

PUBLIC UTILITIES COMMISSION  
505 Van Ness Avenue  
San Francisco CA 94102-3298



**Pacific Gas & Electric Company**  
**ELC (Corp ID 39)**  
**Status of Advice Letter 4499G/6343E**  
**As of November 5, 2021**

Subject: Glass, Oak, and Zogg Fires Emergency Consumer Protections Summary

Division Assigned: Energy

Date Filed: 09-27-2021

Date to Calendar: 09-29-2021

Authorizing Documents: D1907015

|                        |                   |
|------------------------|-------------------|
| <b>Disposition:</b>    | <b>Accepted</b>   |
| <b>Effective Date:</b> | <b>09-27-2021</b> |

Resolution Required: No

Resolution Number: None

Commission Meeting Date: None

CPUC Contact Information:

[edtariffunit@cpuc.ca.gov](mailto:edtariffunit@cpuc.ca.gov)

AL Certificate Contact Information:

Stuart Rubio

415-973-4587

[PGETariffs@pge.com](mailto:PGETariffs@pge.com)

PUBLIC UTILITIES COMMISSION  
505 Van Ness Avenue  
San Francisco CA 94102-3298



To: Energy Company Filing Advice Letter

From: Energy Division PAL Coordinator

Subject: Your Advice Letter Filing

The Energy Division of the California Public Utilities Commission has processed your recent Advice Letter (AL) filing and is returning an AL status certificate for your records.

The AL status certificate indicates:

- Advice Letter Number
- Name of Filer
- CPUC Corporate ID number of Filer
- Subject of Filing
- Date Filed
- Disposition of Filing (Accepted, Rejected, Withdrawn, etc.)
- Effective Date of Filing
- Other Miscellaneous Information (e.g., Resolution, if applicable, etc.)

The Energy Division has made no changes to your copy of the Advice Letter Filing; please review your Advice Letter Filing with the information contained in the AL status certificate, and update your Advice Letter and tariff records accordingly.

All inquiries to the California Public Utilities Commission on the status of your Advice Letter Filing will be answered by Energy Division staff based on the information contained in the Energy Division's PAL database from which the AL status certificate is generated. If you have any questions on this matter please contact the:

Energy Division's Tariff Unit by e-mail to  
**[edtariffunit@cpuc.ca.gov](mailto:edtariffunit@cpuc.ca.gov)**



September 27, 2021

**Advice 4499-G/6343-E**

(Pacific Gas and Electric Company U 39 M)

Public Utilities Commission of the State of California

**Subject:     Glass, Oak, and Zogg Fires Emergency Consumer Protections  
                     Summary**

**Purpose**

Pursuant to Ordering Paragraphs (OP) 6 and 7 of California Public Utilities Commission (Commission or CPUC) Decision (D.) 19-07-015, Pacific Gas and Electric Company (PG&E) submits this advice letter (AL) to conclude the emergency customer protections for residential and small business customers impacted by the Glass, Oak, and Zogg Fires. This AL describes the customer impacts from the Glass, Oak, and Zogg Fires, mandated protections offered to impacted customers, the outreach efforts conducted, and basic metrics, such as the number of customers that received each of the protections and the associated cost.

**Background**

On September 25, 2020, Governor Newsom issued an Emergency Proclamation for the Oak Fire in Mendocino County. On September 28, 2020, Governor Newsom issued an Emergency Proclamation for the Glass and Zogg Fires in Napa, Sonoma, and Shasta Counties.

In compliance with D.19-07-015, OP 2, PG&E submitted Advice 4322-G/5972-E on October 12, 2020 to extend the eligibility of PG&E's Emergency Consumer Protection Plan to include residential and non-residential customers impacted by the Glass, Oak, and Zogg Fires. The Commission accepted Advice 4322-G/5972-E effective October 12, 2020.

PG&E offered the following protections to impacted<sup>1</sup> and red-tagged customers<sup>2</sup> for 12 months<sup>3</sup> from the date of Governor Newsom's Emergency Proclamation for each

---

<sup>1</sup> Impacted customers live within two miles of the fire-impacted perimeter as designated by CAL FIRE.

<sup>2</sup> Red-tagged customers have homes or businesses that are unserviceable because of the disaster.

<sup>3</sup> D.19-07-015, Conclusions of Law (COL) 10, 14-15.

emergency (September 25, 2020 to September 25, 2021 for the Oak Fire and September 28, 2020 to September 28, 2021 for the Glass and Zogg Fires):

- Waive deposit requirements for affected residential customers seeking to reestablish service for one year and expedite move in and move out service requests
- Stop estimated usage for billing attributed to the time period when the home/unit was unoccupied as a result of the emergency
- Discontinue billing
- Prorate any monthly access charge or minimum charges
- Implement payment plan options for residential customers
- Suspend disconnection for nonpayment and associated fees, waive deposit and late fee requirements for residential customers
- Support low-income residential customers, in disaster impacted zip codes which may include all zip codes in a county depending on circumstances, by:
  - Freezing all standard and high-usage reviews for California Alternate Rates for Energy (CARE) program eligibility
  - Contacting all community outreach contractors to help better inform customers of these eligibility changes
  - Partnering with the program administrator of the customer funded emergency assistance program for low-income customers and increase the assistance limit amount
  - Indicate how the energy savings assistance program can be deployed to assist impacted customers
  - Suspend all CARE and FERA program removals to avoid unintentional loss of the discounted rate during the period for which the customer is protected under these customer protections
  - Discontinue generating all recertification and verification requests that require customers to provide their current income information
- Offer repair processing and timing assistance and timely access to utility customers pursuant to Section 8386(c)(18)

PG&E describes the protections offered to impacted customers in further detail below.

## **Discussion**

### **A. Customer Impacts**

PG&E offered protections to affected customers consistent with its addition of the Glass, Oak, and Zogg Fires to its Emergency Consumer Protection Plan in Advice 4322-G/5972-E. In total, PG&E identified 34,432 residential and small business<sup>4</sup> premises that were impacted by the Glass, Oak, and Zogg Fires (30,646 residential and 3,786 small business). In addition, PG&E identified 842 red-tagged residential and small business premises (717 residential and 125 small business), which represent homes or businesses that were unserviceable because of the disaster. Impacted and red-tagged customers were located in Mendocino, Napa, Sonoma, and Shasta Counties. Table 1 below provides a more detailed breakout of impacted and red-tagged customers for each fire.

| <b>Fire</b> | <b>Impacted</b>    |                       |              | <b>Red-Tagged</b>  |                       |              |
|-------------|--------------------|-----------------------|--------------|--------------------|-----------------------|--------------|
|             | <i>Residential</i> | <i>Small Business</i> | <i>Total</i> | <i>Residential</i> | <i>Small Business</i> | <i>Total</i> |
| Glass       | 30,127             | 3,725                 | 33,852       | 638                | 117                   | 755          |
| Oak         | 3                  | 2                     | 5            | 1                  | 1                     | 2            |
| Zogg        | 516                | 59                    | 575          | 78                 | 7                     | 85           |

### **B. Overview of Protections Offered to Customers**

PG&E's Emergency Consumer Protection Plan offers the protections described in D.19-07-015, Conclusion of Law 14 to customers affected by the Glass, Oak, and Zogg Fires. PG&E details each protection in further detail below, including the number of customers that received the protections.<sup>5</sup>

#### ***1. Waive deposits requirements for affected residential customers seeking to re-establish service for one year and expedite move in and move out service requests***

D.19-07-015 explains that deposits to re-establish credit can adversely impact the victims of disasters and therefore directs PG&E to waive deposits for customers who lose their home or business and seek to re-establish service.<sup>6</sup> PG&E waived deposit requirements for zero customers that were red-tagged due to the Glass, Oak, and Zogg Fires. The number of customers that received this protection was zero because the Commission adopted D.20-06-003 in June 2020 which prohibits PG&E from requiring re-establishment of service deposits.<sup>7</sup> PG&E stopped requiring such deposits from customers consistent with D.20-06-003. In addition, PG&E waived deposit requirements for all residential and small business customers from March 2020 through June 2021 as an emergency

<sup>4</sup> Pursuant to D.19-07-015, PG&E defines small businesses consistent with Electric and Gas Rule 1.

<sup>5</sup> D.19-07-015, OP 6.

<sup>6</sup> D.19-07-015, p. 22.

<sup>7</sup> D.20-06-003, OP 9.

customer protection in response to the COVID-19 pandemic, pursuant to Resolution M-4842 and M-4849.

In accordance with its Emergency Consumer Protection Plan,<sup>8</sup> PG&E also allowed any customers whose homes or businesses were red-tagged and had been served under a rate that has since been closed to new customers, to re-establish service under their prior rate schedule at their current location or an alternative location, regardless of the current applicability of their prior rate schedule, as long as the rate schedule is still available and has not been retired. One red-tagged customer re-established service under a prior rate that has since been closed to new customers.

D.19-07-015 also requires PG&E to expedite move-in and move-out service requests for affected customers.<sup>9</sup> PG&E expedited these requests based on the date requested by the customer.<sup>10</sup> Consistent with its Emergency Consumer Protection Plan,<sup>11</sup> PG&E also waived the cost for temporary power under Electric Rule 13 for affected customers.

***2. Stop estimated usage for billing attributed to the period when a home/unit was unoccupied due to a disaster***

Resolution M-4833 directs the IOUs to “recalibrate their approach for estimating usage to account for reduced consumption during the period of time the home/unit was unoccupied.”<sup>12</sup> During natural disasters, PG&E identifies general areas that were evacuated and recalibrates its approach for any bills in the area requiring estimation. As a result of the Glass, Oak, and Zogg Fires, PG&E identified 1,013 premises (916 residential, 97 small business) that were unoccupied during a disaster and stopped estimated billing to account for the time when a home/unit was unoccupied. This includes 964 premises for the Glass Fire (872 residential, 92 small business), 49 premises for the Zogg Fire (44 residential, 5 small business), and none for the Oak Fire.

***3. Discontinue billing and prorate minimum delivery charges***

D.19-07-015 directs PG&E to “identify the premises of affected customers whose utility service has been disrupted or degraded...and discontinue billing these premises without

---

<sup>8</sup> The Commission approved PG&E’s proposal in Advice 4014-G/5378-E to revise Electric Rule 12 to allow customer to reestablish service under a prior rate schedule as part of its Emergency Consumer Protection Plan.

<sup>9</sup> D.19-07-015, COL 14.

<sup>10</sup> This does not include any meter sets, including multi-unit meter sets or any other requests that require inspections, and/or criteria as required in the PG&E Electric and Gas Service Requirements Handbook.

<sup>11</sup> The Commission approved PG&E’s proposal in Advice 4014-G/5378-E to add waiving fees for temporary service to its Emergency Consumer Protection Plan.

<sup>12</sup> Resolution M-4833, p. 6.

assessing a disconnection charge.”<sup>13</sup> D.19-07-015 also requires PG&E to prorate any monthly access charge or minimum charges for affected customers.<sup>14</sup>

Following the Emergency Proclamation, PG&E discontinued billing the 842 residential and small business premises that were red-tagged due to the Glass, Oak, and Zogg Fires and pro-rated any applicable monthly access charges or minimum charges when discontinuing billing for the red-tagged premises.

***4. Implement payment plan options for residential customers, including customers with employment impacted by a disaster***

D.19-07-015 directs PG&E to provide payment plans to customers impacted by a disaster accordingly:<sup>15</sup>

Affected customers who have prior arrearages and have lost their homes or have been displaced, and are seeking to establish service in a new residence, shall be offered a payment plan with an initial payment of no greater than 20 percent of the amount due, and with equal installments for the remainder of not less than twelve billing cycles. For affected customers who currently have service but go into arrearage, the utilities shall offer a payment plan with an initial payment of no greater than 20 percent of the amount due, and with equal installments for the remainder of not less than eight billing cycles. A customer who is offered a payment plan shall not be precluded from paying off an arrearage more quickly. Interest on a balance shall not accrue.

In accordance with D.19-07-015, PG&E offered favorable payment plans to 3,189 impacted customers (3,090 residential and 99 small business) and 29 red-tagged customers (23 residential and 6 small business) once customers started to receive gas and electric service. Customers who indicated to PG&E that their employment was impacted by the fires were also eligible for favorable payment plans.<sup>16</sup> PG&E extended its most lenient payment arrangement term to impacted and red-tagged customers, which requires a 20 percent down payment and a repayment period of 12 months. Customers were eligible to pay off their arrearage sooner if they preferred. In addition, PG&E adjusted its technology protocols to enable this group of customers to use self-service technology (Web/Integrated Voice Response (IVR)) to obtain these arrangements, in addition to speaking with a customer service representative to complete this transaction.

---

<sup>13</sup> D.19-07-015, p. 21.

<sup>14</sup> D.19-07-015, p. 21.

<sup>15</sup> D.19-07-015, p. 22. Emphasis added.

<sup>16</sup> The Commission approved PG&E Advice Letter 4145-G/5643-E on October 30, 2019. This advice letter revised PG&E's Emergency Consumer Protection Plan under Gas and Electric Rule 1 in compliance with D.19-05-037, OP 24. Note that PG&E has offered flexible payment plans to all residential and small business customers since March 2020 as an emergency customer protection in response to the COVID-19 pandemic, pursuant to Resolutions M-4842 and M-4849.

Furthermore, PG&E clarifies that it does not charge interest on customer balances.

**5. Provide additional support to income-qualified customers**

D.19-07-015 requires PG&E to implement the following measures to support income-qualified customers:<sup>17</sup>

- Freezing all standard and high-usage reviews for California Alternate Rates for Energy (CARE) program eligibility
- Contacting all community outreach contractors to help better inform customers of these eligibility changes
- ⊖ Partnering with the program administrator of the customer funded emergency assistance program for low-income customers and increase the assistance limit amount
- Indicate how the energy savings assistance program can be deployed to assist impacted customers
- Suspend all CARE and FERA program removals to avoid unintentional loss of the discounted rate during the period for which the customer is protected under these customer protections
- Discontinue generating all recertification and verification requests that require customers to provide their current income information

The Commission also clarifies in D.19-07-015 that the protections for CARE/FERA customers apply to customers in disaster impacted zip codes, which may include all zip codes in a county depending on circumstances.<sup>18</sup> PG&E extended the applicable low-income provisions to eligible customers in Mendocino, Napa, Sonoma, and Shasta Counties. Note that due to the COVID-19 pandemic and pursuant to Resolution M-4849, PG&E extended protections to income-qualified customers through June 30, 2021.

As of August 30, 2021, approximately 13,733 recertifications were paused as a result of the protections in disaster-impacted zip codes. Following the Emergency Proclamation, PG&E suspended all CARE/FERA program removals, froze all standard and high-usage reviews for the CARE program, and discontinued generating all requests for customers to verify their current income information. As a result, PG&E has not removed any CARE/FERA customers in these counties from these programs since the Emergency Proclamation and has frozen all reviews and income verification requests.<sup>19</sup>

In addition, PG&E sent an e-mail to its CARE community outreach contractors to inform them of the protections available to customers impacted by the Glass, Oak, and Zogg Fires.

---

<sup>17</sup> D.19-05-037, p. 23 and Conclusion of Law 14.

<sup>18</sup> D.19-07-015, p. 23.

<sup>19</sup> Note that PG&E does not conduct post enrollment verifications for FERA due to low enrollment.

Furthermore, PG&E coordinated with the program administrator of the Relief for Energy Assistance through Community Help (REACH), a PG&E and customer-funded emergency assistance program, to request increasing the assistance cap amount for red-tagged customers from \$300 to \$600. This assistance allows customers who lost their homes to receive additional financial assistance to pay their current utility bill or to set up new service. PG&E informed all REACH agencies of this financial support for customers.

Lastly, income-qualified customers were eligible to qualify for participation in the Energy Savings Assistance (ESA) program under PG&E's modified qualification requirements for a period of one year from the date that the Governor issued a state of emergency proclamation, if the customer lives in these counties and meets one of the following:

- The customer states that they lost documentation necessary for income verification because of the disaster; or
- The customer states that individuals displaced by the disaster reside in the household.

As of August 30, 2021, zero customers in the disaster-impacted zip codes enrolled in the ESA program under these modified qualification requirements.

PG&E communicated the assistance available to income-qualified customers through a variety of channels, including its website, social media, an e-mail to customers, a press release, and local news media, among others (see Section C for more information on customer communications).

#### ***6. Suspend disconnections for non-payment, waive deposit and late fee requirements***

D.19-07-015 notes that "it is reasonable to anticipate that some customers may fall behind on utility payments as they bear the costs of rebuilding their homes" and directs PG&E to suspend disconnections for non-payment for affected customers.<sup>20</sup> As a result, PG&E suspended disconnections for all red-tagged residential and small business customers for up to 12 months from the Emergency Proclamation. Note that due to the COVID-19 pandemic and pursuant to D.21-06-036, PG&E suspended disconnections for non-payment for all residential and small business customers through September 30, 2021.<sup>21</sup>

In addition, D.19-07-015 states that deposits and late fees could negatively impact the victims of disasters and requires PG&E to waive deposits and late fee requirements for affected customers.<sup>22</sup> PG&E waived deposits as described in Section B.1 and clarifies that it does not charge late fees.

---

<sup>20</sup> D.19-07-015, p. 22.

<sup>21</sup> For more information, see D.21-06-036, OP 1.

<sup>22</sup> D.19-07-015, p. 22.

### **7. Offer repair processing and timing assistance and timely access to utility representatives**

D.19-07-015, requires PG&E to offer repair processing and timing assistance and timely access to utility customers pursuant to Section 8386(c)(18).<sup>23</sup> Following the Glass, Oak, and Zogg Fires, PG&E worked with the impacted community to communicate priorities and timelines for repairs and restoration. Specifically, PG&E called red-tagged customers directly to notify them of the protections available and to provide a single point of contact at PG&E for related support. This included providing information on the process for receiving temporary power.

In addition to directly contacting red-tagged customers, impacted customers had access to utility representatives through multiple channels, such as PG&E's call center, public affairs and customer account representatives, and field teams.

## **C. Customer Communications**

D.19-07-015 requires PG&E to conduct outreach to customers about the protections using a mix of tactics to reach customers.<sup>24</sup> This includes community outreach, outbound emails, media advisories, outbound dialing, contact centers, community outreach centers, local governments, targeted outreach to highly impacted customers, city/county assistance centers, trained staff at local assistance centers, partnering with community-based organizations, and communicating protections in accessible formats.<sup>25</sup>

### **1. Customer Protections Webpage**

Prior to the Glass, Oak, and Zogg Fires, PG&E established a dedicated webpage as an on-going resource to help raise awareness about the protections available to customers.<sup>26</sup> Pursuant to OP 8 of D.19-07-015, PG&E made information available on this webpage in Spanish, Chinese, Tagalog, Vietnamese, Korean and Russian.

D.19-07-015 also states that if the Commission adopts language outreach requirements in other proceedings, including adding less prevalent languages, those too shall be adopted as part of PG&E's Emergency Consumer Protection Plan.<sup>27</sup> In March 2020, the Commission adopted D.20-03-004, which requires PG&E to demonstrate that it conducts community awareness and public outreach before, during, and after a wildfire in any language that is "prevalent" in its service territory, which is defined as a language that is spoken by 1,000 or more people.<sup>28</sup> PG&E Advice 4249-G/5827-E identifies six additional

---

<sup>23</sup> D.19-07-015, COL 15.

<sup>24</sup> D.19-07-015, COL 23.

<sup>25</sup> D.19-07-015, pp. 35-36.

<sup>26</sup> [pge.com/consumer-protections](https://pge.com/consumer-protections)

<sup>27</sup> D.19-07-015, OP 14.

<sup>28</sup> D.20-03-004, OP 1.

languages that meet this criteria: Arabic, Punjabi, Farsi, Japanese, Khmer, Hmong.<sup>29</sup> PG&E added three more: Thai, Hindi, and Portuguese, for a total of 15 non-English languages.<sup>30</sup> PG&E's customer protections website includes information in these additional languages.

## **2. Contact Centers**

In addition, PG&E's customer service representatives were available to answer any customer questions or concerns regarding the customer protections. PG&E uses a leading translation service provider in the industry, Language Line Services, to provide translation services in over 250 languages (including 10 indigenous languages) in its Contact Centers.

## **3. Direct Outreach to Red-Tagged Customers**

PG&E sent letters to all red-tagged customers that provided information on the available protections and directed customers to PG&E's customer protections website for more information. PG&E sent letters to red-tagged customers for the Glass Fire between October 2020 and January 2021, for the Oak Fire in October 2020, and for the Zogg Fire between October 2020 and April 2021.

In addition, as discussed in Section B.7, PG&E stood up a dedicated team to conduct targeted outreach to highly impacted customers who were unable to receive utility service. PG&E's account representatives contacted red-tagged customers through outbound calls, personalized emails, and sending brochures with information on how PG&E could help them to rebuild and recover.

## **4. Coordination with Local Government Staff and Elected Officials**

PG&E coordinated with local governments on a regular basis by email and phone to provide updates on outage impacts and estimated time of restoration. In addition to these regular updates, PG&E provided additional updates in response to requests from county and city leaders, including elected officials. In addition, PG&E's Division Leadership Team (DLT) provided outreach materials with information on available assistance to local governments to share with impacted communities.

---

<sup>29</sup> Advice 4249-G/5827-E, p. 7.

<sup>30</sup> Pacific Gas and Electric Company's (U 39 E) Compliance Filing Regarding In-Language Outreach In Response to Administrative Law Judge Filing; December 29, 2020.

## **5. News Release**

PG&E issued a news release on October 5, 2020 that outlined the customer protections available to support customers affected by the Glass, Oak, and Zogg Fires.<sup>31</sup>

### **D. Coordination with Community Choice Aggregators**

D.19-07-015 directs PG&E to coordinate with community choice aggregators (CCAs) during disasters to share information on affected customers.<sup>32</sup> PG&E alerted both Sonoma Clean power and Marin Clean Energy of the emergency proclamation and provided impacted customer information through our normal data exchange processes.

### **E. Collaboration with Cal OES and Cal FIRE**

D.19-07-015, OP 7 directs PG&E to “file a Tier 1 Advice Letter twelve months from a qualifying event, detailing the collaborative engagement they had with the Governor’s Office of Emergency Services [CalOES] and the California Department of Forestry and Fire Protection [CAL FIRE] demonstrating information sharing that aided these entities in carrying out their statutory mission.” PG&E coordinated closely with CalOES and CAL FIRE by integrating them into PG&E’s Incident Command System and providing direct support to third-party first responders.

#### **1. Incident Command System**

During the Glass, Oak, and Zogg Fires response, PG&E followed its established emergency response approach, during which every activated PG&E emergency center and field facility was organized and operated according to principles embodied in the Incident Command System (ICS). ICS is a standard emergency incident management system used by governmental, private and non-profit emergency response entities across the globe. Both the National Incident Management System, developed by the Federal Emergency Management Agency (FEMA), and the Standardized Emergency Management System, developed by CalOES, align to include ICS as the incident response framework of both systems.

---

<sup>31</sup>[https://www.pge.com/en/about/newsroom/newsdetails/index.page?title=20201005\\_pge\\_share\\_s\\_resources\\_to\\_help\\_customers\\_rebuild\\_and\\_recover\\_after\\_wildfires](https://www.pge.com/en/about/newsroom/newsdetails/index.page?title=20201005_pge_share_s_resources_to_help_customers_rebuild_and_recover_after_wildfires)

<sup>32</sup> D.19-07-015, Conclusion of Law 18.

Because the Command structures of PG&E's Emergency Operations Center,<sup>33</sup> Electric Operations Emergency Centers (OECs),<sup>34</sup> base camps, and other emergency facilities are similar to those of other agencies' emergency response facilities, PG&E officials can work directly with their counterparts at other agencies.

The ICS Organization for the Glass, Oak, and Zogg Fires was staffed with an EOC Commander and a Command Staff, which included:

- A safety officer, who disseminated safety information, conducted daily safety briefings and tracked safety incidents in the base camp;
- A public information officer, who handled public information requests from the EOC and from external media outlets;
- A customer strategy officer, who served as an advocate for customers impacted by the fire and communicates with customers;
- A legal officer, who monitored compliance with regulatory and reporting processes and assisted in incident investigations;
- A human resources officer, who managed human resource and workforce needs;
- A liaison officer, who facilitated communication among PG&E, the CPUC, CAL FIRE, CalOES, and other municipal and county emergency responders. CPUC, CAL FIRE and CalOES personnel were present in the EOC; and
- Operations, planning, logistics, and finance and administrative staff.

## **2. Support of Third-Party First Responders**

In addition, PG&E supported numerous third-party first responders, including CAL FIRE. PG&E's Public Safety Specialists—many of them retired CAL FIRE Chief Officers—were assigned to the incident base camp, where they coordinated and communicated with the CAL FIRE Incident Management Team (IMT) Liaison Officer. These Public Safety Specialists served as the single point of contact for any CAL FIRE utility needs with respect to PG&E's electric and gas facilities. The Public Safety Specialists communicated daily with CAL FIRE IMT personnel by attending morning briefings, planning meetings, infrastructure meetings and daily Cooperators Meetings. During these Cooperators Meetings, PG&E provided an overview of its assessment, repair and restoration processes and answered any questions that arose. In addition, PG&E attended infrastructure and repopulation meetings where local governmental agencies made decisions on how to safely repopulate areas.

---

<sup>33</sup> PG&E Emergency Operations Center previously operated from PG&E's General Office in San Francisco. The Vacaville Emergency Response Center (VERC) is now PG&E's primary physical Emergency Operations Center (EOC).

<sup>34</sup> PG&E activated all 19 OECs. OECs are strategically located to cover each division of PG&E's service territory. The OECs provided emergency response support at the local level, directing and coordinating resources needed to assess damage, secure hazardous situations, restore service safely, and communicate the status of recovery efforts internally.

Furthermore, both PG&E and CAL FIRE developed daily incident action plans ("IAPs") regarding the assessment, repair and restoration of infrastructure damaged by the Glass, Oak, and Zogg Fires. PG&E's IAPs were made available to CAL FIRE. CAL FIRE's IAPs were published just before each operational briefing. At each CAL FIRE briefing, PG&E agency representatives were in attendance and collected copies of the CAL FIRE IAP. This information was shared daily with PG&E Incident Management Staff and was available for them to download.

#### **F. Emergency Customer Protections Memorandum Account**

Pursuant to D.19-07-015, OP 4, PG&E recorded incremental costs associated with offering the required protections in the ECPMA. As of August 31, 2021, PG&E has recorded approximately \$141,000 to the ECPMA. These costs are primarily associated with stopping estimated billing for customers who may have been evacuated due to the fire and discontinuing billing for red-tagged customers.

#### **Protests**

Anyone wishing to protest this submittal may do so by letter sent via U.S. mail, facsimile or E-mail, no later than **October 18, 2021**, which is 21<sup>35</sup> days after the date of this submittal. Protests must be submitted to:

CPUC Energy Division  
ED Tariff Unit  
505 Van Ness Avenue, 4<sup>th</sup> Floor  
San Francisco, California 94102

Facsimile: (415) 703-2200  
E-mail: EDTariffUnit@cpuc.ca.gov

Copies of protests also should be mailed to the attention of the Director, Energy Division, Room 4004, at the address shown above.

The protest shall also be sent to PG&E either via E-mail or U.S. mail (and by facsimile, if possible) at the address shown below on the same date it is mailed or delivered to the Commission:

Sidney Bob Dietz II  
Director, Regulatory Relations  
c/o Megan Lawson  
Pacific Gas and Electric Company  
77 Beale Street, Mail Code B13U  
P.O. Box 770000

---

<sup>35</sup> The 20-day protest period concludes on a weekend; therefore, PG&E is moving this date to the following business day.

San Francisco, California 94177

Facsimile: (415) 973-3582

E-mail: PGETariffs@pge.com

Any person (including individuals, groups, or organizations) may protest or respond to an advice letter (General Order 96-B, Section 7.4). The protest shall contain the following information: specification of the advice letter protested; grounds for the protest; supporting factual information or legal argument; name, telephone number, postal address, and (where appropriate) e-mail address of the protestant; and statement that the protest was sent to the utility no later than the day on which the protest was submitted to the reviewing Industry Division (General Order 96-B, Section 3.11).

### **Effective Date**

Pursuant to General Order (GO) 96-B, Rule 5.1, (and OPs 6 and 7 of D.19-07-015), this advice letter is submitted with a Tier 1 designation. PG&E requests that this Tier 1 advice submittal become effective upon date of submittal, which is **September 27, 2021**.

### **Notice**

In accordance with General Order 96-B, Section IV, a copy of this advice letter is being sent electronically and via U.S. mail to parties shown on the attached list and the parties on the service list for **R.18-03-011**. Address changes to the General Order 96-B service list should be directed to PG&E at email address PGETariffs@pge.com. For changes to any other service list, please contact the Commission's Process Office at (415) 703-2021 or at Process\_Office@cpuc.ca.gov. Send all electronic approvals to PGETariffs@pge.com. Advice letter submittals can also be accessed electronically at: <http://www.pge.com/tariffs/>.

/S/

Sidney Bob Dietz II  
Director, Regulatory Relations

Attachments

cc: Service List of R. 18-03-011



# ADVICE LETTER SUMMARY

## ENERGY UTILITY



MUST BE COMPLETED BY UTILITY (Attach additional pages as needed)

Company name/CPUC Utility No.: Pacific Gas and Electric Company (U 39 M)

Utility type:

☒ ELC ☒ GAS ☐ WATER  
☐ PLC ☐ HEAT

Contact Person: Stuart Rubio

Phone #: (415) 973-4587

E-mail: PGETariffs@pge.com

E-mail Disposition Notice to: SHR8@pge.com

### EXPLANATION OF UTILITY TYPE

ELC = Electric      GAS = Gas      WATER = Water  
PLC = Pipeline      HEAT = Heat

(Date Submitted / Received Stamp by CPUC)

Advice Letter (AL) #: 4499-G/6343-E

Tier Designation: 1

Subject of AL: Glass, Oak, and Zogg Fires Emergency Consumer Protections Summary

Keywords (choose from CPUC listing): Compliance

AL Type: ☐ Monthly ☐ Quarterly ☐ Annual ☒ One-Time ☐ Other:

If AL submitted in compliance with a Commission order, indicate relevant Decision/Resolution #: D.19-07-015

Does AL replace a withdrawn or rejected AL? If so, identify the prior AL: No

Summarize differences between the AL and the prior withdrawn or rejected AL: N/A

Confidential treatment requested? ☐ Yes ☒ No

If yes, specification of confidential information:

Confidential information will be made available to appropriate parties who execute a nondisclosure agreement. Name and contact information to request nondisclosure agreement/ access to confidential information:

Resolution required? ☐ Yes ☒ No

Requested effective date: 9/27/21

No. of tariff sheets: 0

Estimated system annual revenue effect (%): N/A

Estimated system average rate effect (%): N/A

When rates are affected by AL, include attachment in AL showing average rate effects on customer classes (residential, small commercial, large C/I, agricultural, lighting).

Tariff schedules affected: N/A

Service affected and changes proposed<sup>1</sup>: N/A

Pending advice letters that revise the same tariff sheets: N/A

<sup>1</sup>Discuss in AL if more space is needed.

**Protests and all other correspondence regarding this AL are due no later than 20 days after the date of this submittal, unless otherwise authorized by the Commission, and shall be sent to:**

CPUC, Energy Division  
Attention: Tariff Unit  
505 Van Ness Avenue  
San Francisco, CA 94102  
Email: [EDTariffUnit@cpuc.ca.gov](mailto:EDTariffUnit@cpuc.ca.gov)

Name: Sidney Bob Dietz II, c/o Megan Lawson  
Title: Director, Regulatory Relations  
Utility Name: Pacific Gas and Electric Company  
Address: 77 Beale Street, Mail Code B13U  
City: San Francisco, CA 94177  
State: California Zip: 94177  
Telephone (xxx) xxx-xxxx: (415)973-2093  
Facsimile (xxx) xxx-xxxx: (415)973-3582  
Email: [PGETariffs@pge.com](mailto:PGETariffs@pge.com)

Name:  
Title:  
Utility Name:  
Address:  
City:  
State: District of Columbia Zip:  
Telephone (xxx) xxx-xxxx:  
Facsimile (xxx) xxx-xxxx:  
Email:

Clear Form

**PG&E Gas and Electric  
Advice Submittal List  
General Order 96-B, Section IV**

|                                          |                                             |                                         |
|------------------------------------------|---------------------------------------------|-----------------------------------------|
| AT&T                                     | East Bay Community Energy Ellison           | Pioneer Community Energy                |
| Albion Power Company                     | Schneider & Harris LLP Energy               | Public Advocates Office                 |
|                                          | Management Service                          |                                         |
| Alta Power Group, LLC                    | Engineers and Scientists of California      | Redwood Coast Energy Authority          |
| Anderson & Poole                         |                                             | Regulatory & Cogeneration Service, Inc. |
|                                          |                                             | SCD Energy Solutions                    |
| Atlas ReFuel                             | GenOn Energy, Inc.                          | San Diego Gas & Electric Company        |
| BART                                     | Goodin, MacBride, Squeri, Schlotz & Ritchie |                                         |
|                                          | Green Power Institute                       | SPURR                                   |
| Barkovich & Yap, Inc.                    | Hanna & Morton                              | San Francisco Water Power and Sewer     |
| California Cotton Ginners & Growers Assn | ICF                                         | Sempra Utilities                        |
| California Energy Commission             | IGS Energy                                  |                                         |
|                                          | International Power Technology              | Sierra Telephone Company, Inc.          |
| California Hub for Energy Efficiency     | Intestate Gas Services, Inc.                | Southern California Edison Company      |
| Financing                                | Kelly Group                                 | Southern California Gas Company         |
| California Alternative Energy and        | Ken Bohn Consulting                         | Spark Energy                            |
| Advanced Transportation Financing        | Keyes & Fox LLP                             | Sun Light & Power                       |
| Authority                                | Leviton Manufacturing Co., Inc.             | Sunshine Design                         |
| California Public Utilities Commission   |                                             | Tecogen, Inc.                           |
| Calpine                                  | Los Angeles County Integrated               | TerraVerde Renewable Partners           |
|                                          | Waste Management Task Force                 | Tiger Natural Gas, Inc.                 |
| Cameron-Daniel, P.C.                     | MRW & Associates                            |                                         |
| Casner, Steve                            | Manatt Phelps Phillips                      | TransCanada                             |
| Cenergy Power                            | Marin Energy Authority                      | Utility Cost Management                 |
| Center for Biological Diversity          | McKenzie & Associates                       | Utility Power Solutions                 |
|                                          |                                             | Water and Energy Consulting Wellhead    |
| Chevron Pipeline and Power               | Modesto Irrigation District                 | Electric Company                        |
| City of Palo Alto                        | NLine Energy, Inc.                          | Western Manufactured Housing            |
|                                          | NRG Solar                                   | Communities Association (WMA)           |
| City of San Jose                         |                                             | Yep Energy                              |
| Clean Power Research                     | OnGrid Solar                                |                                         |
| Coast Economic Consulting                | Pacific Gas and Electric Company            |                                         |
| Commercial Energy                        | Peninsula Clean Energy                      |                                         |
| Crossborder Energy                       |                                             |                                         |
| Crown Road Energy, LLC                   |                                             |                                         |
| Davis Wright Tremaine LLP                |                                             |                                         |
| Day Carter Murphy                        |                                             |                                         |
|                                          |                                             |                                         |
| Dept of General Services                 |                                             |                                         |
| Don Pickett & Associates, Inc.           |                                             |                                         |
| Douglass & Liddell                       |                                             |                                         |