

What is a Public Safety Power Shutoff?

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. In 2021, we are doing more to help customers and communities before, during, and after public safety power shutoff events. 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. While no single factor will drive a public safety power shutoff event, some factors include low humidity levels generally 30% and below, forecasted sustained winds generally above 19 miles per hour, and wind gusts in excess of approximately 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 event 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 event is necessary. To reduce the impact of public safety power shutoff events, we are listening to our customers and responding to feedback by providing more information and better resources. This year, we are improving customer notifications, partnering with community-based organizations including local food banks and Meals On Wheels to provide food replacements, providing portable batteries to eligible customers, opening additional community resource centers, and providing better information, including address alerts for non-account holders and additional notifications and doorbell rings for medical baseline customers about when power will be turned off and back on. 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 events without compromising safety. We are providing early notification about public safety power shutoff events 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, and just prior to shutting off power through calls, texts, and emails. We will also use [pge.com](https://www.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 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. To help prepare for public safety power shutoff events, here are some things you may want to consider. Update your contact information at [pge.com/mywildfirealerts](https://www.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/pspsresources](https://www.pge.com/pspsresources) 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 we are improving public safety power shutoffs, visit [pge.com/wildfire_safety](https://www.pge.com/wildfire_safety).