

Community Wildfire Safety Program

Long-Form Video Script - What is a Public Safety Power Shutoff?

As California faces an increased wildfire threat, PG&E is enhancing and expanding our efforts to reduce wildfire risks across our service territory.

That is why, if severe weather threatens a portion of the electric system, it may be necessary for PG&E to turn off electricity in the interest of public safety. This is known as a Public Safety Power Shutoff, or PSPS.

With more than half of the area in our service territory now categorized as high risk for wildfires, Public Safety Power Shutoffs are an important tool for keeping customers and communities safe.

We all rely on electricity for everyday life and we want to work together with our customers on solutions that can prevent wildfires.

The power shutoff events that took place in 2019 disrupted many of our customers' lives and we are committed to learning from last year and improving in 2020.

That is why this year we are working to make events smaller in size, shorter in duration and smarter for our customers.

What Weather Could Lead to a PSPS Event?

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

PSPS events are more likely to occur in the historically drier and windier months of late summer and early fall.

While no single factor will drive a PSPS event, some factors include:

- A Red Flag Warning,
- Low humidity levels,
- Forecasted sustained winds generally above 25 miles per hour and wind gusts in excess of approximately 45 miles per hour,
- Conditions of dry fuel and
- On-the-ground, real-time observations

How is PG&E Improving Restoration Times?

After the extreme weather has passed and it is safe to do so, our crews must visually inspect each mile of our power lines to ensure they are free from damage and safe to energize.

We are working to cut restoration times in half compared to 2019 so that, in most cases, power will be restored within 12 daylight hours after severe weather has passed.

Steps we are taking include:

- Nearly doubling our exclusive-use helicopter fleet during events from 35 to 65 which allow for inspection of the lines more quickly; especially those lines that travel through rough terrain,
- Using two airplanes with infrared cameras capable of inspecting transmission lines at night and
- Adding more field crews to speed up inspections.

Advance Alerts for Customers and Community Partners

We are providing early notification about PSPS events to our critical first responder partners, like fire departments, police and the California Department of Emergency Services.

Our goal is to provide notifications to our customers two days ahead, one day ahead and just prior to shutting off power 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.

Once the severe weather has passed, we will share the estimated time of restoration, and send a confirmation once power has been restored to your home.

This year, we are updating our customer alerts about PSPS events to provide more detail earlier – including a window of time power is estimated to be shut off and a window of time power is estimated to be restored.

PG&E will also make additional outreach to customers enrolled in the Medical Baseline program including those who live in apartments or in trailer homes.

What Can You Do to Prepare?

To help prepare for Public Safety Power Shutoffs, 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
- And if you need extra help during a power shutoff, visit pge.com/disabilityandaging 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.

COVID-19 Script

As COVID-19 has impacted all parts of society, PG&E continues to be focused on the safety and health of both our customers and our employees. We remain in the field performing essential work while following safe distancing protocols as we understand the importance of keeping the lights on especially

as our community stays at home. And we are determined to address both the impact of the COVID-19 pandemic and the threat of major wildfires. Our overriding goal is to ensure public safety. For more information about the vital safety work that we are doing during COVID-19, please visit pge.com/covid19.