

AN IMPORTANT SAFETY MESSAGE



Supporting customers and reducing the impact of Public Safety Power Shutoffs

At Pacific Gas and Electric Company (PG&E), the safety of our customers and communities is our most important responsibility. High winds can cause trees to contact energized lines, damage our equipment and cause a wildfire. As a result, we may need to turn off power during severe weather conditions for public safety. This is called a Public Safety Power Shutoff (PSPS).

We only use PSPS to protect customers and communities facing the greatest wildfire risks.



Find resources available to you before, during and after PSPS events.

New resources available this year include:



Extra outreach to Medical Baseline customers and those who self-identify as vulnerable



Portable backup batteries and hotel stays for low-income Medical Baseline customers in high fire-threat areas



More meal replacement options from local food banks



Additional **rebate programs** for backup generation and customers who rely on well water



More **Community Resource Center** locations



Additional support from **community-based organizations** in every county



Better information, available in **16 languages**

To find available resources, update your contact information including your preferred notification language and to learn about our efforts to minimize the impacts of power shutoffs, please visit pge.com/psps.

We know losing power disrupts lives. To help support our customers, we are listening to feedback and finding ways to reduce the impact of PSPS in 2021, without compromising safety.

We are also working year-round and nonstop to make our system safer and more resilient, and continuing to evolve and improve our PSPS events.

For translated support in over 250 additional languages, contact PG&E at **1-866-743-6589**.

