

Top 5 reasons for an outage

At PG&E we work to provide all customers with safe and reliable energy, but there are still some instances where customers might experience an outage. PG&E will notify customers of planned outages such as certain maintenance work that requires that we turn off power for safety purposes. During severe weather, PG&E may need to turn off power to certain lines to prevent wildfires. Unexpected outages can still occur due to damage to our equipment, situations like extreme weather or a car crash. In high fire threat areas, we have innovative technology that automatically turns off power within one tenth of a second if a problem is detected. And the California Independent System Operator may order rotating outages when the demand for electricity exceeds supply, usually during a heatwave. To learn how to prepare for outages, visit [pge.com/outages](https://www.pge.com/outages).