

Public Safety Power Shutoff Overview

NARRATOR: California, Oregon, and Washington, along with several other Western states continue to experience an increase in wildfire risk and a longer wildfire season.

High winds can cause tree branches and debris to contact energized electric lines, damage our equipment, and cause a wildfire.

As a result, we may need to turn off power during severe weather conditions to help prevent wildfires. This is known as a Public Safety Power Shutoff.

Nearly 1/3 of the electric lines that provide our customers with power are now in High Fire-Threat District areas as designated by the California Public Utilities Commission.

PG&E will not take any chances with customer safety. The sole focus of a Public Safety Power Shutoff is to keep our customers safe.

Every day, PG&E monitors conditions across our system to ensure safe operations, including evaluating if we need to turn off power for safety as a last resort.

While no single factor will drive a Public Safety Power Shutoff, some factors include:

- Low humidity levels, 30% and below,
- Forecasted sustained winds generally above 19 miles per hour, and wind gusts that are typically more than 30 to 40 miles per hour
- Condition of dry material on the ground, and low moisture content of vegetation,
- A Red Flag Warning
- And real-time ground observations.

Our decision-making process also accounts for the presence of trees tall enough to strike power lines when determining if a Public Safety Power Shutoff outage is necessary.

This set of criteria is a first step, which may lead to further analysis from our meteorology team to determine if a Public Safety Power Shutoff is necessary.

To reduce the impact of Public Safety Power Shutoffs, we are listening to our customers and responding to feedback by providing more information and better resources.

We are doing this by:

- Improving customer notifications,
- Partnering with community-based organizations to provide food replacements,
- Providing portable batteries to eligible customers,
- Refining community resource center locations
- And providing better information, including address alerts for non-account holders and additional notifications and doorbell rings for medical baseline and self-certified vulnerable customers.

We know that losing power disrupts lives. That is why we are continuing to identify ways to reduce the impact of Public Safety Power Shutoff outages without compromising safety.

We are providing early notification about Public Safety Power Shutoff outages to our critical first responder partners, like fire departments, police, and state, local, and tribal offices of emergency services, providing time to mobilize as needed.

Our goal is to provide notifications to our customers two days ahead, one day ahead, just before power is shut off, and once power is turned off through calls, texts, and emails.

We will also use pge.com, digital advertising, and social media channels. And we will work with local news and radio outlets to get the message out to our customers, so that they can stay updated.

We will notify you once the weather has passed, share the estimated time of restoration, and send a confirmation once power has been restored to your home.

To help prepare for Public Safety Power Shutoff outages, here are some things you may want to consider:

- Update your contact information at pge.com/mywildfirealerts, or by calling 1-866-743-6589,
- Plan for medical needs,
- Build or restock your emergency kit
- And if you need extra help during a power shutoff, visit pge.com/pspsupport to learn about resources for customers who depend on power for medical and independent living needs.

PG&E is also encouraging our customers to go to the Safety Action Center to learn valuable information about wildfire risks and what customers can and should do to keep their home, family, or business safe.

For the latest on PG&E's wildfire safety efforts and the ways that we are improving Public Safety Power Shutoffs, visit pge.com/wildfiresafety.