’s PSPS AFN September 2020 Quarterly Progress Report	D.20-05-051	09/01/2020	Attachment 2020WMP_ClassB_PGE-28_Atch03
PG&E’s PSPS AFN December 2020 Quarterly Progress Report	D.20-05-051	12/01/2020	Attachment 2020WMP_ClassB_PGE-28_Atch04

PG&E acknowledges that there were significant issues with communications and coordination with local communities during PSPS events in 2019. In 2020, we changed the way we engage with local communities, and the resources we provide, to give better information before wildfire season and to improve coordination for PSPS events. This began in late 2019 with listening to direct feedback from customers, agencies and

stakeholders on the ways that we could improve and creating outreach plans that were responsive to the concerns we heard. Since that time, we have been focused on improving local outreach, resources and coordination to avoid the issues experienced during 2019 PSPS events. This has included significantly increasing transparency around how PG&E’s system is designed and operated, and the processes involved in PSPS events.

We are including below a description of the steps that we have taken to improve local coordination in 2020 since our last reporting.

Listening Sessions

As we provided in our last reporting, in 2019, PG&E reached out to counties and tribal governments impacted by PSPS events, along with other key stakeholders, to schedule in-person listening sessions with PG&E leadership. To recap, these sessions provided an open forum for PG&E to listen to concerns, gather important feedback and identify ways to improve coordination and partnership with local communities going forward. The feedback was used to guide improvements to our PSPS processes and procedures and help prioritize key focus areas for 2020.

We coordinated with county and tribal emergency managers to schedule each meeting and to determine the appropriate meeting participants. In some instances, cities, special districts and other stakeholders participated. In all, we completed 36 listening sessions with counties, cities, and tribal governments. Below is a list of the host county, city or tribal governments and corresponding session dates to prepare for the 2020 wildfire season.

**TABLE 2
2019-2020 COUNTY, CITY, AND TRIBAL PSPS LISTENING SESSIONS**

Alameda County 12/10	Humboldt Tribal 12/11	Merced County 12/18	Santa Cruz County 1/30
Alpine County 12/9	Kern County 12/11	Monterey County 12/12	Shasta County 12/12
Amador County 1/27	Lake County 2/24	Napa County 1/27	Sierra County 2/13
Butte County 1/21	Lake Tribal 1/8	Nevada County 2/13	Solano County 12/3
Calaveras County 1/29	Madera County 12/13	Placer County 12/20	Sonoma County 1/29
Colusa County 12/5	Marin County 12/9	San Mateo County 12/12	Sonoma Tribal 1/29
El Dorado County 2/24	Mariposa County 1/29	Santa Clara County 1/9	Trinity County 12/12
Fresno County 12/13	Mendocino County 1/9	City of Cupertino 12/11	Yolo County 12/3
Humboldt County 12/9	Mendocino Tribal 1/7	City of San Jose 1/17	Yuba County 1/14

PG&E provided a report on the Listening Sessions to the CPUC in March 2020, as well as in our previous WMP Conditional Approval Quarterly Report filed in September.

PG&E also held listening sessions with large commercial customers and critical facilities, as noted in the chart below.

**TABLE 3
PSPS LISTENING SESSIONS WITH LARGE COMMERCIAL CUSTOMERS AND
CRITICAL FACILITIES RE: 2019 PSPS EVENTS**

Audience	Date
Bay Area Rapid Transit PSPS Listening Session	January 6
Macpherson	January 22
Hospital Council (HC)	January 24
Comcast PSPS Listening Session	January 29
Telecommunication Providers PSPS Listening Session	January 30
US Department of Energy, National Labs	February 7
National Retailers PSPS Listening Session	February 26
Telecommunication Providers Workshop	February 27
California Large Energy Consumers Association	March 3
Macpherson Follow—Up	March 12
Bay Area Refinery Council	March 12
Telecommunication Providers Workshop Follow-Up	April 13
Rail Industry PSPS Workshop	April 14

The same approach will be taken for 2021. PG&E will begin conducting outreach and participating in listening sessions with counties impacted by the 2020 PSPS events starting December 1. Below is a list of listening sessions scheduled thus far.

**TABLE 4
PSPS LISTENING SESSIONS RE: 2020 PSPS EVENTS**

Event/Audience	Date
Calaveras County	December 1
Butte County	December 1
Hospitals	December 2
Mendocino County	December 3
Placer County	December 4
Lake County	December 7
San Joaquin County	December 7
Telecommunications	December 8
Transportation	December 8
Lassen County	December 8
Alameda County	December 8
Tuolumne County	December 8
El Dorado County	December 9
Sierra County	December 9
Municipalities	December 10
Water Agencies	December 10
MUNIs	December 10
Colusa County	December 10
Yuba County	December 16
Monterey County	December 16
Santa Clara County	December 16
Contra Costa County	December 17
Sonoma County	December 17

Wildfire Safety Working Sessions

As was provided in the last reporting, in March 2020, PG&E began reaching out to counties and tribes within its service territory to share county-specific plans for wildfire mitigation, system resiliency and the steps we are taking to address the feedback received during the listening sessions. Since then, PG&E’s dedicated agency representatives have been working with county and tribal Offices of Emergency Services to co-host Wildfire Safety Working Sessions for their respective jurisdictions. Invitees to these events have included regional key stakeholders, such as cities, tribes, Community Choice Aggregators, telecommunication providers, water agencies, as well as local California Department of Forestry and Fire Protection (CAL FIRE) and California Governor’s Office of Emergency Services representatives.

To reiterate, the purpose of the sessions is to provide 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. The sessions also provide an opportunity for local officials to learn about the electric system in their community and discuss their needs and suggest any further improvements to the CWSP and PSPS Program. Feedback from the sessions has helped to shape local planning for PSPS events, including critical facility locations, CRC locations and local contacts for emergency response.

Wildfire Safety Working Sessions began in April 2020 and has since completed all 36 planned sessions in July 2020. The full list of sessions and dates held are provided in **Section iii. Actions it completed in the previous quarter.**

The same approach will be taken for 2021. PG&E will begin conducting outreach between February and June 2021.

Standardized Emergency Management System Training

A key finding from 2019 PSPS events was the need for PG&E teams who are working in the EOC to have better emergency management training. This year, everyone who supports PSPS events in PG&E's EOC is being trained in Standardized Emergency Management Systems (SEMS). Since the state and local governments use SEMS to manage emergencies, this new training requirement will ensure PG&E's procedures are aligned with these agencies.

The specific training requirements included:

- IS-100.C – Introduction to Incident Command;
- IS-200.C – Basic Incident Command System for Initial Response;
- IS-700.B – An Introduction to the National Incident Management System;
- IS-800.C – National Response Framework, an Introduction; and
- SEMS G606 – Standardized Emergency Management Introduction.

Trainings have been ongoing throughout 2020. As of December 3, 2020, 710 PG&E employees had completed the suite of trainings listed above (considered "Phase I" training). All employees supporting the EOC will be required to have completed the training, when new employees are added to the EOC roster we target 60 days for them to complete the Phase I training courses. Further, we are completing additional training for a smaller population of key EOC team members including completing the ICS 300 & 400 courses.

PSPS Advisory Boards

PG&E's advisory boards provide hands-on, direct advisory functions related to PSPS. This includes helping PG&E develop best practices for PSPS protocols, community preparedness, customer support resources and program offerings, regional coordination and the optimal use of existing and emerging technologies. PG&E currently engages in four PSPS-focused advisory boards, including: PSPS Advisory Board, People With Disabilities and Aging Advisory Council (PWDAAC), Statewide IOU AFN Advisory Board, and the PG&E and Telecommunications Resiliency Collaborative.

1) PSPS Advisory Board: PG&E established a PSPS Advisory Board in February 2020, which includes representatives from the following seven rural and urban cities or counties, two tribal agencies and the League of Cities and California State Association of Counties:

- Butte County
- California State Association of Counties
- City of Santa Rosa
- Hopland Band of Pomo Indians (Mendocino County)
- Kern County
- League of California Cities
- Marin County
- Placer County
- Robinson Rancheria Pomo Indians of California (Lake County)
- Santa Cruz County
- Sonoma County

PG&E has hosted eight advisory board meetings: March 5, April 1, April 8, May 27, July 2, September 3,³ October 8, and November 19. The meetings averaged two hours in length and provided a forum for participants to weigh in on a variety of PSPS Program updates such as customer notification scripts, wildfire safety working session content and meeting outlines and PSPS full-scale exercises, among other topics. PG&E has completed all meetings planned for 2020 and plans to continue hosting these

³ Please note that the meeting previously reported to take place on August 27, 2020, was rescheduled to September 3, 2020, at the request of the participants.

meetings periodically in 2021 to gather feedback on PSPS-related topics, including PSPS planning for 2021 and coordination with local communities and shared resources.

2) People with Disabilities and Aging Advisory Council (PWDAAC or Council):

Launched in April 2020, this Council is comprised of representatives of the AFN community and provides insight into the needs of AFN populations related to emergency preparedness and to facilitate co-creation of solutions and resources to serve the customers reliant on power for medical needs before, during and after a PSPS event in PG&E's territory. PG&E invited all PWDAAC members as observers to a full-scale, five-day PSPS exercise held from August 3-7, 2020. In addition, PG&E conducted virtual PWDAAC meetings (due to COVID-19 restrictions) and will continue this approach until it is safe to move to in-person meetings. The Council meetings are currently planned to occur quarterly moving forward now that we have completed the series of initial monthly meetings to establish the group and gain momentum. To date in 2020, we have convened eight PWDAAC meetings on a monthly basis on the following dates (three additional meetings included since last reporting on September): April 30, May 29, June 26, July 31, August 28, September 18, October 5, and November 2, 2020. PWDAAC feedback is guiding the following past and future PG&E actions:

- **PG&E directed Community-Based Organizations (CBO) partners to the new PG&E Partners section of www.pge.com/pspsupdates to access event-specific PDF, Shape and KMZ files and reviewed how to access on CBO Resource Partner Coordination call during each event;**
- **PG&E adjusted the location of Community Resource Center (CRC) signage as advised and confirmed adequate signage with partners during subsequent events;**
- **PG&E implemented daily CBO Resource Partner Coordination Calls at 12:30 p.m. during PSPS events to improve overall coordination of resources during PSPS events, connect various resource partners and share best practices.**
- **PG&E will develop a “decision tree” in 2021 to describe the coordination of the various CBO resources for customers and circulate the first draft for input from the PWDAAC Members;**

- **PG&E will coordinate battery resource allocation and distribution with CBO partners and will evaluate process changes to execute resources more efficiently; and**
- **PG&E will host regional CBO Resource Partner Strategy calls in 2021 to connect various resource partners and share best practices.**

The next meeting is scheduled for Friday December 18, 2020, and the Council is planned to continue into 2021.

3) Statewide IOU AFN Advisory Council: PG&E also worked in partnership with SCE and San Diego Gas & Electric Company to establish the Statewide IOU AFN Advisory Council. The council is composed of a diverse group of recognized CBO, association and foundation leaders supporting the AFN population and leaders from various state agencies. The AFN Advisory Council provides insight into the unique needs of the IOUs' most vulnerable customers and stakeholders, offers feedback, makes recommendations and identifies partnership opportunities to serve the broader AFN population before, during and after a PSPS event. The Statewide IOU AFN Advisory Council was launched with a 2-day kickoff meeting on June 15 and 18, and two additional sessions were held on July 24 and August 14, which have been previously described in the September 9, 2020 WMP Conditions Quarterly Report. Since last reporting, the Statewide IOU AFN Advisory Council has held two more meetings on September 18, 2020 and November 6, 2020, focused on the following topics:

- **September 18, 2020:** The IOUs provided preliminary updates of the September PSPS events and recognized the importance of meeting with the Statewide IOU AFN Advisory Council to get real-time feedback so that additional actions can be implemented quickly. The pilots and partnerships with the Statewide IOU AFN Advisory Council members and local CBOs were important aspects of the response to the events. The IOUs applied learnings from 2019 but recognize that there is still more work to be done. This meeting focused on listening to Statewide IOU AFN Advisory Council members on “what worked” and “what did not.”
- **November 6, 2020:** This meeting focused on working to address improvement opportunities for PSPS event implementation. Each IOU shared a deep dive into their current backup power programs.

The Statewide IOU AFN Advisory Council's feedback is guiding the following past and future PG&E actions:

- **PG&E added an additional dedicated AFN resource to complement the current Americans with Disabilities Act (ADA) Coordinator's work within the AFN community;**
- **PG&E will improve customer outreach materials by leveraging the internal and external expert review of PSPS communications;**
- **PG&E will enhance the existing partnership with 2-1-1 to create a consistent statewide response to provide social services resources during a PSPS event;**
- **PG&E will continue to improve CRCs to support the AFN community, including accessibility, signage, charging and privacy screens; and**
- **PG&E will add Statewide IOU AFN Advisory Council members to the early PSPS notification distribution list.**

The next Statewide IOU AFN Advisory Council meeting is scheduled for Friday, December 11, 2020. Meeting topics include solicitation of feedback from participants regarding key areas of focus for 2021, which will inform agendas and cadence for future meetings. The meetings will continue in 2021. PG&E will provide a schedule in the 2021 PSPS AFN Plan.

PG&E and Telecommunications Resiliency Collaborative: PG&E initiated this coordination group in early 2020, to create a forum for communications providers to provide feedback on PG&E's current PSPS implementation protocols and to coordinate engagement before and during PSPS events, as well as to enhance collaboration and coordination during emergency response generally. Since filing PG&E's second Progress Report on Phase 2 OIR Implementation of De-Energization Guidelines (Attachment 2020WMP_ClassB_PGE-28_Atch01), PG&E has held the following sessions with the Communications providers:

- **August 26, 2020:** The group reviewed PG&E's 2020 efforts and preparations, provide an update regarding the Cellular Telecommunications Industry Association (CTIA) and Edison Electric Institute collaborative efforts at the federal level, and provide other legislative-related updates. Attendees included representatives from AT&T, Verizon Wireless, Comcast, Charter Communications, Frontier Communications, T-Mobile, Consolidated Communications, U.S. Cellular, Sierra Telephone and CTIA.

- **October 8, 2020:** Representatives from Verizon, AT&T, Comcast, T-Mobile, U.S. Cellular, Charter Communications, Cox Communications, provided feedback to PG&E, the CPUC, and the California Office of Emergency Services about the September 2020 PSPS events. Feedback was generally positive, with improvements recommended for more accessibility to PSPS event information, including maps in the PSPS portal and the support role provided during PSPS events by the Critical Infrastructure Lead (CIL). Other specific feedback was provided, such as suggesting the use of the PSPS portal for sharing information during non-PSPS events (e.g., rotating outages), and suggesting changes to the notification content and quantity, PSPS portal content (data fields) and cadence of updates to the PSPS Portal.

More information about the AFN-related councils can be found in PG&E's 2020 PSPS AFN Plan (Attachment 2020WMP_ClassB_PGE-28_Atch02), PG&E's September 2020 PSPS AFN Quarterly Progress report (Attachment 2020WMP_ClassB_PGE-28_Atch03), and PG&E's December 2020 AFN Quarterly Progress Report filed on December 1, 2020 (Attachment 2020WMP_ClassB_PGE-28_Atch04).

More information about the PSPS Advisory Board, PSPS Regional Working Groups, Telecommunications Resiliency Collaborative can be found in PG&E's second Progress Report on Phase 2 OIR Implementation of De-Energization Guidelines, filed December 7, 2020 (Attachment 2020WMP_ClassB_PGE-28_Atch01).

PG&E will continue to meet with these stakeholders and will periodically bring these groups together, along with other stakeholder groups outlined in D.20-05-051, to solicit feedback on the PSPS Program.

PSPS Portal Improvements

Based on lessons learned from the 2020 PSPS events, PG&E is evaluating PSPS Portal improvements for the 2021 PSPS season. For example, based on meetings with communications providers, PG&E is reviewing the specific data fields needed in the files being shared on the Portal with Public Safety Partners to incorporate feedback into 2021 PSPS Portal updates. Additionally, PG&E is confirming expectations that the intent is the PSPS Portal has a set cadence for routine, twice-daily updates at approximately 07:30 and 14:30 (even if there are no changes to geographic scope or customer impacts during an event).

More information on PSPS Portal improvement activities can be found in PG&E's second Progress Report on Phase 2 OIR Implementation of De-Energization Guidelines, filed December 7, 2020 (Attachment 2020WMP_ClassB_PGE-28_Atch01).

County Report

PG&E representatives will be providing counties and tribes with a quarterly report that contains the following information:

- **County Engagement Update**: A summary of quarterly outreach efforts that PG&E has conducted with each county, tribe and community and when these efforts were conducted or are scheduled. These efforts include PPS Listening Sessions, Wildfire Safety Working Sessions, PPS Full-Scale Exercises, Wildfire Safety Open House Webinars and quarterly regional working group meetings. This document also includes status updates regarding specific follow up items that have been identified during recent engagements to ensure that we are honoring requests made by partners and helping with PPS and wildfire preparation efforts as much as possible.
- **County Progress Report**: A summary of county-specific status updates regarding the various wildfire mitigation efforts we are conducting, which include weather station and high-definition camera installation, CRCs, sectionalizing device installation, system hardening, EVM projects and temporary microgrid (as applicable) projects.

The first set of quarterly County Reports were disseminated to counties and tribes on September 21, 2020. PG&E plans to distribute County Reports again at the end of the fourth quarter. These reports will then be made available online on PG&E's CWSP page (www.pge.com/cwsp).

Customer Outreach

PG&E expanded outreach efforts in 2020 to include additional informational resources, including videos, brochures, events and online tools to help customers and communities prepare. We reached out to customers through multiple touchpoints to provide communities with CWSP/PPS-related information via:

- **Wildfire Safety Webinars**: PG&E hosted webinars to provide county-specific information to customers throughout PG&E's services area. These events were held every Wednesday evening from late April through September 2020, with 19 total events completed. The presentation portion of the webinar was

recorded in 16 languages, including American Sign Language (ASL). The full schedule of webinars, along with presentation documents and recorded and translated videos of presentations, are available at www.pge.com/firesafetywebinars.

**TABLE 5
WILDFIRE SAFETY WEBINARS**

Counties Invited				Date
Butte	Plumas	Lassen		April 29, 2020
Sonoma	Napa			May 6, 2020
Placer	Nevada	Sierra	Yuba	May 13, 2020
Colusa	Yolo	Solano		May 20, 2020
El Dorado	Amador	Calaveras		May 27, 2020
San Mateo	Santa Clara			June 3, 2020
Alameda	Contra Costa	Marin		June 10, 2020
Mendocino	Lake			June 17, 2020
Santa Cruz	Monterey	San Benito		June 24, 2020
Humboldt	Trinity	Siskiyou		July 1, 2020
Glenn	Tehama	Shasta		July 8, 2020
Alpine	Tuolumne	Mariposa		July 15, 2020
Merced	San Joaquin	Stanislaus		July 22, 2020
San Luis Obispo	Santa Barbara			July 29, 2020
Tulare	Madera	Fresno	Kern	Aug 5, 2020
All PG&E Customers				Aug 12, 2020
Wildfire Safety Town Hall				Aug 26, 2020
In-language All PG&E Customers – Chinese				Aug 31, 2020
In-language All PG&E Customers – Spanish				Sept 2, 2020

A total of approximately 5,500 people attended these webinar presentations. These customer-focused CWSP webinars were held in advance of 2020 wildfire season, and there are no additional changes to this schedule since last reporting.

- Direct-to-Customer Mailings/E-Mails: To help customers prepare for emergencies and a potential PSPS event in 2020, PG&E conducted a multi-channel outreach and awareness campaign including letters, e-mails, tenant education kits, postcards and more. See Table 6.

**TABLE 6
CWSP/PSPS PREPAREDNESS MAILINGS**

Name of Email or Mailing Campaign	Date
Large customer "Update your contact information" e-mail	April 10
Public safety partner e-mails (Water, Telecom, Transportation)	May 4
PSPS awareness bill package	May 5
Residential customer "Update your contact information" postcard	May 6
Master Meter Medical Baseline tenant e-mail	May 11
Master Meter tenant education e-mail, tenant education kit	May 21
"No Contact Information" bill packaging/envelope messaging	May 27
PSPS awareness e-mail	May 30
Medical Baseline acquisition letter/e-mail	June 20
PSPS awareness bill insert/envelope messaging	June 26
Backup power education e-mail	July 4
CBO toolkit e-mail	July 7
August "Update your contact information" envelope messaging	July 26
PSPS preparedness brochure/Medical Baseline brochure	July 31
PSPS Resources education e-mail	August 8
PSPS Notifications postcard and e-mail	August 11
Medical Baseline Awareness/Resources postcard and e-mail	August 11
Master Meter PSPS Reminder postcard	August 11
PSPS Resources September bill packaging/envelope messaging	August 26
PSPS Progress education e-mail	September 12
PSPS Progress Report e-mail	September 29
Regional Working Group update e-mail	October 1
October bill packaging/envelope messaging e-mail	October 10
PSPS Outage Tools education e-mail	October 17
PSPS Address-Level Alerts announcement	October 23
Post-PSPS Event Agency Survey	November 4
November bill packaging/envelope messaging	November 8
Outage Preparedness education e-mail	November 21
Business Customer Outage Preparedness education e-mail	November 28
<i>*Items updated from last reporting are in bold.</i>	

- Informational Videos: PG&E developed a series of short (3-5 minute) and long-form videos (30 minutes) about the CWSP and PSPS programs that can be found at www.pge.com/pspsvideos and on PG&E's YouTube Channel at www.youtube.com/user/pgevideo. Topics of the short-form videos include:
 - What is a PSPS?;
 - PSPS – What's New in 2020?;

- PSPS Weather Monitoring; and
- PSPS Decision-making.

PG&E also created and aired a 30-minute television program, called “Preparing for Public Safety Power Shutoff,”⁴ which provides details of our CWSP and shares ways customers and communities can plan and prepare for PSPS events. The program aired between September and November 2020 with 25 television placements throughout our Northern and Central California service territory—many of these placements coincided with PSPS events to provide the right information at the right time in affected communities.

PG&E is planning to develop additional short-form videos about other topics, including:

- EVM;
- Microgrids;
- PSPS Power Restoration Steps; and
- System Hardening.

- **Social Media: PG&E regularly provides customer preparedness resources through its official social media channels, including:**

- Twitter;
- Facebook;
- YouTube;
- Instagram; and
- Nextdoor.

Below please find a table summarizing posts, views, shares and reach (impressions) recorded for wildfire preparedness social media.

⁴ <https://www.youtube.com/watch?v=PI-AzONbujk>.

**TABLE 7
SOCIAL MEDIA USAGE SUMMARY**

Social Media 10/1 – 11/30	Posts	Shares/Retweets	Views	Impressions
Facebook	12	72	–	565,350
Instagram	0	0	0	0
Nextdoor	0	0	0	0
Twitter	82	118	–	252,876

During the 2020 PSPS events, PG&E provided event update videos on our social media platforms in English, ASL, Spanish, and Mandarin.⁵ Some social media posts are translated into up to 15 languages. We also developed a three-minute YouTube video on safety tips for those with medical needs. We continue to work with 36 multi-cultural media organizations and five CBOs to assist with in-language communications and share our social media posts before and during PSPS events.

Website Improvements

Since the 2019 PSPS events, PG&E has made significant content, user experience, stability and capacity improvements to its website. PG&E has built a new standalone, cloud-based website specifically for emergencies with the following functionalities and content:

- **Automatically redirects traffic from pge.com to alert site when an event is active;**
- **Hosts an “all-in-one” map that includes both PSPS planned outages and actual outages (previously two separate maps and webpages);**
- **Offers more precise event maps at the parcel level (rather than buffered polygons that may falsely indicate certain addresses are included or excluded from the event scope);**

⁵ See examples of translated social media posts:

- PSPS Alert Banner: <https://twitter.com/PGE4Me/status/1321169776014667779/photo/1>.
- PSPS Event Update in Chinese:
<https://twitter.com/PGE4Me/status/1321220048791334912?s=20>.
- PSPS Update in Spanish:
<https://twitter.com/PGE4Me/status/1321219692392968193?s=20>
- PSPS Warning Alert in ASL:
<https://twitter.com/PGE4Me/status/1320423102866542593?s=20>.

- **Provides lower bandwidth options, including “no map” outage tools on the website, which are easier to access for certain customers (such as cell phone users);**
- **Uses more concise language and layouts for fast, clear information delivery;**
- **Establishes a web performance protocol to ensure sufficient bandwidth capacity;**
- **Provides a fully multilingual site that mirrors the English site with translated content currently available in 16 additional languages, as required by the recent Administrative Law Judge ruling issued on August 21, 2020, regarding compliance filings submitted in response to D.20-03-004; and**
- **Verified ADA accessibility on both web and mobile views.**

The new standalone emergency website launched in June 2020. PG&E detailed its website improvements in its first and second Progress Report on Phase 2 OIR Implementation of De-Energization Guidelines, filed on August 4, 2020 and December 7, 2020, respectively. Please see Attachment 2020WMP_ClassB_PGE-28_Atch05 and Attachment 2020WMP_ClassB_PGE-28_Atch01. In addition, please refer to PG&E’s PSPS ESRB-8 event reports for specific website statistics for each of the 2020 PSPS events (Section 6 – Customer Notifications).⁶

PG&E also translated “critical”⁷ webpages from English into 15 non-English languages in 2020. See Table 2 for a list of the pages translated:

⁶ www.pge.com/pspsreports.

⁷ PG&E describes its approaches for translating various types of materials in its print media and web content in its 2020 Outreach Workplan (p. 11-12), such as clarifying instances when full translations are made available vs. tagline translations.

**TABLE 8
LIST OF TRANSLATED “CRITICAL” WILDFIRE AND PSPS PREPAREDNESS WEBPAGES**

Webpage	Vanity	Languages Available
PSPS Landing Page	www.pge.com/psps	16
PSPS Event Updates Page (Emergency Website)	www.pge.com/pspsupdates	16
Wildfire Safety Landing Page	www.pge.com/wildfiresafety	16
PSPS Language Resources Page	www.pge.com/pspslangaugehelp	16
Medical Baseline Program	www.pge.com/medicalbaseline	16
PSPS Updates and Alerts	www.pge.com/en_US/residential/outages/public-safety-power-shutoff/psps-updates-and-alerts.page	16
PSPS Address Alert Signup	www.pge.com/pspsalerts	16
PG&E Disability and Aging (AFN) Page	www.pge.com/disabilityandaging	16 + ASL
Open House Webinar Schedule & Presentations	www.pge.com/openhouse	16 + ASL
PSPS Support	www.pge.com/en_US/residential/outages/public-safety-power-shutoff/psps-support.page	16
Prepare for PSPS	www.pge.com/en_US/residential/outages/public-safety-power-shutoff/prepare/prepare-for-psps.page	16
Why PSPS Events Occur	www.pge.com/en_US/residential/outages/public-safety-power-shutoff/why-psps-events-occur.page	16
Minimizing PSPS Events	www.pge.com/en_US/residential/outages/public-safety-power-shutoff/minimizing-psps-events.page	16
Wildfire Recovery & Support	www.pge.com/en_US/residential/outages/public-safety-power-shutoff/psps-support.page	16
Consumer Protections	www.pge.com/consumerprotections	16
PSPS Event Reports	www.pge.com/pspsreports	16

In each PSPS ESRB-8 event report (Section 6 – Customer Notifications) submitted in 2020, PG&E described the content and functionality available on the website for each event, highlighting improvements made since reporting the previous event. During 2020 PSPS events, PG&E placed banners on multiple pages on www.pge.com that drove traffic to PG&E’s PSPS event site and implemented tools to drive traffic to and maintain stability of the PSPS emergency website / event updates page, www.pge.com/pspsupdates. In addition, anyone who entered pge.com was taken to a splash screen on the PSPS event site giving the user a choice of visiting pge.com or the

PSPS updates web pages. PG&E also made the following updates to the website in 2020 to support customers with AFN:

- Launched Thai, Hindi, and Portuguese languages on the emergency site used during PSPS events for a total of 16 languages;
- Launched preparedness content in 16 languages on pge.com, including PSPS landing page, how to prepare for a PSPS, PSPS support, Medical Baseline, People with Disabilities and Aging;
- Launched a new webpage available in 16 languages dedicated to describing our language support services for customers and help customers get in-language notifications and PSPS information (www.pge.com/pspslanguagehelp);
- Provided details of CRCs made available as soon as sites were confirmed (up to two days before de-energization for some locations), including locations listed by county, resources available at each center, type of CRC (e.g., indoor, outdoor), and operating hours. CRC locations were also indicated on the PSPS impact map;
- Provided links to additional resources for customers, including links to PG&E's electric vehicle charging locator map, videos in ASL, locations of Independent Living Centers, resources for customers with accessibility, financial, language and aging needs, backup power safety tips, Medical Baseline program information, and more; and
- Updated content and navigation of the AFN-targeted web page, www.pge.com/disabilityandaging, based on feedback received by members of the PWDAAC during the August 28, 2020, meeting. The page now includes resources available during a PSPS event and make the page more intuitive for customers seeking information. We organized the webpage by four categories of need, with applicable resources for each category. The categories include: (1) If you rely on power for medical/and or independent living needs; (2) If you need financial assistance; (3) If you are disabled or an older adult; and (4) If you need language support. We updated this webpage during each PSPS event as new resource partners were added.

In addition to our website, PG&E provides PSPS event information to Google, who issued Google SOS alerts to the public. PSPS outage information is provided on Google products, including alert banners in Search and Maps with references to the PG&E website and available resources. The alerts include the name of the PSPS

incident (e.g., "Northern California Power Outages") with links to more comprehensive outage information.

Meetings with Key Stakeholders

PG&E regularly meets with key stakeholders including city/county/tribal officials, community groups and business associations. In 2020, meeting topics include additional information about PSPS mitigation efforts, local progress on wildfire safety measures and expanded resources available to prepare for PSPS events. To date, in 2020 PG&E has conducted meetings with more than 380 individual stakeholders (in addition to the other meetings referenced throughout this report). A list of stakeholder meetings held since last reporting has been provided in Table 10 below (p. 50). A list of stakeholder meetings held since last reporting has been provided

AFN Community Outreach

As we provided in the last reporting, on June 1, 2020, PG&E filed its 2020 PSPS AFN Plan, which includes a summary of the research, feedback and external input that has shaped the AFN population support strategy before and during PSPS events, the programs that serve these customers, the preparedness outreach approaches that are focused on vulnerable populations and the in-event customer communications that serve AFN populations. Please see Attachment 2020WMP_ClassB_PGE-28_Atch02.

PG&E continues to actively support and collaborate with the AFN community in multiple ways, including:

- **Conducting External Feedback and Research:** Through consultation with PG&E PWDAAC, Statewide IOU AFN Council, Disadvantaged Communities Advisory Group, Low Income Oversight Board, local government advisory councils and working groups, Communities of Color Advisory Group, as well as research directly with its customers;
- **Continuing Outreach for and Management of Ongoing Customer Support Programs:** Such as the Disability Disaster Access Program, Portable Battery Program, Medical Baseline program, Energy Savings Assistance Program, California Alternate Rates for Energy Program, Family Electric Rate Assistance Program, Tribal Engagement, Food Bank and Meals on Wheels Programs, Well Pump Generator Rebate Program, Self-Generation Incentive Program, CRC Program and 211 referral service;

- **Conducting Direct-to-Customer and Community Preparedness Outreach:** Through written communications to customers (e.g., e-mails, fact sheets, flyers, brochures, signage), Medical Baseline program acquisition targeting using its newly developed propensity model to target Medical-Baseline eligible customers, providing master meter tenant education with both owners and tenants, engaging with the healthcare industry, conducting Wildfire Safety Open House webinars, broadcasting and posting educational videos, engaging with over 300 CBOs and multicultural media organizations, and making communications translated and accessible for people with disabilities;
- **Bolstering PSPS In-Event Customer Communications:** PG&E continues improving customer notifications content, optimizing Medical Baseline customer contacts (including hourly retry process and door knocks), improving the quality and content of PGE.com, improving the dedicated CBO Liaison process, providing prompt customer contact center support, increasing media engagement, offering ZIP Code alerts, which is now transitioning to Address-Level Alerts starting November 2020) and engaging with Google to issue SOS alerts; and
- **Working with CBOs and multicultural media organizations:** PG&E engages with these partners to provide resources in a PSPS event, such as backup power solutions and communication for those with AFN. To date, PG&E has engaged with over 250 CBOs for information sharing and has secured contracts with 97 CBOs to provide additional resources to customers during PSPS events (e.g., portable battery provision, food replacement and translation services/event communications in indigenous languages).

PG&E filed its first quarterly PSPS AFN Progress update on September 1, 2020 (Attachment 2020WMP_ClassB_PGE-28_Atch03), and its second 2020 AFN Quarterly Progress Report on December 1, 2020 (Attachment 2020WMP_ClassB_PGE-28_Atch03) The progress reports include further information about the activities and progress of these various efforts.

ii. The timeline for completion of the actions identified in (i);

Timing for each of these items is described above in Section i.

iii. Actions it completed in the previous quarter;

**TABLE 9
WILDFIRE SAFETY WORKING SESSIONS**

Agency	Date
Solano County	March 31, 2020
Colusa County	April 8, 2020
Sonoma County	April 9, 2020
Tuolumne County	April 9, 2020
Tuolumne County	April 17, 2020
Humboldt County	April 23, 2020
Butte County	April 30, 2020
Trinity County	May 6, 2020
Lake County	May 7, 2020
Mariposa County	May 12, 2020
Mendocino County	May 12, 2020
Lassen County	May 14, 2020
Shasta County	May 19, 2020
Yolo County	May 19, 2020
Napa County	May 20, 2020
Calaveras/Alpine Counties	May 21, 2020
Plumas County	May 21, 2020
Siskiyou County	May 26, 2020
Placer County	May 27, 2020
City of San Jose	May 28, 2020
Contra Costa County	May 28, 2020
Santa Clara County	May 29, 2020
Tehama County	June 1, 2020
Nevada County	June 2, 2020
Alameda County	June 2, 2020
Marin County	June 3, 2020
Madera County	June 5, 2020
Santa Cruz County	June 11, 2020
San Benito County	June 23, 2020
Tuolumne Band of Me-Wuk Indians and Tuolumne County	June 25, 2020
Fresno County	July 2, 2020
Santa Barbara County	July 9, 2020
Kings County	July 10, 2020
Tulare County	July 21, 2020
<i>*Items updated from last reporting are in bold.</i>	

**TABLE 10
STAKEHOLDER MEETINGS**

Event/Audience	Date
Rotary Club of Fremont	June 17
Statewide IOU AFN Advisory Council	June 18
Silicon Valley Leadership Group Energy Committee	June 18
Statewide IOU AFN Advisory Council	June 18
PG&E and Telecommunications Providers Resiliency Collaborative	June 22
Solano County Board of Supervisors	June 23
Joint AFN Work Group – City of Fresno and Fresno County Public Health	June 24
Antioch Chamber of Commerce Zoom Mixer	June 25
Peoples with Disabilities and Aging Advisory Council	June 26
Calpine	July 2
Town of Windsor	July 6
Access and Functional Needs PSPS Preparedness Webinar (1 of 2)	July 8
Santa Rosa Metro Chamber of Commerce	July 8
PG&E PSPS County PIO Communications Webinar	July 9
California Hospital Association and the HC Board of Directors of Northern and Central California	July 10
Access and Functional Needs PSPS Preparedness Webinar (2 of 2)	July 13
Auburn City Council	July 13
City of Santa Maria	August 4
Avila Valley Advisory Council	August 10
Access and Functional Needs PSPS Preparedness Webinar (11:00am-12:30pm)	August 13
Auburn City Council (6:00pm)	August 13
PSPS Portal User Training	August 13
Food Bank Resource Partner Training	August 13
Meals on Wheels Resource Partner Training	August 13
Marin County Council of Mayors & Councilmembers	August 13
PG&E Wildfire Safety Kickoff (7:30-9:30am)	August 14
California Large Energy Consumers Association (CLECA)	August 14
Statewide IOU AFN Advisory Council	August 14
University of California, Davis (1:00-2:30pm)	August 17
PSPS Central Region Exercise (7/15/20 – 7/17/20)	August 17
California Public Utilities Commission	August 17
PSPS Portal User Training	August 17
Stanford Healthcare PSPS Working Group (12:00pm)	August 18
PG&E Wildfire Safety Kickoff (7:30-9:30am)	August 18
PG&E Open House Webinar – Alpine, Tuolumne and Mariposa County	August 18
Santa Cruz County	August 18
PG&E Wildfire Safety Kickoff (1:00-3:00pm)	August 18
Placer County Water Agency	August 18

**TABLE 10
STAKEHOLDER MEETINGS
(CONTINUED)**

Event/Audience	Date
Greater Auburn Area Firesafe Council (9:00am)	August 18
Wildfire Safety Open Forum (5:00pm)	August 18
West County Senior Coalition	August 18
Fort Bragg Rotary Club	August 18
Portola Valley Community Meeting	August 18
PSPS Portal User Training	August 18
Marin Public Disaster and Preparedness Committee	August 18
City of Mill Valley	August 18
Mendocino County Board of Supervisors	August 18
Kiwanis Club of Napa	August 18
Mendocino County Board of Supervisors	August 18
Sausalito City Council	August 18
San Benito County Board of Supervisors	August 18
San Juan Bautista City Council	August 18
Monte Sereno City Council	August 18
San Luis Obispo	August 18
Rotary Club of San Rafael	August 19
El Dorado County Board of Supervisors	August 19
Stanford Health Care (1:00pm)	August 19
Auburn Lake Trails Fire Safe Council	August 19
Town of Windsor	August 19
PG&E Wildfire Safety Kickoff (7:30-9:30am)	August 20
PG&E Open House Webinar – Merced, San Joaquin and Stanislaus County	August 20
U.S. Congressional Staff Webinar	August 20
Livermore Chamber Business Alliance	August 20
PSPS Advisory Committee	August 20
PSPS Portal User Training	August 20
Belvedere City Council (6:30pm)	August 20
Sonoma County Hospitality Association	August 20
Lake County Economic Development Board	August 20
City of Concord VOAD	August 20
Rotary Club of El Cerrito	August 20
PSPS Portal User Training	August 25
Bay Area Regional Working Group (1:00-3:00pm)	August 25
South Bay/Central Coast Regional Working Group (1:00-3:00pm)	August 25
Lafayette City Council	August 25
North Coast Regional Working Group (1:30-3:30pm)	August 25

**TABLE 10
STAKEHOLDER MEETINGS
(CONTINUED)**

Event/Audience	Date
Town of San Anselmo	August 25
Central Valley Regional Working Group (1:00-3:00pm)	August 26
Sierra Regional Working Group (1:30-3:00pm)	August 26
Lower Russian River Municipal Advisory Committee	August 26
El Dorado County Grant Commission	August 26
PG&E and Telecommunications Providers Resiliency Collaborative	August 26
Water Agency Members of the Association of California Water Agencies (ACWA)	August 27
PG&E Open House Webinar - San Luis Obispo and Santa Barbara County	August 27
Central Coast Nonprofit Partners	August 27
PSPS Portal User Training	August 27
City of San Rafael	August 27
Mill Valley Chamber of Commerce	August 27
California HC	August 27
PSPS Portal User Training	August 28
PSPS North Region Exercise (8/3/20 – 8/7/20)	August 28
Corte Madera Council	August 28
California Association of Medical Product Providers	August 28
PWDAAC	August 28
City of Santa Maria	August 31
North Bay Leadership Council – Wildfire Safety in Sonoma County	August 31
Environmental Protection Agency (EPA) California Water Sector PSPS Webinars - PSPS SOP Fundamentals (10:00am-12:00pm)	August 31
California Catastrophe Response Council	August 31
Rural Bonny Doon Association meeting (7:30pm)	September 1
County of Sonoma Human Service Department – Area Agency on Aging	September 1
PSPS Portal User Training	September 1
Town Hall with Madera County District 5 Supervisor (6:00PM)	September 1
PSPS Portal User Training	September 1
Lake County Board of Supervisors	September 1
Adventist Health Group	September 1
Avila Valley Advisory Council	September 2
Arroyo Grande City Council	September 2
Drive Thru Senior Info Fair	September 2
In-Language CBO Partners (2:00pm)	September 2
Napa County Board of Supervisors	September 2
Town of Paradise Town Hall	September 2
St. Helena City Council	September 3
Rocklin City Council	September 3
UC Davis	September 3

**TABLE 10
STAKEHOLDER MEETINGS
(CONTINUED)**

Event/Audience	Date
Hillsborough City Council	August 25
Grass Valley City Council	August 25
Mountain View Chamber of Commerce	August 25
Food Bank PSPS Training	August 25
Benicia Leader Roundtable	August 25
Town of Ross – Public Works Director and Police Chief	August 25
Nevada County Board of Supervisors	August 25
Small Business Utility Advocates	September 3
California Public Utilities Commission – Policy Innovation and Coordination Group for the Electric Program Investment Charge: PSPS Workstream (10:00-11:30am)	September 3
EPA California Water Sector PSPS Webinars - Response, Recovery and Lessons Learned (10:00am-12:00pm)	September 3
Resources for Independence – Central Valley	September 3
PG&E Open House Webinar – General Audience	September 4
SPUR - Urban Infrastructure Council	September 4
CPUC PG&E Public Briefing (10:00am-12:00pm)	September 8
Coyote Valley Tribe	September 9
City of Morgan Hill Disaster Preparedness Town Hall	September 9
University of California, Davis	September 9
Stanford Healthcare PSPS Working Group	September 9
Sonoma County PSPS Preparedness Town Hall	September 10
Sonoma County Farm Bureau	September 10
Kiwanis Club of Napa	September 10
Mendocino County Board of Supervisors	September 10
Greater Auburn Area Firesafe Council	September 10
Rotary Club of San Rafael	September 10
El Dorado County Board of Supervisors	September 10
US Congressional Staff Webinar	September 10
Statewide IOU AFN Advisory Council	September 10
Water Agency Members of the ACWA	September 10
San Benito County Board of Supervisors	September 11
Peoples with Disabilities and Aging Advisory Council	September 11
San Juan Bautista City Council	September 14
Monte Sereno City Council	September 15
San Luis Obispo	September 15
Cal FIRE Chief Scott Lindgren	September 16
California Association of Health Facilities	September 16
California In-Home Supportive Services Consumer Alliance (CICA)	September 16
Town of Windsor	September 17

**TABLE 10
STAKEHOLDER MEETINGS
(CONTINUED)**

Event/Audience	Date
El Dorado County Fire Safe Council	September 17
PWDAAC	September 18
Statewide IOU AFN Advisory Council	September 18
Sonoma County Hospitality Association	September 21
Lake County Economic Development Board (10:00am)	September 22
City of Concord Voluntary Organizations Active in Disaster	September 22
Rotary Club of El Cerrito	September 23
PSPS Portal User Training	September 23
CPUC Briefing on Select Topics	September 25
Town of Ross - Public Works Director and Police Chief (1:00pm)	September 25
Nevada County Board of Supervisors	September 25
CLECA Bi-Annual Meeting	September 25
Town of San Anselmo	September 30
PG&E Open House Webinar and Safety Town Hall- General Audience	September 30
North Bay Leadership Council – Wildfire Safety in Marin County	September 30
PSPS Hospital Resiliency Webinar (1:30-3:00pm)	September 30
Madera County District 5 Supervisor Tom Wheeler	October 2
Marin County Board of Supervisors Aides (10:00am)	October 5
ARCA Directors of Client Services Presentation (9:15-10:00)	October 5
PWDAAC	October 5
Area Agency on Aging – Regional Center Client Services Directors	October 6
Stanford Health Care Abilities Coalition Virtual Conference	October 6
Supervisor Brian Veercamp Fuels Reduction Discussion	October 7
EPA Tribal and IOU PSPS Conference	October 8
Stanford Medicine	October 8
Lake County Board of Supervisors (10:00am)	October 9
Sutter Health Systems	October 11
City of Placerville	October 12
Larkspur City Council	October 12
St. Helena Napa Kiwanis	October 14
Yountville Chamber of Commerce	October 14
Marin Customer – College Campus	October 15
Resources for Independence - Central Valley	October 15
PSPS Advisory Committee	October 15
St. Helena Business Forum (9:30am)	October 16
Contra Costa County	October 19
Sausalito City Council (7:00pm)	October 19
Nevada City Council	October 20
Alameda County City Manager's Association Meeting (9:30am)	October 20

**TABLE 10
STAKEHOLDER MEETINGS
(CONTINUED)**

Event/Audience	Date
California Association of Medical Product Suppliers	October 20
San Francisco Lifelines Council	October 21
Ready Nevada County – Wildfire Prevention (2:00-4:00pm)	October 22
State Council on Developmental Disabilities (SCDD) Virtual Conference: Quality Service in a Time of Emergency	October 22
California State Legislature PSPS Webinar (10:30-11:30am)	October 23
California Village Movement (Seniors)	October 26
San Francisco Federal Executive Board (9:00-10:30am)	October 29
San Luis Obispo County Schools Facilities Managers	October 30
PWDAAC	November 2
Prime HealthCare Group	November 2
St. Agnes Medical Group	November 2
Apria HealthCare	November 4
Partnership HealthPlan of California	November 5
Kaiser Permanente	November 5
DaVita Kidney Care	November 5
Antioch Rotary Club (12:00)	November 6
Alameda Health System	November 6
Drive-Thru Senior Information Fair	November 6
Statewide IOU AFN Advisory Council	November 6
South San Luis Obispo County Chambers of Commerce – Diablo Canyon Power Plant and PG&E Power Grid	November 9
Placer County District 5 Supervisor	November 10
In-Language Resource Partner Training	November 12
Marin County Board of Supervisors	November 13
CICA (10:00am)	November 16
Temporary Assistance for Needy Families in Sonoma & Marin	November 17
Clearlake City Council Meeting	November 19
Santa Maria Valley Chamber of Commerce’s Government/Business Roundtable Committee (8:00am)	November 20
In-Language Resource Partner Training	November 20

**TABLE 11
MAILINGS**

Event/Audience	Date
CBO Toolkit E-mail	July 4
August "Update your contact information" Envelope Messaging	July 26
PSPS Preparedness Brochure/Medical Baseline Brochure	July 31
PSPS Resources Education E-mail	August 8
PSPS Notifications Postcard and E-mail	August 11
Medical Baseline Awareness/Resources Postcard and E-mail	August 11
Master Meter PSPS Reminder Postcard	August 11
PSPS Resources September Bill Packaging/Envelope Messaging	August 26
PSPS Progress Education E-mail	September 12
PSPS Progress Report E-mail	September 29
Regional Working Group Update E-mail	October 1
Post-PSPS Event Agency Survey	November 4
November Bill Packaging/Envelope Messaging	November 8
Outage Preparedness Education E-mail	November 21
Business Customer Outage Preparedness Education E-mail	November 28

**TABLE 12
REGIONAL WORKING GROUP MEETINGS**

Event/Audience	Date
<u>North Coast</u> : Colusa, Glenn, Humboldt, Lake, Mendocino, Napa, Sacramento, Siskiyou, Solano, Sonoma, Trinity, Yolo counties	July 28
<u>Sierra</u> : Alpine, Amador, Butte, El Dorado, Lassen, Nevada, Placer, Plumas, Shasta, Sierra, Sutter, Tehama, Yuba counties	July 29
<u>Bay Area</u> : Alameda, Contra Costa, Marin, San Francisco, San Mateo	July 27
<u>South Bay/Central Coast</u> : Monterey, San Benito, San Luis Obispo, Santa Barbara, Santa Clara, Santa Cruz counties	July 27
<u>Central Valley</u> : Calaveras, Fresno, Kern, Kings, Madera, Mariposa, Merced, San Joaquin, Stanislaus, Tulare, Tuolumne	July 28

iv. Actions planned for completion in the following quarter (Q4 2020), all dates provided are as of December 1, 2020 and subject to change.

**TABLE 13
STAKEHOLDER MEETINGS**

Event/Audience	Date
PSPS Listening Session – Calaveras County	December 1
PSPS Listening Session – Butte County	December 1
PSPS Listening Session – Hospitals	December 2
City of Lakeport	December 2
PSPS Listening Session – Mendocino County	December 3
PSPS Listening Session – Placer County	December 4
PSPS Listening Session – Lake County	December 7
PSPS Listening Session – San Joaquin County	December 7
<u>Bay Area Regional Working Group</u> – Alameda, Contra Costa, Marin, San Francisco, San Mateo	December 7
PSPS Listening Session – Telecommunications	December 8
PSPS Listening Session – Transportation	December 8
<u>South Bay/Central Coast Regional Working Group</u> – Monterey, San Benito, San Luis Obispo, Santa Barbara, Santa Clara, Santa Cruz counties	December 8
<u>Central Valley Regional Working Group</u> – Calaveras, Fresno, Kern, Kings, Madera, Mariposa, Merced, San Joaquin, Stanislaus, Tulare, Tuolumne	December 8
PSPS Listening Session – Lassen County	December 8
PSPS Listening Session – Alameda County	December 8
PSPS Listening Session – Tuolumne County	December 8
<u>North Coast Regional Working Group</u> – Colusa, Glenn, Humboldt, Lake, Mendocino, Napa, Sacramento, Siskiyou, Solano, Sonoma, Trinity, Yolo counties	December 9
<u>Sierra Regional Working Group</u> – Alpine, Amador, Butte, El Dorado, Lassen, Nevada, Placer, Plumas, Shasta, Sierra, Sutter, Tehama, Yuba counties	December 9
PSPS Listening Session – El Dorado County	December 9
PSPS Listening Session – Sierra County	December 9
PSPS Listening Session – Municipalities	December 10
PSPS Listening Session – Water Agencies	December 10
PSPS Listening Session – MUNIs	December 10
PSPS Listening Session – Colusa County	December 10
Statewide IOU AFN Advisory Council	December 11
Amador County Commission on Aging	December 15
PSPS Listening Session – Yuba County	December 16
PSPS Listening Session – Monterey County	December 16

Note: Additional stakeholder meetings will be added as requests are received from cities, counties, tribal governments, critical customers and other key stakeholders.

**TABLE 14
MAILINGS**

Event/Audience	Date
PSPS Year-End Improvements E-mail	December 26, 2020