



## **IMPORTANT CUSTOMER MESSAGE:**

**Taking actions to reduce wildfire risks in your neighborhood, community and beyond**



To learn more about how we are working to reduce the impact of PSPS outages, please visit [pge.com/wildfiresafety](https://pge.com/wildfiresafety)

## RE: Keeping Californians Safe in a Changing Environment

Dear Valued Customer:

Pacific Gas and Electric Company (PG&E) is reaching out to acknowledge the disruptions that occurred during last year's Public Safety Power Shutoff (PSPS) events and to **share how we are working to minimize the impacts of future events on our customers.**

### High risk of wildfires where our customers live and work

More than 50 percent of the area where our customers live and work is at high risk for wildfires. Extreme weather patterns over the last few years have created conditions where **any spark can lead to a major wildfire.**

### How is PG&E working to reduce the impact of PSPS events on our customers?

We continue to learn from past PSPS events, and we are committed to improving. Below are just some of the things we are doing to **reduce** the length of outages and number of people impacted in 2020 and beyond, without compromising your safety:

- **Smaller in size:** Modifying and updating our electricity grid to make it easier to redirect electricity so **fewer communities lose power during severe weather.**
- **Shorter PSPS events:** Adding more field crews and **increasing the number of helicopters** active during PSPS events to inspect lines and restore power as soon as possible.
- **Smarter for customers:** Enhancing our weather technology and installing new weather stations to be more precise in the weather forecasts that could lead to a PSPS event.

### Are you ready?

We all rely on electricity for everyday life. To help prepare for public safety outages, here are some things you may want to consider:

- **Updating your contact information** at [pge.com/mywildfirealerts](https://pge.com/mywildfirealerts) or by calling **1-866-743-6589.**
- **Planning for medical needs** like medications that require refrigeration or devices that need power.
- **Building or restocking your emergency kit** with flashlights, batteries, first aid supplies and cash.
- **Will you need extra help during a power shutoff?** If you or someone you know has a disability or additional special needs, the California Foundation for Independent Living Centers can help you during a PSPS. For more information please visit [disabilitydisasteraccess.org](https://disabilitydisasteraccess.org).

PG&E is working every day to improve the safety and resiliency of our electric system to reduce wildfire risk and keep your lights on, while keeping our customers and communities safe. Thank you for your help and support.

Sincerely,

PG&E Community Wildfire Safety Team

Following the wildfires in 2017 and 2018, some of the changes included in this document are contemplated as additional precautionary measures intended to further reduce future wildfire risk. If you or someone in your home is dependent on medical devices and/or assistive technology requiring continuous electricity, please visit [pge.com/medicalbaseline](https://pge.com/medicalbaseline) to learn more about our Medical Baseline program.



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### Taking actions to reduce wildfire risks in your neighborhood, community and beyond

Con la temporada de incendios forestales acercándose rápidamente, Pacific Gas and Electric Company (PG&E) desea agradecerle su paciencia y comprensión, durante los eventos de Interrupción del Suministro Eléctrico por Motivos de Seguridad Pública (PSPS) del año pasado y compartir nuestros planes para minimizar los impactos de los eventos PSPS a nuestros clientes. Este año, estamos enfocados en seguir mejorando nuestro sistema eléctrico para reducir los efectos de los eventos PSPS a nuestros clientes, sin comprometer la seguridad. Más información [pge.com/psps-es](https://www.pge.com/psps-es).

Ang panahon ng wildfire ay malapit na namang dumating, ang PG&E ay gustong ipaabot at mag pasalamat sa inyong pang unawa at pasensya sa nakaraang taon dahil sa PSPS at epekto nito noong nag simula kaming ibahagi sa inyo. Sa kasalukuyang taon, gusto po naming ipagpatuloy ang aming plano na i-upgrade ang sistema ng kuryente para mabawasan ang epekto nito at ang compromiso sa kaligtasan ng mga mamamayan at kostumer dahil sa PSPS. Alamin pa ng higit sa [pge.com/psps-tl](https://www.pge.com/psps-tl).

森林火災季節即將到來，太平洋瓦斯與電力公司 (PG&E) 感謝您去年在我們採取公共安全斷電 (PSPS) 措施時的耐心和諒解。我們同時也想與您分享我們為降低PSPS事件對用戶的影響所擬定的計畫。今年，我們將持續專注於為我們的電力系統進行升級，在不影響安全的前提下，降低PSPS措施對我們用戶的影響。請瀏覽 [pge.com/psps-zh](https://www.pge.com/psps-zh) 以了解更多信息。

В связи с приближающимся сезоном лесных пожаров, компания Pacific Gas and Electric Company (PG&E) благодарит вас за ваше терпение и понимание во время прошлогодних Отключений Электроэнергии в Целях Обеспечения Общественной Безопасности (PSPS), а также делится своими планами по уменьшению воздействия PSPS на потребителей. В этом году мы сосредоточились на продолжении процесса модернизации путей электропередач с целью уменьшить воздействие PSPS на потребителей без нанесения ущерба безопасности. Узнайте больше [pge.com/psps-ru](https://www.pge.com/psps-ru).

Mùa cháy rừng đang đến rất nhanh, Pacific Gas and Electric Company (PG&E) gửi lời cảm ơn đến sự kiên nhẫn và thông cảm của bạn trong năm vừa qua về sự kiện Tắt Điện Vì An toàn Công cộng (PSPS) và chia sẻ kế hoạch của chúng tôi để giảm sự ảnh hưởng của các sự kiện PSPS đến khách hàng. Năm nay, chúng tôi tập trung vào việc tiếp tục nâng cấp hệ thống điện để giảm sự ảnh hưởng của các sự kiện PSPS đến khách hàng mà không ảnh hưởng đến sự an toàn chung. Tìm hiểu thêm [pge.com/psps-vi](https://www.pge.com/psps-vi).

산불 시즌이 빠르게 다가 오면서 PG&E는 작년 한해 공공 안전 전력 차단 (PSPS) 행사 동안 인내심과 이해에 감사 드리며 PSPS 행사가 고객에 미치는 영향을 줄이기 위한 계획을 공유하고자합니다. 올해는 전기 시스템을 지속적으로 업그레이드하여 고객의 안전에 영향을 미치지 않고 PSPS 이벤트가 고객에게 미치는 영향을 줄이기 위해 집중을 하고 있습니다. 더 알아보기 [pge.com/psps-ko](https://www.pge.com/psps-ko).

For translated support in over 200 additional languages, please contact PG&E at **1-866-743-6589**.