

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



**Pacific Gas & Electric Company**  
**ELC (Corp ID 39)**  
**Status of Advice Letter 7032E**  
**As of November 21, 2023**

Subject: Information Only: After-Meeting Reports for Semi-Annual Resiliency Workshops Pursuant to Decision 20-06-017 and Decision 23-06-008

Division Assigned: Energy

Date Filed: 09-20-2023

Date to Calendar: 09-22-2023

Authorizing Documents: D2006017

Authorizing Documents: D2306008

<b>Disposition:</b>	<b>Accepted</b>
<b>Effective Date:</b>	<b>09-20-2023</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:

Kimberly Loo

(279)789-6209

[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- Disposition of Filing (Accepted, Rejected, Withdrawn, etc.)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 20, 2023

**Advice 7032-E**

(Pacific Gas and Electric Company ID U 39 E)

Public Utilities Commission of the State of California

**Subject: Information Only: After-Meeting Reports for Semi-Annual Resiliency Workshops Pursuant to Decision 20-06-017 and Decision 23-06-008**

**Purpose**

Pacific Gas and Electric Company (PG&E) hereby submits this information-only Tier 1 Advice Letter (“AL”) in compliance with the California Public Utilities Commission (“CPUC” or “Commission”) Decision (“D.”) 20-06-017 (“Decision”) Ordering Paragraph (“OP”) 8. The AL demonstrates PG&E’s compliance with Section 4.3.2.1 which requires (1) the investor-owned utilities (“IOUs”) to conduct semi-annual workshops designed to, among other things, help empower local and tribal jurisdictions with a better understanding of grid operations, utility infrastructure, and the nature of weather events alongside public safety power shutoff (“PSPS”) mitigation initiatives and (2) submit on the first day of each calendar quarter an AL that compiles all after-meeting reports from the prior quarter, if applicable.

**Background**

The Commission initiated Rulemaking (“R.”) 19-09-009 to develop a policy framework surrounding the commercialization of microgrids and related resiliency strategies and to implement Senate Bill (“SB”) 1339 (Stern, 2018).

On December 20, 2019 the assigned Commissioner’s Scoping Memo and Ruling was issued, adopting a scope and schedule for Track 1 of the proceeding. Track 1 addressed deploying resiliency planning in areas that are prone to outage events and wildfires, with the goal of establishing key microgrid and resiliency strategies as soon as possible. Subsequently, on January 21, 2020, Administrative Law Judge Rizzo issued a Ruling with Energy Division staff’s (“Staff’s”) proposal on short-term actions related to microgrids and other resiliency strategies that could be initiated in early 2020 to reduce the impact of PSPS outages or other catastrophic events.

On June 11, 2020, the Commission adopted D.20-06-017, which, among other actions, approved certain Staff proposals for information sharing with local and tribal governments.

This AL addresses the requirements included in OP 8 of D.20-06-017, which requires:

*Pacific Gas and Electric Company (PG&E), Southern California Edison Company (SCE), and San Diego Gas & Electric Company (SDG&E) shall each submit informational filings in this proceeding, no later than five business days after the local and tribal government semi-annual meetings are held. These after-meeting reports shall demonstrate compliance with Section 4.3.2.1 of this decision by showing:*

- a) Commission staff were notified at least one (1) month prior to the meeting date;*
- b) Presentations and other materials were distributed to attendees at least twenty-four (24) hours in advance;*
- c) Contact information for meeting attendees, with a copies of a sign-in sheet;*
- d) Workshop agenda;*
- e) Workshop minutes or transcript;*
- f) Any presentations shown at the workshop; and*
- g) Any data formally provided to stakeholders at the workshop*

On June 13, 2023, the Commission adopted D.23-06-008 in the R.17-05-010, where Conclusions of Law 5 finds:

*It is reasonable to direct PG&E, SCE, and SDG&E to include the following agenda items in each of its Semi-Annual Local/Tribal Workshops: (a) briefing about the utility's wildfire-related transmission and distribution investment plans, including plans for potential undergrounding project locations that are not final; and (b) opportunity for local and tribal governments to share their priority sites for wildfire-related undergrounding projects.*

PG&E submits this information-only Tier 1 AL in compliance with OP 8 of D.20-06-017, with additional direction from D.23-06-008.

### **Discussion**

Pursuant to OP 8 of D.20-06-017, PG&E is attaching to this AL a compiled set of after-meeting reports for semi-annual resiliency workshops held between September 13, 2023 and September 15, 2023. This includes the following attachments:

- Attachment 1 – Pacific Gas and Electric Company Community Wildfire Safety Program – Regional Working Groups (3rd Quarter, 2023) Meeting Summary
- Attachment 2 – Agenda and Presentations for the Third Quarter 2023, Regional Working Groups (including Resiliency Workshop)

**Protests**

Anyone wishing to protest this submittal may do so by letter sent electronically via E-mail, no later than October 10, 2023, which is 20 days after the date of this submittal. Protests must be submitted to:

CPUC Energy Division  
ED Tariff Unit  
E-mail: EDTariffUnit@cpuc.ca.gov

The protest shall also be electronically sent to PG&E via E-mail at the address shown below on the same date it is electronically delivered to the Commission:

Sidney Bob Dietz II  
Director, Regulatory Relations  
c/o Megan Lawson  
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 and 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 96-B, Rule 5.1, and General Rule 7.3.3, and OP 8 of D. 20-06-017, 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 20, 2023.

**Notice**

In accordance with General Order 96-B, Section IV, a copy of this advice letter is being sent electronically to parties shown on the attached list and the parties on the service lists for R.19-09-009 and R.18-12-005. 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/>.





# 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 (ID U39 E)

Utility type:

- ELC       GAS       WATER  
 PLC       HEAT

Contact Person: Kimberly Loo

Phone #: (279)789-6209

E-mail: PGETariffs@pge.com

E-mail Disposition Notice to: KELM@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) #: 7032-E

Tier Designation: Information Only

Subject of AL: Information Only: After-Meeting Reports for Semi-Annual Resiliency Workshops Pursuant to Decision 20-06-017 and Decision 23-06-008

Keywords (choose from CPUC listing): Compliance

AL Type:  Monthly  Quarterly  Annual  One-Time  Other: Biannual

If AL submitted in compliance with a Commission order, indicate relevant Decision/Resolution #: D.20-06-017, D.23-06-008

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:

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: 9/20/23

No. of tariff sheets:

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

California Public Utilities Commission  
Energy Division Tariff Unit Email:  
[EDTariffUnit@cpuc.ca.gov](mailto:EDTariffUnit@cpuc.ca.gov)

Contact Name: Sidnev Bob Dietz II. c/o Megan Lawson  
Title: Director, Regulatory Relations  
Utility/Entity Name: Pacific Gas and Electric Company  
  
Telephone (xxx) xxx-xxxx:  
Facsimile (xxx) xxx-xxxx:  
Email: PGETariffs@pge.com

Contact Name:  
Title:  
Utility/Entity Name:  
  
Telephone (xxx) xxx-xxxx:  
Facsimile (xxx) xxx-xxxx:  
Email:

CPUC  
Energy Division Tariff Unit  
505 Van Ness Avenue  
San Francisco, CA 94102

Clear Form

## **Attachment 1**

**Pacific Gas and Electric Company Community Wildfire  
Safety Program – Regional Working Groups (3rd  
Quarter, 2023) Meeting Summary**

**Pacific Gas and Electric Company  
Community Wildfire Safety Program – Regional Working Groups  
(Third Quarter, 2023)  
Meeting Summary**

**Overview**

Between September 13 and 15, Pacific Gas and Electric Company (PG&E) hosted their third quarterly Community Wildfire Safety Program (CWSP) Regional Working Group (RWG) meetings of 2023. Meetings were held in each of PG&E's five regions: Central Valley, North Valley/Sierra, North Coast, South Bay/Central Coast and Bay Area. Invitees included key stakeholders in communities that have been impacted by Public Safety Power Shutoffs (PSPS). These meetings provided attendees with a forum to provide their feedback to PG&E and hear wildfire safety updates relevant to their community.

The 2023 Q3 meeting addressed topics required under the California Public Utilities Commission's (CPUC) Microgrids and Resiliency Strategies Rulemaking (Microgrid OIR)<sup>1</sup> which directs utilities to conduct semi-annual workshops to share valuable information and take a collaborative approach to planning grid resiliency measures responsive to local needs. The Microgrid OIR also expanded the meeting scope to include grid resiliency and hardening efforts, data on resilience progress in each region. In accordance with the CPUC PSPS Phase II decision the meeting covered lessons learned and feedback from prior PSPS events. In addition, PG&E representatives addressed the CPUC's Phase II Decision Revising Electric Rule 20<sup>2</sup> regarding undergrounding. Representatives provided the following:

- Briefing about the utility's wildfire-related transmission and distribution investment plans
- Plans for potential undergrounding project locations that are not final
- An opportunity for local and tribal governments to share their priority sites for wildfire-related undergrounding projects via live feedback and/or submission via form after the meeting

PG&E representatives participated in the meetings to answer questions and engage with meeting participants. Working group invitees included representatives from tribal and local government entities, small multi-jurisdictional electric utilities, publicly owned electric utilities, communications and water service providers, public safety partners, AFN community-based organizations (CBO) and agencies (e.g., members of local Independent Living Centers) and CPUC staff. Participants were encouraged to ask questions, provide feedback and engage with each other.

**Facilitation**

The 2023 third quarter Regional Working Group meetings were held virtually on Microsoft Teams and were moderated by PG&E's Regional Senior Managers, with support from Local Government Affairs representatives, Tribal Liaisons, and Public Safety Specialists from each respective region. The Microsoft

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<sup>1</sup> D.20-06-017

<sup>2</sup> D.23-06-008

Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

Teams platform allowed all attendees to participate verbally and through the chat feature and access live captions. Action items were recorded and to be addressed following the meetings, when necessary.

Included below are details from the five meetings, including attendee counts.

REGION	DATE AND TIME	NUMBER OF ATTENDEES
Central Valley	September 13, 10:00 a.m.	14
North Valley & Sierra	September 13, 1:30 p.m.	21
North Coast	September 14, 10:00 a.m.	20
South Bay & Central Coast	September 14, 1:30 p.m.	19
Bay Area	September 15, 10:00 a.m.	22

### **Continued Engagement**

The feedback gathered during the third quarter Regional Working Groups and subsequent participant surveys helps to further inform our future meetings and helps our team identify local solutions to reduce PSPS impacts and wildfire risk. We will continue to engage with key stakeholders from each region through ongoing outreach and engagement efforts and subsequent Regional Working Group meetings.

The 2023 fourth quarter Regional Working Group meetings will focus on 2024 wildfire safety plans, PSPS event overviews and customer support updates. Similar to the second quarter 2023 meetings, these topics will be integrated with the semi-annual workshops required under the Wildfire OII Settlement/Decision<sup>3</sup>. For reference, detailed follow-up items captured during each meeting, along with meeting participant lists, are in the meeting summary forms located in the Appendix.

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<sup>3</sup> 1.19-06-015, Exhibit C, Page 7

Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

Appendix



**Community Wildfire Safety Program  
Regional Working Group Summary Sheet**

MEETING INFORMATION		
Region: Central Valley	Quarter: 2023 Q3	Meeting Date: September 13, 2023

INFORMATION REQUESTS / FOLLOW-UP ITEMS			
Description	Owner	Recipient	Status
N/A	N/A	N/A	N/A

FEEDBACK	
Topic	Summary
Regional Update	<ul style="list-style-type: none"> <li>N/A</li> </ul>
Community Wildfire Safety Program	<ul style="list-style-type: none"> <li>N/A</li> </ul>
211 California with Guest Presenter	<ul style="list-style-type: none"> <li>N/A</li> </ul>
Microgrids and Resiliency	<ul style="list-style-type: none"> <li>N/A</li> </ul>
Open Discussion and Q&A	<ul style="list-style-type: none"> <li>C. Mee inquired about where Microgrid funding comes from. Discussion followed and the question was addressed during the meeting.</li> <li>C. Mee commented thanking PG&amp;E.</li> </ul>

Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

<b>MEETING PARTICIPANTS</b>		
<b>Name</b>	<b>Title</b>	<b>Agency</b>
Alan Solomon	Energy Commission Supervisor	Office of Energy Infrastructure Safety
Alana Hitchcock	Executive Director & CEO	211
Anthony Noll	Program Manager	California Public Utilities Commission
Charles Mee		California Public Utilities Commission
Chris Lee	Senior Utilities Engineer	California Public Utilities Commission
Darrell Johnson	Compliance Manager, Incident Management	Comcast Cable
Desmond Lew	Senior Utilities Engineer	California Public Utilities Commission
Ed Pike	Senior Utilities Engineer	California Public Utilities Commission
Frank Leschinsky	Public Sector Manager	Volcano Communications Group
John Archibeque	Director of Compliance & Continuity	Comcast Cable
Kelly Brown	Community Information Officer	211
Reina Amo	Operations Manager	Pilot Energy
Steven Klaiber	Senior Regulatory Analyst	California Public Utilities Commission
Wes Smith		Mariposa County

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**Community Wildfire Safety Program  
Regional Working Group Summary Sheet**

MEETING INFORMATION		
Region: North Valley and Sierra	Quarter: 2023 Q3	Meeting Date: September 13, 2023

INFORMATION REQUESTS / FOLLOW-UP ITEMS			
Description	Owner	Recipient	Status
Provided feedback that during the recent PSPS event, the California Foundation for Independent Living Centers (CFILC) did not get copied on DDAR EOC referrals and was not included in email communications	T. Smith	Brian Snyder, FREED Center for Independent Living	In Progress

FEEDBACK	
Topic	Summary
<b>Regional Update</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
<b>Community Wildfire Safety Program</b>	<ul style="list-style-type: none"> <li>B. Snyder provided feedback that during the last PSPS event, the CFILC did not get copied on DDAR EOC referrals and was not included in email communications.</li> </ul>
<b>211 California with Guest Presenter</b>	<ul style="list-style-type: none"> <li>A. Retallack inquired if their organization should be directing people looking for local information, specific to resources and assistance, on the PSPS to 211 or PG&amp;E. Discussion followed, and PG&amp;E and the 211 guest presenter responded and addressed the question during the meeting.</li> <li>K. Kolpitcke inquired about the percentage of EPSS outages that were deemed to be from “unknown causes.” Discussion followed and the question was addressed in the meeting.</li> </ul>
<b>Microgrids and Resiliency</b>	<ul style="list-style-type: none"> <li>A. Retallack inquired about updates on the microgrids currently in development in the area. Discussion followed and the question was addressed in the meeting.</li> </ul>
<b>Open Discussion and Q&amp;A</b>	<ul style="list-style-type: none"> <li>A. Retallack commented, thanking presenters for being inclusive of many topics of interest and updates.</li> </ul>

Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

<b>MEETING PARTICIPANTS</b>		
<b>Name</b>	<b>Title</b>	<b>Agency</b>
Alan Solomon	Energy Commission Supervisor	Office of Energy Infrastructure Safety
Alexia Retallack	Customer Care Manager	Pioneer Community Energy
Ames Houghtby	Sergeant	Tehama County Sheriff's Office
Brian Snyder	Emergency Preparedness Coordinator	FREED Center for Independent Living
Darrell Johnson	Compliance Manager, Incident Management	Comcast Cable
Desmond Lew	Senior Utilities Engineer	California Public Utilities Commission
Hector Corral	Local Government & Community Liaison	California Public Utilities Commission
Hope Christman	Local Government Liaison, Executive Division	California Public Utilities Commission
Jessica McHale	Wildfire Safety Analyst	Office of Energy Infrastructure Safety
John Archibeque	Director of Compliance & Continuity	Comcast Cable
Julian Enis	Utilities Engineer	California Public Utilities Commission
Kelly Brown	Community Information Officer	211
Kirstin Kolpitcke	Legislative and Regulatory Manager	Pioneer Community Energy
Maria Marino	Emergency Coordinator	North Bay Regional Center
Mark Alabanza	Tribal Administrator	Mechoopda Indian Tribe of Chico Rancheria
Mark Riffey	Customer Care	Pioneer Community Energy
Nathan Poon		Office of Energy Infrastructure Safety
Ron Halog	Executive Director	Community Resources for Independent Living Inc.
Shelby Chase	Public Utility Regulatory Analyst III	California Public Utilities Commission
Travis Goings	Director of Risk Management	County of Plumas
Xuan "Cindy" Chen		California Public Utilities Commission

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**Community Wildfire Safety Program  
Regional Working Group Summary Sheet**

MEETING INFORMATION		
Region: North Coast	Quarter: 2023 Q3	Meeting Date: September 14, 2023

INFORMATION REQUESTS / FOLLOW-UP ITEMS			
Description	Owner	Recipient	Status
Inquired about future opportunities for a local town hall specifically for tribal communities	R. Franklin	Karen Kyle, Hoopa Valley Tribe, Tribal Assistance for Needy Families (TANF)	In Progress
Inquired about current progress of microgrid projects in the region	E. Gonzales	Sally Regli, Redwood Coast Energy Authority	In Progress
Inquired about the Hoopa Valley Tribe’s eligibility for the Microgrid Incentive Program	R. Franklin	Linnea Jackson, Hoopa Valley Public Utilities District	Closed

FEEDBACK	
Topic	Summary
<b>Regional Update</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
<b>Community Wildfire Safety Program</b>	<ul style="list-style-type: none"> <li>S. Regli inquired about the time it takes for patrol crews to inspect EPSS impacted powerlines and suggested that PG&amp;E utilize satellite crews to inspect lines more quickly in rural or tribal areas. Discussion followed and PG&amp;E explained the outage patrolling process.</li> <li>L. Jackson provided feedback stating that EPSS events are very impactful to their tribal utility and noted that each time there is an outage it requires time and impacts their equipment. L. Jackson inquired if PG&amp;E foresees funding opportunities to assist with infrastructure protection. Discussion followed and PG&amp;E shared programs available to tribal communities.</li> <li>L. Jackson inquired about how PG&amp;E is coordinating with the State’s Middle Mile Broadband Initiative to maximize timelines and resources. Discussion followed and PG&amp;E explained how coordination is occurring.</li> </ul>

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<b>211 California with Guest Presenter</b>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
<b>Microgrids and Resiliency</b>	<ul style="list-style-type: none"> <li>• J. Kopyciok inquired where stakeholders can find a list of critical facilities to establish eligibility for the Microgrid Incentive Program. PG&amp;E shared available resources.</li> </ul>
<b>Open Discussion and Q&amp;A</b>	<ul style="list-style-type: none"> <li>• S. Regli and A. Pole thanked PG&amp;E.</li> </ul>

Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

<b>MEETING PARTICIPANTS</b>		
<b>Name</b>	<b>Title</b>	<b>Agency</b>
Alana Hitchcock	Executive Director & CEO	211
Amos Pole	Director/Emergency Manager	Yurok Tribe
Darrell Johnson	Compliance Manager, Incident Management	Comcast Cable
Desmond Lew	Senior Utilities Engineer	California Public Utilities Commission
Eddie A. Morgan	Executive Director/CEO	Tri-County Independent Living - Eureka
Edwin Schmitt	Public Utilities Research Analyst	California Public Utilities Commission
Enrique Sanchez	Emergency Director	Stewarts Point
Garrett James	Emergency Services Specialist	Mendocino County Office of Emergency Services
Jana Ganion	Director of Sustainability and Government Affairs	Blue Lake Rancheria
Jana Kopyciok-Lande	Senior Policy Analyst	Senior Policy Analyst
Jessica McHale	Wildfire Safety Analyst	Energy Infrastructure Safety
John Archibeque	Director of Compliance & Continuity	Comcast Cable
Karen Kyle	Administrative Officer	Hoopa Valley Tribal TANF
Kelly Brown	Community Information Officer	211
Linnea Jackson	General Manager	Hoopa Valley Public Utilities District
Lisa Austin	Disability Disaster Access and Resources Assistant Manage	California Foundation for Independent Living Centers (CFILC)
Maria Marino	Emergency Coordinator	North Bay Regional Center
Sally Regli	Program Project Manager- Account Services	Redwood Coast Energy Authority
Woody Baker-Cohn	Assistant Emergency Services Manager	Marin County Sheriff's Office
Zae Perrin	Director of Customer Operations	MCE

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**Community Wildfire Safety Program  
Regional Working Group Summary Sheet**

MEETING INFORMATION		
Region: South Bay and Central Coast	Quarter: 2023 Q3	Meeting Date: September 14, 2023

INFORMATION REQUESTS / FOLLOW-UP ITEMS			
Description	Owner	Recipient	Status
Clarification that all critical customers are not exempt from capacity outages	Y. Thao	Kelly Hubbard, County of Santa Barbara	In Progress
Provide 211 call center locations to verify critical facilities and infrastructure designations	R. Navarro	Kelly Hubbard, County of Santa Barbara	In Progress

FEEDBACK	
Topic	Summary
<b>Regional Update</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
<b>Community Wildfire Safety Program</b>	<ul style="list-style-type: none"> <li>K. Hubbard inquired about the map legend for PG&amp;E’s Utility Fire Potential Index forecast map. Discussion followed and PG&amp;E provided an overview of the index.</li> <li>C. Mee inquired if PG&amp;E has EPSS enabled all the time or just when the Fire Index reached a specific level. Discussion followed and PG&amp;E provided additional context on the decision-making process for EPSS-protection.</li> <li>K. Hubbard inquired if EPSS would reduce the need for Public Safety Power Shutoffs. Discussion followed and PG&amp;E shared that EPSS is utilized as an additional measure for wildfire protection.</li> <li>C. Mee inquired about how PG&amp;E’s undergrounding funding compares to projects initiated by local communities. Discussion followed and the question was addressed in the meeting.</li> </ul>
<b>211 California with Guest Presenter</b>	<ul style="list-style-type: none"> <li>D. Reid inquired about how County Operational Area Emergency Managers can obtain access to PG&amp;E’s medically vulnerable customers database. Discussion followed and information was shared about PG&amp;E’s Data Portals.</li> </ul>

Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

	<ul style="list-style-type: none"> <li>• K. Hubbard inquired about receiving intake numbers for counties that were not included in a chart. Discussion followed and the question was addressed in the meeting.</li> <li>• K. Hubbard inquired if 211 call centers are considered critical infrastructure. Discussion followed and PG&amp;E will follow up with Kelly to share additional information.</li> </ul>
<b>Microgrids and Resiliency</b>	<ul style="list-style-type: none"> <li>• K. Hubbard inquired if the new FEMA Community Disaster Resilience Zones will be considered for eligibility of the Microgrid Incentive Program. Discussion followed and the question was addressed in the meeting.</li> </ul>
<b>Open Discussion and Q&amp;A</b>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>

Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

<b>MEETING PARTICIPANTS</b>		
<b>Name</b>	<b>Title</b>	<b>Agency</b>
Adam Selvin	Director of Energy Services & Community Relations	Silicon Valley Clean Energy
Alana Hitchcock	Executive Director & CEO	211
Andrew Rubang	Local Government & Community Liaison	California Public Utilities Commission
Andrew Young	Emergency Services & Volunteer Coordinator	City of Gilroy
Bob Martin Del Campo	Emergency Management Specialist	FEMA
Charles Mee	Senior Utilities Engineer	California Public Utilities Commission
Christopher Moore	Southern California Local Government Liaison	California Public Utilities Commission
David Reid	Director, Office of Response, Recovery & Resilience (OR3)	County of Santa Cruz
Desmond Lew	Senior Utilities Engineer	California Public Utilities Commission
Gary Luong	Analyst	City of San José
Hope Christman	Local Government Liaison, Executive Division	California Public Utilities Commission
Kelly Brown	Community Information Officer	211
Kelly Hubbard	Director of Office of Emergency Management	County of Santa Barbara
Lisa Austin	Disability Disaster Access and Resources Assistant Manager	California Foundation for Independent Living Centers (CFILC)
Matthew O'Reilly	Energy Rates Specialist	San José Clean Energy
Mike Magretto	Director	California American Water Monterey
Ray Riordan	Director of Emergency Management	City of San José
Robert Cascone		City of Cupertino
Ronald DeMayo		California Public Utilities Commission

Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.



**Community Wildfire Safety Program  
Regional Working Group Summary Sheet**

MEETING INFORMATION		
Region: Bay Area	Quarter: 2023 Q3	Meeting Date: September 15, 2023

INFORMATION REQUESTS / FOLLOW-UP ITEMS			
Description	Owner	Recipient	Status
Inquired about additional programs available for customers with Access and Functional Needs that are not in Tier 2 or Tier 3 areas but have experienced EPSS-related outages.	L. Stout	Ron Halog, Community Resources for Independent Living Inc.	In Progress

FEEDBACK	
Topic	Summary
Regional Update	<ul style="list-style-type: none"> <li>N/A</li> </ul>
Community Wildfire Safety Program	<ul style="list-style-type: none"> <li>A representative from the San Francisco Department of Emergency Management inquired about automated messages during EPSS outages. Discussion followed and the question was addressed.</li> <li>R. Halog inquired about restoration times during EPSS outages. Discussion followed and the question was addressed in the meeting.</li> <li>R. Halog inquired about resources available to customers who have Access and Functional Needs and have experienced EPSS-related outages but are not located in Tier 2 or Tier 3 areas.</li> </ul>
211 California with Guest Presenter	<ul style="list-style-type: none"> <li>N/A</li> </ul>
Microgrids and Resiliency	<ul style="list-style-type: none"> <li>L. Brown inquired if the Microgrid Incentive Program would be available to communities that are served by the Community Choice Aggregation program. Discussion followed and the question was addressed in the meeting.</li> <li>A. Delay inquired if the instructions for applying to the Microgrid Incentive Program (MIP) would be included in the MIP handbook. Discussion followed and the question was addressed in the meeting.</li> <li>A. Delay inquired if a fire station that also serves as a Community Resource Center would have a higher likelihood of being selected for the</li> </ul>

Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

	Microgrid Incentive Program. Discussion followed and the question was addressed in the meeting.
<b>Open Discussion and Q&amp;A</b>	<ul style="list-style-type: none"><li>• N/A</li></ul>

Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

MEETING PARTICIPANTS		
Name	Title	Agency
Alana Hitchcock	Executive Director & CEO	211
Ari Delay	Fire Chief	City of San Bruno
Brett Kawakami	Manager of Water Treatment and Distribution	EBMUD
Charles Mee	Senior Utilities Engineer	California Public Utilities Commission
Darrell Johnson	Compliance Manager, Incident Management	Comcast Cable
David Cosgrave	Emergency Management Coordinator	San Mateo County Department of Emergency Management
Desmond Lew	Senior Utilities Engineer	California Public Utilities Commission
Duty Officer		San Francisco Department of Emergency Management
Hope Christman	Local Government Liaison, Executive Division	California Public Utilities Commission
Jasdeep Lally	Utilities Engineer	California Public Utilities Commission
John Archibeque	Director of Compliance & Continuity	Comcast Cable
Kim Springer	Community Information Officer	211
Lars Eric Holm	Disaster Preparedness Coordinator	Eden I&R
Leslie Brown	Director Of Account Services	Peninsula Clean Energy
Lisa Austin	Disability Disaster Access and Resources Assistant Manage	California Foundation for Independent Living Centers (CFILC)
Nelson Alegria	Emergency Preparedness Coordinator	Pittsburg Unified School District
Peter Levitt	Programs Manager, Distributed Energy Resources	Peninsula Clean Energy
Ronald DeMayo		California Public Utilities Commission
Ron Halog	Executive Director	Community Resources for Independent Living Inc.
Thomas Rossberg	Deputy Sheriff	Contra Costa County Office of the Sheriff
Xuan "Cindy" Chen		California Public Utilities Commission

Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

## **Attachment 2**

**Agenda and Presentations for the Third Quarter 2023,  
Regional Working Groups (including Resiliency  
Workshop)**



## Q3 Regional Working Group – September 2023

### Agenda

Topic	Subtopics	Duration
<b>Introductions and Safety</b>		5 min
<b>Regional Update</b>	<ul style="list-style-type: none"><li>▪ Major projects and progress</li></ul>	10 min
<b>Community Wildfire Safety Program</b>	<ul style="list-style-type: none"><li>▪ Enhanced Powerline Safety Settings (EPSS)</li><li>▪ Public Safety Power Shutoffs (PSPS)</li><li>▪ Undergrounding and System Hardening update</li><li>▪ Customer resources</li></ul>	25 min
<b>Guest Presenter: 211 California</b>	<ul style="list-style-type: none"><li>▪ Outage support for customers</li></ul>	20 min
<b>Microgrids and Resiliency</b>	<ul style="list-style-type: none"><li>▪ Resiliency updates</li><li>▪ Microgrid Incentive Program (MIP)</li></ul>	20 min
<b>Open Discussion and Q&amp;A</b>	<ul style="list-style-type: none"><li>▪ Feedback</li><li>▪ Participant survey</li></ul>	10 min

# Pacific Gas and Electric Company

Q3 Regional Working Group  
Central Valley Region

September 13, 2023



## Virtual Sign In Reminder

Please “sign in” using the chat function and provide your **name, organization and email.**



# Safety

## Preparedness Tips

Always be prepared in case of a natural disaster or an emergency

---

Build a disaster supply kit for you, your family or your business

---

Be sure to include food, water, medication, flashlights, first aid kits, a list of emergency contacts and more

---

Visit [safetyactioncenter.pge.com](https://safetyactioncenter.pge.com) to help prepare for an emergency





# Agenda

- 1 Regional Update

---

- 2 Community Wildfire Safety Program

---

- 3 211 California with Guest Presenter

---

- 4 Microgrids and Resiliency

---

- 5 Open Discussion and Q&A

## Participants

**Greg Race**  
Regional Senior Manager

**Nicole Villaruz**  
Local Government Affairs

**Todd Crawford**  
Public Safety Specialist

**Reno Franklin**  
Tribal Liaison

**Justin Stabe**  
Director, Underground Delivery

**Alana Hitchcock**  
Executive Director and CEO, 211 California

**Kelly Brown**  
Chief Information Officer, Interface 211

**Molly Hoyt**  
Microgrid Policy and Pricing  
Planning, Principal

# Regional Update





# Central Valley Region Overview and Projects

**1,235,000**

Electric Customers Served

**944,000**

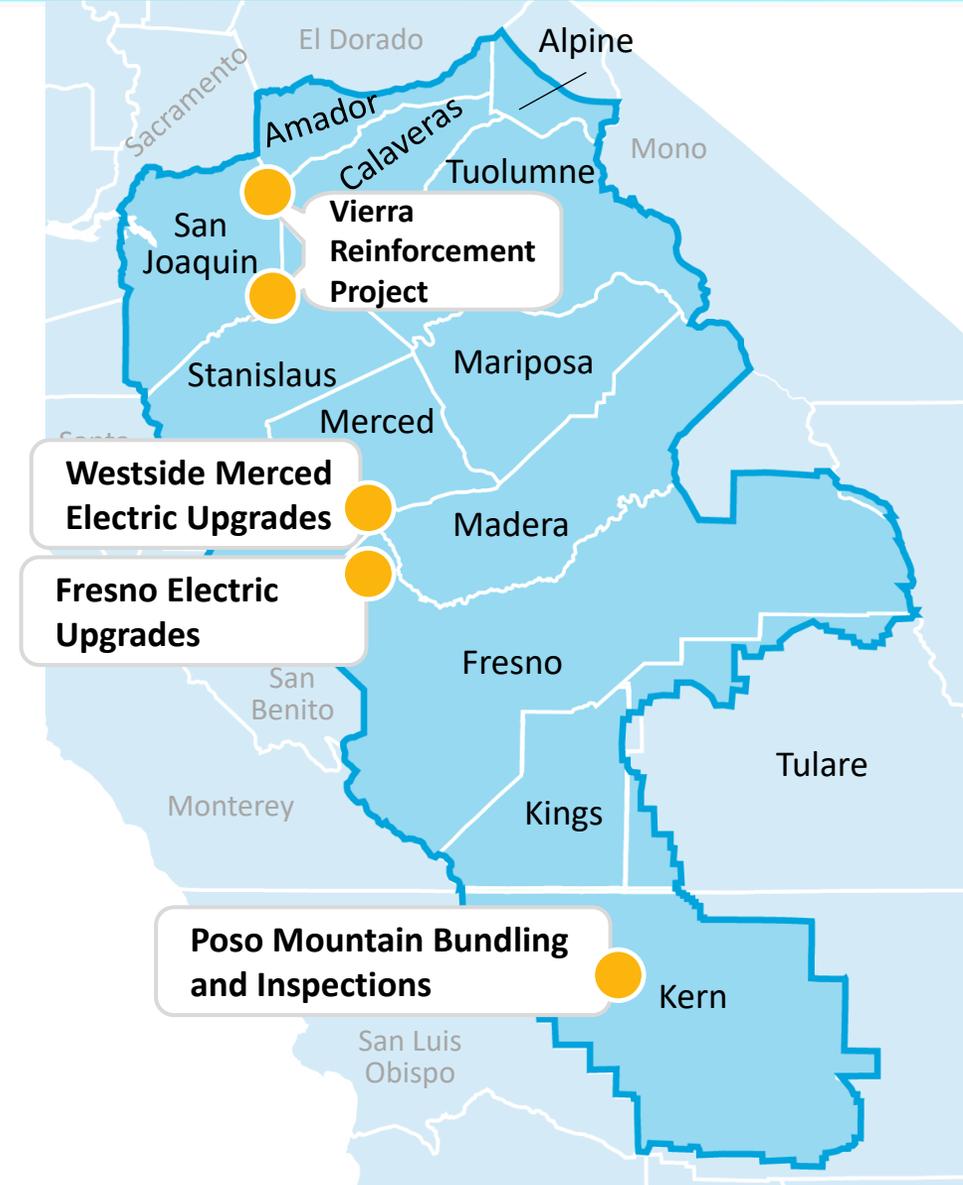
Gas Customers Served

**5,000**

Coworkers Serving You

**6,750**

Powerline Miles in High  
Fire-Threat Districts



# Community Wildfire Safety Program



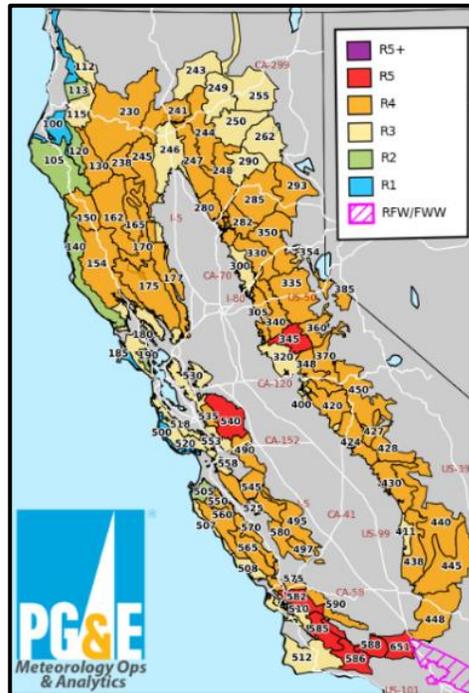


# Wildfire Risk Outlook Across Our Service Area

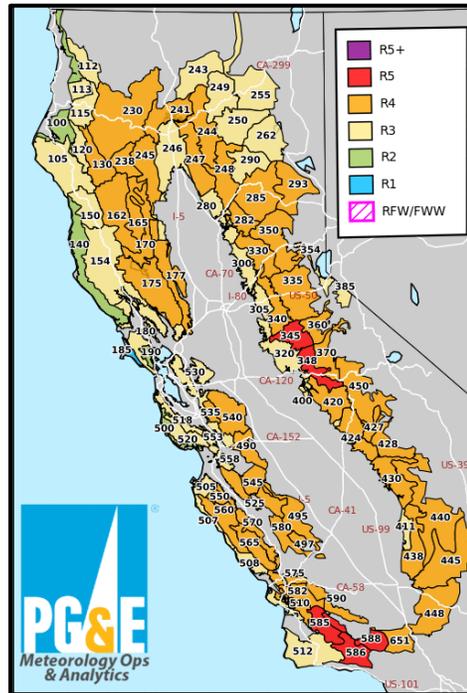
PG&E is utilizing advanced technologies to monitor, analyze and forecast wildfire risk across our service area.

## 2022

### PG&E Utility Fire Potential Index Ratings



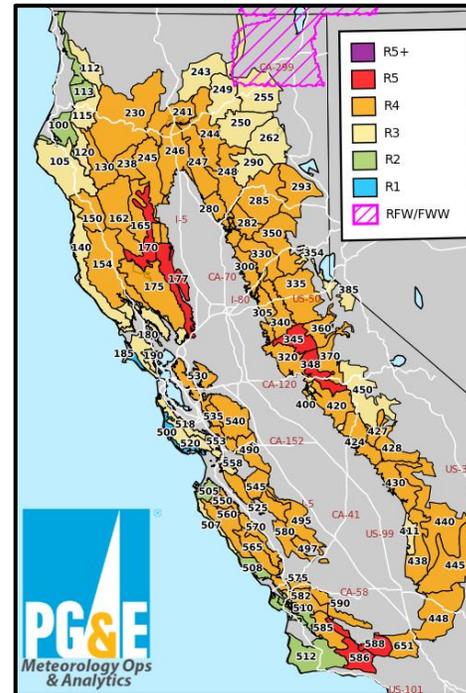
Valid for 07/23/2022



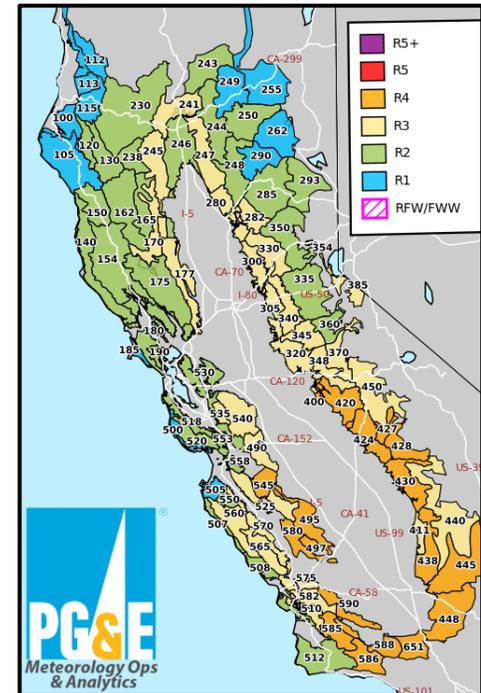
Valid for 09/01/2022

## 2023

### PG&E Utility Fire Potential Index Ratings

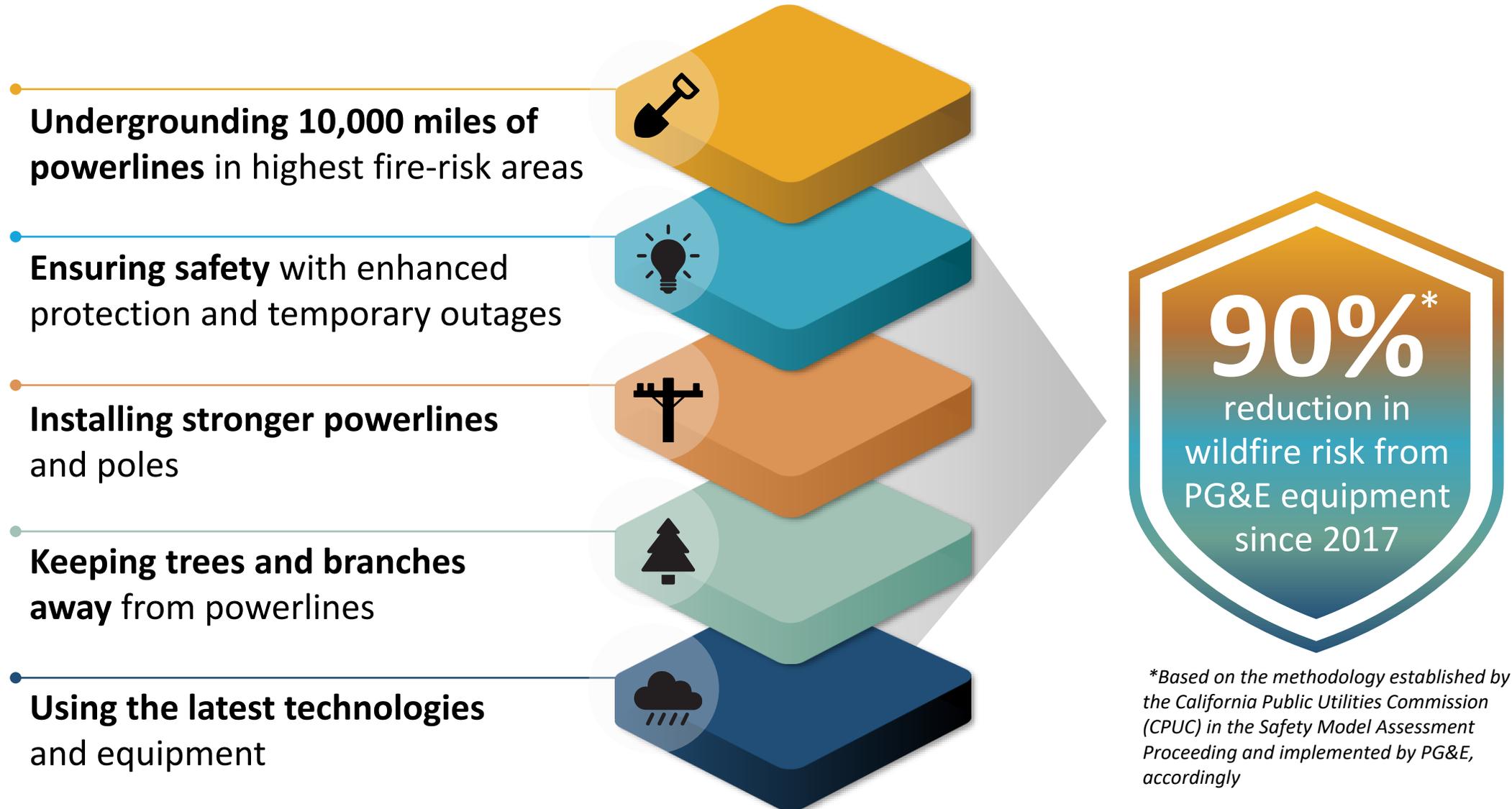


Valid for 07/23/2023



Valid for 09/01/2023

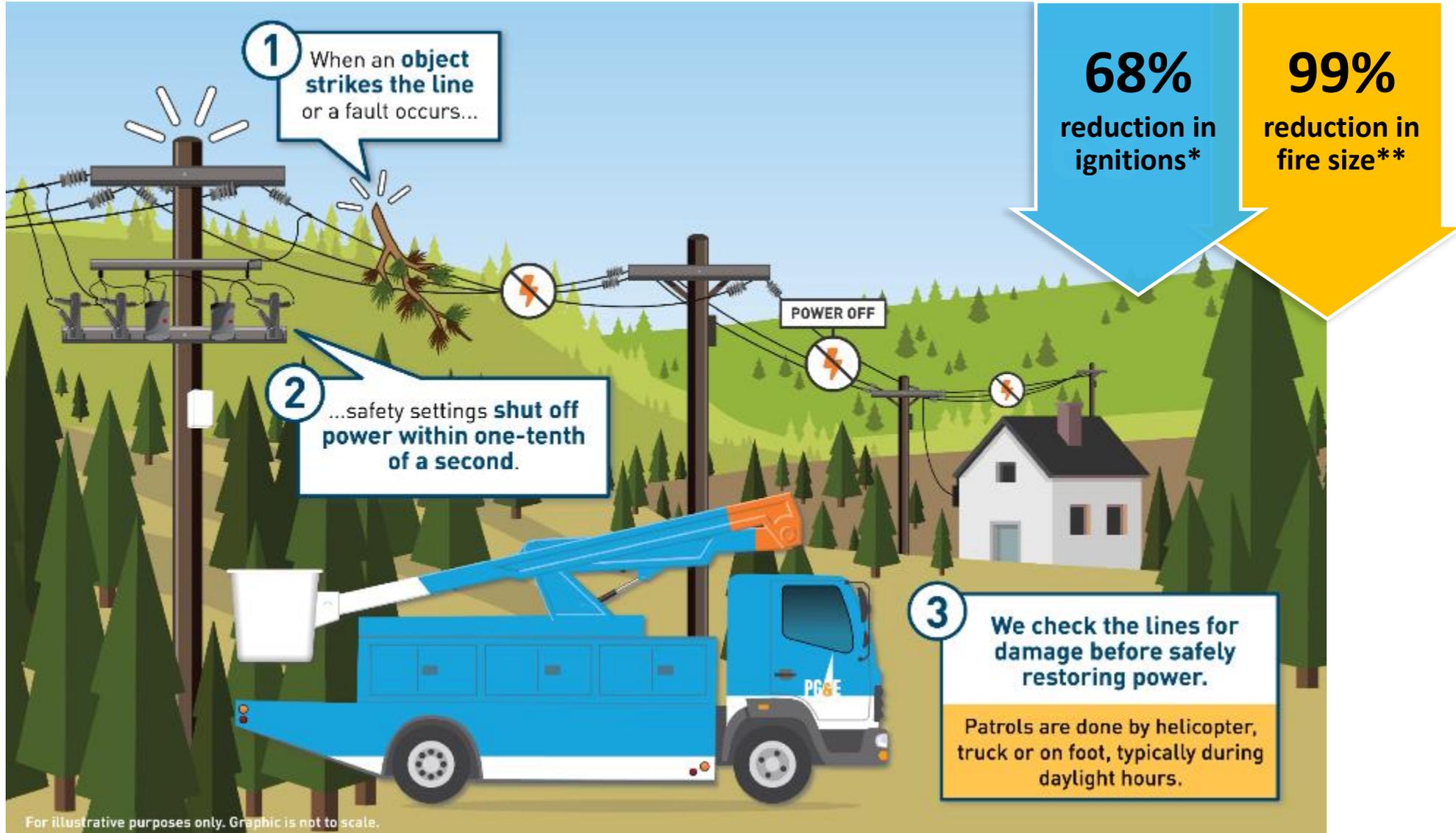
# Layers of Wildfire Protection



# Enhanced Powerline Safety Settings



# Enhanced Powerline Safety Settings: A Technology To Prevent Wildfires



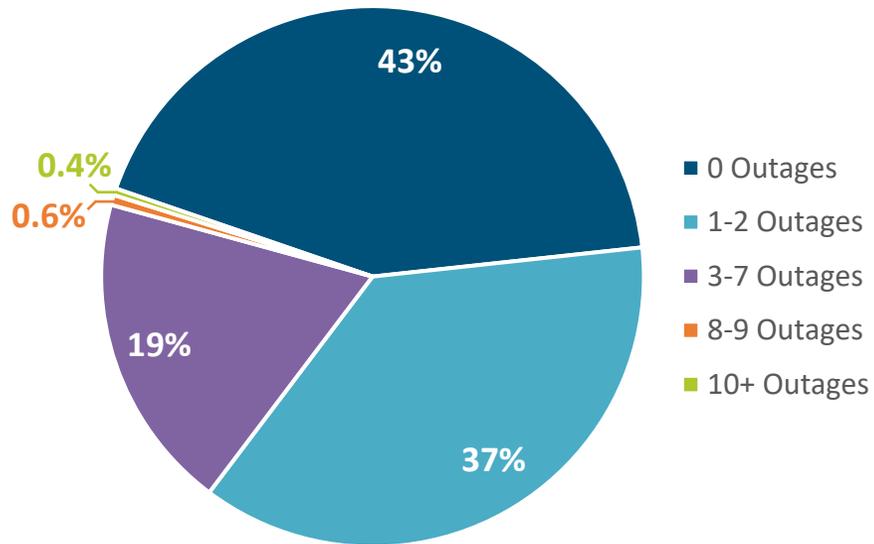
Data is approximate; \*Based on 2022 performance for CPUC-reportable ignitions in HFTD compared to 2018-2020 weather-normalized performance; \*\*Relative to the 2018-2020 average  
Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.



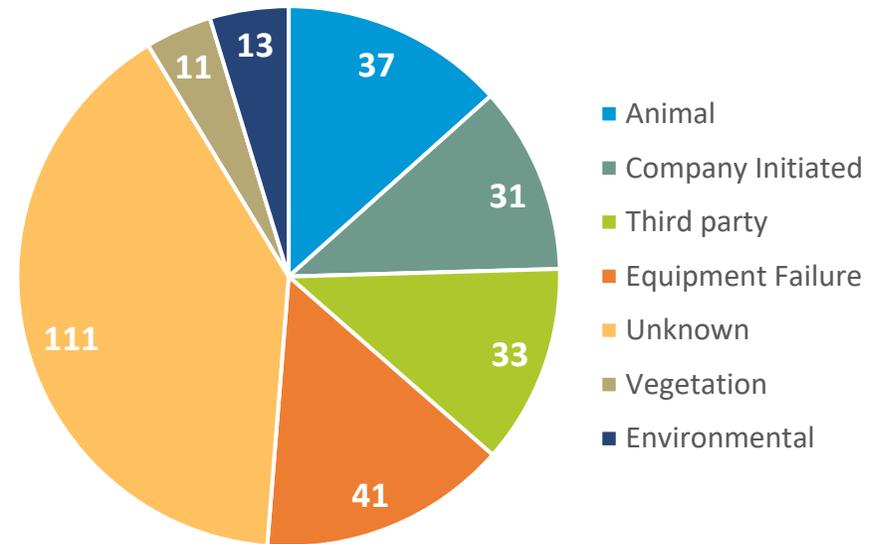
**100%** of powerlines in high fire-risk areas are protected by EPSS

## Performance on EPSS Protected Powerlines in 2023

Customers Experiencing\*



Common Outage Causes



\* Customer counts are approximate as of 08/31/2023 and may change based on ongoing program updates and enhancements. Data is approximate and as of 08/31/2023  
Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

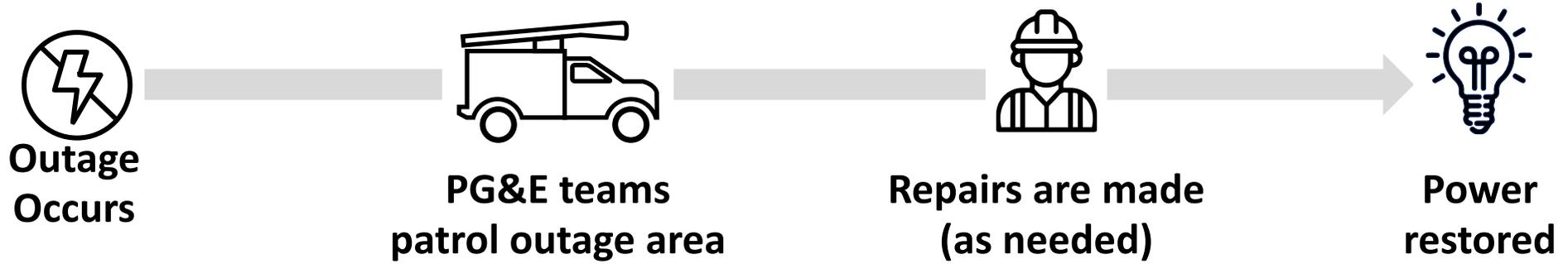
**We have and continue to take steps to improve reliability on circuits protected by EPSS.**

- ✓ Installing fault indicators to speed up restoration
- ✓ Adjusting the sensitivity of safety settings
- ✓ Conducting additional patrols to identify further improvements
- ✓ Trimming trees near powerlines
- ✓ Installing sectionalizing devices to limit the number of customers impacted during outages

**i** Learn more at [pge.com/epss](https://pge.com/epss)



# How Are Stakeholders Notified After an EPSS Outage



**Customer notifications and updates including estimated restoration times** through automated texts, calls or emails

**Ongoing website updates** with outage information and estimated restoration times

**Outage Portal updates** with interactive map and dashboard, locations of enabled circuits and details of active outages\*

*\*Only available to Public Safety Partners*

*Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# Public Safety Power Shutoffs



# What is a Public Safety Power Shutoff?

High winds can cause tree branches and debris to contact energized electric lines, damage our equipment and cause a wildfire.

**To prevent wildfires, we may need to turn off power as a last resort.**





# How and When are Stakeholders Notified?

- Priority** ✓ 3 days before power is turned off
- Watch** ✓ 2 days and 1 day before power is turned off
- Warning** ✓ 4-1 hours before power is turned off
- ✓ When power is turned off
- ✓ After weather has passed
- ✓ If estimated restoration time changes
- ✓ Daily until power has been restored

## How we'll notify

### Automated calls, texts and emails

We will also use pge.com, social media and will inform local news and radio.

- @pacificgasandelectric
- @pacificgasandelectric
- @PGE4Me

## Who receives priority notifications?

- Public Safety Partners
- Critical Customers
- Community Based Organizations (CBOs)
- Transmission Customers

**This year, PG&E will send PSPS notifications 24 hours a day, as needed.**

## Why the Change?

This update is based on established requirements from the California Public Utilities Commission. An outage, change in weather or power coming back on can happen overnight. If that occurs, we will notify you between 9 p.m. and 8 a.m.

## PG&E resources to help your community prepare:

- Receive notifications for any address at [pge.com/addressalerts](https://pge.com/addressalerts)
- Find resources and support at [pge.com/pspsresources](https://pge.com/pspsresources)
- Update contact information at [pge.com/psps](https://pge.com/psps)



**Do you have any feedback to share on PG&E's PSPS notifications?  
How can the notifications better serve you and your community?**

# Undergrounding



# Undergrounding 10,000 Miles of Our Electric System

**In 2021, PG&E announced a major new initiative to underground 10,000 miles of power lines in high fire-risk areas.**

This is approximately one-third of the miles PG&E has in high fire-risk areas.

.....

This commitment represents the largest effort in the U.S. to underground power lines as a wildfire risk reduction measure.





# Prioritizing Undergrounding to Have the Greatest Impact on Reducing Wildfire Risk

## To accomplish this, we:

Use machine-learning based risk modeling and partner with wildfire analysis providers.

## This modeling considers historic ignitions and other factors, such as:

- Vegetation
- Topography
- Condition of the electrical equipment

## We also consider the:

- Probability of an ignition
- Consequences if a wildfire were to start in a specific location

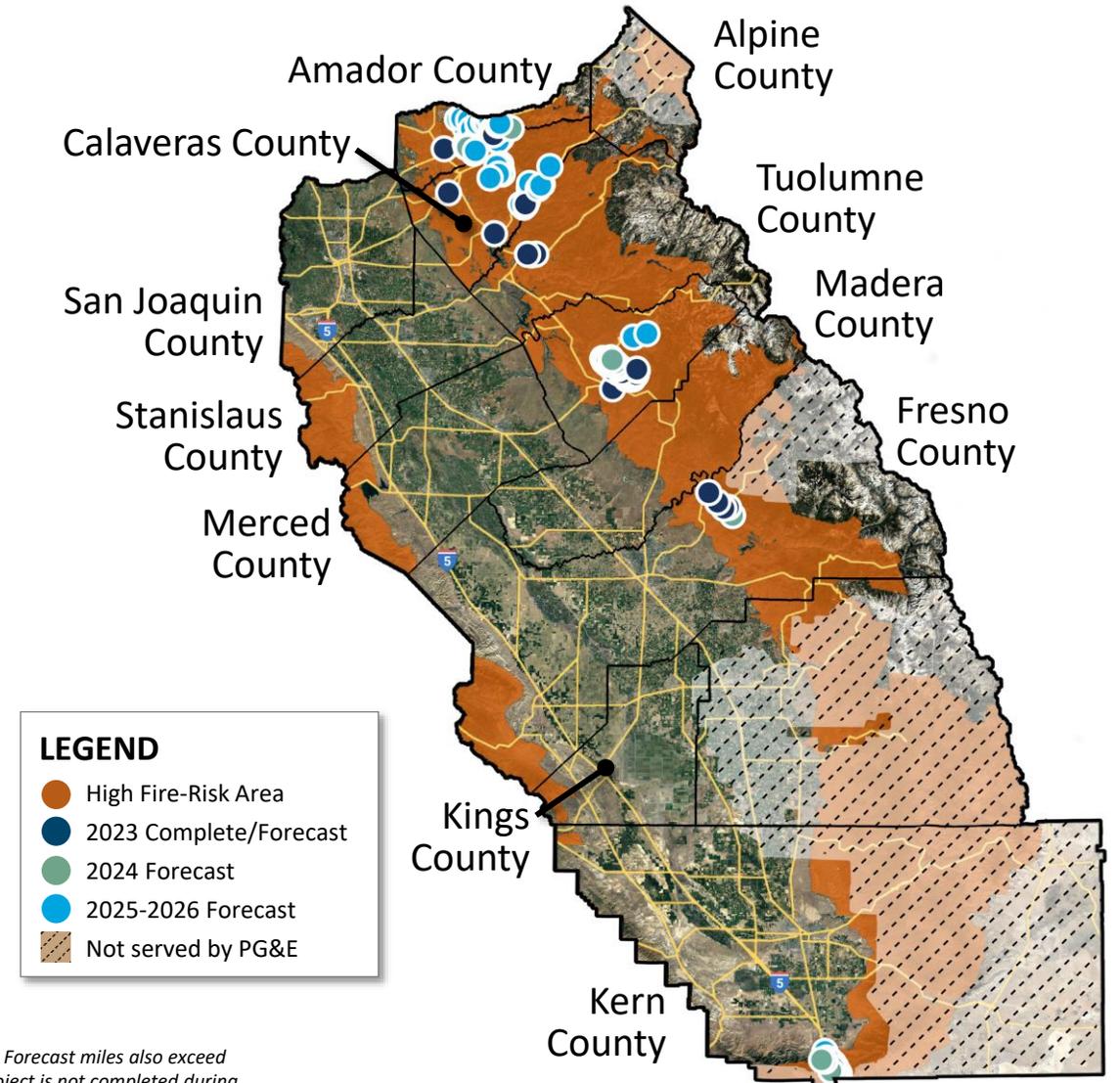
*Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*





# Central Valley 2023-2026 Undergrounding Forecast

Central Valley Region			
County	2023 Miles (Complete/Forecast)	2024 Miles (Forecast)	2025-2026 Miles (Forecast)
Amador	1	37	142
Calaveras	18	18	125
Fresno	<1	<1	0
Kern	0	26	23
Mariposa	31	15	58
Tuolumne	4	0	0



*\*Data as of 6/30/2023. This map is for illustrative purposes. Forecasts can change as our risk model evolves to address the greatest wildfire risk. Forecast miles also exceed annual targets. Mileage in a community may increase or decrease due to access, weather, permitting or other constraints. In most cases, if a project is not completed during the year originally identified, it will continue through planning/construction phases during subsequent years.*

*Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

In early August we shared updated maps of our latest undergrounding workplans with customers, agencies and stakeholders.

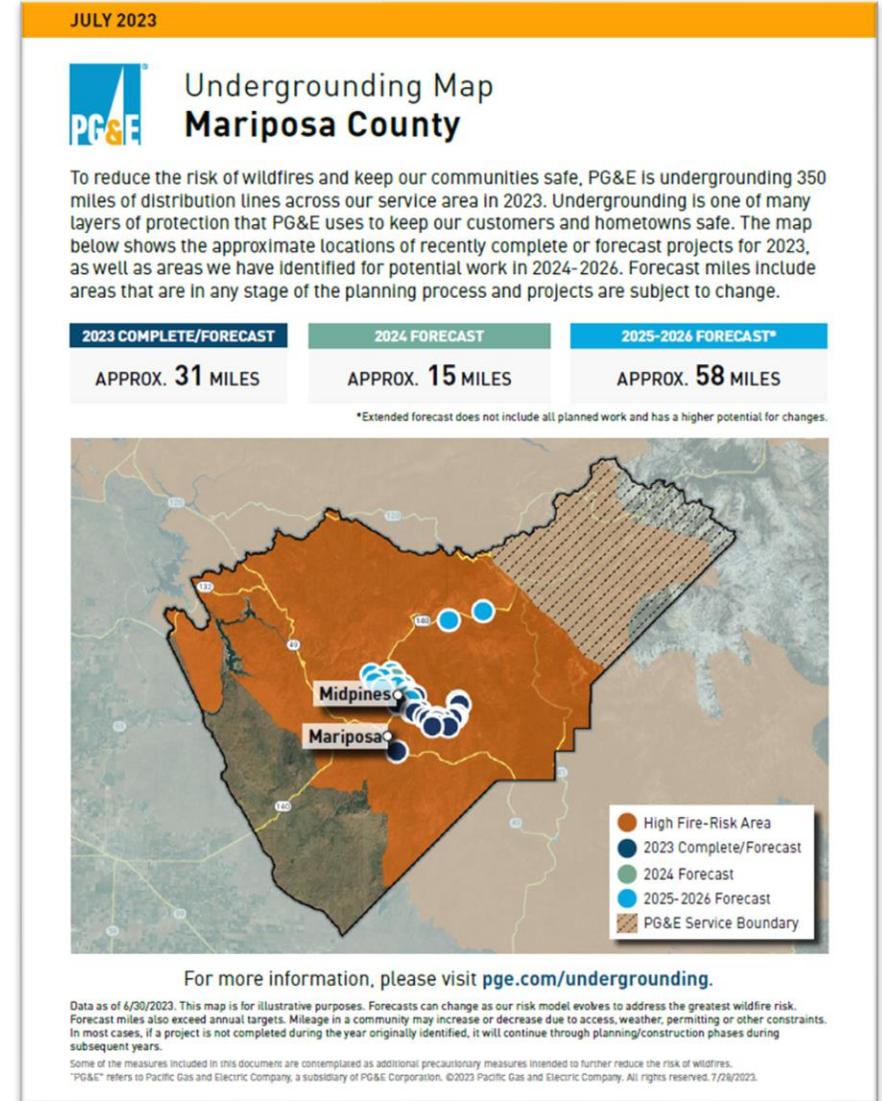
These maps include:

- Updated 2023/2024 mileage totals
- 2025/2026 mileage totals

**i** County and city specific PDF maps are available for download at [pge.com/undergrounding\\*](https://pge.com/undergrounding)

\*As available, not all agencies have undergrounding work planned.

*Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*





# Improving Our Risk Model

**Our risk model analyzes several factors to help ensure we are prioritizing undergrounding work in a way that reduces as much wildfire risk as possible. This analysis is updated through periodic risk model reviews and improvements.**

## Current Risk Model

- Uses an expanded machine learning analysis (from prior risk models) to better predict ignitions in high fire-risk areas
- Calculates risk by location/individual asset to allow prioritization of the highest-risk areas
- Models relationships between overall wildfire risk, environmental and asset characteristics
- Models ignition consequences
- Estimates where specific improvements are likely to be most effective (undergrounding, overhead hardening, etc.)

## Future Risk Model

- Better accounts for how hard it would be to contain a wildfire if an ignition were to occur
- Leverages updated Public Safety Power Shutoff data as well as new Enhanced Powerline Safety Setting considerations
- Includes additional vegetation/wind direction factors and updated asset, weather and vegetation/fuels data
- Considers data-informed ingress and egress factors including access to transportation and physical mobility

## What to Expect

<h3>Users</h3>	<p>Tribal, federal, state, and local agencies, telecommunication providers and joint trench partners</p>
<h3>Platform</h3>	<p>Utilizes Bentley Systems data sharing platform (previously used by other vegetation/wildfire safety improvement related data sharing)</p>
<h3>Features</h3>	<ul style="list-style-type: none"> <li>▪ Downloadable map files and project details (PDFs maps, KMZ map, Excel data file)</li> <li>▪ Quarterly updates and email reminders</li> </ul>
<h3>Estimated Timing</h3>	<p>Q3 2023 (Quarterly updates thereafter)</p>
<h3>Next Steps</h3>	<p>Email invitations have been shared with undergrounding stakeholders, please reach out to <a href="mailto:undergrounding@pge.com">undergrounding@pge.com</a> if you would like to request access.</p>



**Tribal and local governments are able to share feedback on priority sites for wildfire-related undergrounding projects through a formal process.**

## How to share feedback:



Reach out to your assigned PG&E representative if you are a tribe or agency interested in more information.

Feedback will be reviewed against PG&E's existing risk model and other considerations. Workplan feedback related to construction timing, potential construction impacts and other planned or ongoing work near an undergrounding project is welcomed.

Undergrounding Workplan  
Agency/Organization Feedback Form
SAMPLE  
PDF FORM

We are prioritizing moving powerlines underground in areas where we can reduce the greatest amount of wildfire risk for our customers. **If your agency would like to share feedback on our undergrounding workplans, please fill in all fields below and email the form to [undergrounding@pge.com](mailto:undergrounding@pge.com).** Response times for submitted feedback will vary.

Agency/Organization Information

Name/Contact:  Email:

Agency/Organization:  Phone:

Address:  Date:

City:  ZIP:

Undergrounding Workplan Feedback

Approximate Location:

Feedback:

Additional Information/Background Details:

Are there additional supporting documents?

Yes  No

Please remember to attach any supporting documents to your email when you submit this form.

Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires. \*PG&E\* refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. ©2023 Pacific Gas and Electric Company. All rights reserved. 09/11/2023.



# Engaging With Our Customers Early and Often

We are committed to communicating with customers during each phase of an undergrounding project. We also provide regular text, phone call and email updates, as well as meet with customers 1:1.

## AVERAGE TIMESPAN FOR PHASES 1 to 3: 6-24+ MONTHS

### 1. Surveying/Mapping

Welcome Brochure and Pocket Card



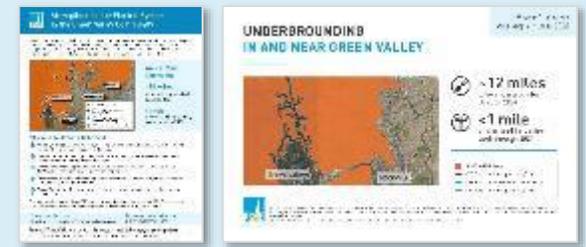
### 2. Estimating/Constructability Review

Right-of-Way Information



### 3. Plan Finalization

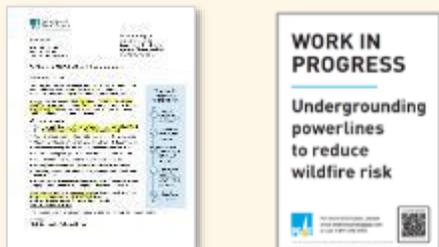
Customized Community Engagement



## AVERAGE TIMESPAN FOR PHASES 4 to 6: 6-12+ MONTHS

### 4. Pre-Construction Preparation

Construction Kick-off Package and Signage



### 5. Construction/Planned Outages

Social Media and Outage Communications



### 6. Post Construction

Postcards



# 211 California





# 211 California: Connecting to Critical Services



2.1.1

*“ Our 211 system is an incredible system in the state of California that connects people to real services, in real time. 211 is connecting the unconnected, providing people with real solutions, and providing essential information and support during disasters.*

*Everyone needs to know about 211. ”*

*– Greg Cox, 211 California Board of Directors*

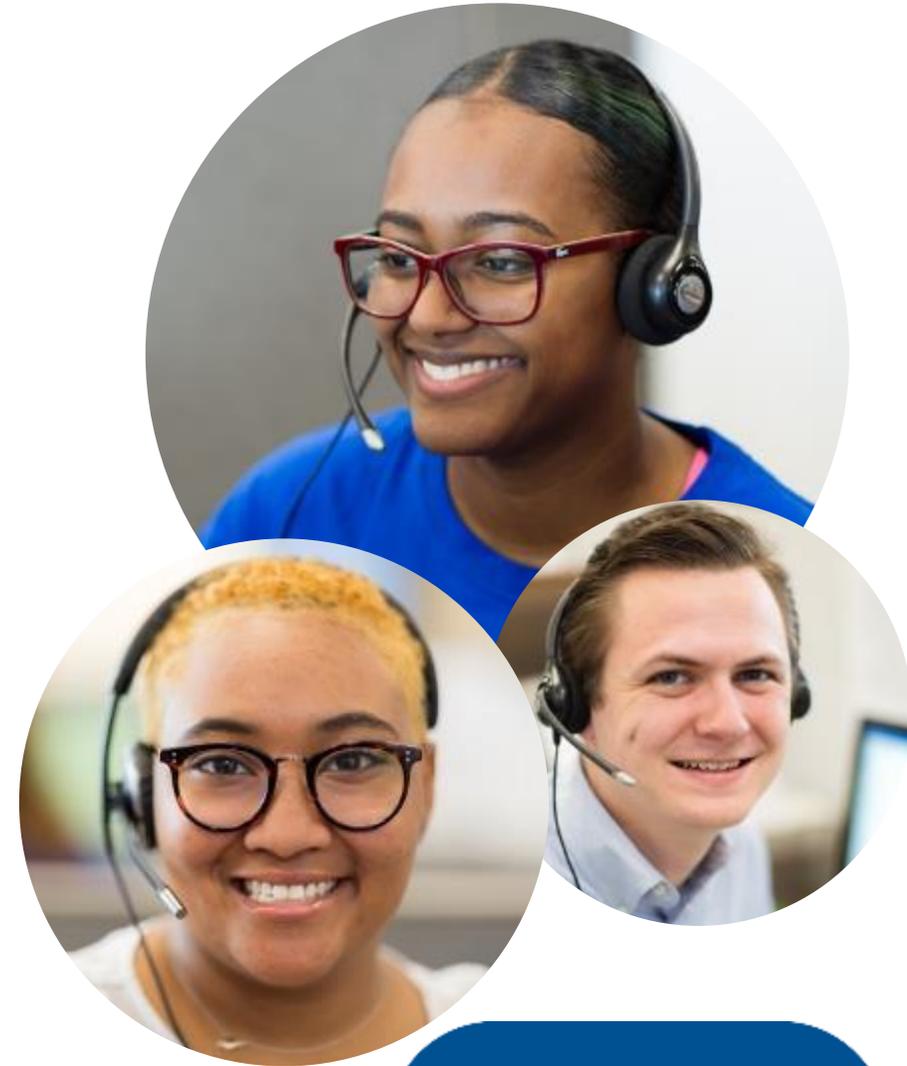
**2.1.1**

# About 211

**211 is the 24/7 triage center for social and disaster needs**

**211 connects people in need to services in their community using:**

- ✓ Skilled, caring live assessment
- ✓ Comprehensive community resource databases
- ✓ Multi-channel service (phone, text, online)
- ✓ Multi-lingual service
- ✓ Specialty programs & direct services that increase accessibility, equity, and service connections



**2.1.1**

# About the 211 CA Network



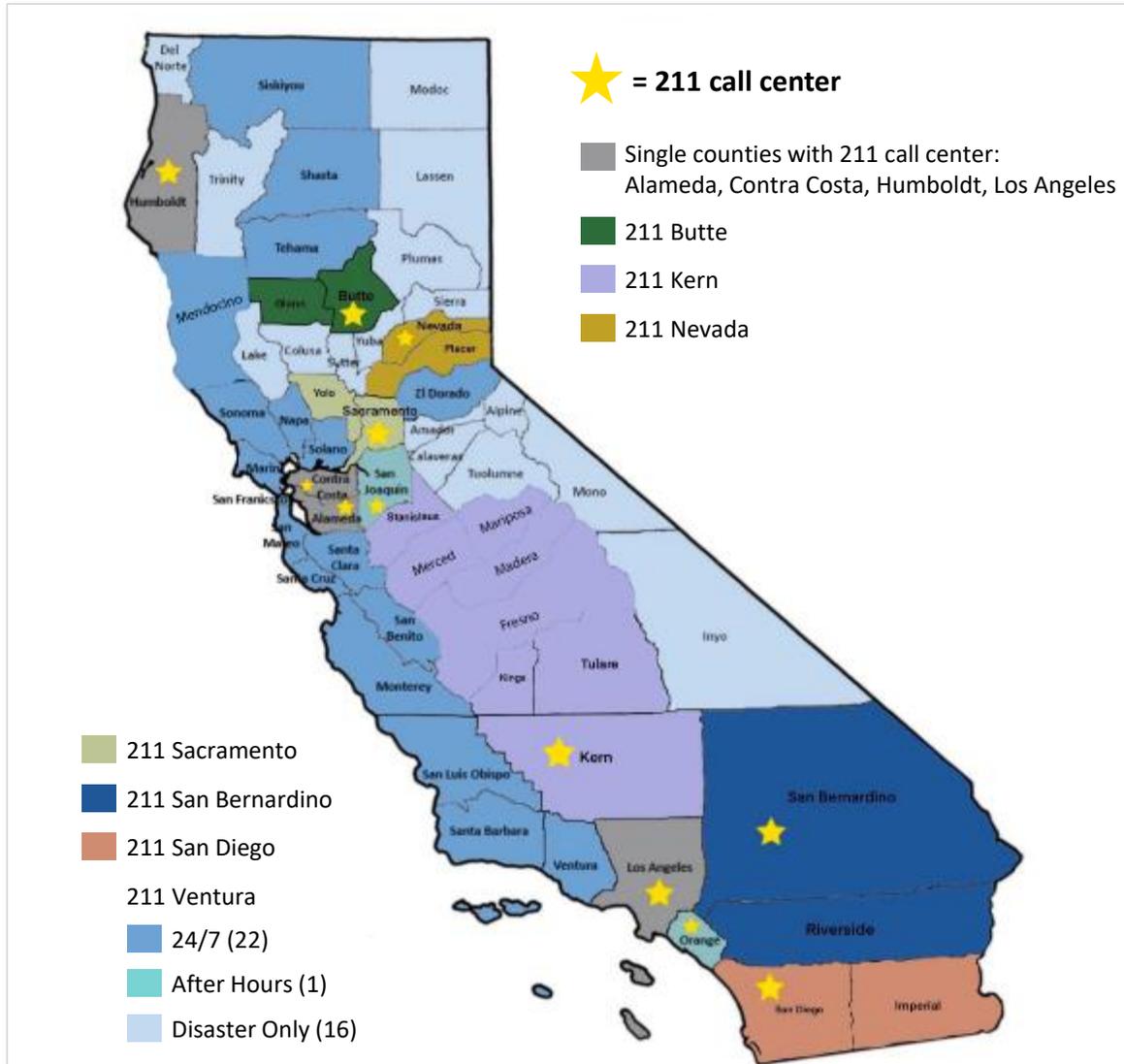
- CBOs and Local governments
- CPUC-authorized lead entities and partnering organizations
- 50% are local United Ways
- Programs and funding sources vary widely by county
- Members are accredited by national standards body Inform USA (formerly AIRS)
- Mutual assistance for disaster response

***Together, the 211 California network provides 24/7/365 service to over 98% of the state's population and provides disaster-only coverage statewide.***



**211**

# 211 Services in California



- 45 counties full 211
- 13 counties disaster only
- Multiple applications in process to CPUC

2.1.1

# Statewide Initiatives & 2023 Updates



- CA vs Hate hotline & care coordination services
- Kick it CA Tobacco Cessation
- Public Safety Power Shutoff & All Hazards hotline and care coordination
- Disaster, emergency & mass violence activation & long-term recovery
- Housing & unhoused crisis
- Social Determinants of Health, CalAIM, Community Information Exchanges

2·1·1

# 2022 Statewide Needs Report

From Hello to Help, 211 is Here.



**2.1M** requests for help

**211 IS A VITAL HUMAN SERVICE ACROSS CALIFORNIA AND NORTH AMERICA.** 24/7 people can contact 211 to access free and confidential community health and human services. 211 provides expert, caring help in more than 180 languages — no matter the situation, the specialists at 211 listen, identify problems, and connect people in need with resources and services in their community that improve their lives. 211 tackles underlying root causes — 211 does more than “patch people through” to agencies. Instead, 211 specialists are trained to identify and address root causes of a client’s problem and connect them with a wide range of available resources that meet all the underlying needs. There is no other network in the country that has a similar pulse on America’s needs. 211 makes the social services ecosystem more efficient by ensuring people in need are connected to agencies that can help them.



**176K**

referrals to reduce hunger and food insecurity

**710K**

referrals to housing and homeless prevention services



**144K**

referrals for utilities assistance

**25K**

referrals to disaster services like shelter and emergency food

**109K**

referrals for financial assistance and coaching



**157K**

referrals for healthcare

**97K**

referrals for COVID-19 information, testing, or vaccines

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**2.1.1**

# Utility Customer Care Coordination and Active Response

211 California, Contract Lead

Interface Children & Family Services, Program Lead

The logo consists of the text '2.1.1' in white, bold font, centered within a dark blue speech bubble shape. The speech bubble has a white outline and a small tail pointing towards the bottom right corner.

2.1.1

# 211 Care Coordination Objectives



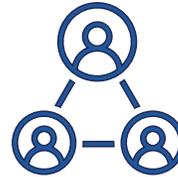
## Identify

utility customers with electricity-dependent household members



## Review and Document

household's unique needs



## Connect

customers to appropriate resources and local programs



## Co-create

a personalized household safety plan and send to customer's home



## Identify and Provide

application assistance for eligible utility programs

2·1·1

## Public Safety Power Shutoff Clients with Intakes - Geographic

Intakes Completed

6515

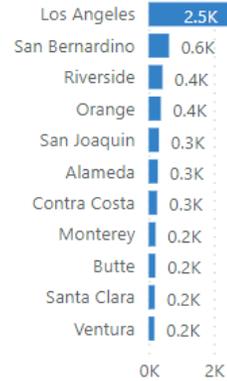
AFN Households

5433

Electricity  
Dependent

3258

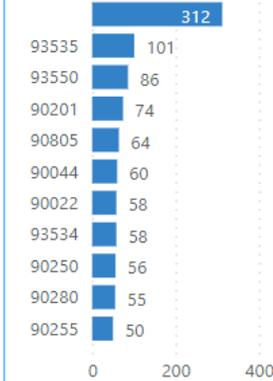
Clients County



Clients City



Clients Zip



### Clients AFN Categories

AFN Categories	#Clients	%Clients
Low Income	3487	64.18%
Chronic Medical Condition	3031	55.79%
Child In The Home (Under 18)	1959	36.06%
Physical Disability	1917	35.28%
Older Adults (65+)	1835	33.78%
Limited Access To Transportation	950	17.49%
Limited English Proficiency/Non-English Speaking	914	16.82%
Blind/Low Vision	742	13.66%
Developmental Or Intellectual Disability	641	11.80%
Injuries	580	10.68%
Deaf/Hard Of Hearing	527	9.70%
Pregnant	76	1.40%
Homeless	62	1.14%
<b>Total</b>	<b>5433</b>	<b>100.00%</b>

### Electricity Dependency Reason

Electricity Dependency Reason	#Clients	%Clients
Medical/Non-medical	2695	93.90%
Behavioral/Mental/Emotional Health	80	2.79%
Mobility	75	2.61%
Communication	20	0.70%
<b>Total</b>	<b>2870</b>	<b>100.00%</b>

## Public Safety Power Shutoff Clients with Intakes - Program Enrollment

Intakes Completed

6515

Data on this page is based on Client's Date of Intake

Clients with Applications

4480

Applications Completed

5905

### Applications Completed by Type by Contact Center

Program Enrolled	#Clients	%Clients
Safety Plan	3738	83.44%
ESA Program Application	1057	23.59%
Medical Baseline Application	656	14.64%
CARE/FERA Application	441	9.84%
<b>Total</b>	<b>4480</b>	<b>100.00%</b>

### Applications Completed by Month



2.1.1

# 211 Active Response Objectives



## **Build and Maintain**

a database of validated emergency event resources



## **Conduct**

a needs assessment with utility customers during emergency events



## **Connect**

customers to available emergency related resources



## **Provide**

data on community needs throughout emergency



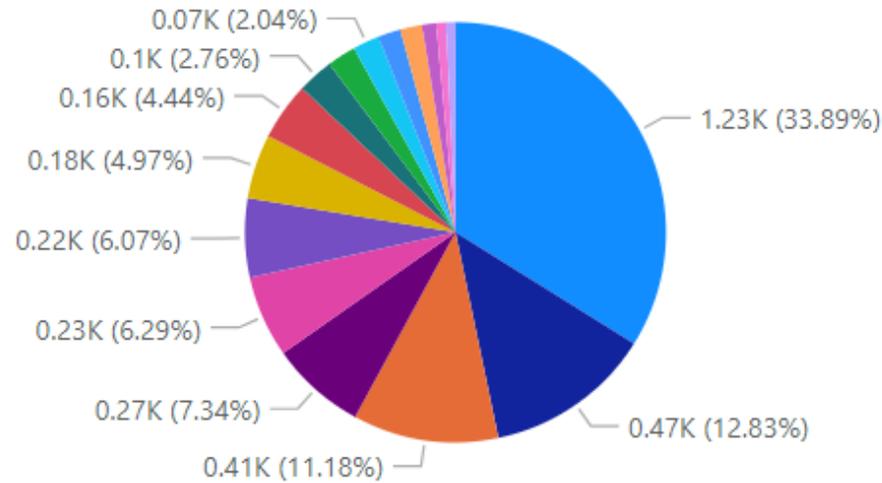
## **Connect**

AFN households to future care coordination

2·1·1

# Active Response Data

## Resources Requested



## Resources Requested

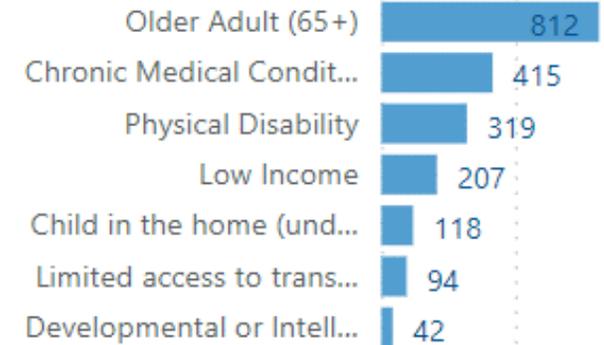
- Other (ADD NOTE)
- Address check for outage
- Length of outage
- Shelter
- Food
- Gasoline
- Hotel discount

2465

Client Assisted

1253

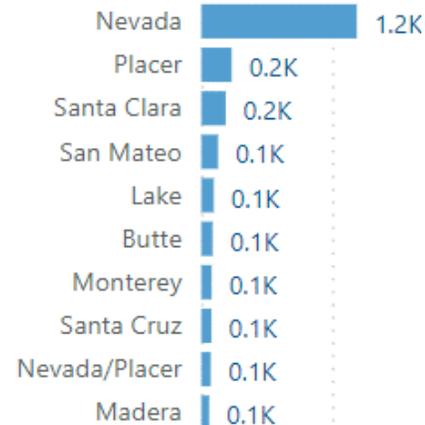
AFN Clients



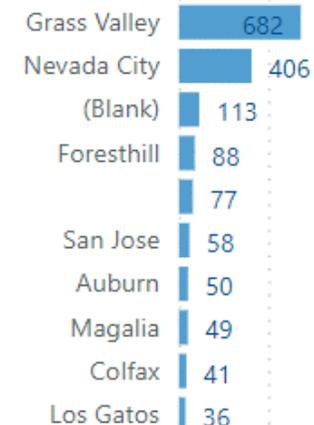
## Other Unavailable Resources/Information Requested by Clients

ContactForm	# of Clients
Snow shoveling	4
Snowplows	4
propane	3
Animal Shelter	2
Ceiling is leaking	2
Downed Trees	2
Financial help	2
Fire Wood	2
Plowing of driveway	2
Road conditions	2

## # of Clients by County



## # of Clients by City



2.1.1

# Public Safety Power Shutoff Direct Assistance Data

Households Assisted

89

People Assisted

192

**\$36,716.47**

Assistance Amount

**Food**

**\$4,978.70**

**Hotel**

**\$31,736.77**

**Transport**

(Blank)

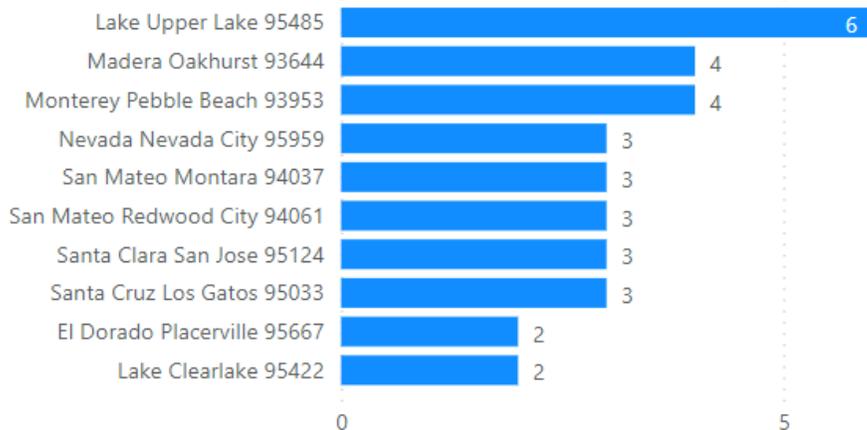
**Others**

(Blank)

## Assistance Details by Case

Date	Food	Hotel	Transport
<b>2/23/2023</b>			
San Mateo 10071		\$265.32	
<b>2/24/2023</b>			
Humboldt 10072		\$1.00	
Lake 10073		\$459.06	
Lake 10074		\$394.32	
Santa Cruz 10075		\$648.15	
<b>2/25/2023</b>			
Lake 10076		\$339.94	
Lake 10077		\$569.85	
Lake 10078		\$425.24	
Lake 10079		\$547.23	

## Geographic info (County, City, Zip)



AFN Category:

#Households

Chronic medical condition	58
Older adult (65+)	38
Physical disability	21
Child in the home (under 18)	19
Low income	15
Injuries	6
Deaf/hard of hearing	4
Developmental or intellectual disability	2
Limited English proficiency/non-English	2
<b>Total</b>	<b>89</b>

Electricity Dependency

#Households

Medical	72
Other	12
Behavioral/mental/emotional health	6
Mobility	6
<b>Total</b>	<b>89</b>

**2.1.1**

# Thank You

**Alana Hitchcock**

211 California

Executive Director & CEO

[alana@ca211.org](mailto:alana@ca211.org)

**Kelly Brown**

Interface 211

Chief Information Officer

[Kbrown@icfs.org](mailto:Kbrown@icfs.org)

The logo consists of the text '2.1.1' in white, bold font, centered within a dark blue speech bubble shape. The speech bubble has a white outline and a small tail pointing towards the bottom right corner.

**2.1.1**

# Microgrids and Resiliency

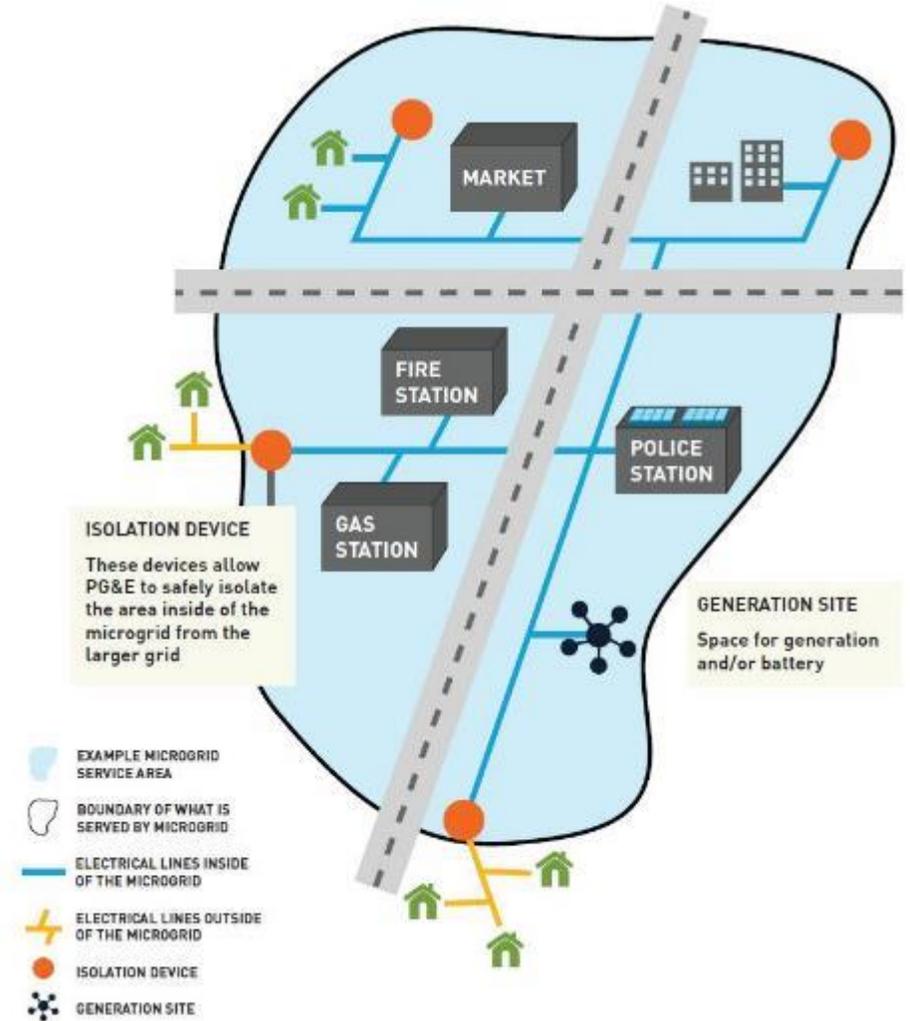


# What is a Community Microgrid?

**A microgrid consists of a group of interconnected customers that can disconnect from and reconnect to the grid to stay energized during an outage.**

Microgrids are typically designed to serve community resources, such as:

- ✓ Hospitals
- ✓ Police and fire stations
- ✓ Gas stations and markets



*The diagram above represents an approximate layout of a community microgrid. The layout and dimensions are approximate and for illustrative purposes only.*

# The Microgrid Incentive Program (MIP)

The Microgrid Incentive Program funds the development of community microgrids to support disadvantaged communities most vulnerable to outages.

## MIP Highlights:

- ✓ **\$79.2M** in funding allocated to PG&E
- ✓ **\$200M** in total funding across three Investor-Owned Utilities
- ✓ Individual projects will receive up to **\$15M\*** for engineering and development costs



**i** Learn more at [pge.com/mip](https://pge.com/mip)\*



# Who Can Apply for the Microgrid Incentive Program?

Representatives of tribes and local governments in eligible communities are encouraged to apply.

**MIP-funded microgrids must serve communities that are considered both:**

## Susceptible to Frequent Outages

**Microgrid is located in any of the following:**

1. Tier 2 or 3 High Fire-Threat District
2. Area that experienced prior PSPS outage
3. Elevated earthquake risk zone
4. Locations with lower historical level of reliability

**OR:** is attested as such by a letter from local government and/or tribal jurisdiction that identifies and justifies forms of outage vulnerability

## Disadvantaged and Vulnerable

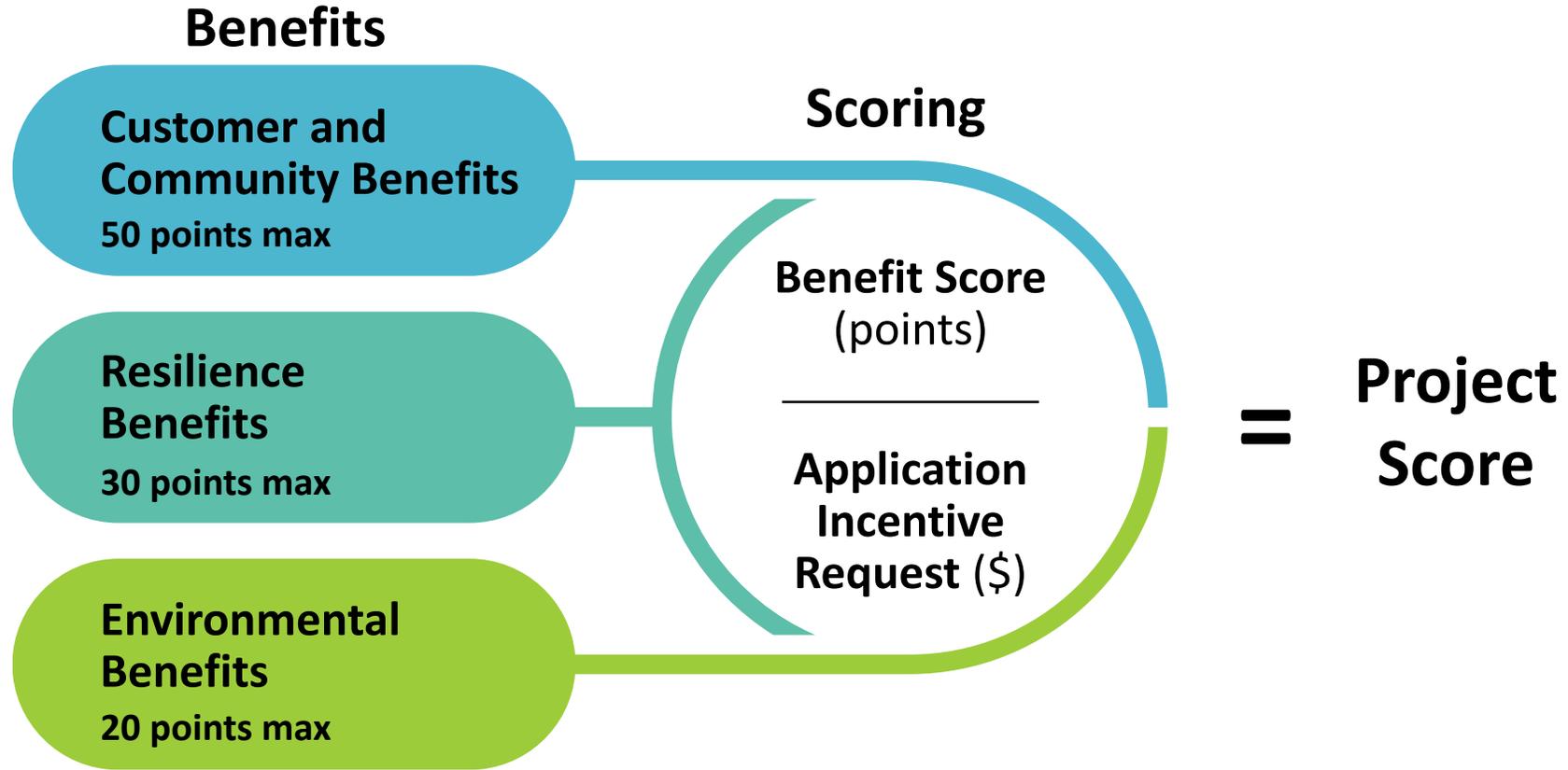
**Eligible community meets any of the following criteria:**

1. Census tracts with median household incomes less than 60% of state median
2. California Native American tribal community
3. Community with highest risk as identified in the current version of CalEnviro Screen
4. A rural area

**OR:** microgrid powers a critical community facility that primarily serves one of these communities

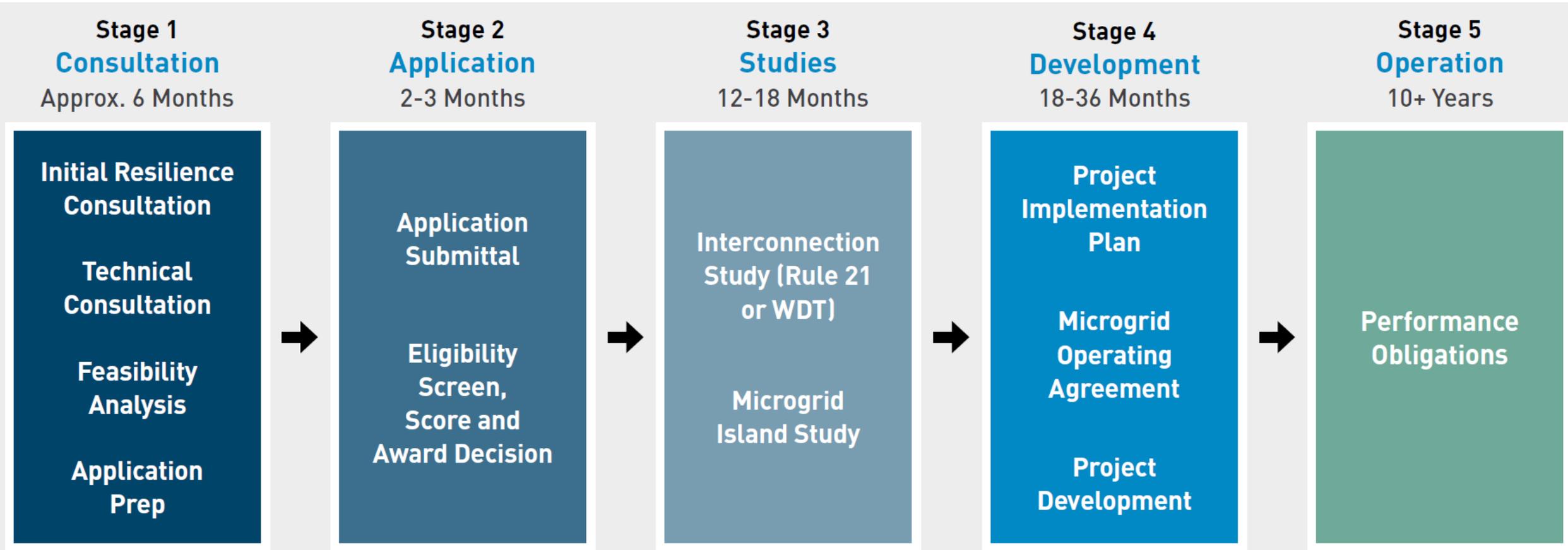
# Prioritizing Projects

The MIP will prioritize projects that maximize the benefits based on the funding requested through a Project Score.



Full details will be provided in the MIP Handbook, to be published on [www.pge.com/mip](http://www.pge.com/mip) in October 2023.

# Applicant Process, Step-By-Step



**NOTE:** Each project is unique and will follow different timeframes. These estimates are provided as guidelines only.

# Key Upcoming Dates



The MIP Handbook will be posted online on October 11, 2023 at [pge.com/mip](https://pge.com/mip)\*

*\*Additional scoring information will be provided in the MIP Handbook*

*Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# Open Discussion/Q&A





# Public Safety Partner Contact Information Support

**PG&E is committed to working collaboratively with Public Safety Partners in advance of and during PSPS outages to support affected customers and communities.**

You can send updates to your contact information to the following in addition to your representatives:

**Water, Wastewater and  
Communication Service Providers**

Ricardo Navarro:  
[ricardo.navarro@pge.com](mailto:ricardo.navarro@pge.com)  
209-604-5066

**For Tribal, Federal, State and Local  
Agencies, CCAs and POUs**

Roy Regala:  
[roy.regala@pge.com](mailto:roy.regala@pge.com)  
650-418-6771



If you have questions, please contact [\*\*PGELiaisonOfficer@pge.com\*\*](mailto:PGELiaisonOfficer@pge.com)

# Appendix



## **PG&E is currently seeking Public Safety Partners who are interested in partnering at the upcoming Q4 Regional Working Groups.**

If interested, please share your contact information in the post-meeting survey and a representative will be in contact.

Potential topics include but are not limited to:

- Local safety initiatives
- Wildfire safety work in your community
- Enhanced Powerline Safety Settings (EPSS)
- Public Safety Power Shutoffs (PSPS)
- Other partnerships with PG&E





# 2023 Q2 Follow Up and Action Items

Description	Agency	Status
Request for information on planned vegetation management work in the Central Valley region	Comcast Cable	Complete
Request for further collaboration and outage notifications for planned PG&E work	Amador Water Agency	Complete
Request for more information about Access and Functional Needs outreach efforts to prepare for increased applicants	Center for Independent Living	Complete
Request for a list of regional contacts for local jurisdictions	Pioneer Community Energy	Complete
Request for more information on estimated times of restoration and agreed to share feedback on past experiences	FREED Center for Independent Living	Complete
Request for historical outage information on PSPS, EPSS and other outages	Redwood Coast Energy Authority	Complete
Request for information about how many EPSS outages with initial unknown cause were able to be determined	California Public Utilities Commission	Complete
Follow up on resources available for Access and Functional Needs customers	Community Resources for Independent Living Inc.	Complete
Request for more information about updated 2023 PG&E Enhanced Powerline Safety Settings (EPSS) & Public Safety Power Shutoff (PSPS) factsheets	California Public Utilities Commission	Complete
Request for link to the quarterly customer reliability reports that were shared during last quarter's meeting	City/County Association of Governments of San Mateo County	Complete



# Status of Planned/Upcoming Resilience Efforts – Systemwide

Program	County	Site Name/Area	Status	Estimated Completion
Distribution Microgrids*	Butte	Magalia	Operational	N/A
	Calaveras	Arnold	Operational	N/A
	El Dorado	Georgetown	Operational	N/A
	El Dorado	Pollock Pines	Operational	N/A
	Humboldt	Redwood Coast Airport Microgrid*****	Operational	N/A
	Lake	Clearlake North	Construction Complete	Q4 2023
	Lake	Lucerne	Operational	N/A
	Lake	Middletown	Operational	N/A
	Napa	Angwin	Operational	N/A
	Napa	Calistoga	Operational	N/A
	Placer	Colfax	Operational	N/A
	Placer	Foresthill	Operational	N/A
	Shasta	Shingletown	Operational	N/A
	Tuolumne	Groveland	Operational	N/A
Islanding	Calaveras**	Salt Springs Island	Operational	N/A
	Calaveras***	West Point Island	Operational	N/A
	Humboldt	Humboldt Bay Island	Operational	N/A
	Plumas	Caribou Island	Operational	N/A
	Tehama	Red Bluff Island	Operational	N/A
	Tuolumne	Spring Gap	Operational	N/A

Local work plans are subject to change and data is based on the best available information at this time.

*\*Distribution microgrids are considered operational once temporary generation is available and energization plans are finalized.*

*\*\*Also serves portions of Amador and Alpine Counties.*

*\*\*\*Also serves portions of Amador County.*

*\*\*\*\*Facility owned by Redwood Costa Energy Authority; PG&E owns, operates and maintains microgrid circuit*



# Status of Planned/Upcoming Resilience Efforts – Systemwide Contd.

Program	County	Site Name/Area	Status	Estimated Completion
Remote Grids	Mariposa	Briceburg - Mariposa Remote 001	Operational	N/A
	Tehama	Corning Remote 0001 - 0002	Operational	N/A
	Mariposa	Slaughter House	Operational	N/A
	Mariposa	Miami Mountain	Under Construction	Q4 2023
	Madera	Melvin	Planning	Q4 2023
	Sonoma	Pepperwood	Planning	Q4 2023
	Tehama	Battle Creek	Planning	Q4 2023
	Tehama	Manton Wildcat	Planning	Q4 2023
	Tulare	Whitaker Forest	Planning	Q4 2023
	Tuolumne	Forebay	Planning	Q4 2023
	Lake	Anderson Springs	Planning	Q1 2024
	Shasta	Shingletown Wildcat	Planning	Q1 2024

Local work plans are subject to change and data is based on the best available information at this time.

# Pacific Gas and Electric Company

Q3 Regional Working Group  
North Valley and Sierra Region

September 13, 2023



## Virtual Sign In Reminder

Please “sign in” using the chat function and provide your **name, organization and email**.



# Safety

## Preparedness Tips

Always be prepared in case of a natural disaster or an emergency

---

Build a disaster supply kit for you, your family or your business

---

Be sure to include food, water, medication, flashlights, first aid kits, a list of emergency contacts and more

---

Visit [safetyactioncenter.pge.com](https://safetyactioncenter.pge.com) to help prepare for an emergency





# Agenda

- 1 Regional Update

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- 2 Community Wildfire Safety Program

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- 3 211 California with Guest Presenter

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- 4 Microgrids and Resiliency

---

- 5 Open Discussion and Q&A

## Participants

**Jim Monninger**  
Regional Senior Manager

**Ayla Tucker**  
Local Government Affairs

**John Walsh**  
Public Safety Specialist

**Reno Franklin**  
Tribal Liaison

**Alex Alaga**  
Director, Underground Regional Delivery

**Alana Hitchcock**  
Executive Director and CEO, 211 California

**Kelly Brown**  
Chief Information Officer, Interface 211

**Molly Hoyt**  
Microgrid Policy and Pricing  
Planning, Principal

# Regional Update





# North Valley & Sierra Region Overview and Projects in Your Area

**785,000**

Electric Customers Served

**1,048,000**

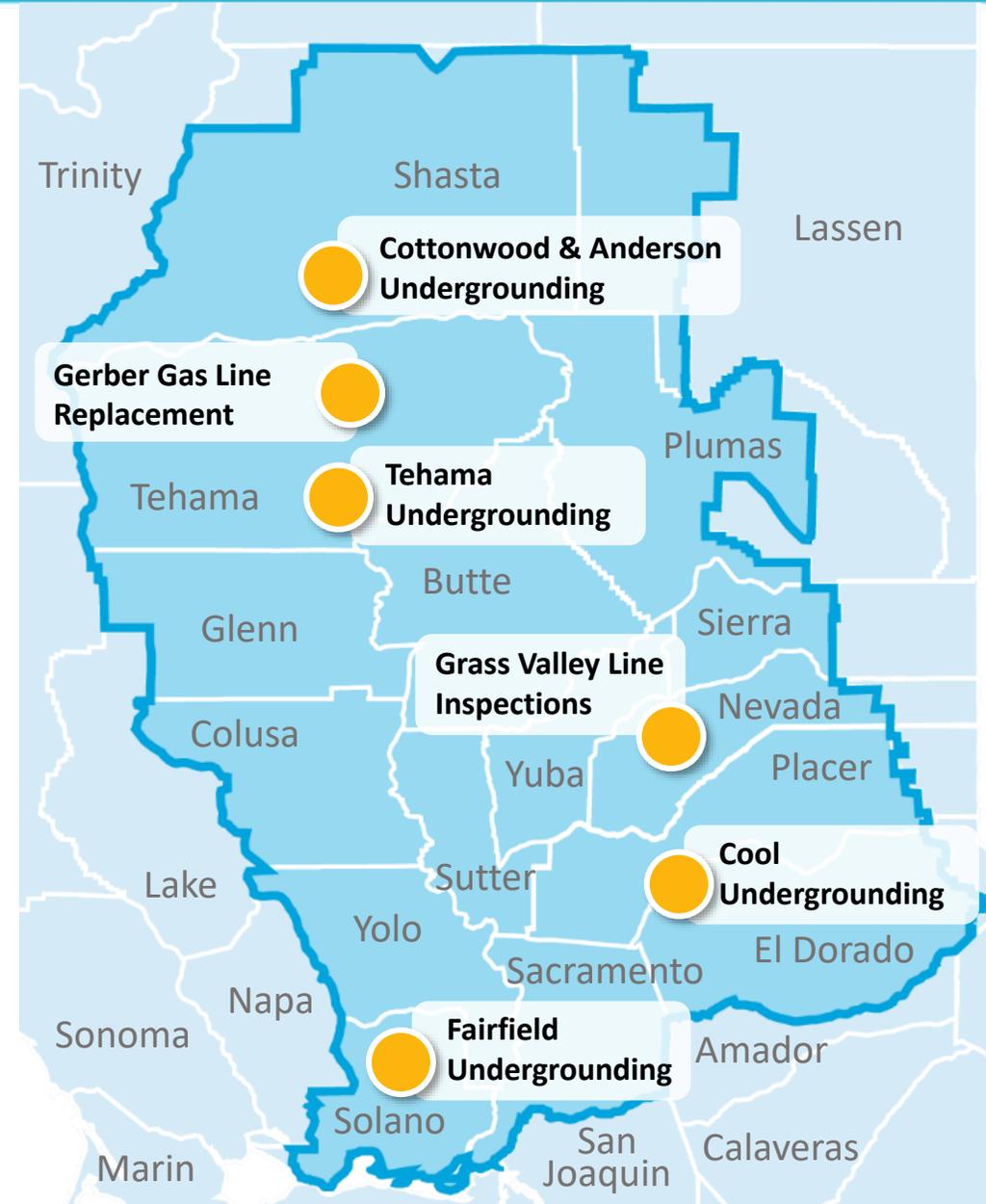
Gas Customers Served

**5,700**

Coworkers Serving You

**11,477**

Powerline Miles in High  
Fire-Threat Districts



# Community Wildfire Safety Program



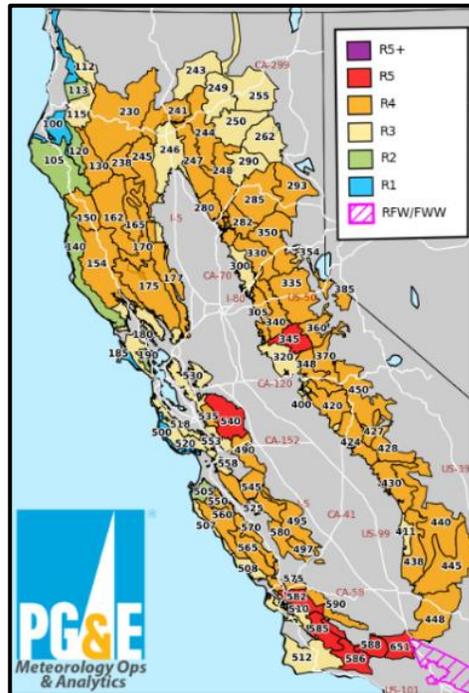


# Wildfire Risk Outlook Across Our Service Area

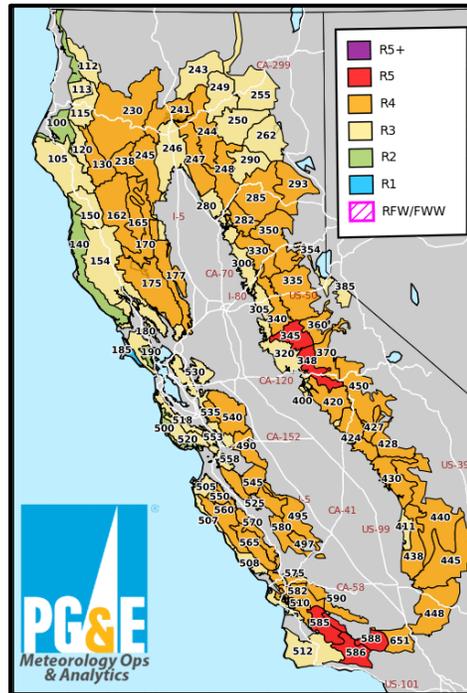
PG&E is utilizing advanced technologies to monitor, analyze and forecast wildfire risk across our service area.

## 2022

### PG&E Utility Fire Potential Index Ratings



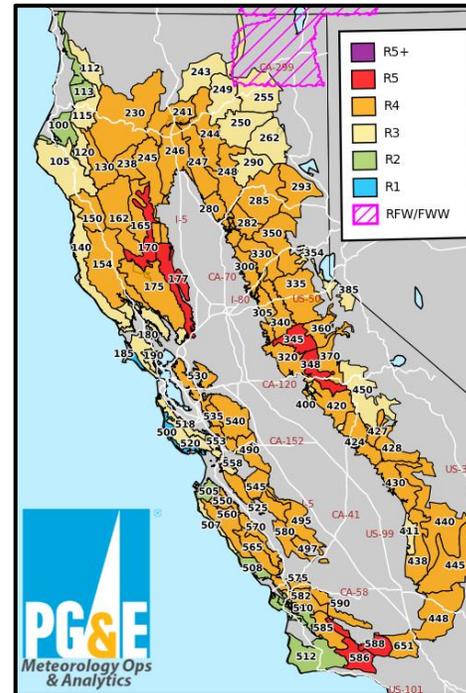
Valid for 07/23/2022



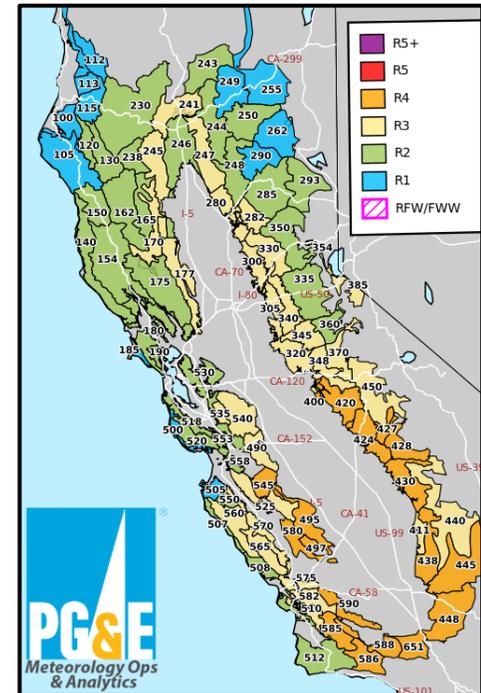
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## 2023

### PG&E Utility Fire Potential Index Ratings

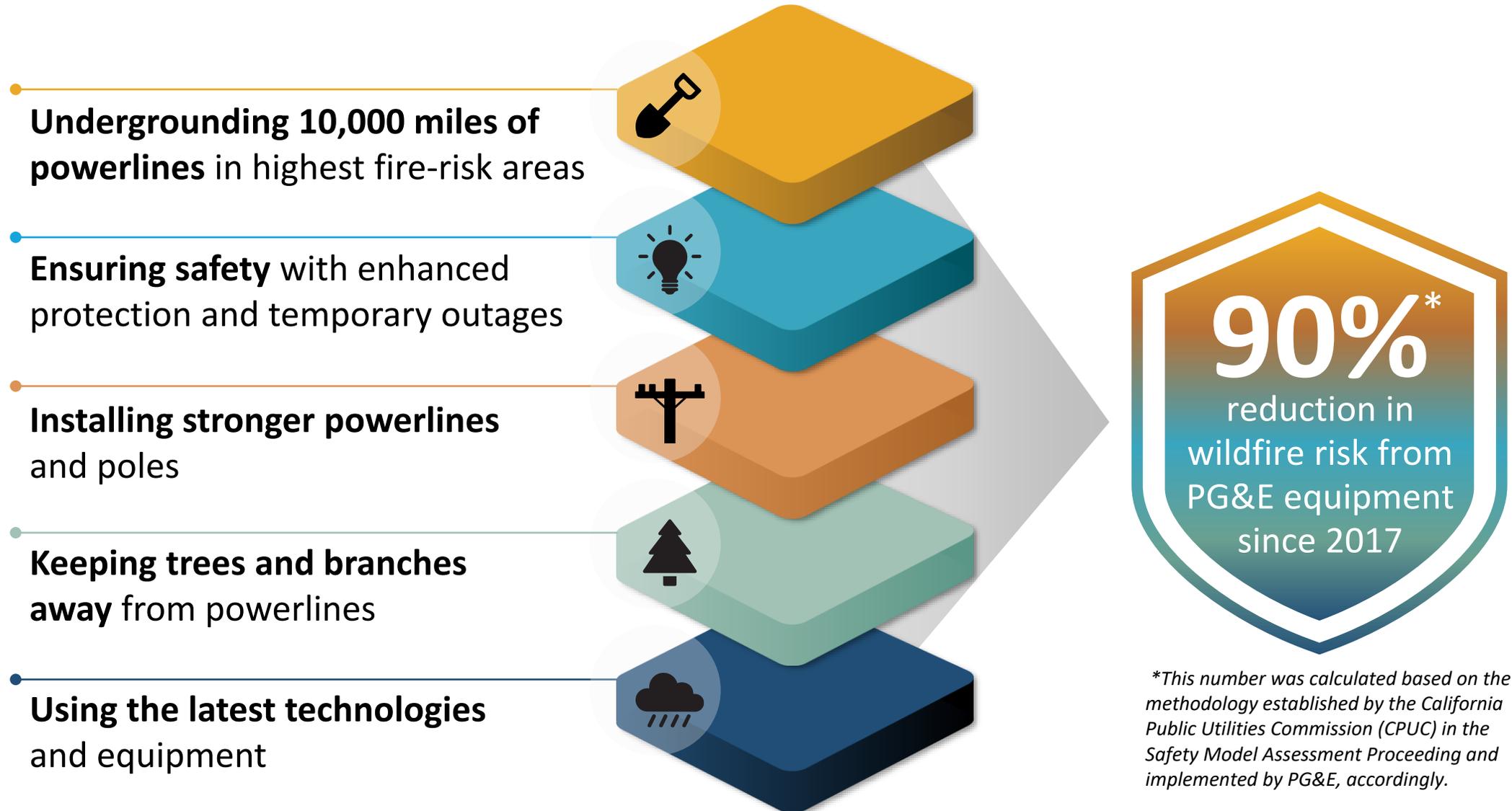


Valid for 07/23/2023



Valid for 09/01/2023

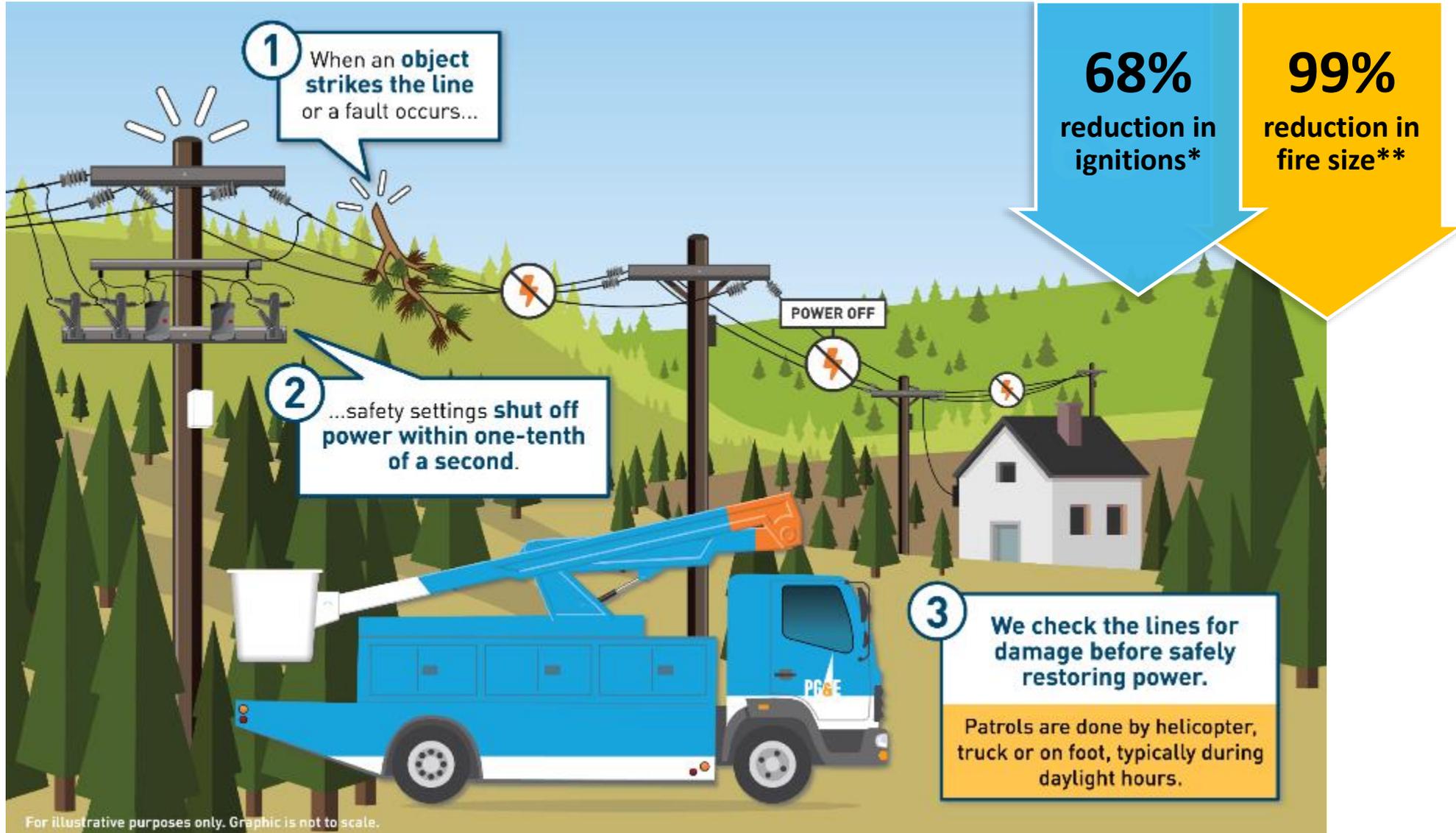
# Layers of Wildfire Protection



# Enhanced Powerline Safety Settings



# Enhanced Powerline Safety Settings: A Technology To Prevent Wildfires



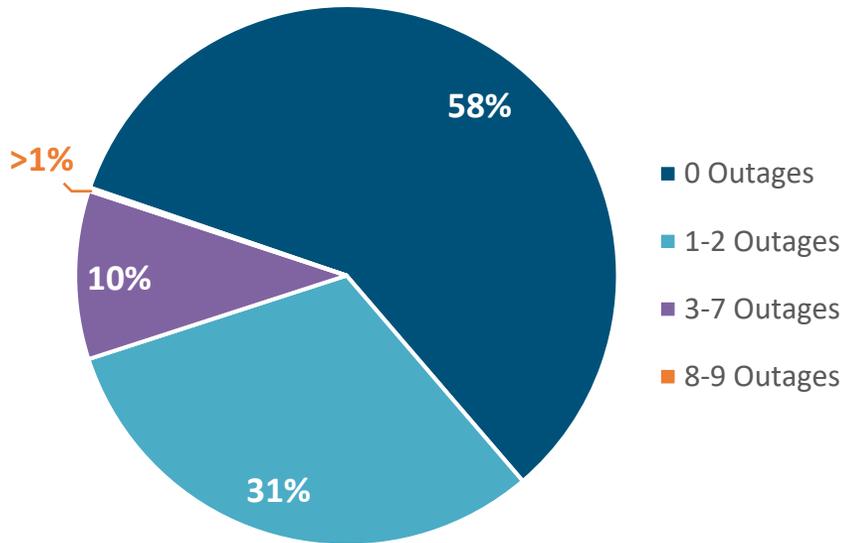
Data is approximate; \*Based on 2022 performance for CPUC-reportable ignitions in HFTD compared to 2018-2020 weather-normalized performance; \*\*Relative to the 2018-2020 average  
Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.



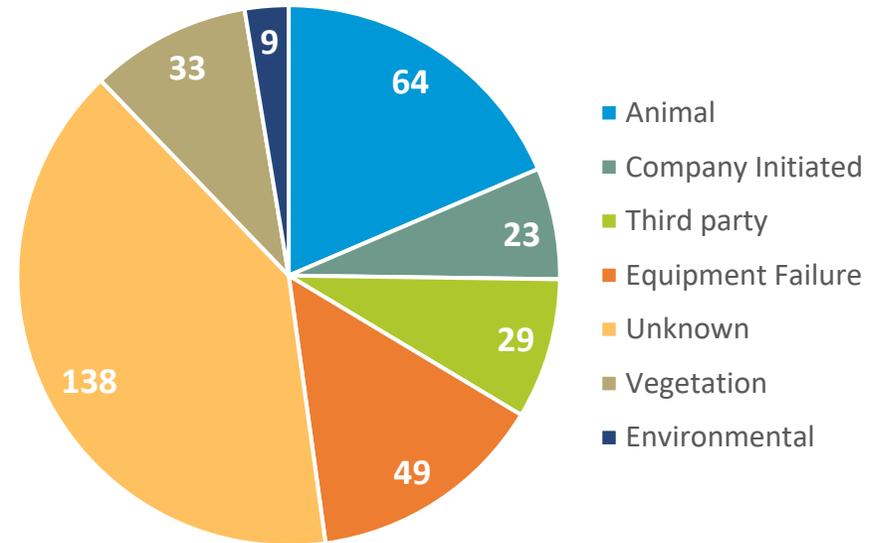
**100%** of powerlines in high fire-risk areas are protected by EPSS

## Performance on EPSS Protected Powerlines in 2023

Customers Experiencing\*



Common Outage Causes



\* Customer counts are approximate as of 08/31/2023 and may change based on ongoing program updates and enhancements. Data is approximate and as of 08/31/2023  
Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

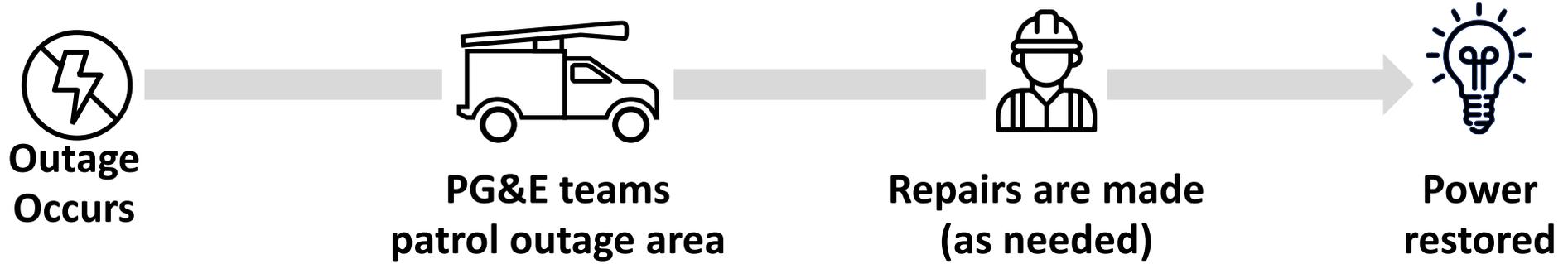
**We have and continue to take steps to improve reliability on circuits protected by EPSS.**

- ✔ Installing fault indicators to speed up restoration
- ✔ Adjusting the sensitivity of safety settings
- ✔ Conducting additional patrols to identify further improvements
- ✔ Trimming trees near powerlines
- ✔ Installing sectionalizing devices to limit the number of customers impacted during outages

**i** Learn more at [pge.com/epss](https://pge.com/epss)



# How Are Stakeholders Notified After an EPSS Outage



**Customer notifications and updates including estimated restoration times** through automated texts, calls or emails

**Ongoing website updates** with outage information and estimated restoration times

**Outage Portal updates** with interactive map and dashboard, locations of enabled circuits and details of active outages\*

*\*Only available to Public Safety Partners*

*Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# Public Safety Power Shutoffs



# What is a Public Safety Power Shutoff?

High winds can cause tree branches and debris to contact energized electric lines, damage our equipment and cause a wildfire.

**To prevent wildfires, we may need to turn off power as a last resort.**





# How and When are Stakeholders Notified?

Priority



3 days before power is turned off

Watch



2 days and 1 day before power is turned off

Warning



4-1 hours before power is turned off



When power is turned off



After weather has passed



If estimated restoration time changes



Daily until power has been restored

## How we'll notify

### Automated calls, texts and emails

We will also use pge.com, social media and will inform local news and radio.

 @pacificgasandelectric

 @pacificgasandelectric

 @PGE4Me

## Who receives priority notifications?

- Public Safety Partners
- Critical Customers
- Community Based Organizations (CBOs)
- Transmission Customers

**This year, PG&E will send PSPS notifications 24 hours a day, as needed.**

## Why the Change?

This update is based on established requirements from the California Public Utilities Commission. An outage, change in weather or power coming back on can happen overnight. If that occurs, we will notify you between 9 p.m. and 8 a.m.

## PG&E resources to help your community prepare:

- Receive notifications for any address at [pge.com/addressalerts](https://pge.com/addressalerts)
- Find resources and support at [pge.com/pspsresources](https://pge.com/pspsresources)
- Update contact information at [pge.com/psps](https://pge.com/psps)



**Do you have any feedback to share on PG&E's PSPS notifications?  
How can the notifications better serve you and your community?**

# Undergrounding



# Undergrounding 10,000 Miles of Our Electric System

**In 2021, PG&E announced a major new initiative to underground 10,000 miles of power lines in high fire-risk areas.**

This is approximately one-third of the miles PG&E has in high fire-risk areas.

.....

This commitment represents the largest effort in the U.S. to underground power lines as a wildfire risk reduction measure.





# Prioritizing Undergrounding to Have the Greatest Impact on Reducing Wildfire Risk

## To accomplish this, we:

Use machine-learning based risk modeling and partner with wildfire analysis providers.

## This modeling considers historic ignitions and other factors, such as:

- Vegetation
- Topography
- Condition of the electrical equipment

## We also consider the:

- Probability of an ignition
- Consequences if a wildfire were to start in a specific location

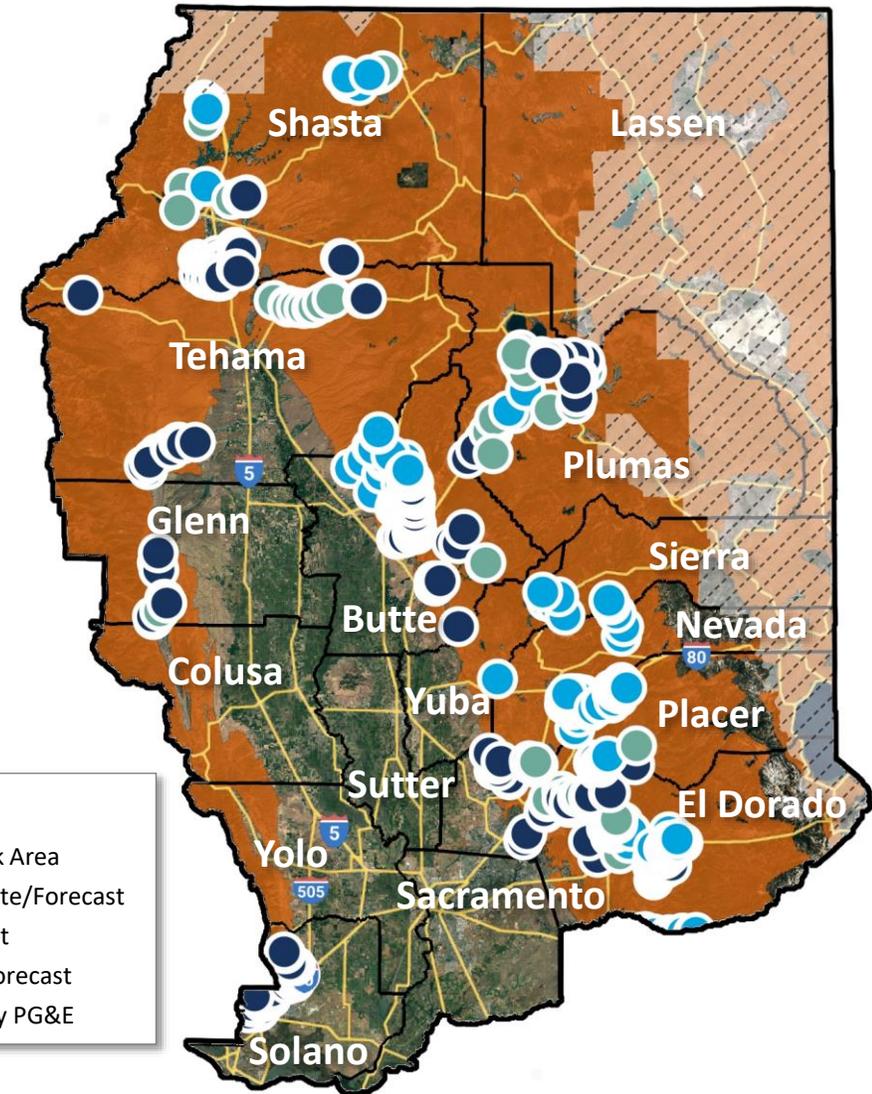
*Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*





# North Valley/Sierra 2023-2026 Undergrounding Forecast

North Valley/Sierra Region			
County	2023 Miles (Complete/Forecast)	2024 Miles (Forecast)	2025-2026 Miles (Forecast)
Butte	115	82	140
El Dorado	16	28	240
Glenn	16	<1	0
Nevada	0	0	110
Placer	22	45	121
Plumas	30	38	15
Shasta	72	41	42
Sierra	0	0	24
Solano	69	0	0
Tehama	32	29	0
Yuba	0	0	25



**LEGEND**

- High Fire-Risk Area
- 2023 Complete/Forecast
- 2024 Forecast
- 2025-2026 Forecast
- Not served by PG&E

*\*Data as of 6/30/2023. This map is for illustrative purposes. Forecasts can change as our risk model evolves to address the greatest wildfire risk. Forecast miles also exceed annual targets. Mileage in a community may increase or decrease due to access, weather, permitting or other constraints. In most cases, if a project is not completed during the year originally identified, it will continue through planning/construction phases during subsequent years.*

*Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# Recent Undergrounding Map Updates

In early August we shared updated maps of our latest undergrounding workplans with customers, agencies and stakeholders.

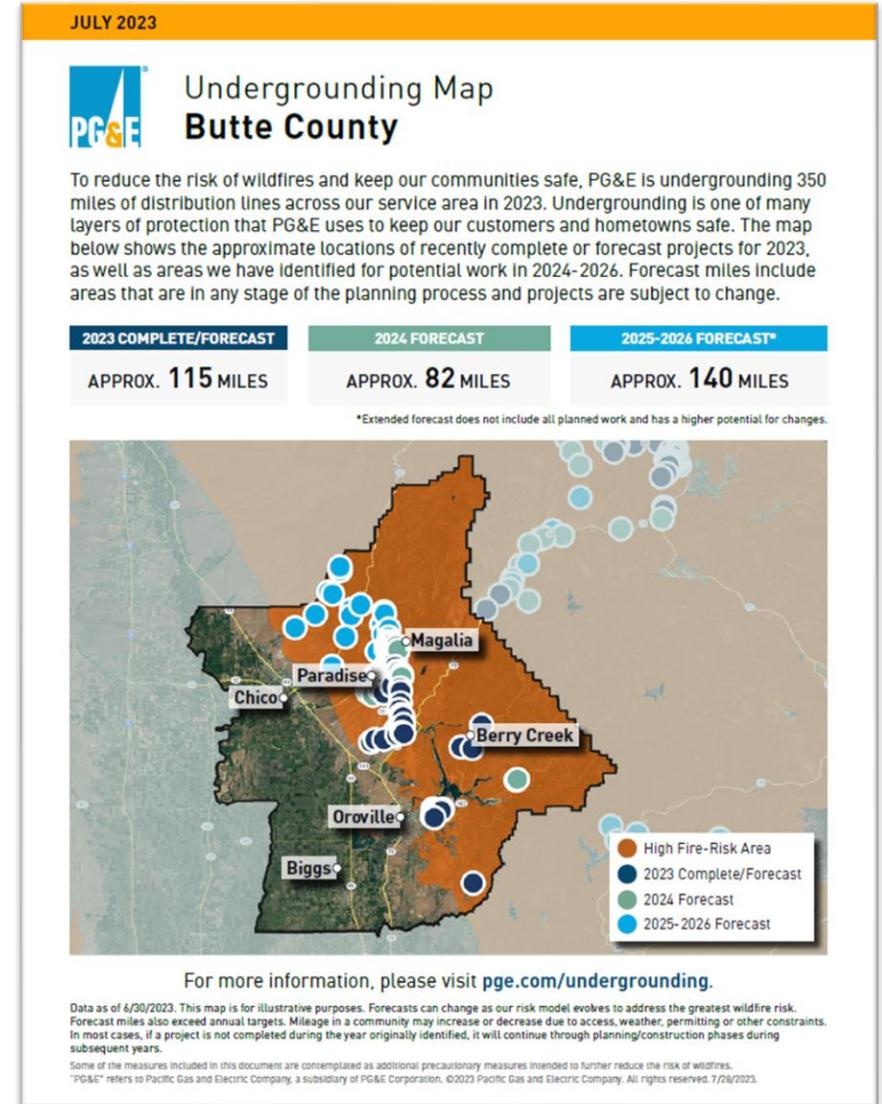
These maps include:

- Updated 2023/2024 mileage totals
- 2025/2026 mileage totals

**i** County and city specific PDF maps are available for download at [pge.com/undergrounding](https://pge.com/undergrounding)\*

\*As available, not all agencies have undergrounding work planned.

*Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*





# Improving Our Risk Model

**Our risk model analyzes several factors to help ensure we are prioritizing undergrounding work in a way that reduces as much wildfire risk as possible. This analysis is updated through periodic risk model reviews and improvements.**

## Current Risk Model

- Uses an expanded machine learning analysis (from prior risk models) to better predict ignitions in high fire-risk areas
- Calculates risk by location/individual asset to allow prioritization of the highest-risk areas
- Models relationships between overall wildfire risk, environmental and asset characteristics
- Models ignition consequences
- Estimates where specific improvements are likely to be most effective (undergrounding, overhead hardening, etc.)

## Future Risk Model

- Better accounts for how hard it would be to contain a wildfire if an ignition were to occur
- Leverages updated Public Safety Power Shutoff data as well as new Enhanced Powerline Safety Setting considerations
- Includes additional vegetation/wind direction factors and updated asset, weather and vegetation/fuels data
- Considers data-informed ingress and egress factors including access to transportation and physical mobility

## What to Expect

<h3>Users</h3>	<p>Tribal, federal, state, and local agencies, telecommunication providers and joint trench partners</p>
<h3>Platform</h3>	<p>Utilizes Bentley Systems data sharing platform (previously used by other vegetation/wildfire safety improvement related data sharing)</p>
<h3>Features</h3>	<ul style="list-style-type: none"> <li>▪ Downloadable map files and project details (PDFs maps, KMZ map, Excel data file)</li> <li>▪ Quarterly updates and email reminders</li> </ul>
<h3>Estimated Timing</h3>	<p>Q3 2023 (Quarterly updates thereafter)</p>
<h3>Next Steps</h3>	<p>Email invitations have been shared with undergrounding stakeholders, please reach out to <a href="mailto:undergrounding@pge.com">undergrounding@pge.com</a> if you would like to request access.</p>



**Tribal and local governments are able to share feedback on priority sites for wildfire-related undergrounding projects through a formal process.**

## How to share feedback:



Reach out to your assigned PG&E representative if you are a tribe or agency interested in more information.

Feedback will be reviewed against PG&E's existing risk model and other considerations. Workplan feedback related to construction timing, potential construction impacts and other planned or ongoing work near an undergrounding project is welcomed.

Undergrounding Workplan  
Agency/Organization Feedback Form
SAMPLE  
PDF FORM

We are prioritizing moving powerlines underground in areas where we can reduce the greatest amount of wildfire risk for our customers. **If your agency would like to share feedback on our undergrounding workplans, please fill in all fields below and email the form to [undergrounding@pge.com](mailto:undergrounding@pge.com).** Response times for submitted feedback will vary.

Agency/Organization Information

Name/Contact:  Email:

Agency/Organization:  Phone:

Address:  Date:

City:  ZIP:

Undergrounding Workplan Feedback

Approximate Location:

Feedback:

Additional Information/Background Details:

Are there additional supporting documents?

Yes  No

Please remember to attach any supporting documents to your email when you submit this form.

Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires. "PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. ©2023 Pacific Gas and Electric Company. All rights reserved. 09/11/2023.



# Engaging With Our Customers Early and Often

We are committed to communicating with customers during each phase of an undergrounding project. We also provide regular text, phone call and email updates, as well as meet with customers 1:1.

## AVERAGE TIMESPAN FOR PHASES 1 to 3: 6-24+ MONTHS

### 1. Surveying/Mapping

Welcome Brochure and Pocket Card



### 2. Estimating/Constructability Review

Right-of-Way Information



### 3. Plan Finalization

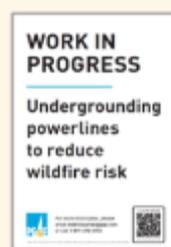
Customized Community Engagement



## AVERAGE TIMESPAN FOR PHASES 4 to 6: 6-12+ MONTHS

### 4. Pre-Construction Preparation

Construction Kick-off Package and Signage



### 5. Construction/Planned Outages

Social Media and Outage Communications



### 6. Post Construction

Postcards



# 211 California





# 211 California: Connecting to Critical Services



2.1.1

*“ Our 211 system is an incredible system in the state of California that connects people to real services, in real time. 211 is connecting the unconnected, providing people with real solutions, and providing essential information and support during disasters.*

*Everyone needs to know about 211. ”*

*– Greg Cox, 211 California Board of Directors*

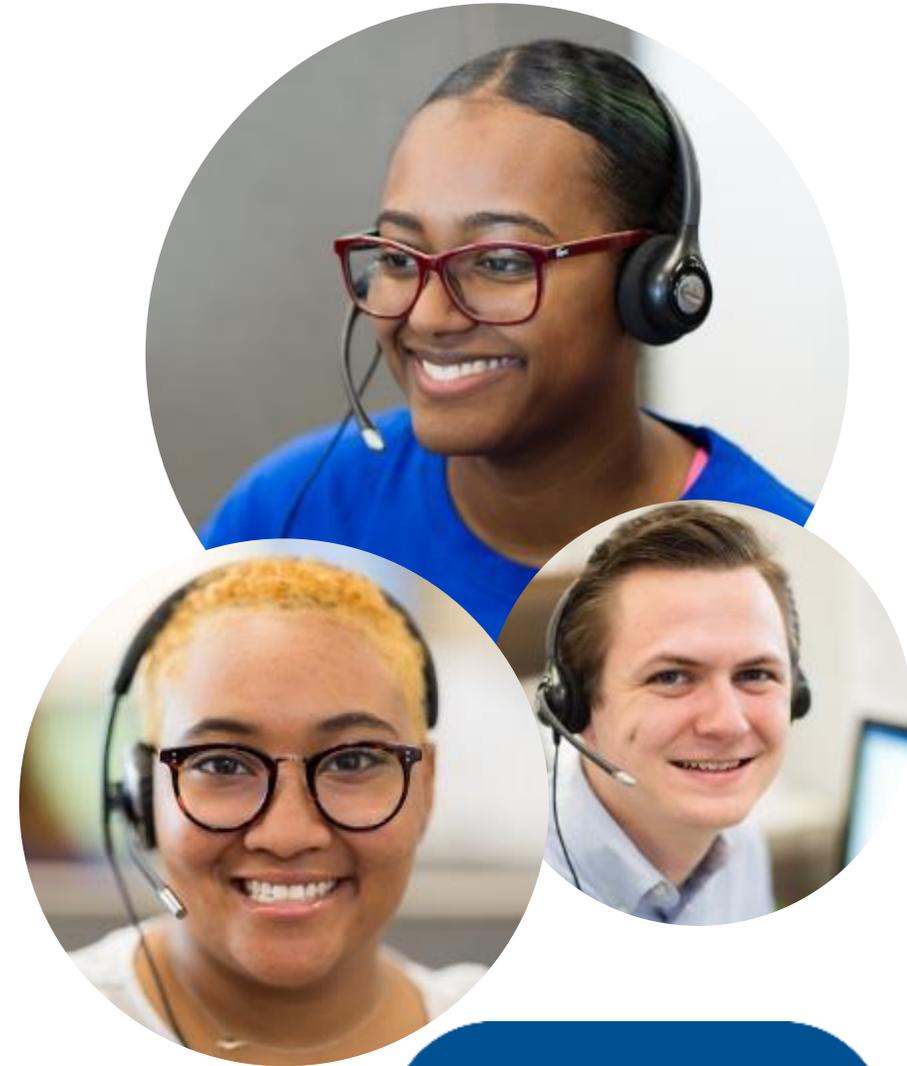
**2.1.1**

# About 211

**211 is the 24/7 triage center for social and disaster needs**

**211 connects people in need to services in their community using:**

- ✓ Skilled, caring live assessment
- ✓ Comprehensive community resource databases
- ✓ Multi-channel service (phone, text, online)
- ✓ Multi-lingual service
- ✓ Specialty programs & direct services that increase accessibility, equity, and service connections



**2.1.1**

# About the 211 CA Network



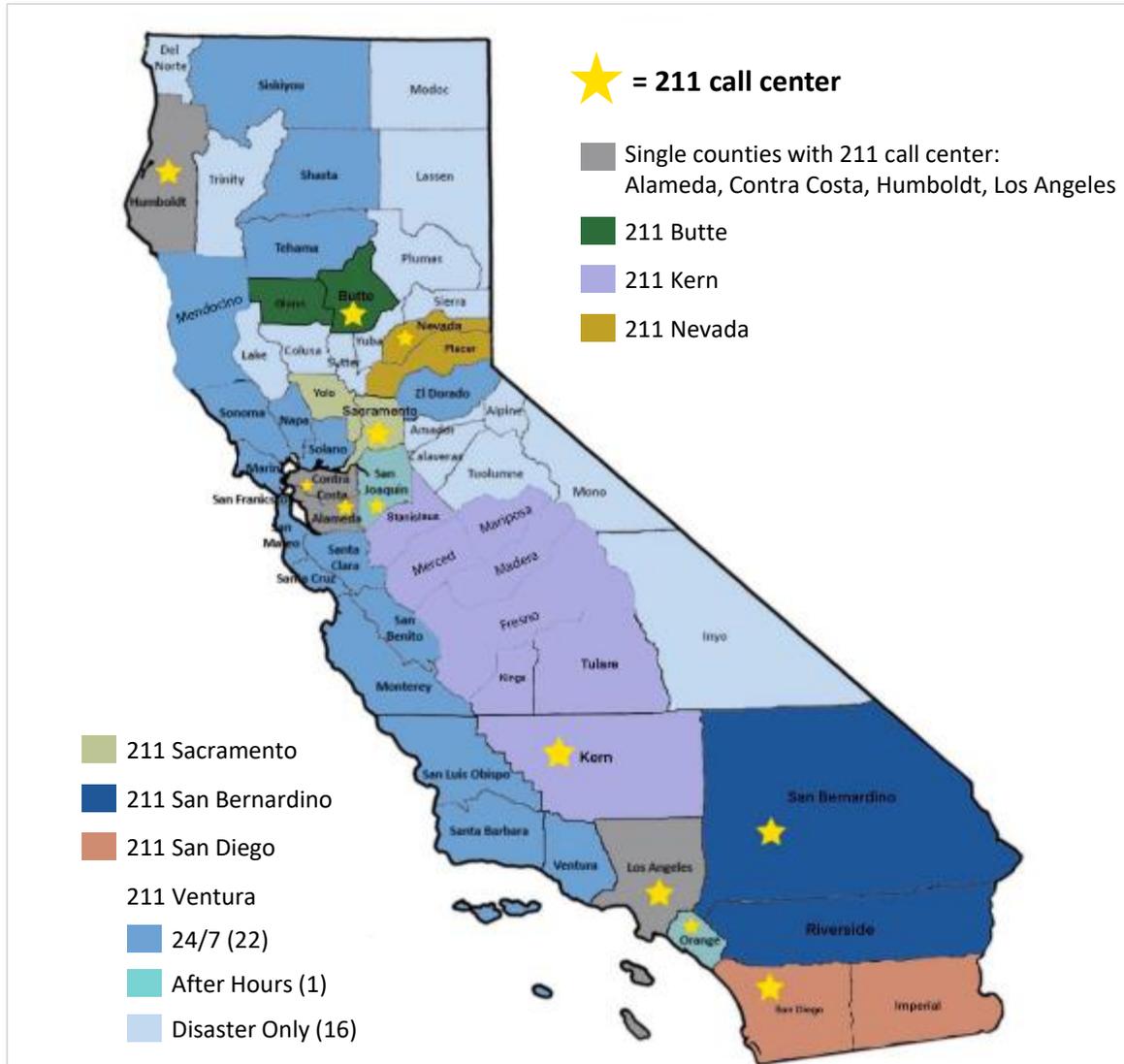
- CBOs and Local governments
- CPUC-authorized lead entities and partnering organizations
- 50% are local United Ways
- Programs and funding sources vary widely by county
- Members are accredited by national standards body Inform USA (formerly AIRS)
- Mutual assistance for disaster response

***Together, the 211 California network provides 24/7/365 service to over 98% of the state's population and provides disaster-only coverage statewide.***



**2.1.1**

# 211 Services in California



- 45 counties full 211
- 13 counties disaster only
- Multiple applications in process to CPUC

2.1.1

# Statewide Initiatives & 2023 Updates



- CA vs Hate hotline & care coordination services
- Kick it CA Tobacco Cessation
- Public Safety Power Shutoff & All Hazards hotline and care coordination
- Disaster, emergency & mass violence activation & long-term recovery
- Housing & unhoused crisis
- Social Determinants of Health, CalAIM, Community Information Exchanges

2·1·1

# 2022 Statewide Needs Report

From Hello to Help, 211 is Here.



**2.1M** requests for help

**211 IS A VITAL HUMAN SERVICE ACROSS CALIFORNIA AND NORTH AMERICA.** 24/7 people can contact 211 to access free and confidential community health and human services. 211 provides expert, caring help in more than 180 languages — no matter the situation, the specialists at 211 listen, identify problems, and connect people in need with resources and services in their community that improve their lives. 211 tackles underlying root causes — 211 does more than “patch people through” to agencies. Instead, 211 specialists are trained to identify and address root causes of a client’s problem and connect them with a wide range of available resources that meet all the underlying needs. There is no other network in the country that has a similar pulse on America’s needs. 211 makes the social services ecosystem more efficient by ensuring people in need are connected to agencies that can help them.



**176K**

referrals to reduce hunger and food insecurity

**710K**

referrals to housing and homeless prevention services



**144K**

referrals for utilities assistance

**25K**

referrals to disaster services like shelter and emergency food

**109K**

referrals for financial assistance and coaching



**157K**

referrals for healthcare

**97K**

referrals for COVID-19 information, testing, or vaccines

© 2022 United Way | 211.org | 211.org/211

**2.1.1**

# Utility Customer Care Coordination and Active Response

211 California, Contract Lead

Interface Children & Family Services, Program Lead

The logo consists of the text '2.1.1' in white, bold font, centered within a dark blue speech bubble shape. The speech bubble has a white outline and a small tail pointing towards the bottom right corner.

2.1.1

# 211 Care Coordination Objectives



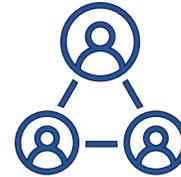
## Identify

utility customers with electricity-dependent household members



## Review and Document

household's unique needs



## Connect

customers to appropriate resources and local programs



## Co-create

a personalized household safety plan and send to customer's home



## Identify and Provide

application assistance for eligible utility programs

2·1·1

## Public Safety Power Shutoff Clients with Intakes - Geographic

Intakes Completed

6515

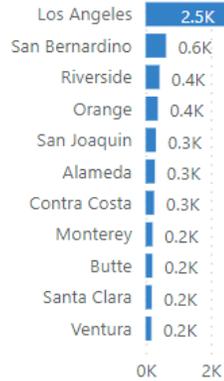
AFN Households

5433

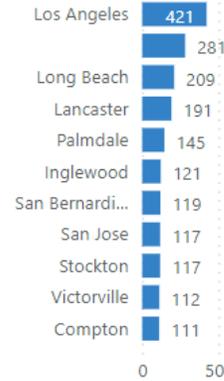
Electricity  
Dependent

3258

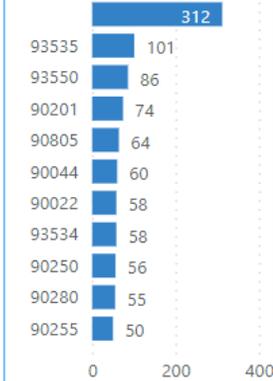
Clients County



Clients City



Clients Zip



### Clients AFN Categories

AFN Categories	#Clients	%Clients
Low Income	3487	64.18%
Chronic Medical Condition	3031	55.79%
Child In The Home (Under 18)	1959	36.06%
Physical Disability	1917	35.28%
Older Adults (65+)	1835	33.78%
Limited Access To Transportation	950	17.49%
Limited English Proficiency/Non-English Speaking	914	16.82%
Blind/Low Vision	742	13.66%
Developmental Or Intellectual Disability	641	11.80%
Injuries	580	10.68%
Deaf/Hard Of Hearing	527	9.70%
Pregnant	76	1.40%
Homeless	62	1.14%
<b>Total</b>	<b>5433</b>	<b>100.00%</b>

### Electricity Dependency Reason

Electricity Dependency Reason	#Clients	%Clients
Medical/Non-medical	2695	93.90%
Behavioral/Mental/Emotional Health	80	2.79%
Mobility	75	2.61%
Communication	20	0.70%
<b>Total</b>	<b>2870</b>	<b>100.00%</b>

## Public Safety Power Shutoff Clients with Intakes - Program Enrollment

Intakes Completed

6515

Data on this page is based on Client's Date of Intake

Clients with Applications

4480

Applications Completed

5905

### Applications Completed by Type by Contact Center

Program Enrolled	#Clients	%Clients
Safety Plan	3738	83.44%
ESA Program Application	1057	23.59%
Medical Baseline Application	656	14.64%
CARE/FERA Application	441	9.84%
<b>Total</b>	<b>4480</b>	<b>100.00%</b>

### Applications Completed by Month



2.1.1

# 211 Active Response Objectives



## **Build and Maintain**

a database of validated emergency event resources



## **Conduct**

a needs assessment with utility customers during emergency events



## **Connect**

customers to available emergency related resources



## **Provide**

data on community needs throughout emergency



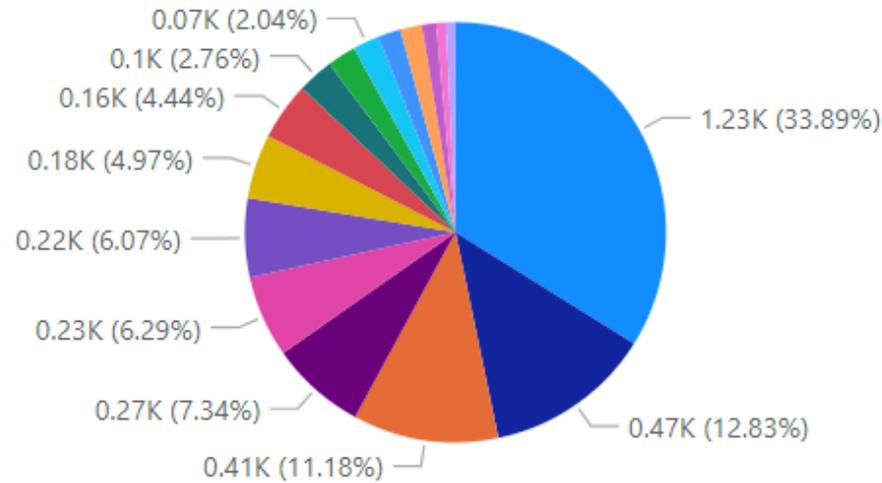
## **Connect**

AFN households to future care coordination

2·1·1

# Active Response Data

## Resources Requested



## Resources Requested

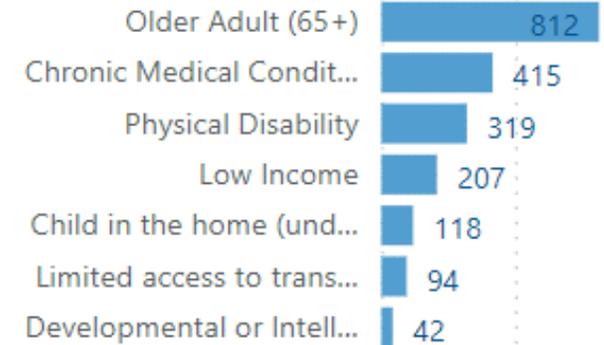
- Other (ADD NOTE)
- Address check for outage
- Length of outage
- Shelter
- Food
- Gasoline
- Hotel discount

2465

Client Assisted

1253

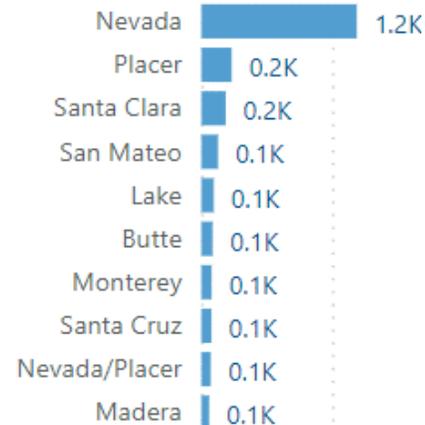
AFN Clients



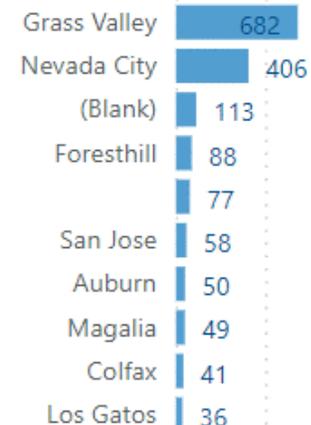
## Other Unavailable Resources/Information Requested by Clients

ContactForm	# of Clients
Snow shoveling	4
Snowplows	4
propane	3
Animal Shelter	2
Ceiling is leaking	2
Downed Trees	2
Financial help	2
Fire Wood	2
Plowing of driveway	2
Road conditions	2

## # of Clients by County



## # of Clients by City



2·1·1

# Public Safety Power Shutoff Direct Assistance Data

Households Assisted

89

People Assisted

192

**\$36,716.47**

Assistance Amount

**Food**

**\$4,978.70**

**Hotel**

**\$31,736.77**

**Transport**

(Blank)

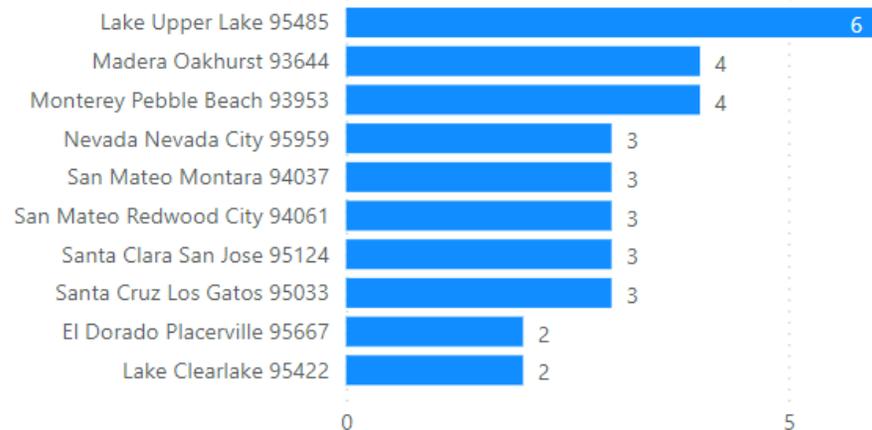
**Others**

(Blank)

## Assistance Details by Case

Date	Food	Hotel	Transport
<b>2/23/2023</b>			
San Mateo 10071		\$265.32	
<b>2/24/2023</b>			
Humboldt 10072		\$1.00	
Lake 10073		\$459.06	
Lake 10074		\$394.32	
Santa Cruz 10075		\$648.15	
<b>2/25/2023</b>			
Lake 10076		\$339.94	
Lake 10077		\$569.85	
Lake 10078		\$425.24	
Lake 10079		\$547.23	

## Geographic info (County, City, Zip)



AFN Category:

#Households

Chronic medical condition	58
Older adult (65+)	38
Physical disability	21
Child in the home (under 18)	19
Low income	15
Injuries	6
Deaf/hard of hearing	4
Developmental or intellectual disability	2
Limited English proficiency/non-English	2
<b>Total</b>	<b>89</b>

Electricity Dependency

#Households

Medical	72
Other	12
Behavioral/mental/emotional health	6
Mobility	6
<b>Total</b>	<b>89</b>

**2.1.1**

# Thank You

**Alana Hitchcock**

211 California

Executive Director & CEO

[alana@ca211.org](mailto:alana@ca211.org)

**Kelly Brown**

Interface 211

Chief Information Officer

[Kbrown@icfs.org](mailto:Kbrown@icfs.org)

The logo consists of the text '2.1.1' in white, bold font, centered within a dark blue speech bubble shape. The speech bubble has a white outline and a small tail pointing towards the bottom right corner.

**2.1.1**

# Microgrids and Resiliency

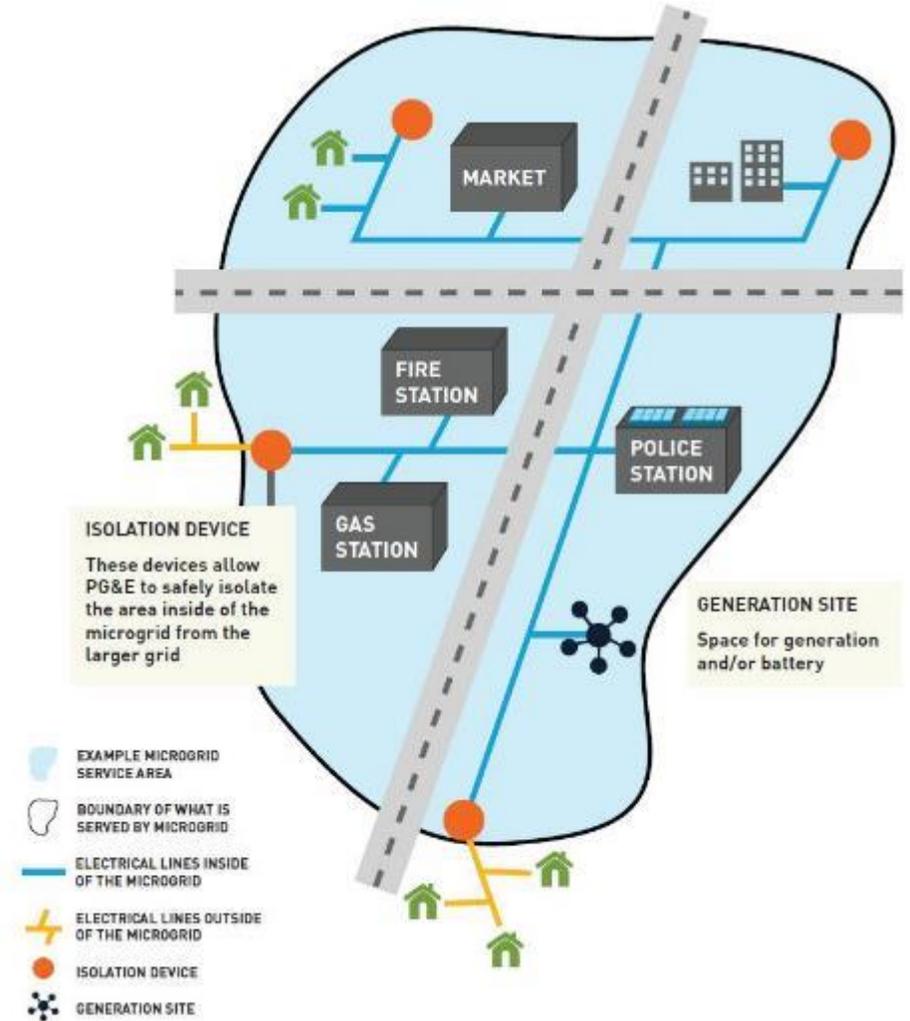


# What is a Community Microgrid?

**A microgrid consists of a group of interconnected customers that can disconnect from and reconnect to the grid to stay energized during an outage.**

Microgrids are typically designed to serve community resources, such as:

- ✓ Hospitals
- ✓ Police and fire stations
- ✓ Gas stations and markets



*The diagram above represents an approximate layout of a community microgrid. The layout and dimensions are approximate and for illustrative purposes only.*

# The Microgrid Incentive Program (MIP)

The Microgrid Incentive Program funds the development of community microgrids to support disadvantaged communities most vulnerable to outages.

## MIP Highlights:

- ✓ **\$79.2M** in funding allocated to PG&E
- ✓ **\$200M** in total funding across three Investor-Owned Utilities
- ✓ Individual projects will receive up to **\$15M\*** for engineering and development costs



**i** Learn more at [pge.com/mip](https://pge.com/mip)\*



# Who Can Apply for the Microgrid Incentive Program?

Representatives of tribes and local governments in eligible communities are encouraged to apply.

**MIP-funded microgrids must serve communities that are considered both:**

## Susceptible to Frequent Outages

**Microgrid is located in any of the following:**

1. Tier 2 or 3 High Fire-Threat District
2. Area that experienced prior PSPS outage
3. Elevated earthquake risk zone
4. Locations with lower historical level of reliability

**OR:** is attested as such by a letter from local government and/or tribal jurisdiction that identifies and justifies forms of outage vulnerability

## Disadvantaged and Vulnerable

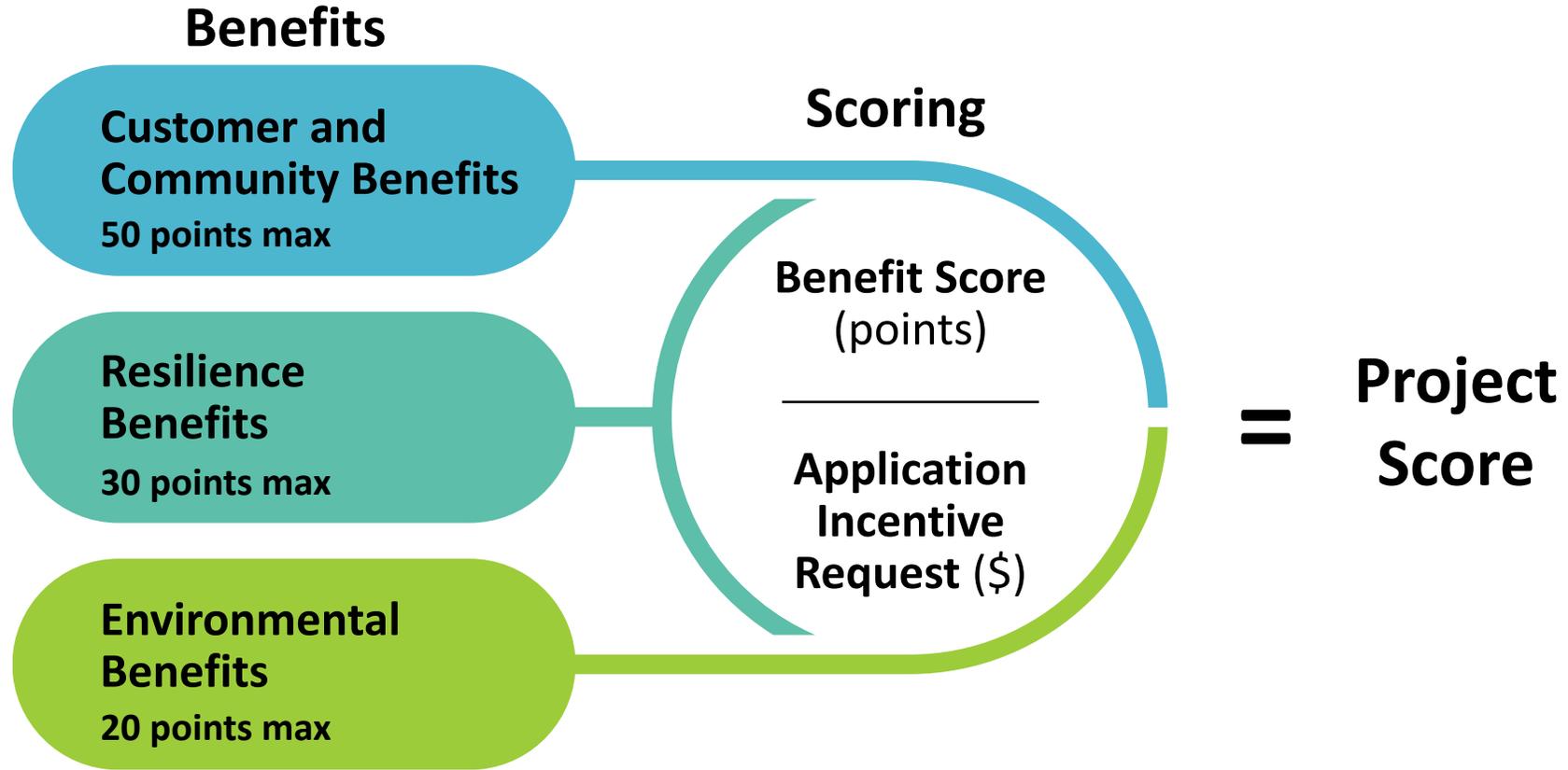
**Eligible community meets any of the following criteria:**

1. Census tracts with median household incomes less than 60% of state median
2. California Native American tribal community
3. Community with highest risk as identified in the current version of CalEnviro Screen
4. A rural area

**OR:** microgrid powers a critical community facility that primarily serves one of these communities

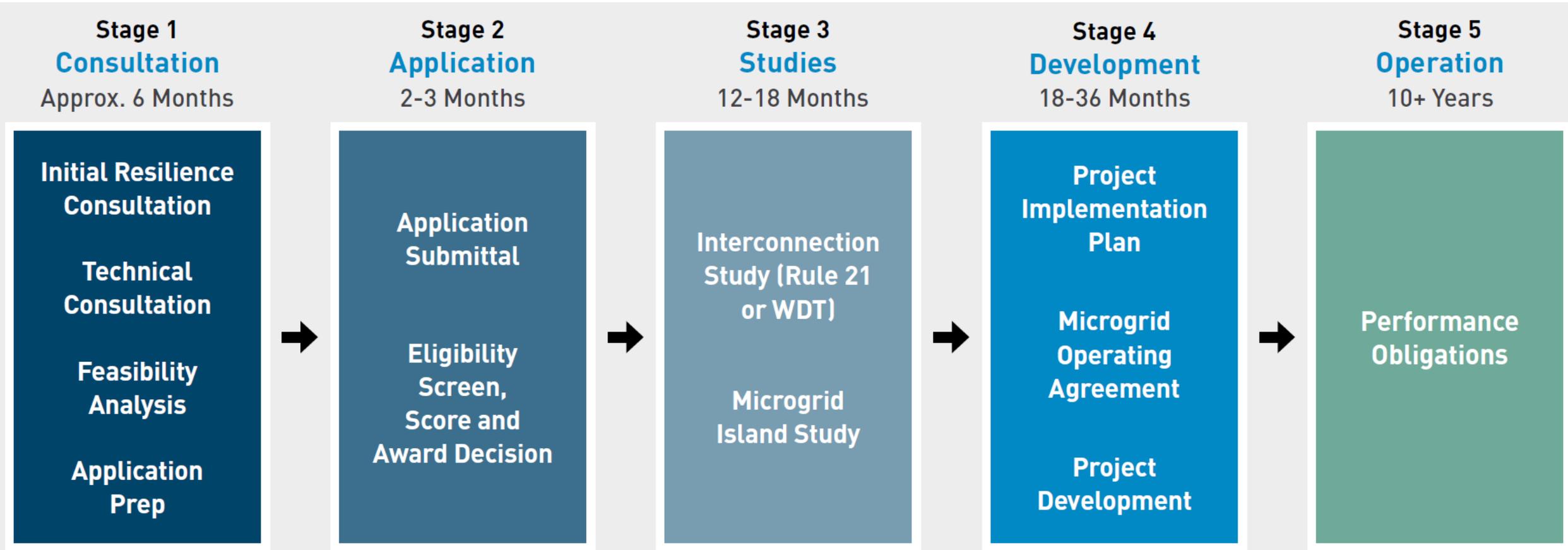
# Prioritizing Projects

The MIP will prioritize projects that maximize the benefits based on the funding requested through a Project Score.



Full details will be provided in the MIP Handbook, to be published on [www.pge.com/mip](http://www.pge.com/mip) in October 2023.

# Applicant Process, Step-By-Step



**NOTE:** Each project is unique and will follow different timeframes. These estimates are provided as guidelines only.

# Key Upcoming Dates



The MIP Handbook will be posted online on October 11, 2023 at [pge.com/mip](https://pge.com/mip)\*

*\*Additional scoring information will be provided in the MIP Handbook*

*Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# Open Discussion/Q&A





# Public Safety Partner Contact Information Support

**PG&E is committed to working collaboratively with Public Safety Partners in advance of and during PSPS outages to support affected customers and communities.**

You can send updates to your contact information to the following in addition to your representatives:

**Water, Wastewater and  
Communication Service Providers**

**Ricardo Navarro:**  
[ricardo.navarro@pge.com](mailto:ricardo.navarro@pge.com)  
209-604-5066

**For Tribal, Federal, State, and Local  
Agencies, CCAs and POUs**

**Roy Regala:**  
[roy.regala@pge.com](mailto:roy.regala@pge.com)  
650-418-6771



If you have questions, please contact [PGELiaisonOfficer@pge.com](mailto:PGELiaisonOfficer@pge.com)

# Appendix



## **PG&E is currently seeking Public Safety Partners who are interested in partnering at the upcoming Q4 Regional Working Groups.**

If interested, please share your contact information in the post-meeting survey and a representative will be in contact.

Potential topics include but are not limited to:

- Local safety initiatives
- Wildfire safety work in your community
- Enhanced Powerline Safety Settings (EPSS)
- Public Safety Power Shutoffs (PSPS)
- Other partnerships with PG&E





# 2023 Q2 Follow Up and Action Items

Description	Agency	Status
Request for information on planned vegetation management work in the Central Valley region	Comcast Cable	Complete
Request for further collaboration and outage notifications for planned PG&E work	Amador Water Agency	Complete
Request for more information about Access and Functional Needs outreach efforts to prepare for increased applicants	Center for Independent Living	Complete
Request for a list of regional contacts for local jurisdictions	Pioneer Community Energy	Complete
Request for more information on estimated times of restoration and agreed to share feedback on past experiences	FREED Center for Independent Living	Complete
Request for historical outage information on PSPS, EPSS and other outages	Redwood Coast Energy Authority	Complete
Request for information about how many EPSS outages with initial unknown cause were able to be determined	California Public Utilities Commission	Complete
Follow up on resources available for Access and Functional Needs customers	Community Resources for Independent Living Inc.	Complete
Request for more information about updated 2023 PG&E Enhanced Powerline Safety Settings (EPSS) & Public Safety Power Shutoff (PSPS) factsheets	California Public Utilities Commission	Complete
Request for link to the quarterly customer reliability reports that were shared during last quarter's meeting	City/County Association of Governments of San Mateo County	Complete



# Status of Planned/Upcoming Resilience Efforts – Systemwide

Program	County	Site Name/Area	Status	Estimated Completion
Distribution Microgrids*	Butte	Magalia	Operational	N/A
	Calaveras	Arnold	Operational	N/A
	El Dorado	Georgetown	Operational	N/A
	El Dorado	Pollock Pines	Operational	N/A
	Humboldt	Redwood Coast Airport Microgrid*****	Operational	N/A
	Lake	Clearlake North	Construction Complete	Q4 2023
	Lake	Lucerne	Operational	N/A
	Lake	Middletown	Operational	N/A
	Napa	Angwin	Operational	N/A
	Napa	Calistoga	Operational	N/A
	Placer	Colfax	Operational	N/A
	Placer	Foresthill	Operational	N/A
	Shasta	Shingletown	Operational	N/A
	Tuolumne	Groveland	Operational	N/A
Islanding	Calaveras**	Salt Springs Island	Operational	N/A
	Calaveras***	West Point Island	Operational	N/A
	Humboldt	Humboldt Bay Island	Operational	N/A
	Plumas	Caribou Island	Operational	N/A
	Tehama	Red Bluff Island	Operational	N/A
	Tuolumne	Spring Gap	Operational	N/A

Local work plans are subject to change and data is based on the best available information at this time.

*\*Distribution microgrids are considered operational once temporary generation is available and energization plans are finalized.*

*\*\*Also serves portions of Amador and Alpine Counties.*

*\*\*\*Also serves portions of Amador County.*

*\*\*\*\*Facility owned by Redwood Costa Energy Authority; PG&E owns, operates and maintains microgrid circuit*



# Status of Planned/Upcoming Resilience Efforts – Systemwide Contd.

Program	County	Site Name/Area	Status	Estimated Completion
Remote Grids	Mariposa	Briceburg - Mariposa Remote 001	Operational	N/A
	Tehama	Corning Remote 0001 - 0002	Operational	N/A
	Mariposa	Slaughter House	Operational	N/A
	Mariposa	Miami Mountain	Under Construction	Q4 2023
	Madera	Melvin	Planning	Q4 2023
	Sonoma	Pepperwood	Planning	Q4 2023
	Tehama	Battle Creek	Planning	Q4 2023
	Tehama	Manton Wildcat	Planning	Q4 2023
	Tulare	Whitaker Forest	Planning	Q4 2023
	Tuolumne	Forebay	Planning	Q4 2023
	Lake	Anderson Springs	Planning	Q1 2024
	Shasta	Shingletown Wildcat	Planning	Q1 2024

Local work plans are subject to change and data is based on the best available information at this time.

# Pacific Gas and Electric Company

Q3 Regional Working Group  
North Coast Region

September 14, 2023



## Virtual Sign In Reminder

Please “sign in” using the chat function and provide your **name, organization and email**.



# Safety

## Preparedness Tips

Always be prepared in case of a natural disaster or an emergency

---

Build a disaster supply kit for you, your family or your business

---

Be sure to include food, water, medication, flashlights, first aid kits, a list of emergency contacts and more

---

Visit [safetyactioncenter.pge.com](https://safetyactioncenter.pge.com) to help prepare for an emergency





# Agenda

- 1 Regional Update

---

- 2 Community Wildfire Safety Program

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- 3 211 California with Guest Presenter

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- 4 Microgrids and Resiliency

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- 5 Open Discussion and Q&A

## Participants

**Austin Sharp**

Regional Senior Manager

**Mark Van Gorder**

Local Government Affairs

**Ron Karlen**

Public Safety Specialist

**Reno Franklin**

Tribal Liaison

**Justin Stabe**

Director, Underground Delivery

**Alana Hitchcock**

Executive Director and CEO, 211 California

**Kelly Brown**

Chief Information Officer, Interface 211

**Molly Hoyt**

Microgrid Policy and Pricing  
Planning, Principal

# Regional Update





# North Coast Region Overview and Projects

**554,000**

Electric Customers Served

**367,000**

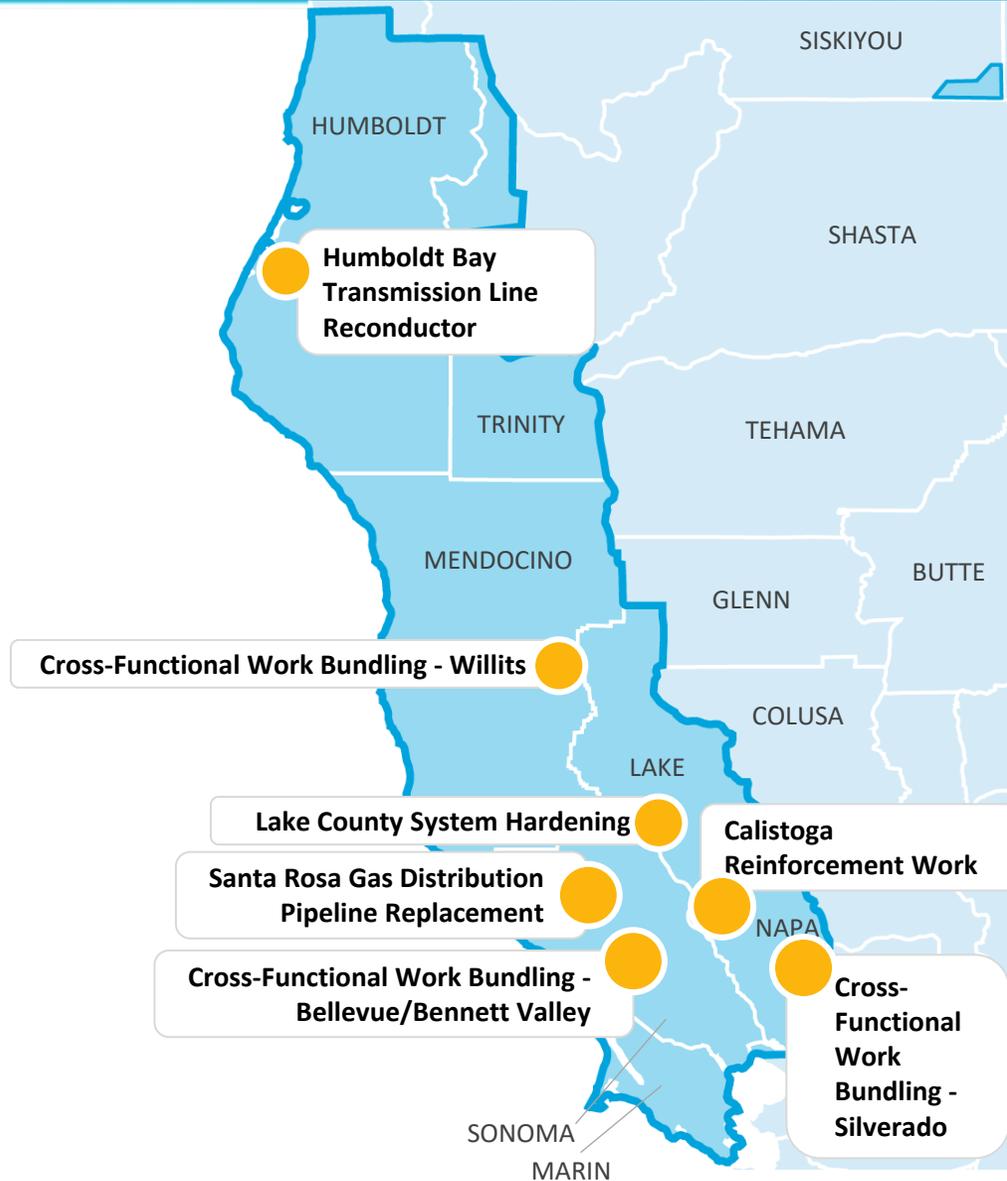
Gas Customers Served

**1,600**

Coworkers Serving You

**7,362**

Powerline Miles in High Fire-Threat Districts



# Community Wildfire Safety Program



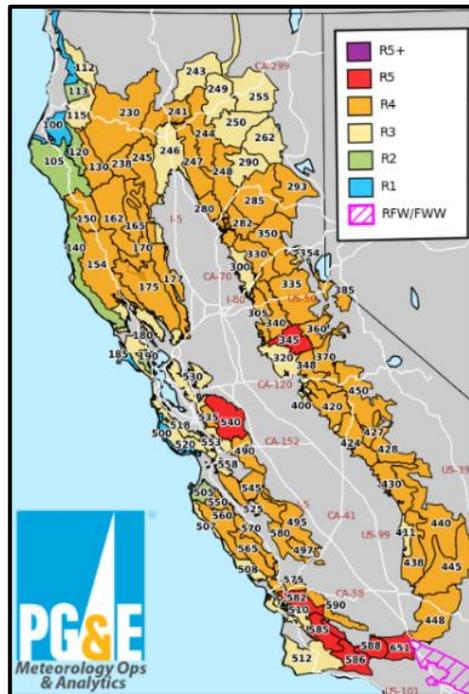


# Wildfire Risk Outlook Across Our Service Area

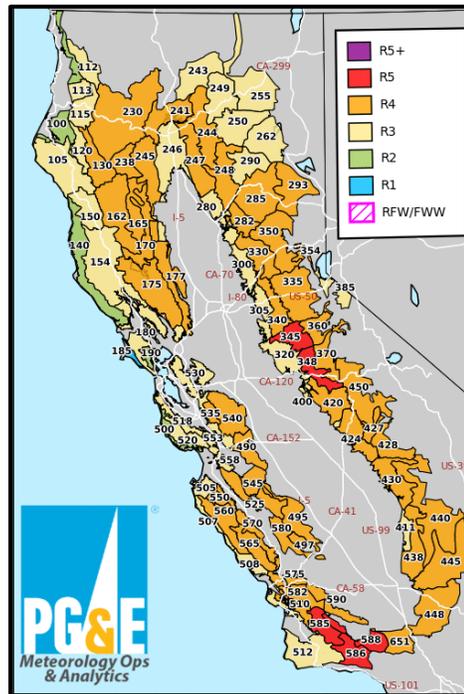
PG&E is utilizing advanced technologies to monitor, analyze and forecast wildfire risk across our service area.

## 2022

### PG&E Utility Fire Potential Index Ratings



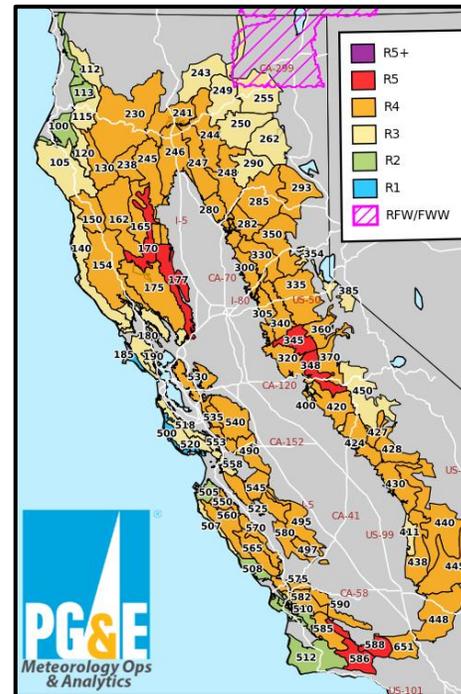
Valid for 07/23/2022



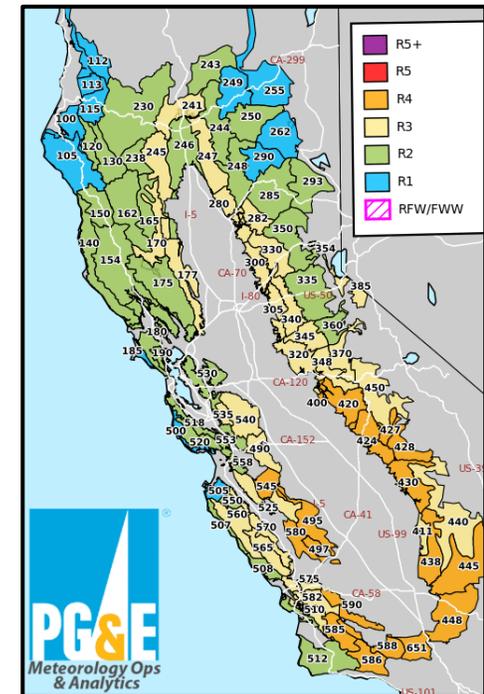
Valid for 09/01/2022

## 2023

### PG&E Utility Fire Potential Index Ratings

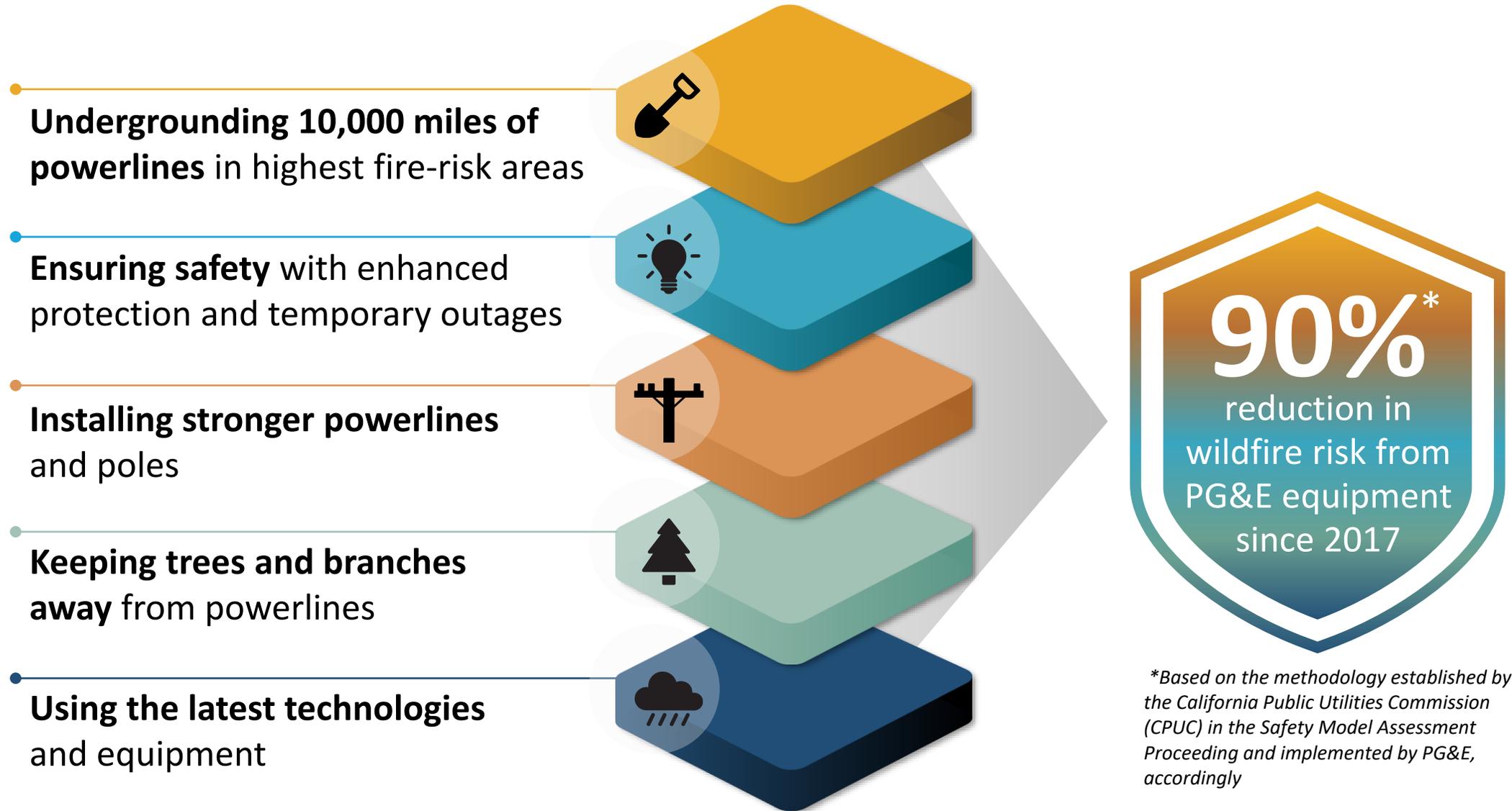


Valid for 07/23/2023



Valid for 09/01/2023

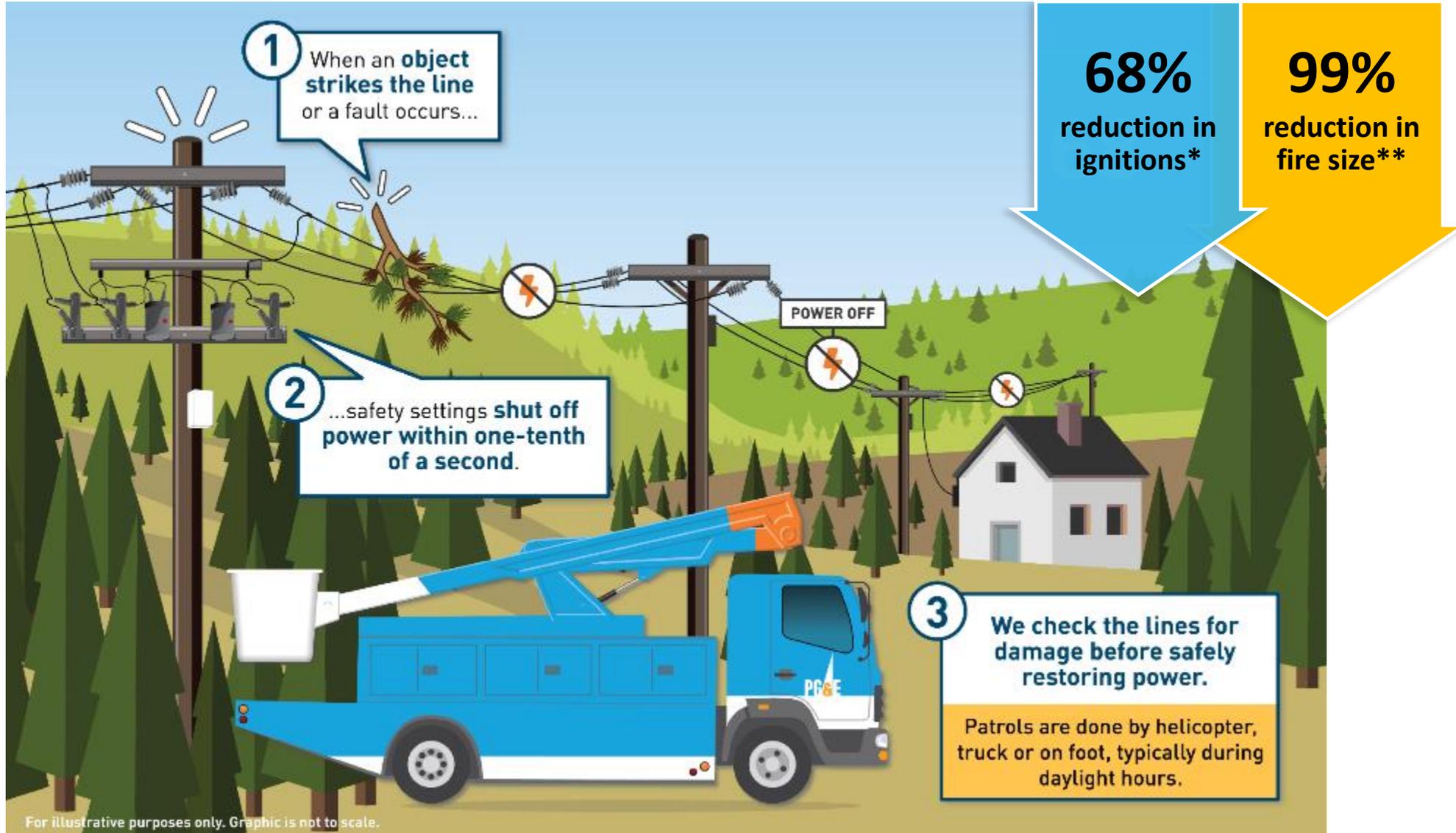
# Layers of Wildfire Protection



# Enhanced Powerline Safety Settings



# Enhanced Powerline Safety Settings: A Technology To Prevent Wildfires



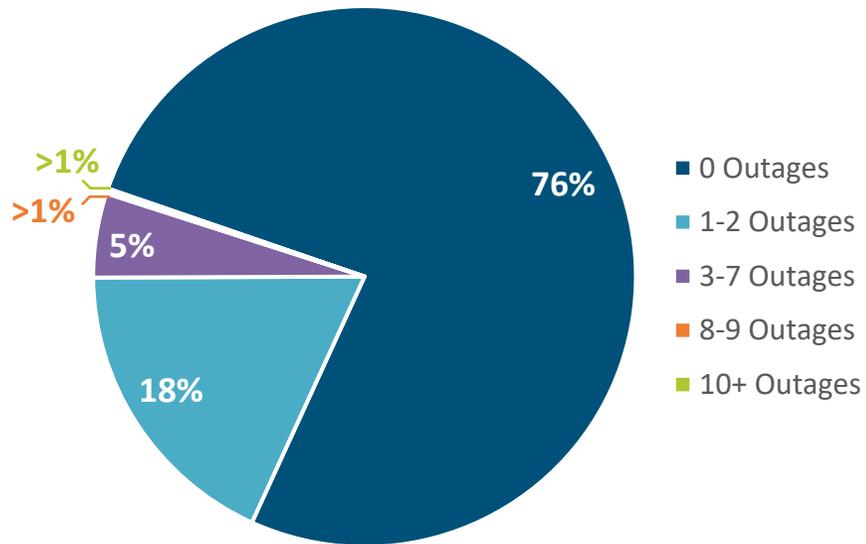
Data is approximate; \*Based on 2022 performance for CPUC-reportable ignitions in HFTD compared to 2018-2020 weather-normalized performance; \*\*Relative to the 2018-2020 average  
Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.



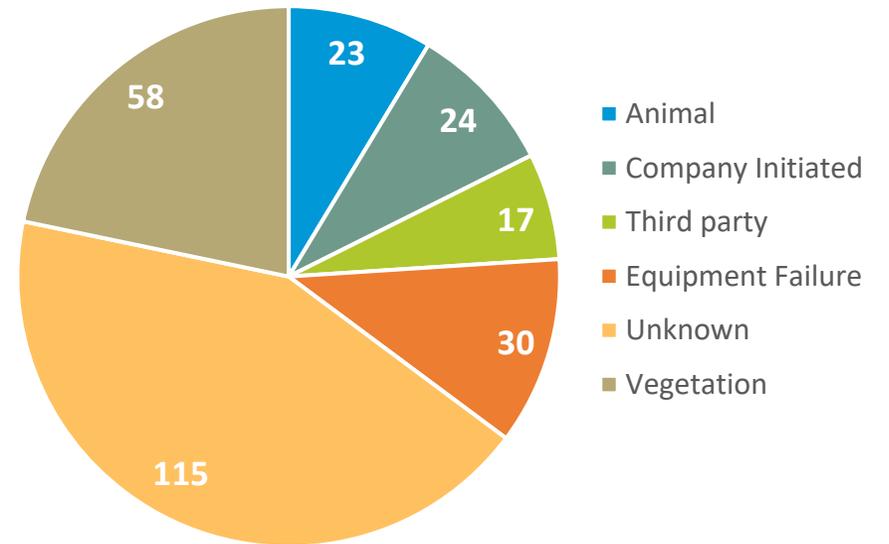
**100%** of powerlines in high fire-risk areas are protected by EPSS

## Performance on EPSS Protected Powerlines in 2023

Customers Experiencing\*



Common Outage Causes



\* Customer counts are approximate as of 08/31/2023 and may change based on ongoing program updates and enhancements. Data is approximate and as of 08/31/2023  
 Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

**We have and continue to take steps to improve reliability on circuits protected by EPSS.**

- ✓ Installing fault indicators to speed up restoration
- ✓ Adjusting the sensitivity of safety settings
- ✓ Conducting additional patrols to identify further improvements
- ✓ Trimming trees near powerlines
- ✓ Installing sectionalizing devices to limit the number of customers impacted during outages

**i** Learn more at [pge.com/epss](https://pge.com/epss)



# How Are Stakeholders Notified After an EPSS Outage



**Customer notifications and updates including estimated restoration times** through automated texts, calls or emails

**Ongoing website updates** with outage information and estimated restoration times

**Outage Portal updates** with interactive map and dashboard, locations of enabled circuits and details of active outages\*

*\*Only available to Public Safety Partners*

*Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# Public Safety Power Shutoffs



# What is a Public Safety Power Shutoff?

High winds can cause tree branches and debris to contact energized electric lines, damage our equipment and cause a wildfire.

**To prevent wildfires, we may need to turn off power as a last resort.**





# How and When are Stakeholders Notified?

- Priority** ✓ 3 days before power is turned off
- Watch** ✓ 2 days and 1 day before power is turned off
- Warning** ✓ 4-1 hours before power is turned off
- ✓ When power is turned off
- ✓ After weather has passed
- ✓ If estimated restoration time changes
- ✓ Daily until power has been restored

## How we'll notify

### Automated calls, texts and emails

We will also use pge.com, social media and will inform local news and radio.

- @pacificgasandelectric
- @pacificgasandelectric
- @PGE4Me

## Who receives priority notifications?

- Public Safety Partners
- Critical Customers
- Community Based Organizations (CBOs)
- Transmission Customers

**This year, PG&E will send PSPS notifications 24 hours a day, as needed.**

## Why the Change?

This update is based on established requirements from the California Public Utilities Commission. An outage, change in weather or power coming back on can happen overnight. If that occurs, we will notify you between 9 p.m. and 8 a.m.

## PG&E resources to help your community prepare:

- Receive notifications for any address at [pge.com/addressalerts](https://pge.com/addressalerts)
- Find resources and support at [pge.com/pspsresources](https://pge.com/pspsresources)
- Update contact information at [pge.com/psps](https://pge.com/psps)



**Do you have any feedback to share on PG&E's PSPS notifications?  
How can the notifications better serve you and your community?**

# Undergrounding



# Undergrounding 10,000 Miles of Our Electric System

**In 2021, PG&E announced a major new initiative to underground 10,000 miles of power lines in high fire-risk areas.**

This is approximately one-third of the miles PG&E has in high fire-risk areas.

.....

This commitment represents the largest effort in the U.S. to underground power lines as a wildfire risk reduction measure.





# Prioritizing Undergrounding to Have the Greatest Impact on Reducing Wildfire Risk

## To accomplish this, we:

Use machine-learning based risk modeling and partner with wildfire analysis providers.

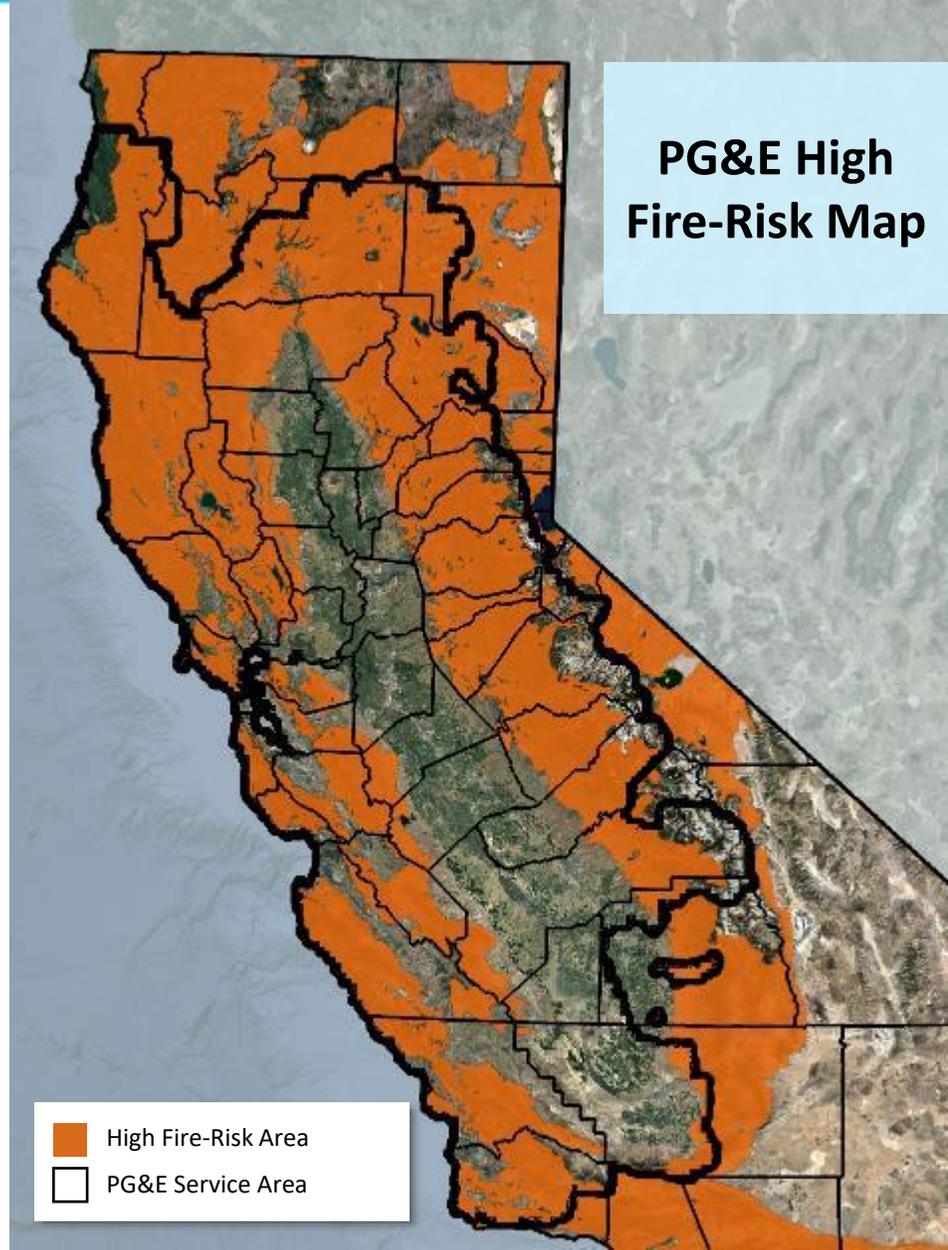
## This modeling considers historic ignitions and other factors, such as:

- Vegetation
- Topography
- Condition of the electrical equipment

## We also consider the:

- Probability of an ignition
- Consequences if a wildfire were to start in a specific location

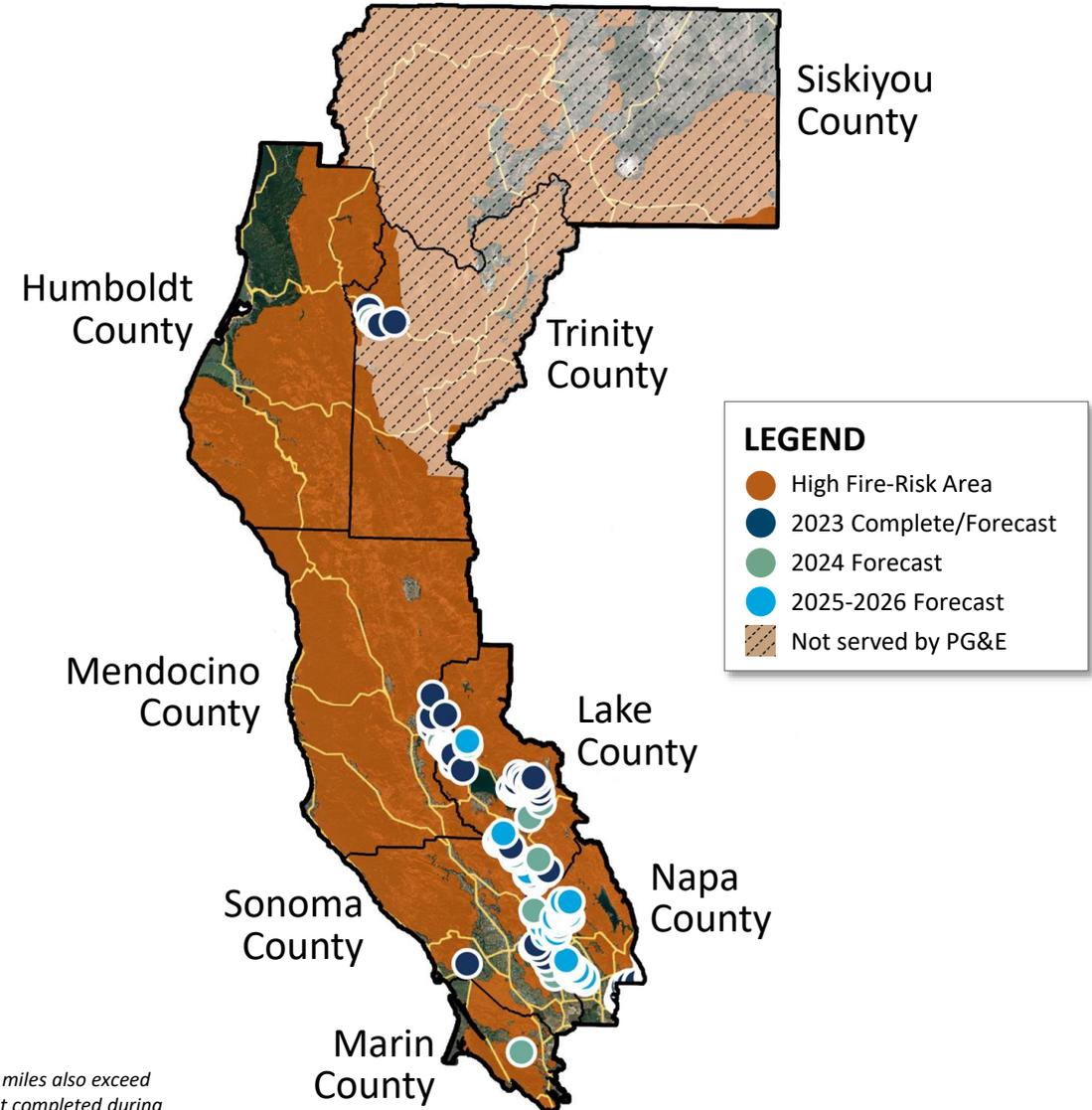
*Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*





# North Coast 2023-2026 Undergrounding Forecast

North Coast Region			
County	2023 Miles (Complete/Forecast)	2024 Miles (Forecast)	2025-2026 Miles (Forecast)
Lake	51	34	50
Marin	0	1	0
Mendocino	2	2	0
Napa	0	15	135
Sonoma	5	2	0
Trinity	9	2	0



*\*Data as of 6/30/2023. This map is for illustrative purposes. Forecasts can change as our risk model evolves to address the greatest wildfire risk. Forecast miles also exceed annual targets. Mileage in a community may increase or decrease due to access, weather, permitting or other constraints. In most cases, if a project is not completed during the year originally identified, it will continue through planning/construction phases during subsequent years.*

*Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# Recent Undergrounding Map Updates

In early August we shared updated maps of our latest undergrounding workplans with customers, agencies and stakeholders.

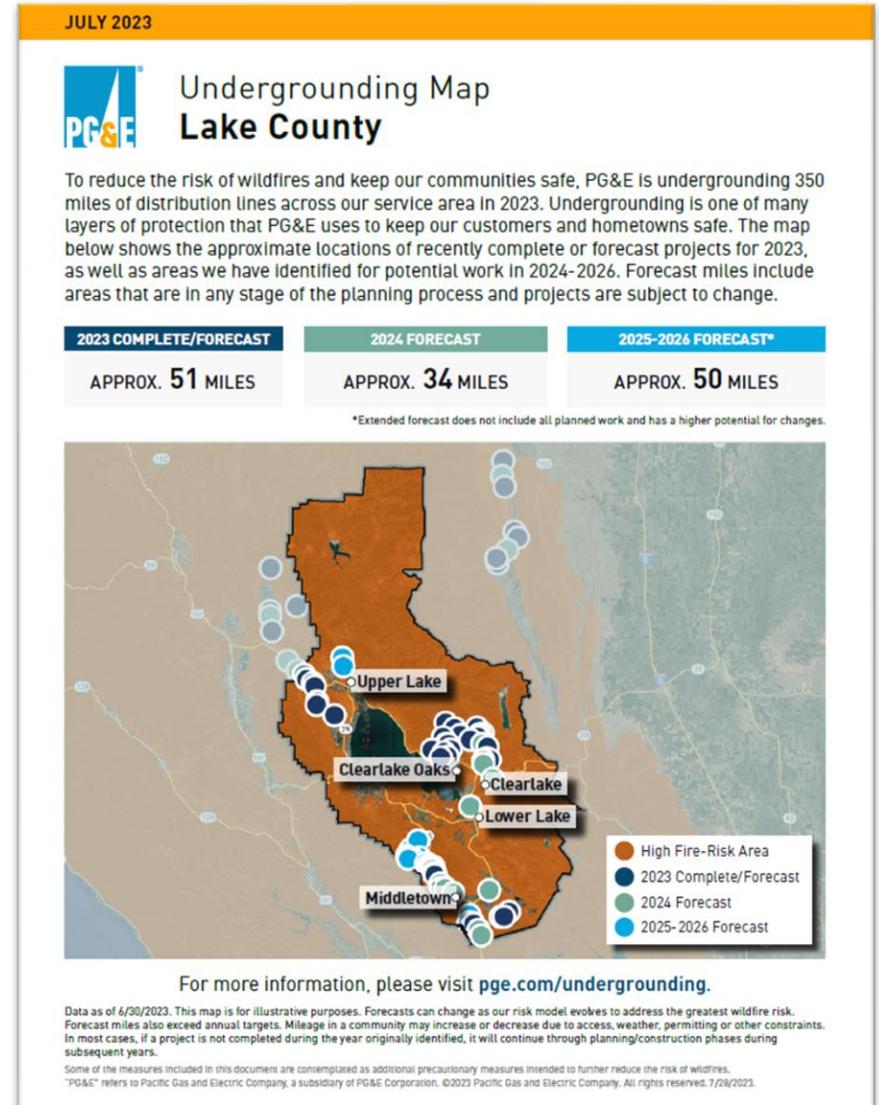
These maps include:

- Updated 2023/2024 mileage totals
- 2025/2026 mileage totals

**i** County and city specific PDF maps are available for download at [pge.com/undergrounding\\*](https://pge.com/undergrounding)

\*As available, not all agencies have undergrounding work planned.

*Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*



# Improving Our Risk Model

**Our risk model analyzes several factors to help ensure we are prioritizing undergrounding work in a way that reduces as much wildfire risk as possible. This analysis is updated through periodic risk model reviews and improvements.**

## Current Risk Model

- Uses an expanded machine learning analysis (from prior risk models) to better predict ignitions in high fire-risk areas
- Calculates risk by location/individual asset to allow prioritization of the highest-risk areas
- Models relationships between overall wildfire risk, environmental and asset characteristics
- Models ignition consequences
- Estimates where specific improvements are likely to be most effective (undergrounding, overhead hardening, etc.)

## Future Risk Model

- Better accounts for how hard it would be to contain a wildfire if an ignition were to occur
- Leverages updated Public Safety Power Shutoff data as well as new Enhanced Powerline Safety Setting considerations
- Includes additional vegetation/wind direction factors and updated asset, weather and vegetation/fuels data
- Considers data-informed ingress and egress factors including access to transportation and physical mobility

## What to Expect

<h3>Users</h3>	<p>Tribal, federal, state, and local agencies, telecommunication providers and joint trench partners</p>
<h3>Platform</h3>	<p>Utilizes Bentley Systems data sharing platform (previously used by other vegetation/wildfire safety improvement related data sharing)</p>
<h3>Features</h3>	<ul style="list-style-type: none"> <li>▪ Downloadable map files and project details (PDFs maps, KMZ map, Excel data file)</li> <li>▪ Quarterly updates and email reminders</li> </ul>
<h3>Estimated Timing</h3>	<p>Q3 2023 (Quarterly updates thereafter)</p>
<h3>Next Steps</h3>	<p>Email invitations have been shared with undergrounding stakeholders, please reach out to <a href="mailto:undergrounding@pge.com">undergrounding@pge.com</a> if you would like to request access.</p>



**Tribal and local governments are able to share feedback on priority sites for wildfire-related undergrounding projects through a formal process.**

## How to share feedback:



Reach out to your assigned PG&E representative if you are a tribe or agency interested in more information.

Feedback will be reviewed against PG&E's existing risk model and other considerations. Workplan feedback related to construction timing, potential construction impacts and other planned or ongoing work near an undergrounding project is welcomed.

Undergrounding Workplan  
Agency/Organization Feedback Form
SAMPLE  
PDF FORM

We are prioritizing moving powerlines underground in areas where we can reduce the greatest amount of wildfire risk for our customers. **If your agency would like to share feedback on our undergrounding workplans, please fill in all fields below and email the form to [undergrounding@pge.com](mailto:undergrounding@pge.com).** Response times for submitted feedback will vary.

Agency/Organization Information

Name/Contact:  Email:

Agency/Organization:  Phone:

Address:  Date:

City:  ZIP:

Undergrounding Workplan Feedback

Approximate Location:

Feedback:

Additional Information/Background Details:

Are there additional supporting documents?  
 Yes  No

Please remember to attach any supporting documents to your email when you submit this form.

Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires. \*PG&E\* refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. ©2023 Pacific Gas and Electric Company. All rights reserved. 09/11/2023.



# Engaging With Our Customers Early and Often

We are committed to communicating with customers during each phase of an undergrounding project. We also provide regular text, phone call and email updates, as well as meet with customers 1:1.

## AVERAGE TIMESPAN FOR PHASES 1 to 3: 6-24+ MONTHS

### 1. Surveying/Mapping

Welcome Brochure and Pocket Card



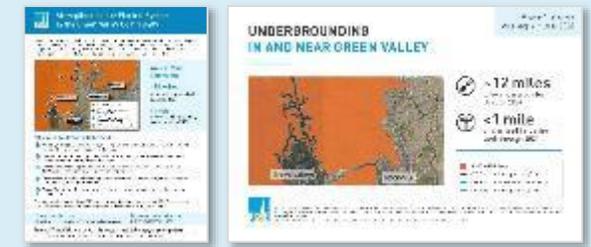
### 2. Estimating/Constructability Review

Right-of-Way Information



### 3. Plan Finalization

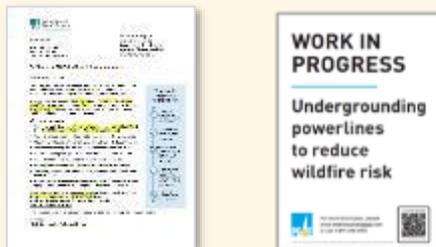
Customized Community Engagement



## AVERAGE TIMESPAN FOR PHASES 4 to 6: 6-12+ MONTHS

### 4. Pre-Construction Preparation

Construction Kick-off Package and Signage



### 5. Construction/Planned Outages

Social Media and Outage Communications



### 6. Post Construction

Postcards



# 211 California





# 211 California: Connecting to Critical Services



2.1.1

*“ Our 211 system is an incredible system in the state of California that connects people to real services, in real time. 211 is connecting the unconnected, providing people with real solutions, and providing essential information and support during disasters.*

*Everyone needs to know about 211. ”*

*– Greg Cox, 211 California Board of Directors*

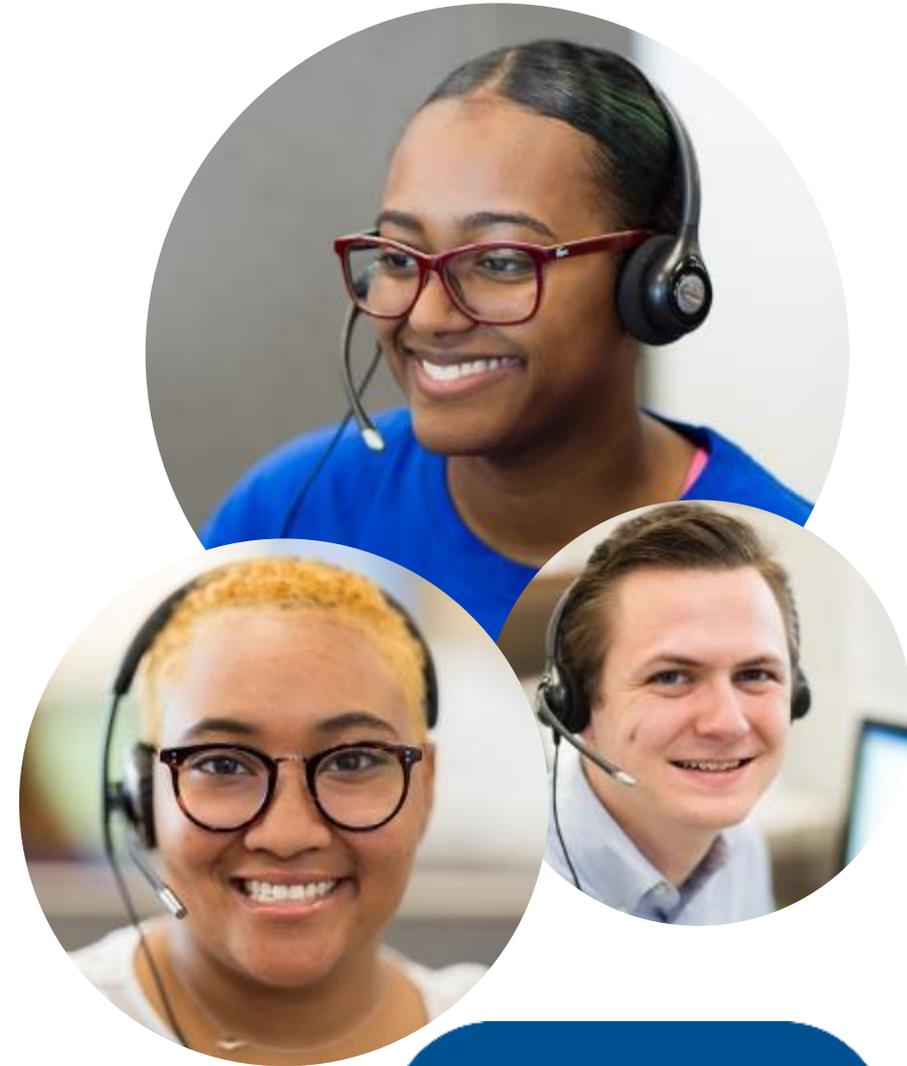
**2.1.1**

# About 211

**211 is the 24/7 triage center for social and disaster needs**

**211 connects people in need to services in their community using:**

- ✓ Skilled, caring live assessment
- ✓ Comprehensive community resource databases
- ✓ Multi-channel service (phone, text, online)
- ✓ Multi-lingual service
- ✓ Specialty programs & direct services that increase accessibility, equity, and service connections



**2.1.1**

# About the 211 CA Network



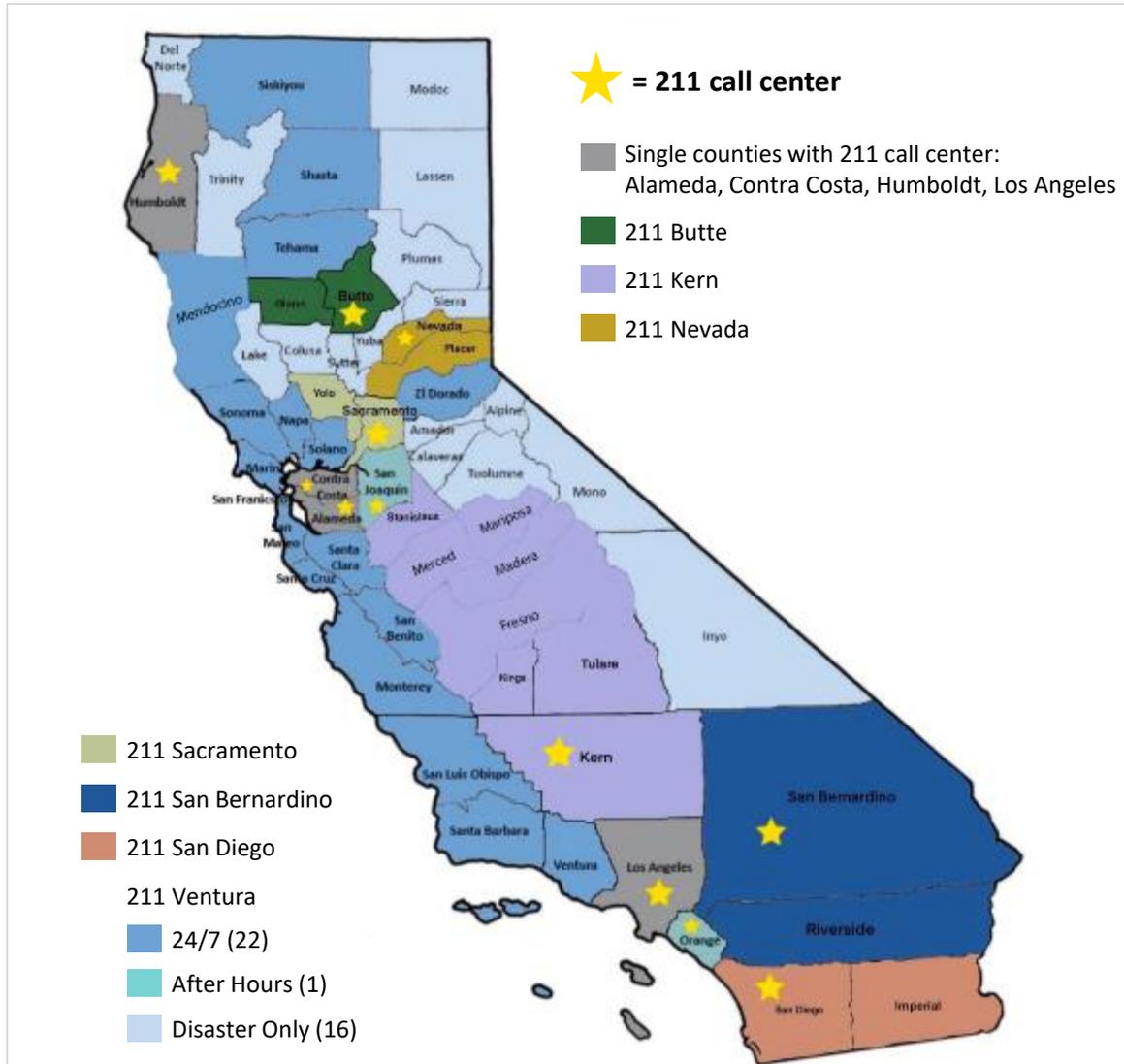
- CBOs and Local governments
- CPUC-authorized lead entities and partnering organizations
- 50% are local United Ways
- Programs and funding sources vary widely by county
- Members are accredited by national standards body Inform USA (formerly AIRS)
- Mutual assistance for disaster response

***Together, the 211 California network provides 24/7/365 service to over 98% of the state's population and provides disaster-only coverage statewide.***



**2.1.1**

# 211 Services in California



- 45 counties full 211
- 13 counties disaster only
- Multiple applications in process to CPUC

2.1.1

# Statewide Initiatives & 2023 Updates



- CA vs Hate hotline & care coordination services
- Kick it CA Tobacco Cessation
- Public Safety Power Shutoff & All Hazards hotline and care coordination
- Disaster, emergency & mass violence activation & long-term recovery
- Housing & unhoused crisis
- Social Determinants of Health, CalAIM, Community Information Exchanges

2·1·1

# 2022 Statewide Needs Report

From Hello to Help, 211 is Here.



**2.1M** requests for help

**211 IS A VITAL HUMAN SERVICE ACROSS CALIFORNIA AND NORTH AMERICA.** 24/7 people can contact 211 to access free and confidential community health and human services. 211 provides expert, caring help in more than 180 languages — no matter the situation, the specialists at 211 listen, identify problems, and connect people in need with resources and services in their community that improve their lives. 211 tackles underlying root causes — 211 does more than “patch people through” to agencies. Instead, 211 specialists are trained to identify and address root causes of a client’s problem and connect them with a wide range of available resources that meet all the underlying needs. There is no other network in the country that has a similar pulse on America’s needs. 211 makes the social services ecosystem more efficient by ensuring people in need are connected to agencies that can help them.



**176K**

referrals to reduce hunger and food insecurity

**710K**

referrals to housing and homeless prevention services



**144K**

referrals for utilities assistance

**25K**

referrals to disaster services like shelter and emergency food

**109K**

referrals for financial assistance and coaching



**157K**

referrals for healthcare

**97K**

referrals for COVID-19 information, testing, or vaccines

© 2022 United Way of California | 211.org | 211.org/211

**2.1.1**

# Utility Customer Care Coordination and Active Response

211 California, Contract Lead

Interface Children & Family Services, Program Lead

The logo consists of the text '2.1.1' in white, bold font, centered within a dark blue speech bubble shape. The speech bubble has a white outline and a small tail pointing towards the bottom right corner.

2.1.1

# 211 Care Coordination Objectives



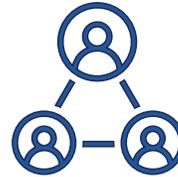
## Identify

utility customers with electricity-dependent household members



## Review and Document

household's unique needs



## Connect

customers to appropriate resources and local programs



## Co-create

a personalized household safety plan and send to customer's home



## Identify and Provide

application assistance for eligible utility programs

2·1·1

## Public Safety Power Shutoff Clients with Intakes - Geographic

Intakes Completed

6515

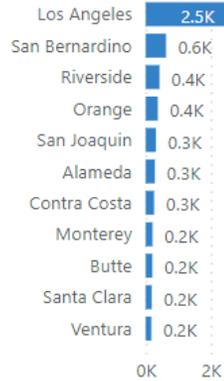
AFN Households

5433

Electricity  
Dependent

3258

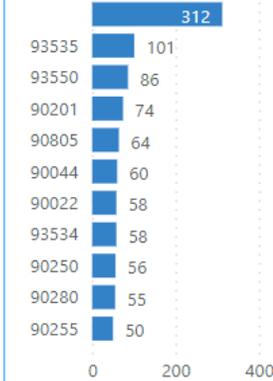
Clients County



Clients City



Clients Zip



### Clients AFN Categories

AFN Categories	#Clients	%Clients
Low Income	3487	64.18%
Chronic Medical Condition	3031	55.79%
Child In The Home (Under 18)	1959	36.06%
Physical Disability	1917	35.28%
Older Adults (65+)	1835	33.78%
Limited Access To Transportation	950	17.49%
Limited English Proficiency/Non-English Speaking	914	16.82%
Blind/Low Vision	742	13.66%
Developmental Or Intellectual Disability	641	11.80%
Injuries	580	10.68%
Deaf/Hard Of Hearing	527	9.70%
Pregnant	76	1.40%
Homeless	62	1.14%
<b>Total</b>	<b>5433</b>	<b>100.00%</b>

### Electricity Dependency Reason

Electricity Dependency Reason	#Clients	%Clients
Medical/Non-medical	2695	93.90%
Behavioral/Mental/Emotional Health	80	2.79%
Mobility	75	2.61%
Communication	20	0.70%
<b>Total</b>	<b>2870</b>	<b>100.00%</b>

## Public Safety Power Shutoff Clients with Intakes - Program Enrollment

Intakes Completed

6515

Data on this page is based on Client's Date of Intake

Clients with Applications

4480

Applications Completed

5905

### Applications Completed by Type by Contact Center

Program Enrolled	#Clients	%Clients
Safety Plan	3738	83.44%
ESA Program Application	1057	23.59%
Medical Baseline Application	656	14.64%
CARE/FERA Application	441	9.84%
<b>Total</b>	<b>4480</b>	<b>100.00%</b>

### Applications Completed by Month



2.1.1

# 211 Active Response Objectives



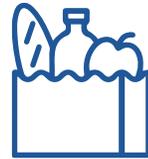
## **Build and Maintain**

a database of validated emergency event resources



## **Conduct**

a needs assessment with utility customers during emergency events



## **Connect**

customers to available emergency related resources



## **Provide**

data on community needs throughout emergency



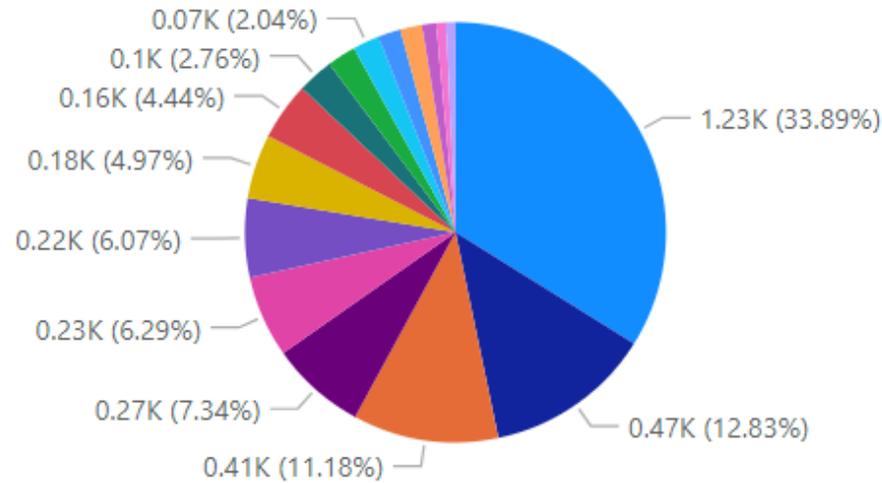
## **Connect**

AFN households to future care coordination

2·1·1

# Active Response Data

## Resources Requested



## Resources Requested

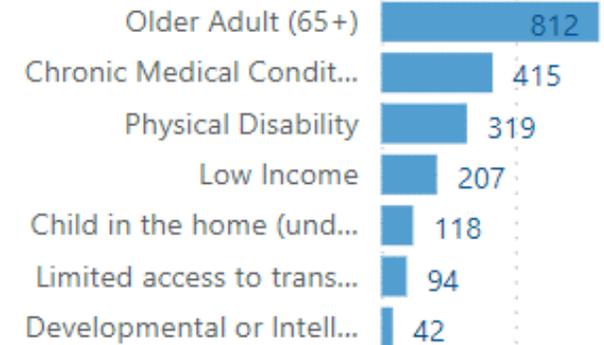
- Other (ADD NOTE)
- Address check for outage
- Length of outage
- Shelter
- Food
- Gasoline
- Hotel discount

2465

Client Assisted

1253

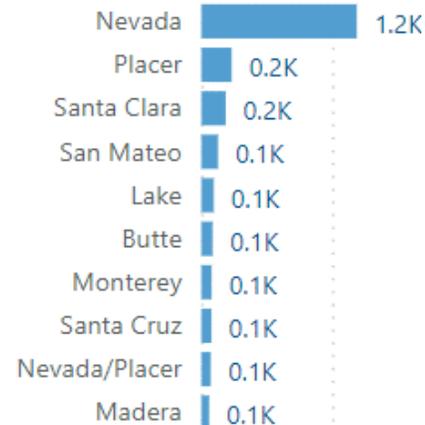
AFN Clients



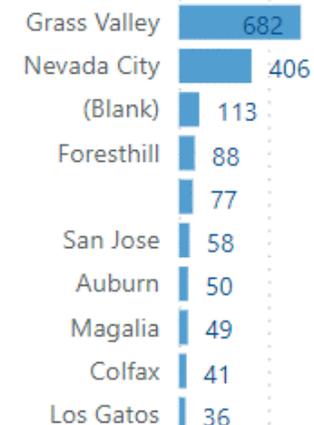
## Other Unavailable Resources/Information Requested by Clients

ContactForm	# of Clients
Snow shoveling	4
Snowplows	4
propane	3
Animal Shelter	2
Ceiling is leaking	2
Downed Trees	2
Financial help	2
Fire Wood	2
Plowing of driveway	2
Road conditions	2

## # of Clients by County



## # of Clients by City



2·1·1

# Public Safety Power Shutoff Direct Assistance Data

Households Assisted

89

People Assisted

192

**\$36,716.47**

Assistance Amount

**Food**

**\$4,978.70**

**Hotel**

**\$31,736.77**

**Transport**

(Blank)

**Others**

(Blank)

## Assistance Details by Case

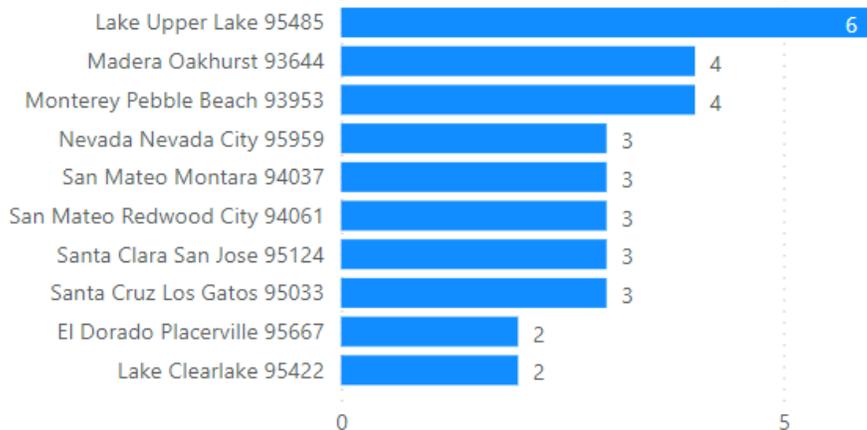
Date	Food	Hotel	Transport
<b>2/23/2023</b>			
San Mateo 10071		\$265.32	
<b>2/24/2023</b>			
Humboldt 10072		\$1.00	
Lake 10073		\$459.06	
Lake 10074		\$394.32	
Santa Cruz 10075		\$648.15	
<b>2/25/2023</b>			
Lake 10076		\$339.94	
Lake 10077		\$569.85	
Lake 10078		\$425.24	
Lake 10079		\$547.23	

AFN Category:

#Households

Chronic medical condition	58
Older adult (65+)	38
Physical disability	21
Child in the home (under 18)	19
Low income	15
Injuries	6
Deaf/hard of hearing	4
Developmental or intellectual disability	2
Limited English proficiency/non-English	2
<b>Total</b>	<b>89</b>

## Geographic info (County, City, Zip)



Electricity Dependency

#Households

Medical	72
Other	12
Behavioral/mental/emotional health	6
Mobility	6
<b>Total</b>	<b>89</b>

**2.1.1**

# Thank You

**Alana Hitchcock**

211 California

Executive Director & CEO

[alana@ca211.org](mailto:alana@ca211.org)

**Kelly Brown**

Interface 211

Chief Information Officer

[Kbrown@icfs.org](mailto:Kbrown@icfs.org)

The logo consists of the text '2.1.1' in white, bold font, centered within a dark blue speech bubble shape. The speech bubble has a white outline and a small tail pointing towards the bottom right corner.

**2.1.1**

# Microgrids and Resiliency

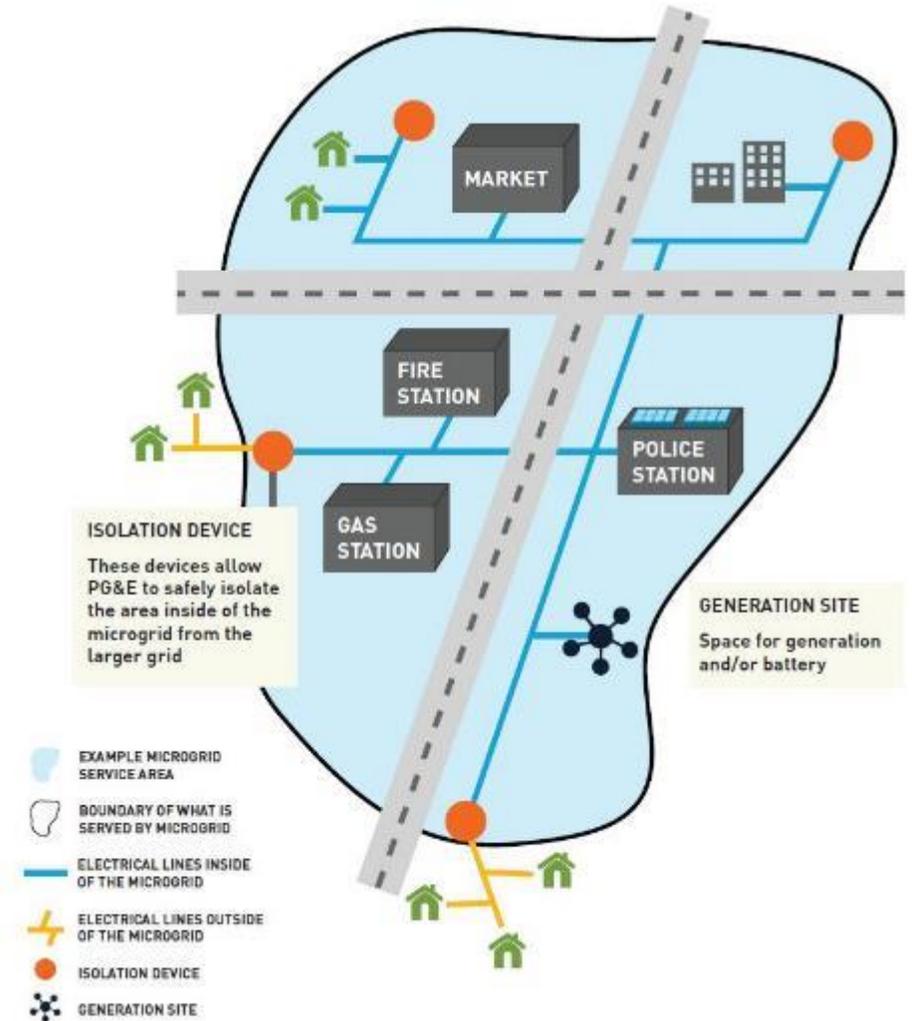


# What is a Community Microgrid?

**A microgrid consists of a group of interconnected customers that can disconnect from and reconnect to the grid to stay energized during an outage.**

Microgrids are typically designed to serve community resources, such as:

- ✓ Hospitals
- ✓ Police and fire stations
- ✓ Gas stations and markets



*The diagram above represents an approximate layout of a community microgrid. The layout and dimensions are approximate and for illustrative purposes only.*

# The Microgrid Incentive Program (MIP)

The Microgrid Incentive Program funds the development of community microgrids to support disadvantaged communities most vulnerable to outages.

## MIP Highlights:

- ✓ **\$79.2M** in funding allocated to PG&E
- ✓ **\$200M** in total funding across three Investor-Owned Utilities
- ✓ Individual projects will receive up to **\$15M\*** for engineering and development costs



**i** Learn more at [pge.com/mip](https://pge.com/mip)\*



# Who Can Apply for the Microgrid Incentive Program?

Representatives of tribes and local governments in eligible communities are encouraged to apply.

**MIP-funded microgrids must serve communities that are considered both:**

## Susceptible to Frequent Outages

**Microgrid is located in any of the following:**

1. Tier 2 or 3 High Fire-Threat District
2. Area that experienced prior PSPS outage
3. Elevated earthquake risk zone
4. Locations with lower historical level of reliability

**OR:** is attested as such by a letter from local government and/or tribal jurisdiction that identifies and justifies forms of outage vulnerability

## Disadvantaged and Vulnerable

**Eligible community meets any of the following criteria:**

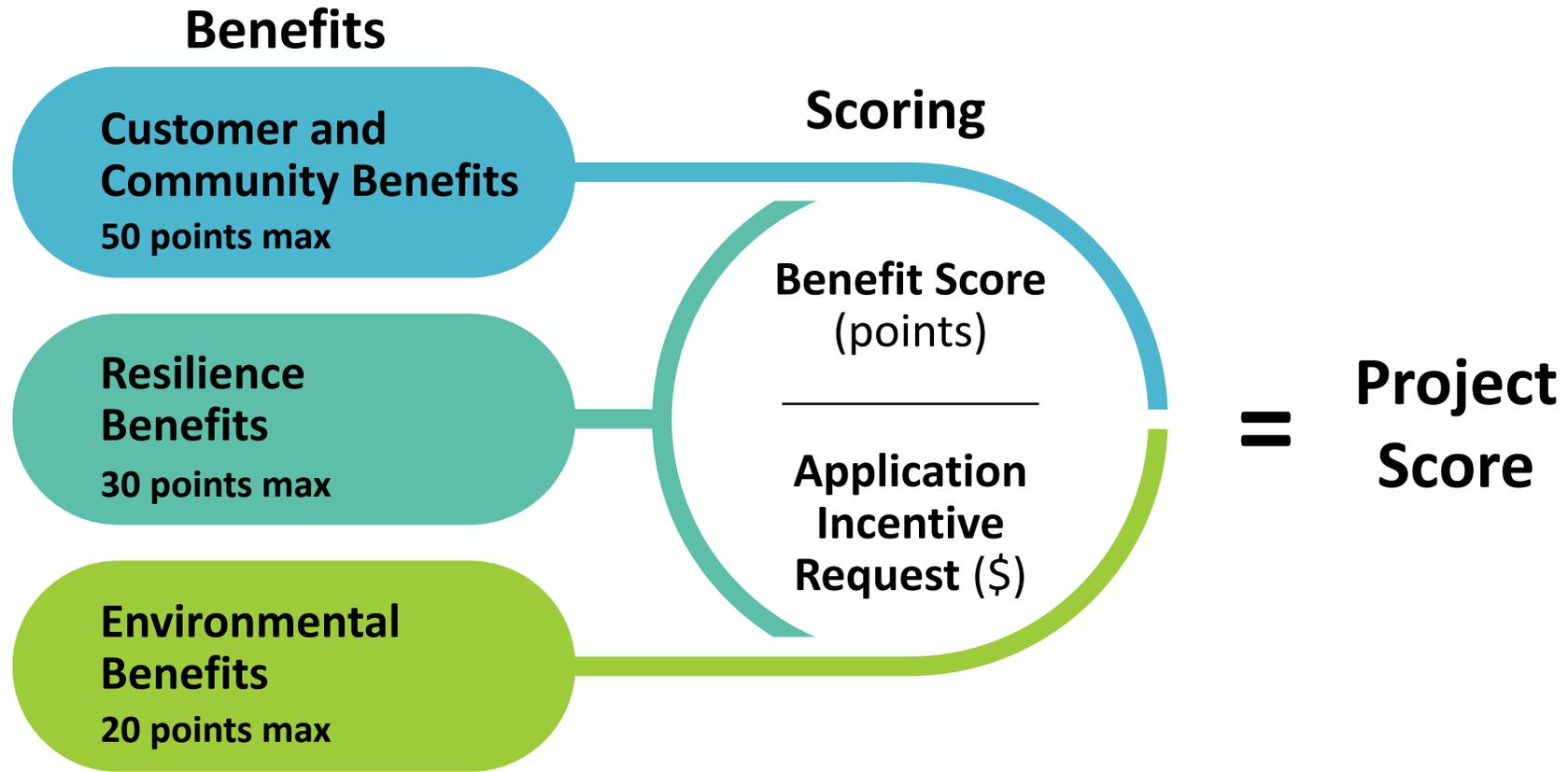
1. Census tracts with median household incomes less than 60% of state median
2. California Native American tribal community
3. Community with highest risk as identified in the current version of CalEnviro Screen
4. A rural area

**OR:** microgrid powers a critical community facility that primarily serves one of these communities



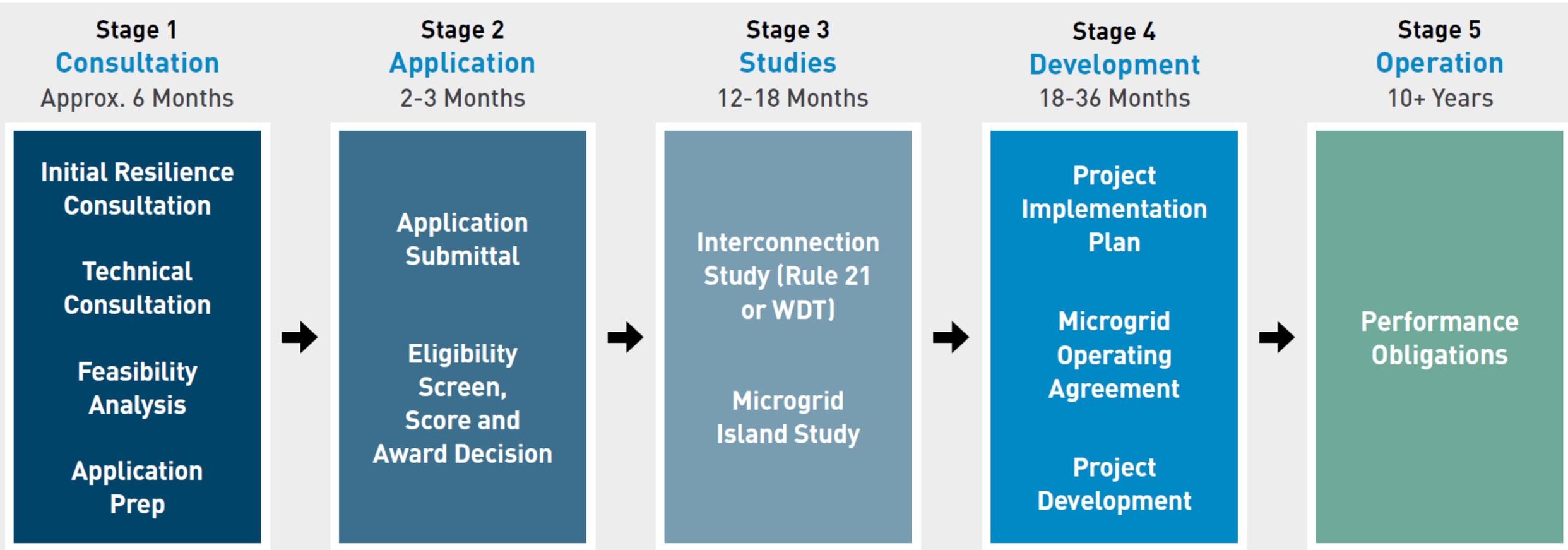
# Prioritizing Projects

The MIP will prioritize projects that maximize the benefits based on the funding requested through a Project Score.



Full details will be provided in the MIP Handbook, to be published on [www.pge.com/mip](http://www.pge.com/mip) in October 2023.

# Applicant Process, Step-By-Step



**NOTE:** Each project is unique and will follow different timeframes. These estimates are provided as guidelines only.

# Key Upcoming Dates



The MIP Handbook will be posted online on October 11, 2023 at [pge.com/mip](https://pge.com/mip)\*

\*Additional scoring information will be provided in the MIP Handbook

Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

# Open Discussion/Q&A





# Public Safety Partner Contact Information Support

**PG&E is committed to working collaboratively with Public Safety Partners in advance of and during PSPS outages to support affected customers and communities.**

You can send updates to your contact information to the following in addition to your representatives:

**Water, Wastewater and  
Communication Service Providers**

**Ricardo Navarro:**  
[ricardo.navarro@pge.com](mailto:ricardo.navarro@pge.com)  
209-604-5066

**For Tribal, Federal, State Local and  
Agencies, CCAs and POUs**

**Roy Regala:**  
[roy.regala@pge.com](mailto:roy.regala@pge.com)  
650-418-6771



If you have questions, please contact [PGELiaisonOfficer@pge.com](mailto:PGELiaisonOfficer@pge.com)

# Appendix



## **PG&E is currently seeking Public Safety Partners who are interested in partnering at the upcoming Q4 Regional Working Groups.**

If interested, please share your contact information in the post-meeting survey and a representative will be in contact.

Potential topics include but are not limited to:

- Local safety initiatives
- Wildfire safety work in your community
- Enhanced Powerline Safety Settings (EPSS)
- Public Safety Power Shutoffs (PSPS)
- Other partnerships with PG&E





# 2023 Q2 Follow Up and Action Items

Description	Agency	Status
Request for information on planned vegetation management work in the Central Valley region	Comcast Cable	Complete
Request for further collaboration and outage notifications for planned PG&E work	Amador Water Agency	Complete
Request for more information about Access and Functional Needs outreach efforts to prepare for increased applicants	Center for Independent Living	Complete
Request for a list of regional contacts for local jurisdictions	Pioneer Community Energy	Complete
Request for more information on estimated times of restoration and agreed to share feedback on past experiences	FREED Center for Independent Living	Complete
Request for historical outage information on PSPS, EPSS and other outages	Redwood Coast Energy Authority	Complete
Request for information about how many EPSS outages with initial unknown cause were able to be determined	California Public Utilities Commission	Complete
Follow up on resources available for Access and Functional Needs customers	Community Resources for Independent Living Inc.	Complete
Request for more information about updated 2023 PG&E Enhanced Powerline Safety Settings (EPSS) & Public Safety Power Shutoff (PSPS) factsheets	California Public Utilities Commission	Complete
Request for link to the quarterly customer reliability reports that were shared during last quarter's meeting	City/County Association of Governments of San Mateo County	Complete



# Status of Planned/Upcoming Resilience Efforts – Systemwide

Program	County	Site Name/Area	Status	Estimated Completion
Distribution Microgrids*	Butte	Magalia	Operational	N/A
	Calaveras	Arnold	Operational	N/A
	El Dorado	Georgetown	Operational	N/A
	El Dorado	Pollock Pines	Operational	N/A
	Humboldt	Redwood Coast Airport Microgrid*****	Operational	N/A
	Lake	Clearlake North	Construction Complete	Q4 2023
	Lake	Lucerne	Operational	N/A
	Lake	Middletown	Operational	N/A
	Napa	Angwin	Operational	N/A
	Napa	Calistoga	Operational	N/A
	Placer	Colfax	Operational	N/A
	Placer	Foresthill	Operational	N/A
	Shasta	Shingletown	Operational	N/A
	Tuolumne	Groveland	Operational	N/A
Islanding	Calaveras**	Salt Springs Island	Operational	N/A
	Calaveras***	West Point Island	Operational	N/A
	Humboldt	Humboldt Bay Island	Operational	N/A
	Plumas	Caribou Island	Operational	N/A
	Tehama	Red Bluff Island	Operational	N/A
	Tuolumne	Spring Gap	Operational	N/A

Local work plans are subject to change and data is based on the best available information at this time.

*\*Distribution microgrids are considered operational once temporary generation is available and energization plans are finalized.*

*\*\*Also serves portions of Amador and Alpine Counties.*

*\*\*\*Also serves portions of Amador County.*

*\*\*\*\*Facility owned by Redwood Costa Energy Authority; PG&E owns, operates and maintains microgrid circuit*



# Status of Planned/Upcoming Resilience Efforts – Systemwide Contd.

Program	County	Site Name/Area	Status	Estimated Completion
Remote Grids	Mariposa	Briceburg - Mariposa Remote 001	Operational	N/A
	Tehama	Corning Remote 0001 - 0002	Operational	N/A
	Mariposa	Slaughter House	Operational	N/A
	Mariposa	Miami Mountain	Under Construction	Q4 2023
	Madera	Melvin	Planning	Q4 2023
	Sonoma	Pepperwood	Planning	Q4 2023
	Tehama	Battle Creek	Planning	Q4 2023
	Tehama	Manton Wildcat	Planning	Q4 2023
	Tulare	Whitaker Forest	Planning	Q4 2023
	Tuolumne	Forebay	Planning	Q4 2023
	Lake	Anderson Springs	Planning	Q1 2024
	Shasta	Shingletown Wildcat	Planning	Q1 2024

Local work plans are subject to change and data is based on the best available information at this time.

# Pacific Gas and Electric Company

Q3 Regional Working Group

South Bay and Central Coast Region

September 14, 2023



## Virtual Sign In Reminder

Please “sign in” using the chat function and provide your **name, organization and email**.



# Safety

## Preparedness Tips

Always be prepared in case of a natural disaster or an emergency

---

Build a disaster supply kit for you, your family or your business

---

Be sure to include food, water, medication, flashlights, first aid kits, a list of emergency contacts and more

---

Visit [safetyactioncenter.pge.com](https://safetyactioncenter.pge.com) to help prepare for an emergency





# Agenda

- 1 Regional Update

---

- 2 Community Wildfire Safety Program

---

- 3 211 California with Guest Presenter

---

- 4 Microgrids and Resiliency

---

- 5 Open Discussion and Q&A

## Participants

**Matt Schneiderman**  
Regional Senior Manager

**Christina Ramos**  
Local Government Affairs

**Patrick Ellis**  
Public Safety Specialist

**Reno Franklin**  
Tribal Liaison

**Alex Alaga**  
Director, Underground Regional Delivery

**Alana Hitchcock**  
Executive Director and CEO, 211 California

**Kelly Brown**  
Chief Information Officer, Interface 211

**Molly Hoyt**  
Microgrid Policy and Pricing  
Planning, Principal

# Regional Update





# South Bay & Central Coast Region Overview and Projects

**1,147,000**

Electric Customers Served

**743,000**

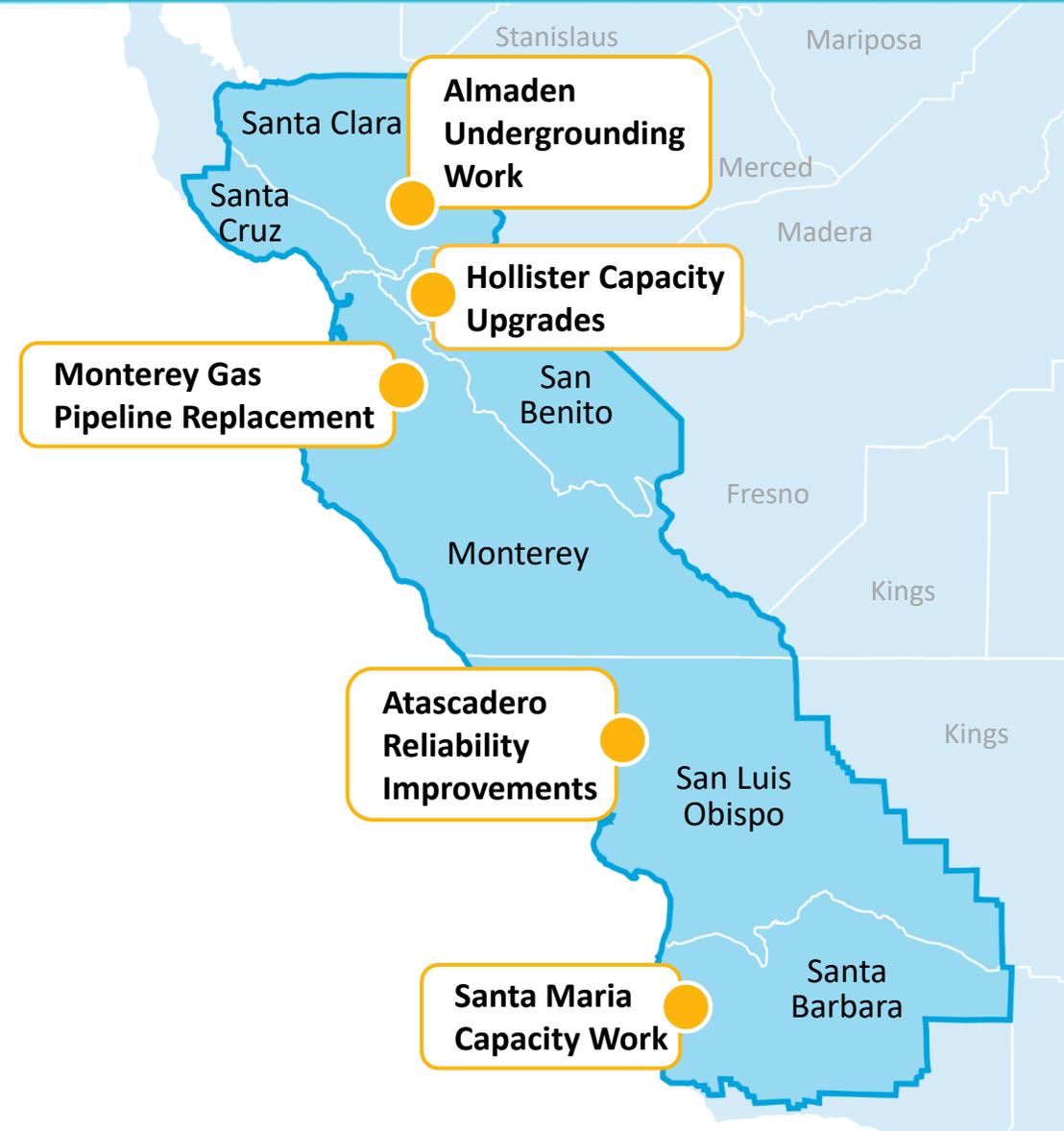
Gas Customers Served

**3,200**

Coworkers Serving You

**6,008**

Powerline Miles in High  
Fire-Threat Districts



# Community Wildfire Safety Program



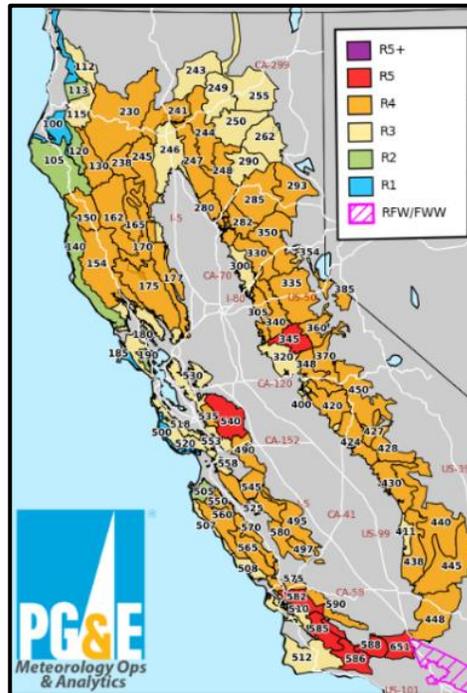


# Wildfire Risk Outlook Across Our Service Area

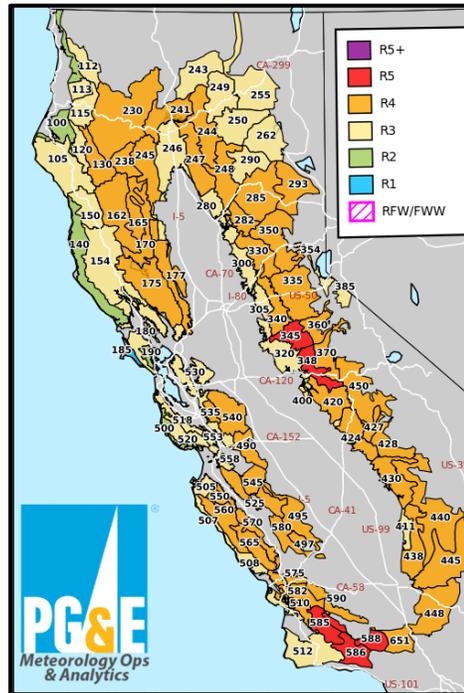
PG&E is utilizing advanced technologies to monitor, analyze and forecast wildfire risk across our service area.

## 2022

### PG&E Utility Fire Potential Index Ratings



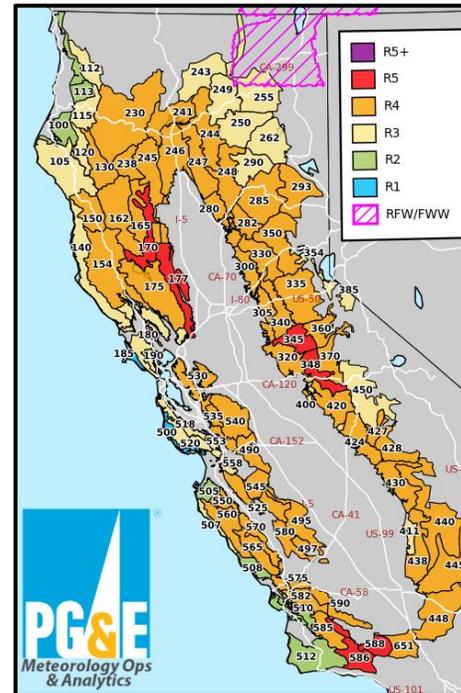
Valid for 07/23/2022



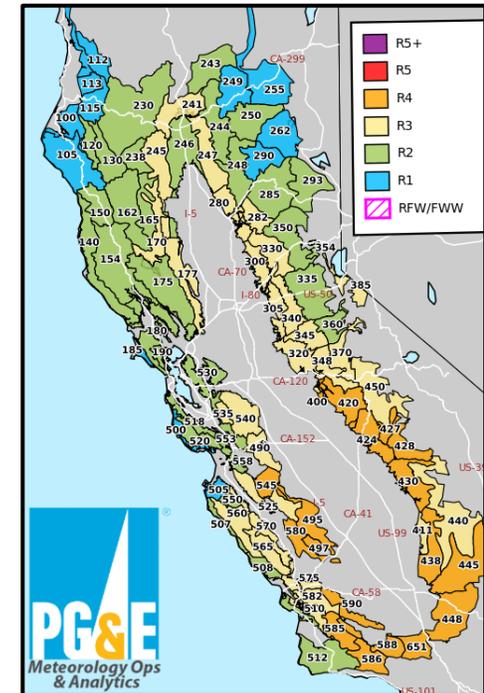
Valid for 09/01/2022

## 2023

### PG&E Utility Fire Potential Index Ratings

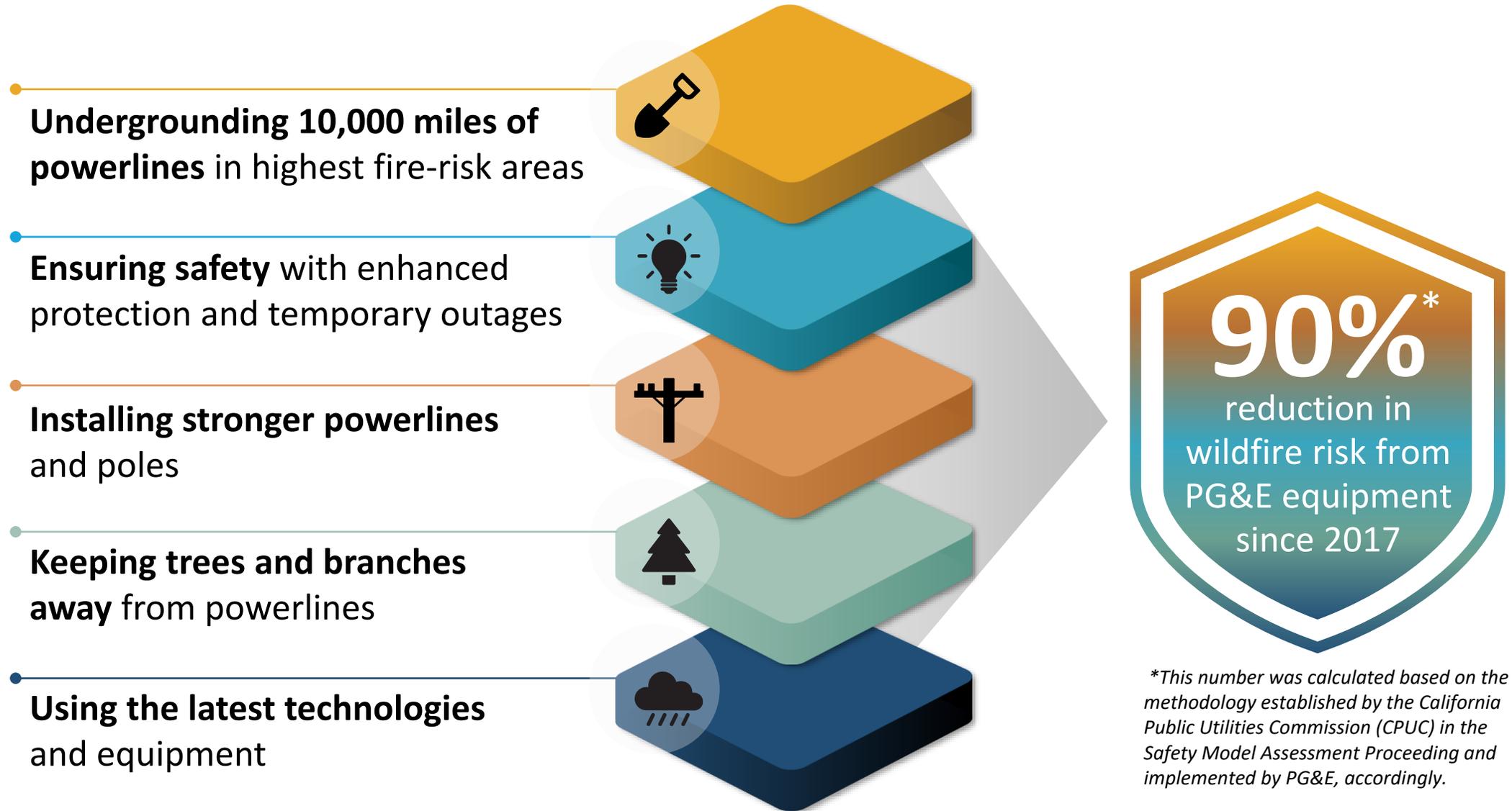


Valid for 07/23/2023



Valid for 09/01/2023

# Layers of Wildfire Protection

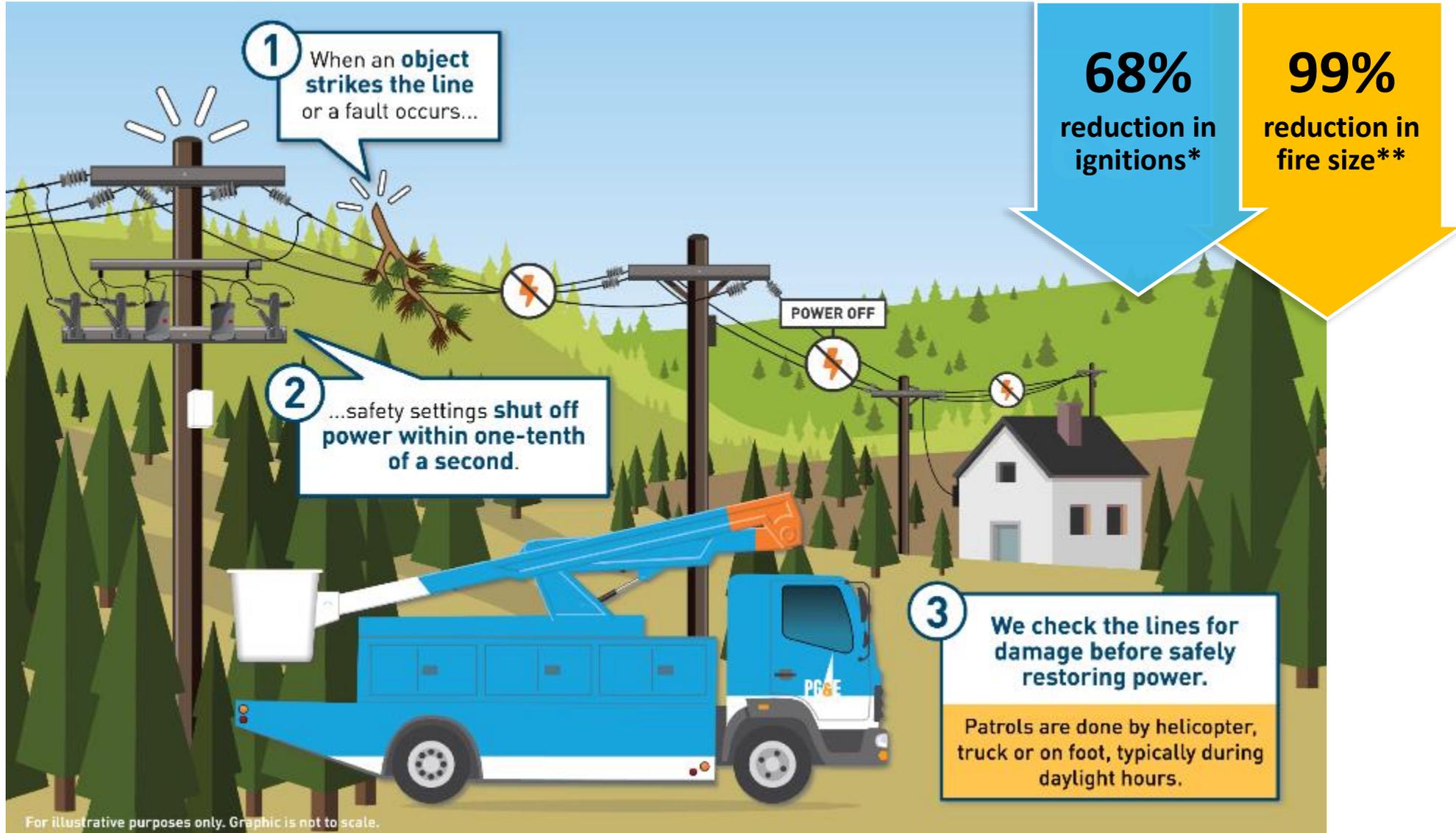


*\*This number was calculated based on the methodology established by the California Public Utilities Commission (CPUC) in the Safety Model Assessment Proceeding and implemented by PG&E, accordingly.*

# Enhanced Powerline Safety Settings



# Enhanced Powerline Safety Settings: A Technology To Prevent Wildfires



Data is approximate; \*Based on 2022 performance for CPUC-reportable ignitions in HFTD compared to 2018-2020 weather-normalized performance; \*\*Relative to the 2018-2020 average  
Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.



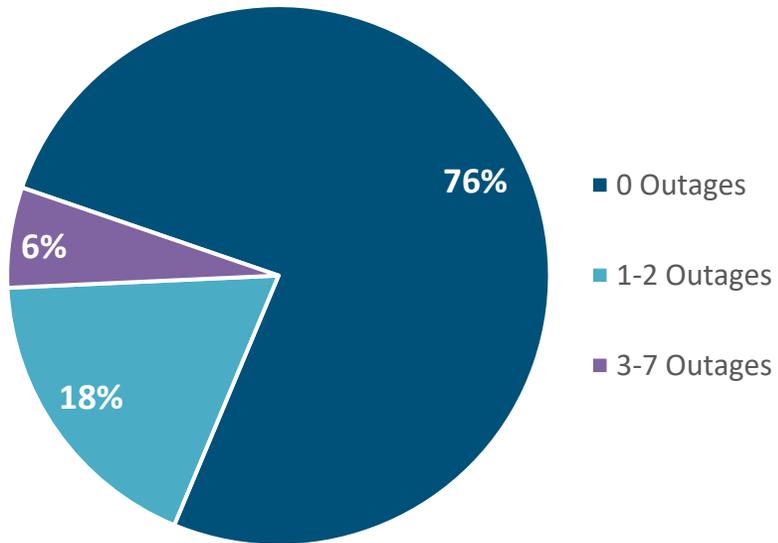
# Protecting Customers in the South Bay and Central Coast Region



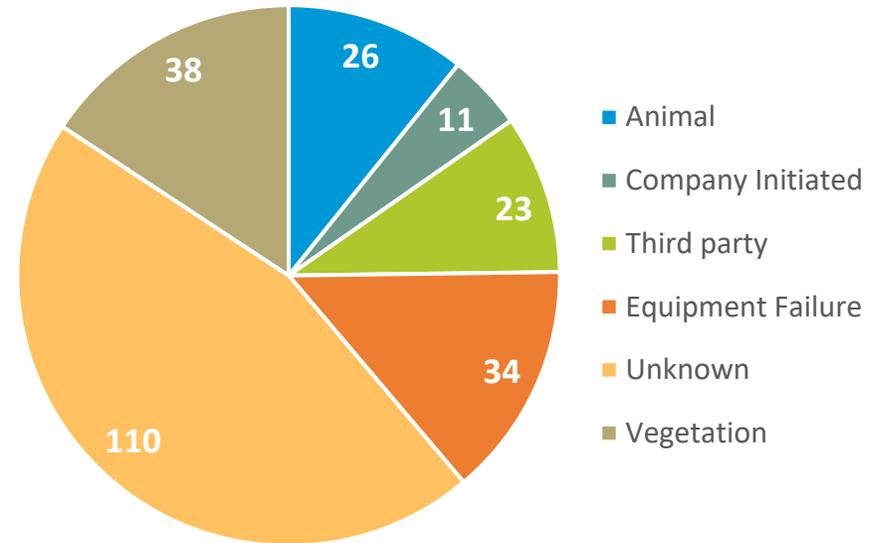
## 100% of powerlines in high fire-risk areas are protected by EPSS

### Performance on EPSS Protected Powerlines in 2023

#### Customers Experiencing\*



#### Common Outage Causes



\* Customer counts are approximate as of 08/31/2023 and may change based on ongoing program updates and enhancements. Data is approximate and as of 08/31/2023  
Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

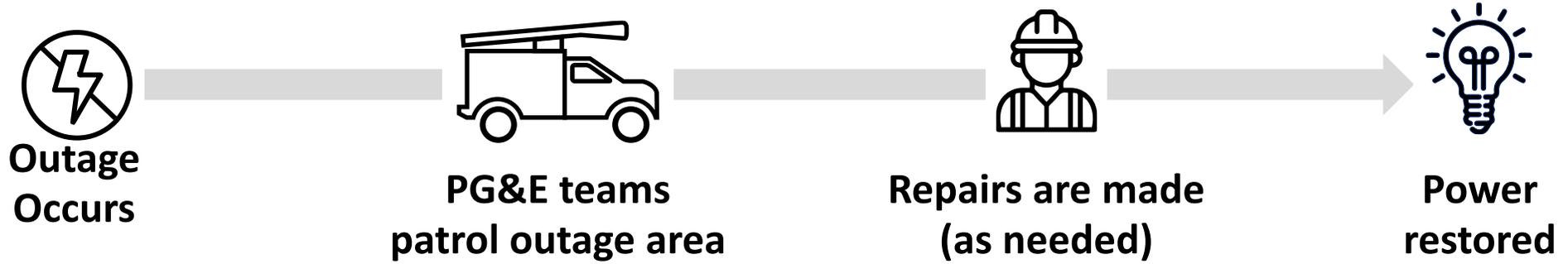
**We have and continue to take steps to improve reliability on circuits protected by EPSS.**

- ✓ Installing fault indicators to speed up restoration
- ✓ Adjusting the sensitivity of safety settings
- ✓ Conducting additional patrols to identify further improvements
- ✓ Trimming trees near powerlines
- ✓ Installing sectionalizing devices to limit the number of customers impacted during outages

**i** Learn more at [pge.com/epss](https://pge.com/epss)



# How Are Stakeholders Notified After an EPSS Outage



**Customer notifications and updates including estimated restoration times** through automated texts, calls or emails

**Ongoing website updates** with outage information and estimated restoration times

**Outage Portal updates** with interactive map and dashboard, locations of enabled circuits and details of active outages\*

*\*Only available to Public Safety Partners*

*Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# Public Safety Power Shutoffs



# What is a Public Safety Power Shutoff?

High winds can cause tree branches and debris to contact energized electric lines, damage our equipment and cause a wildfire.

**To prevent wildfires, we may need to turn off power as a last resort.**





# How and When are Stakeholders Notified?

Priority



3 days before power is turned off

Watch



2 days and 1 day before power is turned off

Warning



4-1 hours before power is turned off



When power is turned off



After weather has passed



If estimated restoration time changes



Daily until power has been restored

## How we'll notify

### Automated calls, texts and emails

We will also use pge.com, social media and will inform local news and radio.

 @pacificgasandelectric

 @pacificgasandelectric

 @PGE4Me

## Who receives priority notifications?

- Public Safety Partners
- Critical Customers
- Community Based Organizations (CBOs)
- Transmission Customers

**This year, PG&E will send PSPS notifications 24 hours a day, as needed.**

## Why the Change?

This update is based on established requirements from the California Public Utilities Commission. An outage, change in weather or power coming back on can happen overnight. If that occurs, we will notify you between 9 p.m. and 8 a.m.

## PG&E resources to help your community prepare:

- Receive notifications for any address at [pge.com/addressalerts](https://pge.com/addressalerts)
- Find resources and support at [pge.com/pspsresources](https://pge.com/pspsresources)
- Update contact information at [pge.com/psps](https://pge.com/psps)



**Do you have any feedback to share on PG&E's PSPS notifications?  
How can the notifications better serve you and your community?**

# Undergrounding



# Undergrounding 10,000 Miles of Our Electric System

**In 2021, PG&E announced a major new initiative to underground 10,000 miles of power lines in high fire-risk areas.**

This is approximately one-third of the miles PG&E has in high fire-risk areas.

.....

This commitment represents the largest effort in the U.S. to underground power lines as a wildfire risk reduction measure.





# Prioritizing Undergrounding to Have the Greatest Impact on Reducing Wildfire Risk

## To accomplish this, we:

Use machine-learning based risk modeling and partner with wildfire analysis providers.

## This modeling considers historic ignitions and other factors, such as:

- Vegetation
- Topography
- Condition of the electrical equipment

## We also consider the:

- Probability of an ignition
- Consequences if a wildfire were to start in a specific location

*Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*





# South Bay and Central Coast 2023-2026 Undergrounding Forecast

South Bay and Central Coast Region			
County	2023 Miles (Complete/Forecast)	2024 Miles (Forecast)	2025-2026 Miles (Forecast)
Monterey	0	0	26
San Benito	0	0	0
San Luis Obispo	0	<1	0
Santa Barbara	0	<1	0
Santa Cruz	<1	8	0



*\*Data as of 6/30/2023. This map is for illustrative purposes. Forecasts can change as our risk model evolves to address the greatest wildfire risk. Forecast miles also exceed annual targets. Mileage in a community may increase or decrease due to access, weather, permitting or other constraints. In most cases, if a project is not completed during the year originally identified, it will continue through planning/construction phases during subsequent years.*

*Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

In early August we shared updated maps of our latest undergrounding workplans with customers, agencies and stakeholders.

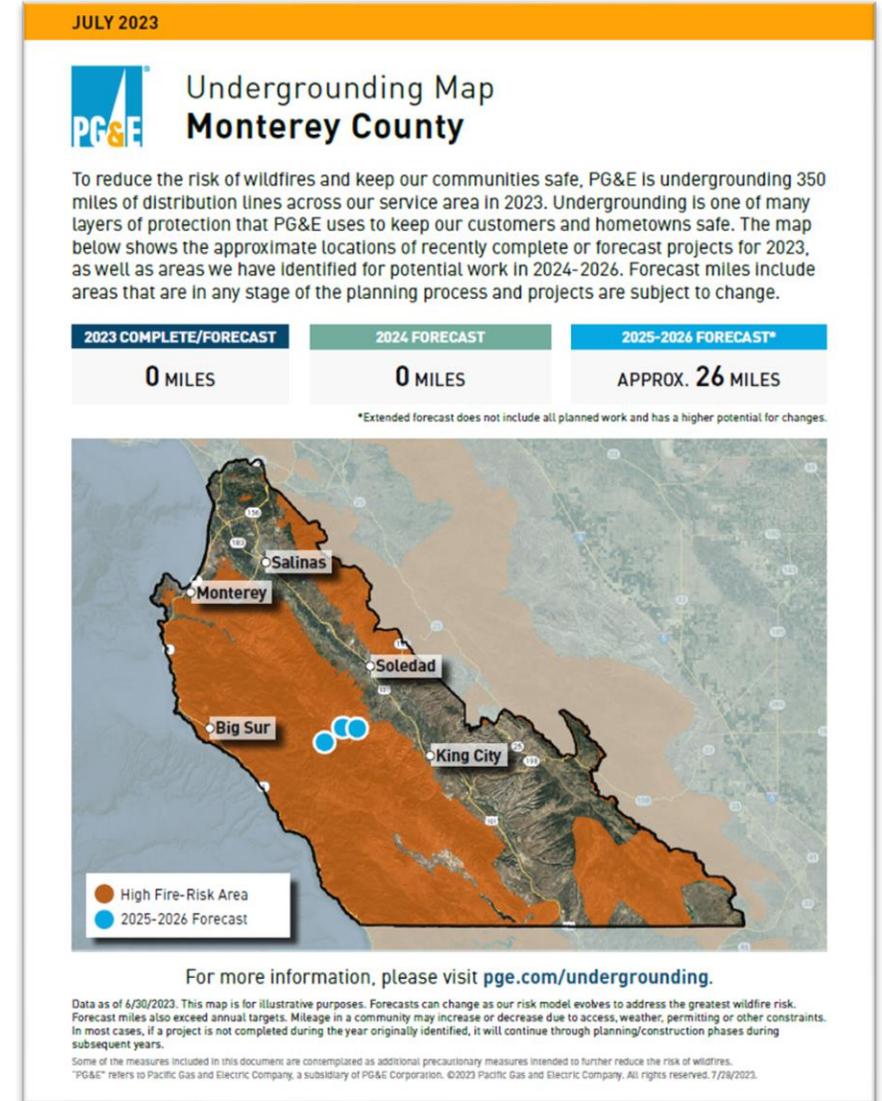
These maps include:

- Updated 2023/2024 mileage totals
- 2025/2026 mileage totals

**i** County and city specific PDF maps are available for download at [pge.com/undergrounding\\*](https://pge.com/undergrounding)

\*As available, not all agencies have undergrounding work planned.

*Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*





# Improving Our Risk Model

**Our risk model analyzes several factors to help ensure we are prioritizing undergrounding work in a way that reduces as much wildfire risk as possible. This analysis is updated through periodic risk model reviews and improvements.**

## Current Risk Model

- Uses an expanded machine learning analysis (from prior risk models) to better predict ignitions in high fire-risk areas
- Calculates risk by location/individual asset to allow prioritization of the highest-risk areas
- Models relationships between overall wildfire risk, environmental and asset characteristics
- Models ignition consequences
- Estimates where specific improvements are likely to be most effective (undergrounding, overhead hardening, etc.)

## Future Risk Model

- Better accounts for how hard it would be to contain a wildfire if an ignition were to occur
- Leverages updated Public Safety Power Shutoff data as well as new Enhanced Powerline Safety Setting considerations
- Includes additional vegetation/wind direction factors and updated asset, weather and vegetation/fuels data
- Considers data-informed ingress and egress factors including access to transportation and physical mobility

## What to Expect

<h3>Users</h3>	<p>Tribal, federal, state, and local agencies, telecommunication providers and joint trench partners</p>
<h3>Platform</h3>	<p>Utilizes Bentley Systems data sharing platform (previously used by other vegetation/wildfire safety improvement related data sharing)</p>
<h3>Features</h3>	<ul style="list-style-type: none"> <li>▪ Downloadable map files and project details (PDFs maps, KMZ map, Excel data file)</li> <li>▪ Quarterly updates and email reminders</li> </ul>
<h3>Estimated Timing</h3>	<p>Q3 2023 (Quarterly updates thereafter)</p>
<h3>Next Steps</h3>	<p>Email invitations have been shared with undergrounding stakeholders, please reach out to <a href="mailto:undergrounding@pge.com">undergrounding@pge.com</a> if you would like to request access.</p>



**Tribal and local governments are able to share feedback on priority sites for wildfire-related undergrounding projects through a formal process.**

## How to share feedback:



Reach out to your assigned PG&E representative if you are a tribe or agency interested in more information.

Feedback will be reviewed against PG&E's existing risk model and other considerations. Workplan feedback related to construction timing, potential construction impacts and other planned or ongoing work near an undergrounding project is welcomed.

Undergrounding Workplan  
Agency/Organization Feedback Form
SAMPLE  
PDF FORM

We are prioritizing moving powerlines underground in areas where we can reduce the greatest amount of wildfire risk for our customers. **If your agency would like to share feedback on our undergrounding workplans, please fill in all fields below and email the form to [undergrounding@pge.com](mailto:undergrounding@pge.com).** Response times for submitted feedback will vary.

Agency/Organization Information

Name/Contact:  Email:

Agency/Organization:  Phone:

Address:  Date:

City:  ZIP:

Undergrounding Workplan Feedback

Approximate Location:

Feedback:

Additional Information/Background Details:

Are there additional supporting documents?  
 Yes  No

Please remember to attach any supporting documents to your email when you submit this form.

Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires. \*PG&E\* refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. ©2023 Pacific Gas and Electric Company. All rights reserved. 09/11/2023.



# Engaging With Our Customers Early and Often

We are committed to communicating with customers during each phase of an undergrounding project. We also provide regular text, phone call and email updates, as well as meet with customers 1:1.

## AVERAGE TIMESPAN FOR PHASES 1 to 3: 6-24+ MONTHS

### 1. Surveying/Mapping

Welcome Brochure and Pocket Card



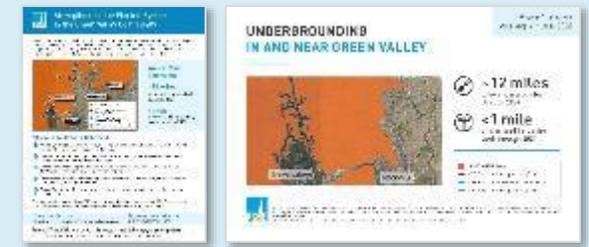
### 2. Estimating/Constructability Review

Right-of-Way Information



### 3. Plan Finalization

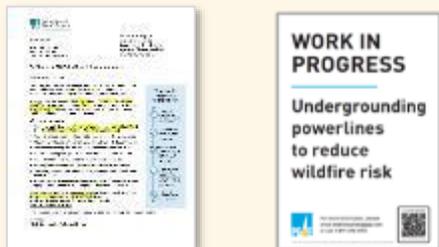
Customized Community Engagement



## AVERAGE TIMESPAN FOR PHASES 4 to 6: 6-12+ MONTHS

### 4. Pre-Construction Preparation

Construction Kick-off Package and Signage



### 5. Construction/Planned Outages

Social Media and Outage Communications



### 6. Post Construction

Postcards

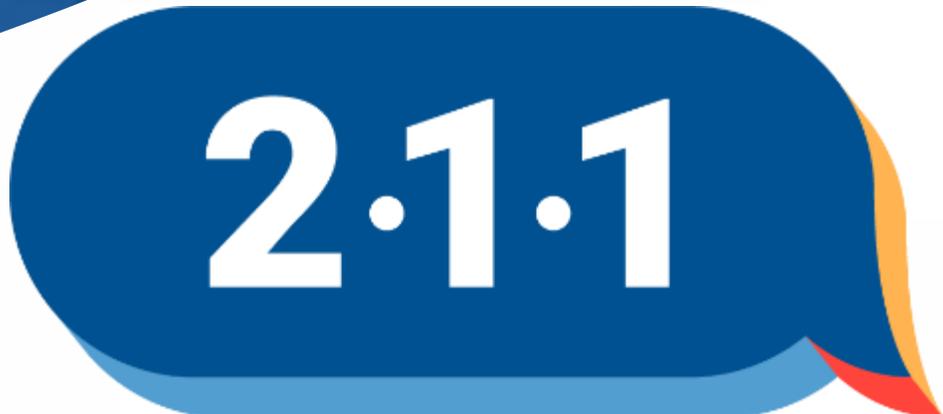


# 211 California





# 211 California: Connecting to Critical Services



2.1.1

*“ Our 211 system is an incredible system in the state of California that connects people to real services, in real time. 211 is connecting the unconnected, providing people with real solutions, and providing essential information and support during disasters.*

*Everyone needs to know about 211. ”*

*– Greg Cox, 211 California Board of Directors*

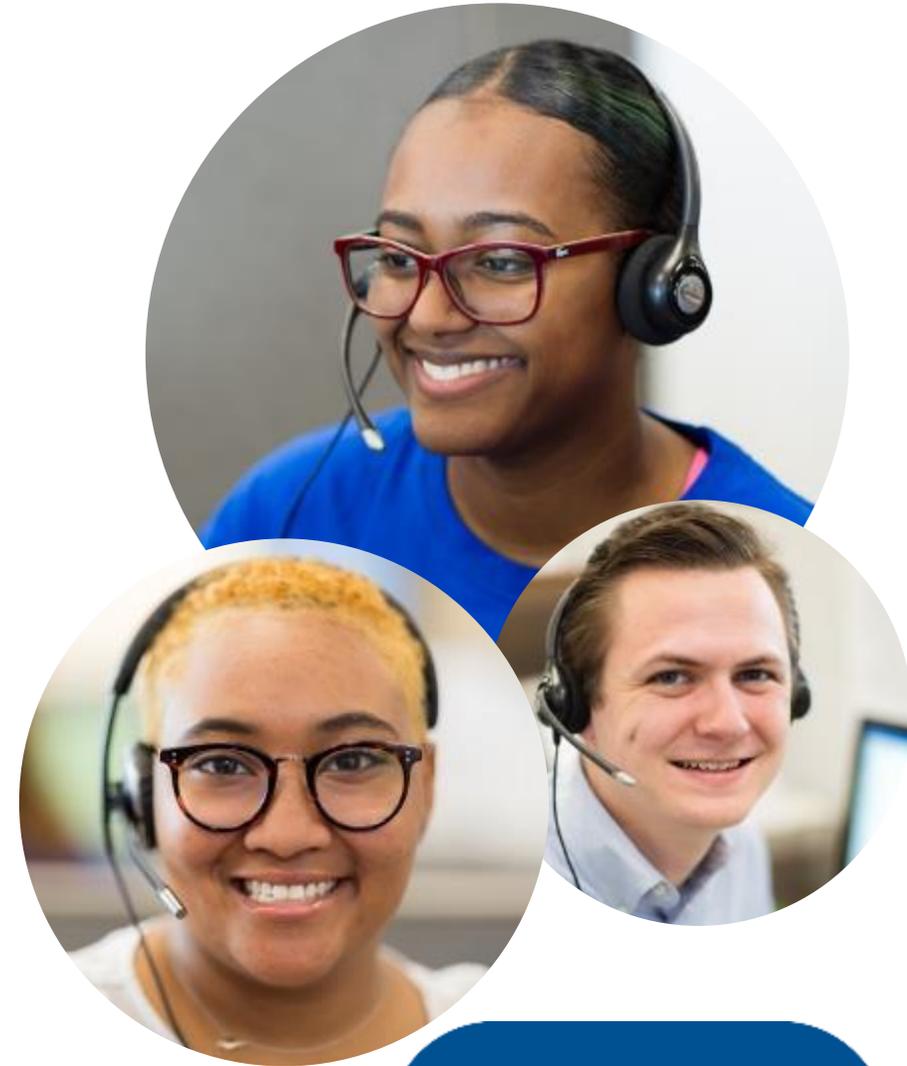
**2.1.1**

# About 211

**211 is the 24/7 triage center for social and disaster needs**

**211 connects people in need to services in their community using:**

- ✓ Skilled, caring live assessment
- ✓ Comprehensive community resource databases
- ✓ Multi-channel service (phone, text, online)
- ✓ Multi-lingual service
- ✓ Specialty programs & direct services that increase accessibility, equity, and service connections



**2.1.1**

# About the 211 CA Network



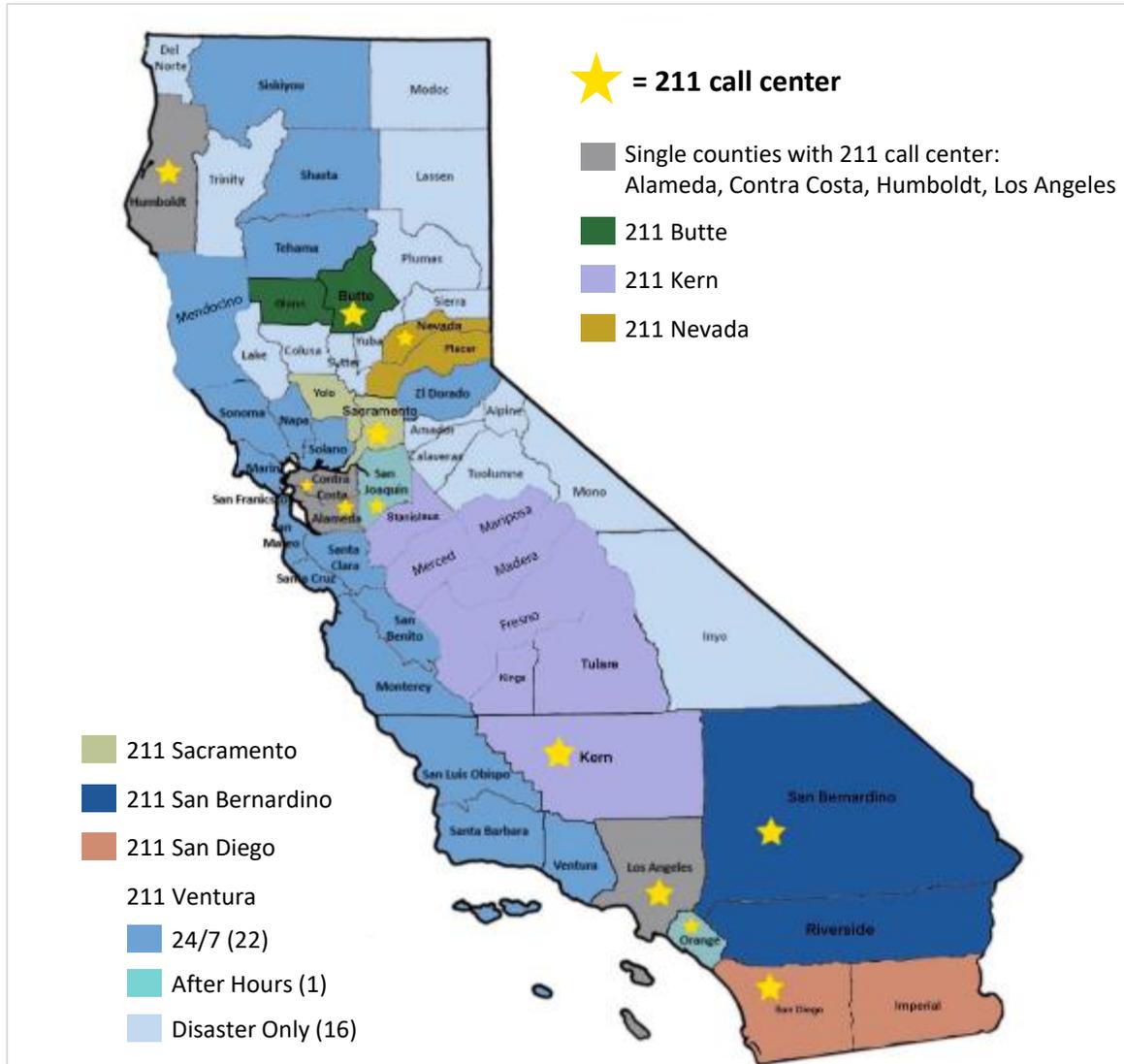
- CBOs and Local governments
- CPUC-authorized lead entities and partnering organizations
- 50% are local United Ways
- Programs and funding sources vary widely by county
- Members are accredited by national standards body Inform USA (formerly AIRS)
- Mutual assistance for disaster response

***Together, the 211 California network provides 24/7/365 service to over 98% of the state's population and provides disaster-only coverage statewide.***



**2.1.1**

# 211 Services in California



- 45 counties full 211
- 13 counties disaster only
- Multiple applications in process to CPUC

2.1.1

# Statewide Initiatives & 2023 Updates



- CA vs Hate hotline & care coordination services
- Kick it CA Tobacco Cessation
- Public Safety Power Shutoff & All Hazards hotline and care coordination
- Disaster, emergency & mass violence activation & long-term recovery
- Housing & unhoused crisis
- Social Determinants of Health, CalAIM, Community Information Exchanges

2·1·1

# 2022 Statewide Needs Report

From Hello to Help, 211 is Here.



**2.1M** requests for help

**211 IS A VITAL HUMAN SERVICE ACROSS CALIFORNIA AND NORTH AMERICA.** 24/7 people can contact 211 to access free and confidential community health and human services. 211 provides expert, caring help in more than 180 languages — no matter the situation, the specialists at 211 listen, identify problems, and connect people in need with resources and services in their community that improve their lives. 211 tackles underlying root causes — 211 does more than “patch people through” to agencies. Instead, 211 specialists are trained to identify and address root causes of a client’s problem and connect them with a wide range of available resources that meet all the underlying needs. There is no other network in the country that has a similar pulse on America’s needs. 211 makes the social services ecosystem more efficient by ensuring people in need are connected to agencies that can help them.



**176K**

referrals to reduce hunger and food insecurity

**710K**

referrals to housing and homeless prevention services



**144K**

referrals for utilities assistance

**25K**

referrals to disaster services like shelter and emergency food

**109K**

referrals for financial assistance and coaching



**157K**

referrals for healthcare

**97K**

referrals for COVID-19 information, testing, or vaccines

© 2022 United Way | 211 | 211.org

**2.1.1**

# Utility Customer Care Coordination and Active Response

211 California, Contract Lead

Interface Children & Family Services, Program Lead

The logo consists of the text '2.1.1' in white, bold font, centered within a dark blue speech bubble shape. The speech bubble has a white outline and a small tail pointing towards the bottom right corner.

2.1.1

# 211 Care Coordination Objectives



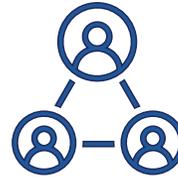
## Identify

utility customers with electricity-dependent household members



## Review and Document

household's unique needs



## Connect

customers to appropriate resources and local programs



## Co-create

a personalized household safety plan and send to customer's home



## Identify and Provide

application assistance for eligible utility programs

2.1.1

## Public Safety Power Shutoff Clients with Intakes - Geographic

Intakes Completed

6515

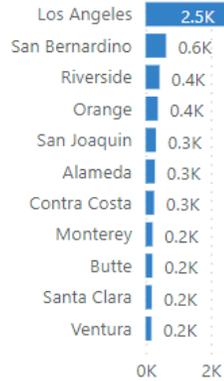
AFN Households

5433

Electricity  
Dependent

3258

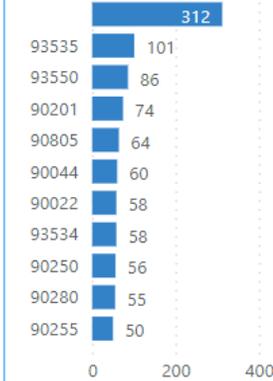
Clients County



Clients City



Clients Zip



### Clients AFN Categories

AFN Categories	#Clients	%Clients
Low Income	3487	64.18%
Chronic Medical Condition	3031	55.79%
Child In The Home (Under 18)	1959	36.06%
Physical Disability	1917	35.28%
Older Adults (65+)	1835	33.78%
Limited Access To Transportation	950	17.49%
Limited English Proficiency/Non-English Speaking	914	16.82%
Blind/Low Vision	742	13.66%
Developmental Or Intellectual Disability	641	11.80%
Injuries	580	10.68%
Deaf/Hard Of Hearing	527	9.70%
Pregnant	76	1.40%
Homeless	62	1.14%
<b>Total</b>	<b>5433</b>	<b>100.00%</b>

### Electricity Dependency Reason

Electricity Dependency Reason	#Clients	%Clients
Medical/Non-medical	2695	93.90%
Behavioral/Mental/Emotional Health	80	2.79%
Mobility	75	2.61%
Communication	20	0.70%
<b>Total</b>	<b>2870</b>	<b>100.00%</b>

## Public Safety Power Shutoff Clients with Intakes - Program Enrollment

Intakes Completed

6515

Data on this page is based on Client's Date of Intake

Clients with Applications

4480

Applications Completed

5905

### Applications Completed by Type by Contact Center

Program Enrolled	#Clients	%Clients
Safety Plan	3738	83.44%
ESA Program Application	1057	23.59%
Medical Baseline Application	656	14.64%
CARE/FERA Application	441	9.84%
<b>Total</b>	<b>4480</b>	<b>100.00%</b>

### Applications Completed by Month



2.1.1

# 211 Active Response Objectives



## **Build and Maintain**

a database of validated emergency event resources



## **Conduct**

a needs assessment with utility customers during emergency events



## **Connect**

customers to available emergency related resources



## **Provide**

data on community needs throughout emergency



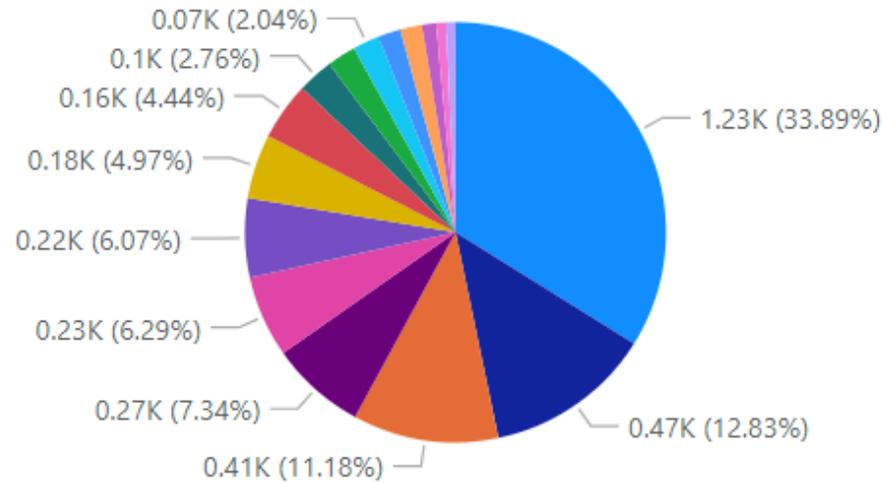
## **Connect**

AFN households to future care coordination

2·1·1

# Active Response Data

## Resources Requested



## Resources Requested

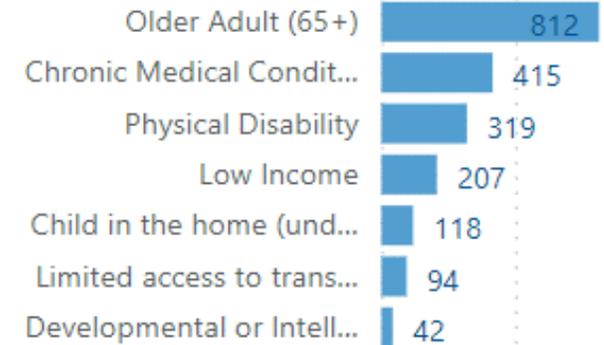
- Other (ADD NOTE)
- Address check for outage
- Length of outage
- Shelter
- Food
- Gasoline
- Hotel discount

2465

Client Assisted

1253

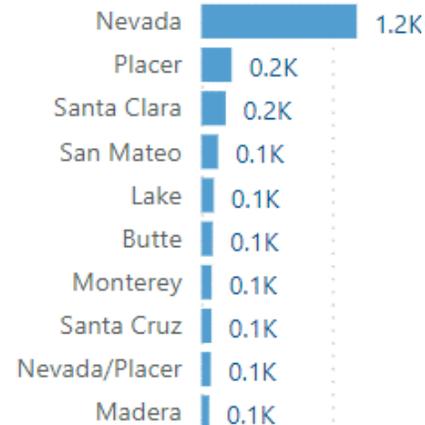
AFN Clients



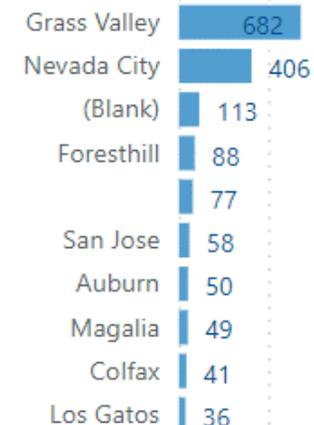
## Other Unavailable Resources/Information Requested by Clients

ContactForm	# of Clients
Snow shoveling	4
Snowplows	4
propane	3
Animal Shelter	2
Ceiling is leaking	2
Downed Trees	2
Financial help	2
Fire Wood	2
Plowing of driveway	2
Road conditions	2

## # of Clients by County



## # of Clients by City



2·1·1

# Public Safety Power Shutoff Direct Assistance Data

Households Assisted

89

People Assisted

192

**\$36,716.47**

Assistance Amount

**Food**

**\$4,978.70**

**Hotel**

**\$31,736.77**

**Transport**

(Blank)

**Others**

(Blank)

## Assistance Details by Case

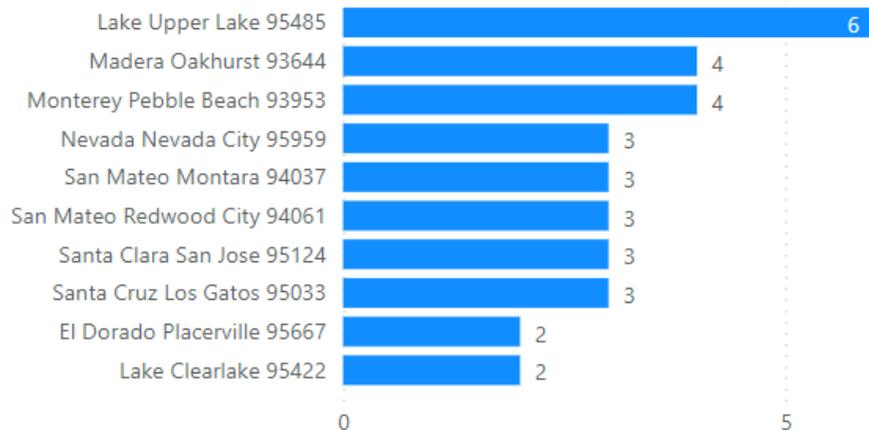
Date	Food	Hotel	Transport
<b>2/23/2023</b>			
San Mateo 10071		\$265.32	
<b>2/24/2023</b>			
Humboldt 10072		\$1.00	
Lake 10073		\$459.06	
Lake 10074		\$394.32	
Santa Cruz 10075		\$648.15	
<b>2/25/2023</b>			
Lake 10076		\$339.94	
Lake 10077		\$569.85	
Lake 10078		\$425.24	
Lake 10079		\$547.23	

AFN Category:

#Households

Chronic medical condition	58
Older adult (65+)	38
Physical disability	21
Child in the home (under 18)	19
Low income	15
Injuries	6
Deaf/hard of hearing	4
Developmental or intellectual disability	2
Limited English proficiency/non-English	2
<b>Total</b>	<b>89</b>

## Geographic info (County, City, Zip)



Electricity Dependency

#Households

Medical	72
Other	12
Behavioral/mental/emotional health	6
Mobility	6
<b>Total</b>	<b>89</b>

**2.1.1**

# Thank You

**Alana Hitchcock**

211 California

Executive Director & CEO

[alana@ca211.org](mailto:alana@ca211.org)

**Kelly Brown**

Interface 211

Chief Information Officer

[Kbrown@icfs.org](mailto:Kbrown@icfs.org)

The logo consists of the text '2.1.1' in white, bold font, centered within a dark blue speech bubble shape. The speech bubble has a white outline and a small tail pointing towards the bottom right corner.

**2.1.1**

# Microgrids and Resiliency

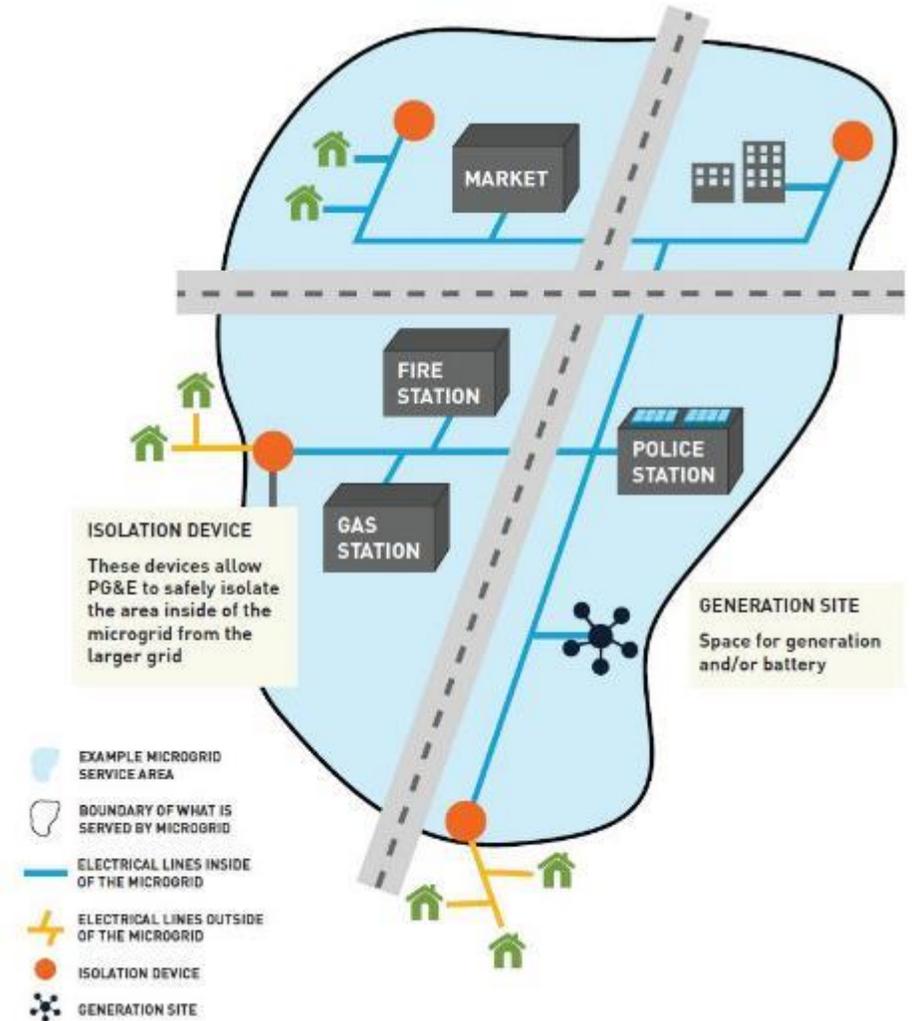


# What is a Community Microgrid?

**A microgrid consists of a group of interconnected customers that can disconnect from and reconnect to the grid to stay energized during an outage.**

Microgrids are typically designed to serve community resources, such as:

- ✓ Hospitals
- ✓ Police and fire stations
- ✓ Gas stations and markets



*The diagram above represents an approximate layout of a community microgrid. The layout and dimensions are approximate and for illustrative purposes only.*

# The Microgrid Incentive Program (MIP)

The Microgrid Incentive Program funds the development of community microgrids to support disadvantaged communities most vulnerable to outages.

## MIP Highlights:

- ✓ **\$79.2M** in funding allocated to PG&E
- ✓ **\$200M** in total funding across three Investor-Owned Utilities
- ✓ Individual projects will receive up to **\$15M\*** for engineering and development costs



**i** Learn more at [pge.com/mip](https://pge.com/mip)\*



# Who Can Apply for the Microgrid Incentive Program?

Representatives of tribes and local governments in eligible communities are encouraged to apply.

**MIP-funded microgrids must serve communities that are considered both:**

## Susceptible to Frequent Outages

**Microgrid is located in any of the following:**

1. Tier 2 or 3 High Fire-Threat District
2. Area that experienced prior PSPS outage
3. Elevated earthquake risk zone
4. Locations with lower historical level of reliability

**OR:** is attested as such by a letter from local government and/or tribal jurisdiction that identifies and justifies forms of outage vulnerability

## Disadvantaged and Vulnerable

**Eligible community meets any of the following criteria:**

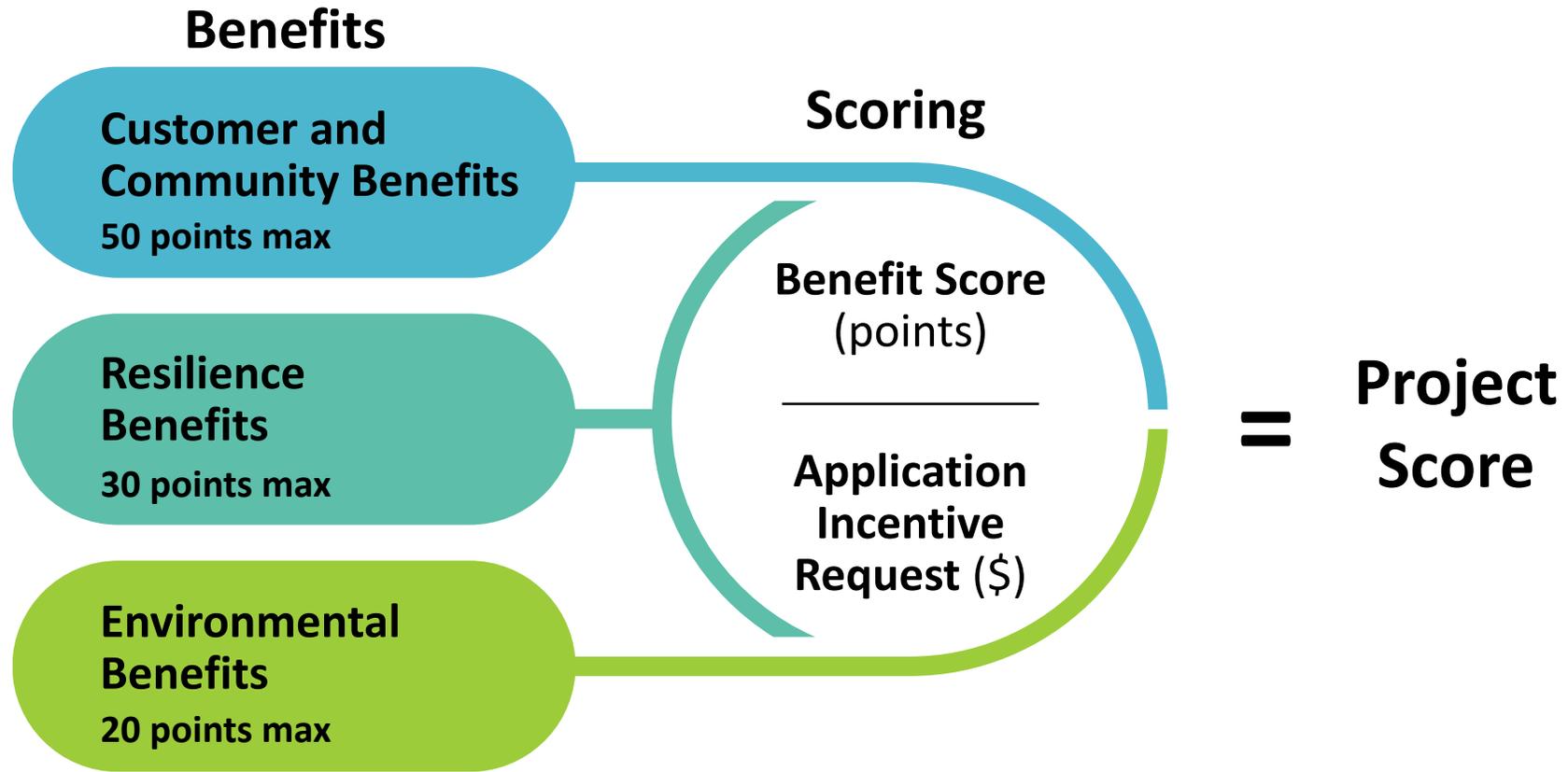
1. Census tracts with median household incomes less than 60% of state median
2. California Native American tribal community
3. Community with highest risk as identified in the current version of CalEnviro Screen
4. A rural area

**OR:** microgrid powers a critical community facility that primarily serves one of these communities



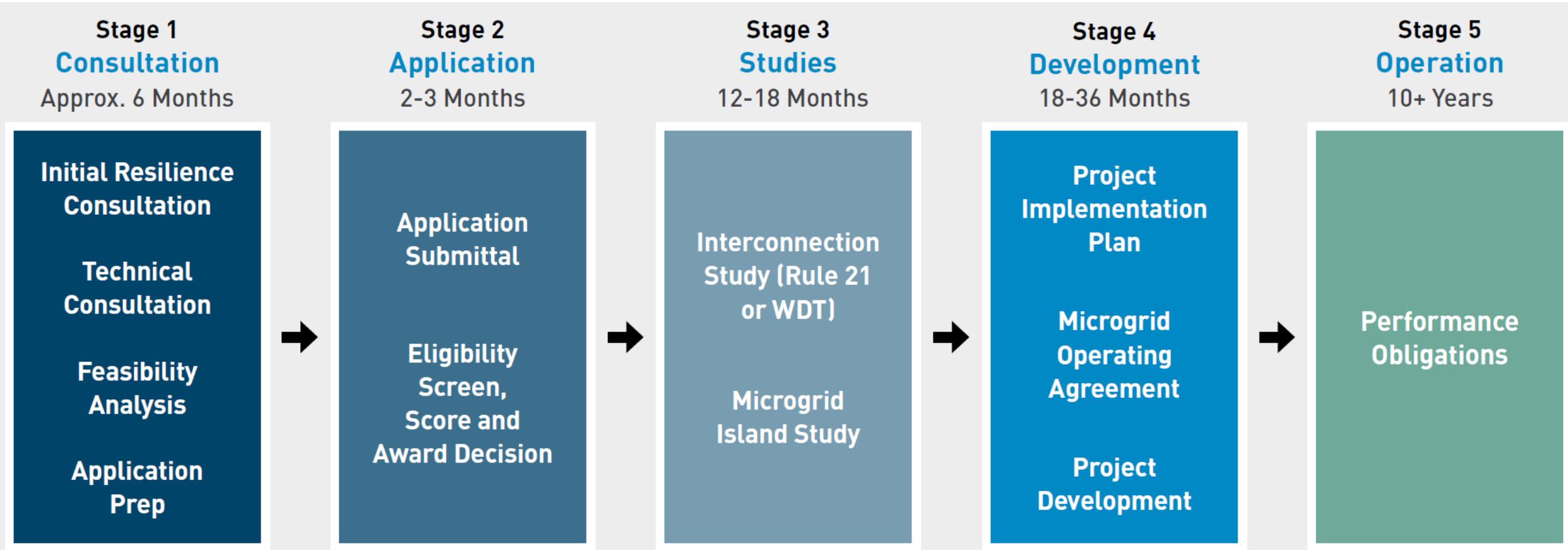
# Prioritizing Projects

The MIP will prioritize projects that maximize the benefits based on the funding requested through a Project Score.



Full details will be provided in the MIP Handbook, to be published on [www.pge.com/mip](http://www.pge.com/mip) in October 2023.

# Applicant Process, Step-By-Step



**NOTE:** Each project is unique and will follow different timeframes. These estimates are provided as guidelines only.

# Key Upcoming Dates



The MIP Handbook will be posted online on October 11, 2023 at [pge.com/mip](https://pge.com/mip)\*

*\*Additional scoring information will be provided in the MIP Handbook*

*Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# Open Discussion/Q&A





# Public Safety Partner Contact Information Support

**PG&E is committed to working collaboratively with Public Safety Partners in advance of and during PSPS outages to support affected customers and communities.**

You can send updates to your contact information to the following in addition to your representatives:

**Water, Wastewater and  
Communication Service Providers**

**Ricardo Navarro:**  
[ricardo.navarro@pge.com](mailto:ricardo.navarro@pge.com)  
209-604-5066

**For Tribal, Federal, State and Local  
Agencies, CCAs and POUs**

**Roy Regala:**  
[roy.regala@pge.com](mailto:roy.regala@pge.com)  
650-418-6771



If you have questions, please contact [PGELiaisonOfficer@pge.com](mailto:PGELiaisonOfficer@pge.com)

# Appendix



## **PG&E is currently seeking Public Safety Partners who are interested in partnering at the upcoming Q4 Regional Working Groups.**

If interested, please share your contact information in the post-meeting survey and a representative will be in contact.

Potential topics include but are not limited to:

- Local safety initiatives
- Wildfire safety work in your community
- Enhanced Powerline Safety Settings (EPSS)
- Public Safety Power Shutoffs (PSPS)
- Other partnerships with PG&E





# 2023 Q2 Follow Up and Action Items

Description	Agency	Status
Request for information on planned vegetation management work in the Central Valley region	Comcast Cable	Complete
Request for further collaboration and outage notifications for planned PG&E work	Amador Water Agency	Complete
Request for more information about Access and Functional Needs outreach efforts to prepare for increased applicants	Center for Independent Living	Complete
Request for a list of regional contacts for local jurisdictions	Pioneer Community Energy	Complete
Request for more information on estimated times of restoration and agreed to share feedback on past experiences	FREED Center for Independent Living	Complete
Request for historical outage information on PSPS, EPSS and other outages	Redwood Coast Energy Authority	Complete
Request for information about how many EPSS outages with initial unknown cause were able to be determined	California Public Utilities Commission	Complete
Follow up on resources available for Access and Functional Needs customers	Community Resources for Independent Living Inc.	Complete
Request for more information about updated 2023 PG&E Enhanced Powerline Safety Settings (EPSS) & Public Safety Power Shutoff (PSPS) factsheets	California Public Utilities Commission	Complete
Request for link to the quarterly customer reliability reports that were shared during last quarter's meeting	City/County Association of Governments of San Mateo County	Complete



# Status of Planned/Upcoming Resilience Efforts – Systemwide

Program	County	Site Name/Area	Status	Estimated Completion
Distribution Microgrids*	Butte	Magalia	Operational	N/A
	Calaveras	Arnold	Operational	N/A
	El Dorado	Georgetown	Operational	N/A
	El Dorado	Pollock Pines	Operational	N/A
	Humboldt	Redwood Coast Airport Microgrid*****	Operational	N/A
	Lake	Clearlake North	Construction Complete	Q4 2023
	Lake	Lucerne	Operational	N/A
	Lake	Middletown	Operational	N/A
	Napa	Angwin	Operational	N/A
	Napa	Calistoga	Operational	N/A
	Placer	Colfax	Operational	N/A
	Placer	Foresthill	Operational	N/A
	Shasta	Shingletown	Operational	N/A
	Tuolumne	Groveland	Operational	N/A
Islanding	Calaveras**	Salt Springs Island	Operational	N/A
	Calaveras***	West Point Island	Operational	N/A
	Humboldt	Humboldt Bay Island	Operational	N/A
	Plumas	Caribou Island	Operational	N/A
	Tehama	Red Bluff Island	Operational	N/A
	Tuolumne	Spring Gap	Operational	N/A

Local work plans are subject to change and data is based on the best available information at this time.

*\*Distribution microgrids are considered operational once temporary generation is available and energization plans are finalized.*

*\*\*Also serves portions of Amador and Alpine Counties.*

*\*\*\*Also serves portions of Amador County.*

*\*\*\*\*Facility owned by Redwood Costa Energy Authority; PG&E owns, operates and maintains microgrid circuit*



# Status of Planned/Upcoming Resilience Efforts – Systemwide Contd.

Program	County	Site Name/Area	Status	Estimated Completion
Remote Grids	Mariposa	Briceburg - Mariposa Remote 001	Operational	N/A
	Tehama	Corning Remote 0001 - 0002	Operational	N/A
	Mariposa	Slaughter House	Operational	N/A
	Mariposa	Miami Mountain	Under Construction	Q4 2023
	Madera	Melvin	Planning	Q4 2023
	Sonoma	Pepperwood	Planning	Q4 2023
	Tehama	Battle Creek	Planning	Q4 2023
	Tehama	Manton Wildcat	Planning	Q4 2023
	Tulare	Whitaker Forest	Planning	Q4 2023
	Tuolumne	Forebay	Planning	Q4 2023
	Lake	Anderson Springs	Planning	Q1 2024
	Shasta	Shingletown Wildcat	Planning	Q1 2024

Local work plans are subject to change and data is based on the best available information at this time.

# Pacific Gas and Electric Company

Q3 Regional Working Group  
Bay Area Region

September 15, 2023



## Virtual Sign In Reminder

Please “sign in” using the chat function and provide your **name, organization and email**.



# Safety

## Preparedness Tips

Always be prepared in case of a natural disaster or an emergency

---

Build a disaster supply kit for you, your family or your business

---

Be sure to include food, water, medication, flashlights, first aid kits, a list of emergency contacts and more

---

Visit [safetyactioncenter.pge.com](https://safetyactioncenter.pge.com) to help prepare for an emergency





# Agenda

- 1 Regional Update

---

- 2 Community Wildfire Safety Program

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- 3 211 California with Guest Presenter

---

- 4 Microgrids and Resiliency

---

- 5 Open Discussion and Q&A

## Participants

**Michael Bockrath**  
Regional Senior Manager

**Sarah Yoell**  
Local Government Affairs

**Frank Fraone**  
Public Safety Specialist

**Reno Franklin**  
Tribal Liaison

**Justin Stabe**  
Director, Underground Delivery

**Alana Hitchcock**  
Executive Director and CEO, 211 California

**Molly Hoyt**  
Microgrid Policy and Pricing  
Planning, Principal

# Regional Update





# Bay Area Overview and Local Projects

**1,800,000**

Electric Customers Served

**1,442,000**

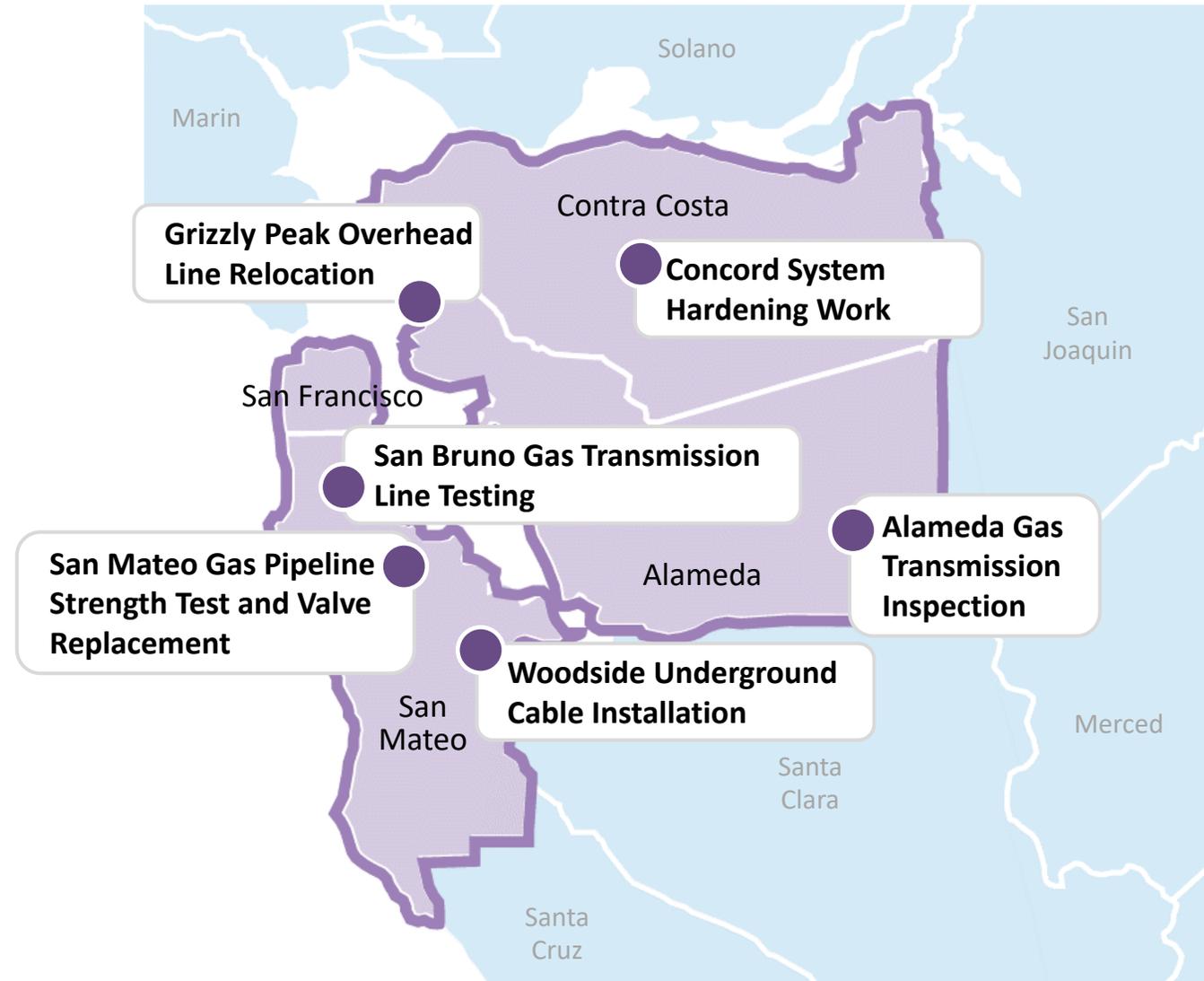
Gas Customers Served

**10,500**

Coworkers Serving You

**2,216**

Powerline Miles in High Fire-Threat Districts



# Community Wildfire Safety Program



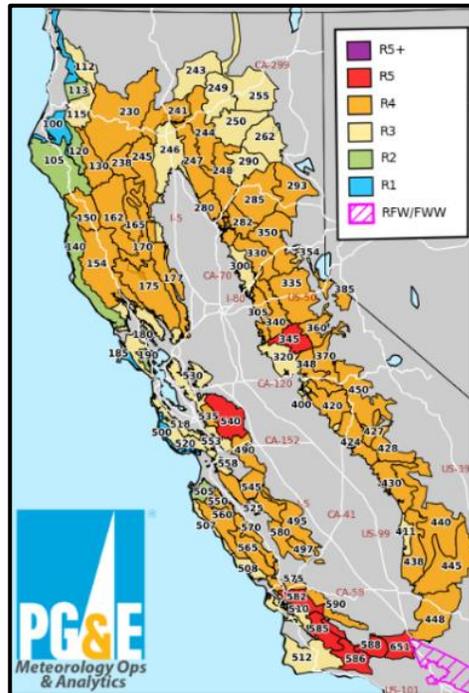


# Wildfire Risk Outlook Across Our Service Area

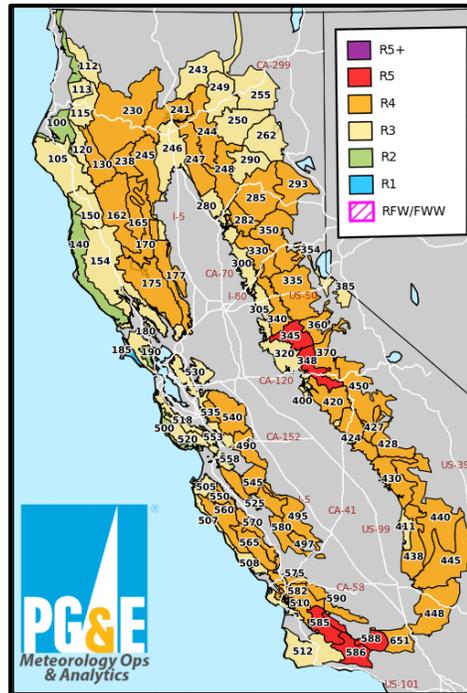
PG&E is utilizing advanced technologies to monitor, analyze and forecast wildfire risk across our service area.

## 2022

### PG&E Utility Fire Potential Index Ratings



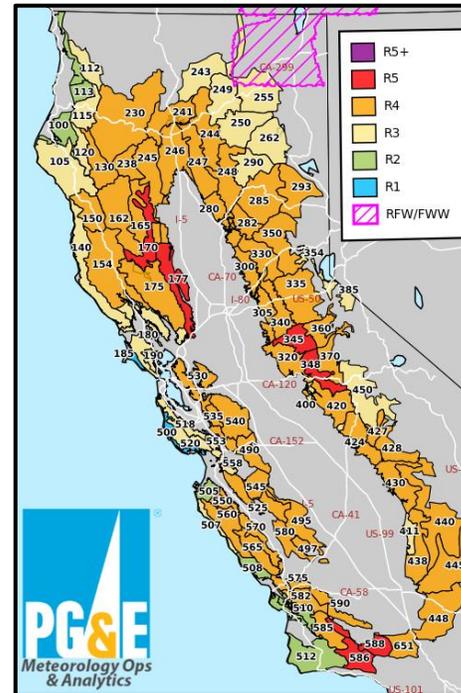
Valid for 07/23/2022



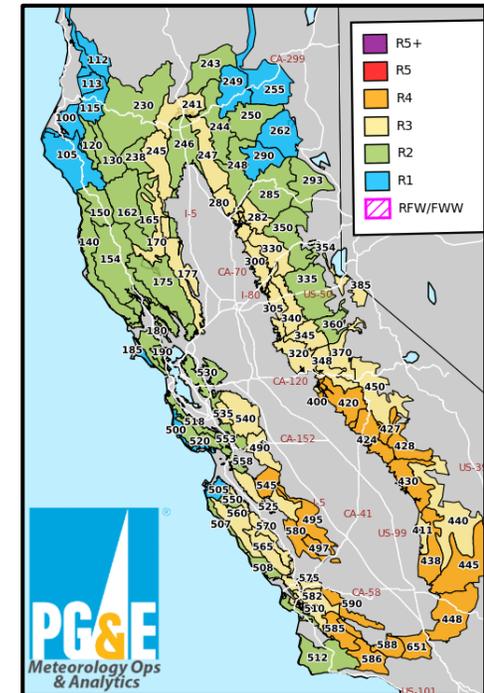
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## 2023

### PG&E Utility Fire Potential Index Ratings

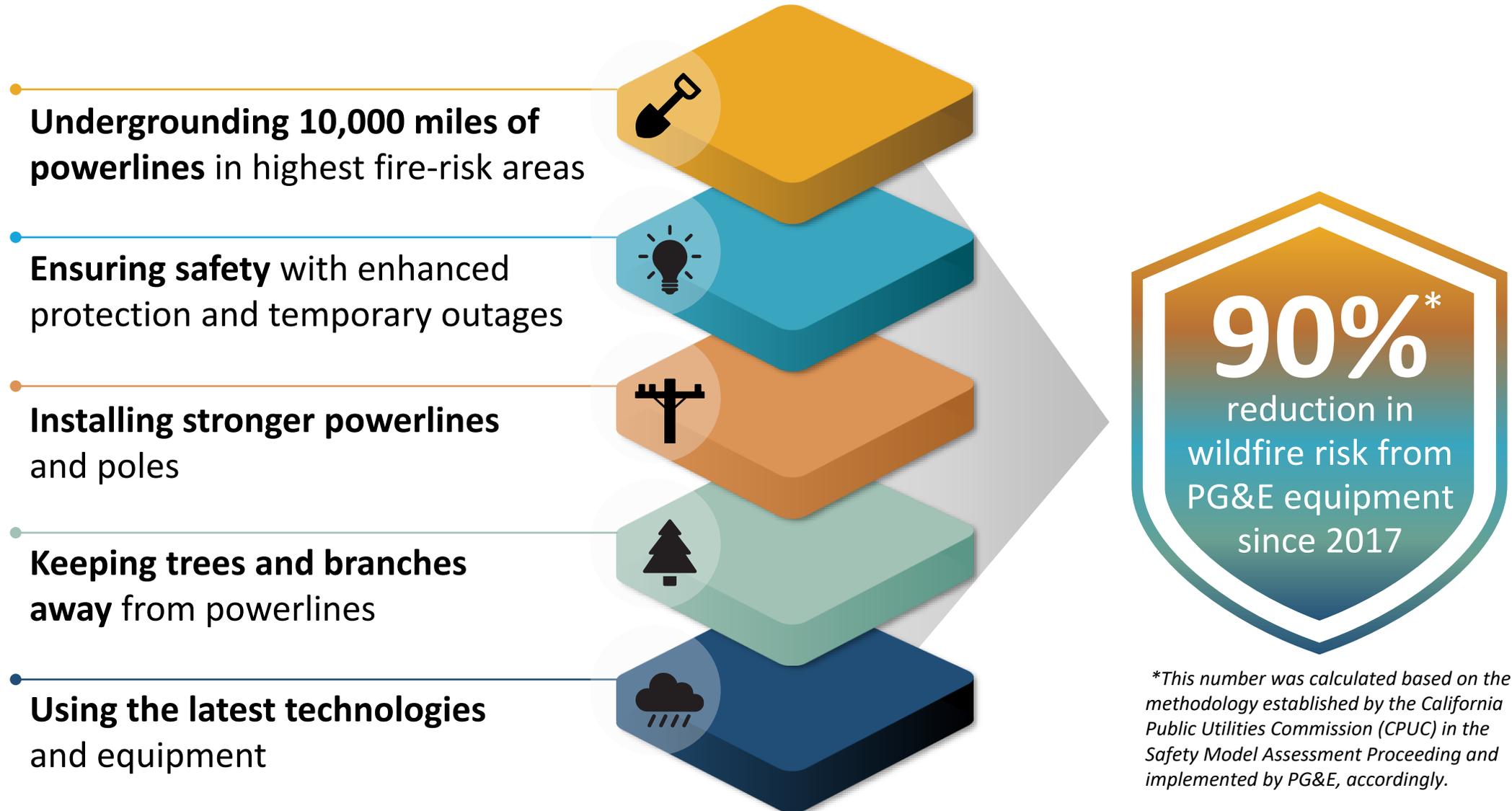


Valid for 07/23/2023



Valid for 09/01/2023

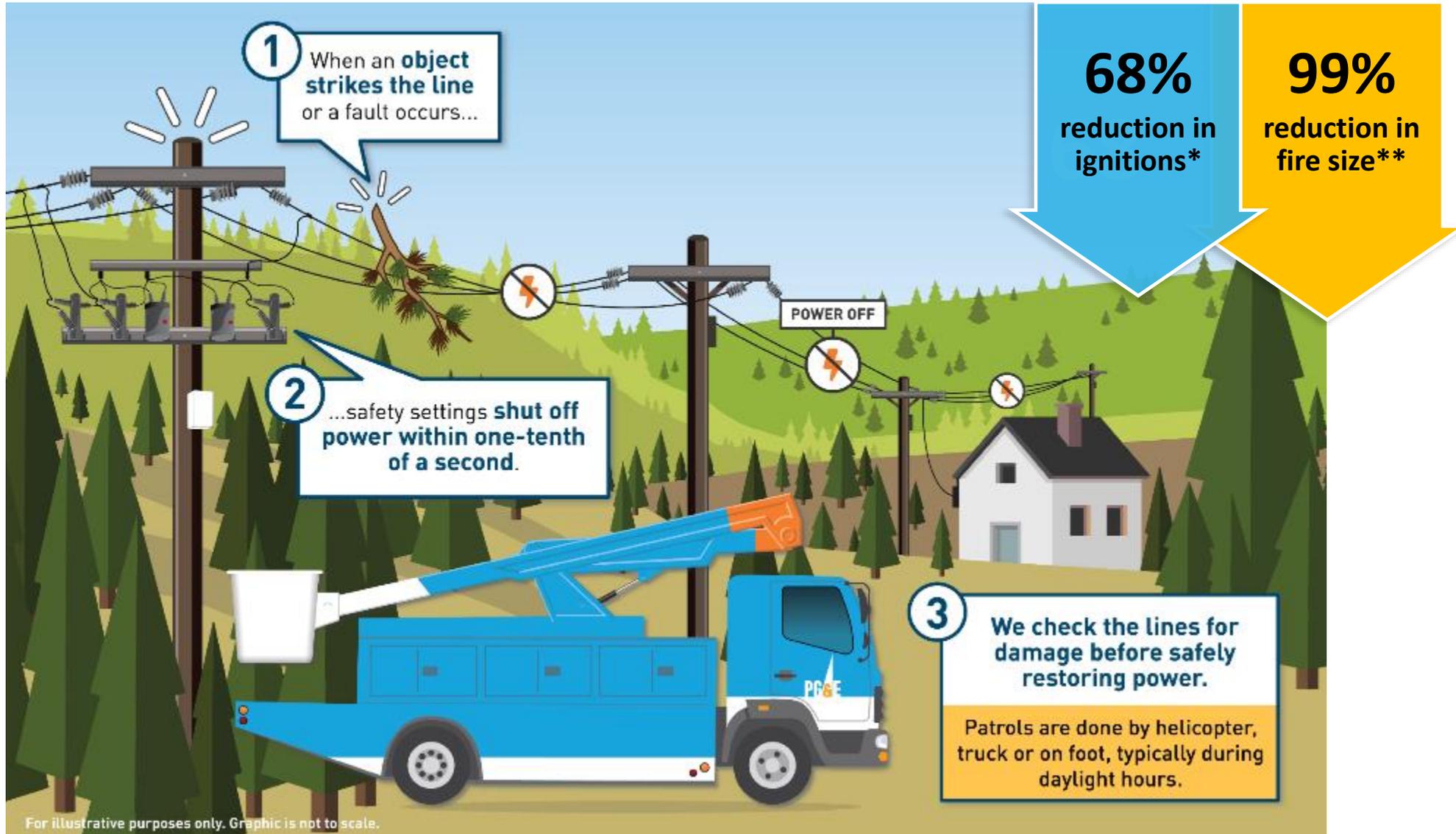
# Layers of Wildfire Protection



# Enhanced Powerline Safety Settings



# Enhanced Powerline Safety Settings: A Technology To Prevent Wildfires



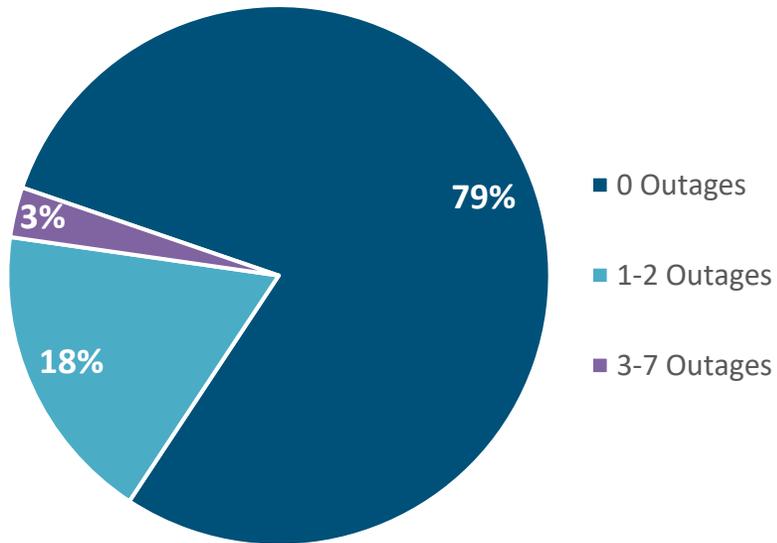
Data is approximate; \*Based on 2022 performance for CPUC-reportable ignitions in HFTD compared to 2018-2020 weather-normalized performance; \*\*Relative to the 2018-2020 average  
Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.



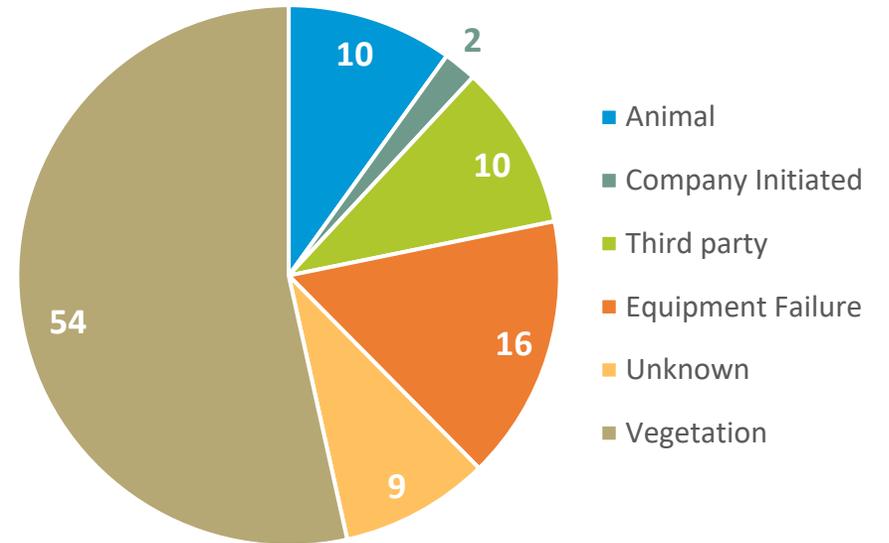
**100%** of powerlines in high fire-risk areas are protected by EPSS

## Performance on EPSS Protected Powerlines in 2023

Customers Experiencing\*



Common Outage Causes



\* Customer counts are approximate as of 08/31/2023 and may change based on ongoing program updates and enhancements. Data is approximate and as of 08/31/2023  
Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

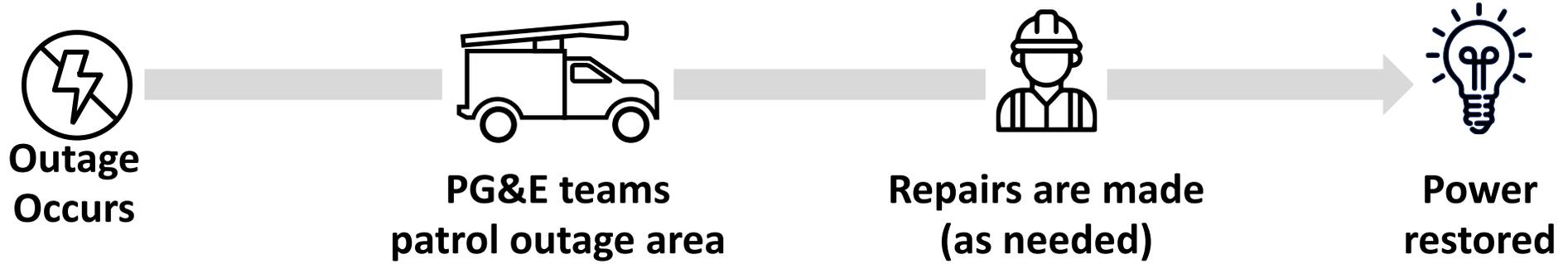
**We have and continue to take steps to improve reliability on circuits protected by EPSS.**

- ✓ Installing fault indicators to speed up restoration
- ✓ Adjusting the sensitivity of safety settings
- ✓ Conducting additional patrols to identify further improvements
- ✓ Trimming trees near powerlines
- ✓ Installing sectionalizing devices to limit the number of customers impacted during outages

**i** Learn more at [pge.com/epss](https://pge.com/epss)



# How Are Stakeholders Notified After an EPSS Outage



**Customer notifications and updates including estimated restoration times** through automated texts, calls or emails

**Ongoing website updates** with outage information and estimated restoration times

**Outage Portal updates** with interactive map and dashboard, locations of enabled circuits and details of active outages\*

*\*Only available to Public Safety Partners*

*Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# Public Safety Power Shutoffs



# What is a Public Safety Power Shutoff?

High winds can cause tree branches and debris to contact energized electric lines, damage our equipment and cause a wildfire.

**To prevent wildfires, we may need to turn off power as a last resort.**





# How and When are Stakeholders Notified?

Priority



3 days before power is turned off

Watch



2 days and 1 day before power is turned off

Warning



4-1 hours before power is turned off



When power is turned off



After weather has passed



If estimated restoration time changes



Daily until power has been restored

## How we'll notify

### Automated calls, texts and emails

We will also use pge.com, social media and will inform local news and radio.

 @pacificgasandelectric

 @pacificgasandelectric

 @PGE4Me

## Who receives priority notifications?

- Public Safety Partners
- Critical Customers
- Community Based Organizations (CBOs)
- Transmission Customers

**This year, PG&E will send PSPS notifications 24 hours a day, as needed.**

## Why the Change?

This update is based on established requirements from the California Public Utilities Commission. An outage, change in weather or power coming back on can happen overnight. If that occurs, we will notify you between 9 p.m. and 8 a.m.

## PG&E resources to help your community prepare:

- Receive notifications for any address at [pge.com/addressalerts](https://pge.com/addressalerts)
- Find resources and support at [pge.com/pspsresources](https://pge.com/pspsresources)
- Update contact information at [pge.com/psps](https://pge.com/psps)



**Do you have any feedback to share on PG&E's PSPS notifications?  
How can the notifications better serve you and your community?**

# Undergrounding



# Undergrounding 10,000 Miles of Our Electric System

**In 2021, PG&E announced a major new initiative to underground 10,000 miles of power lines in high fire-risk areas.**

This is approximately one-third of the miles PG&E has in high fire-risk areas.

.....

This commitment represents the largest effort in the U.S. to underground power lines as a wildfire risk reduction measure.





# Prioritizing Undergrounding to Have the Greatest Impact on Reducing Wildfire Risk

## To accomplish this, we:

Use machine-learning based risk modeling and partner with wildfire analysis providers.

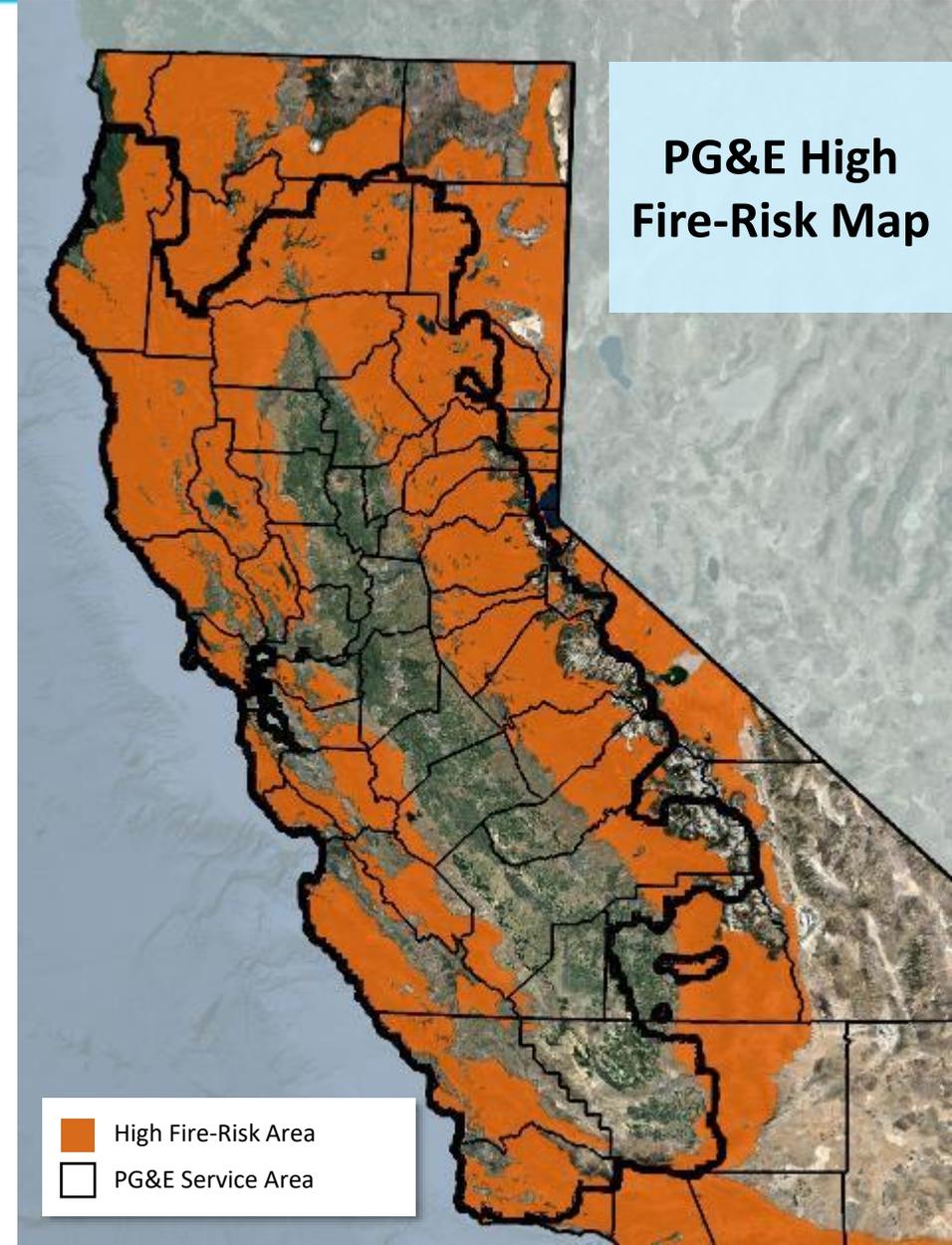
## This modeling considers historic ignitions and other factors, such as:

- Vegetation
- Topography
- Condition of the electrical equipment

## We also consider the:

- Probability of an ignition
- Consequences if a wildfire were to start in a specific location

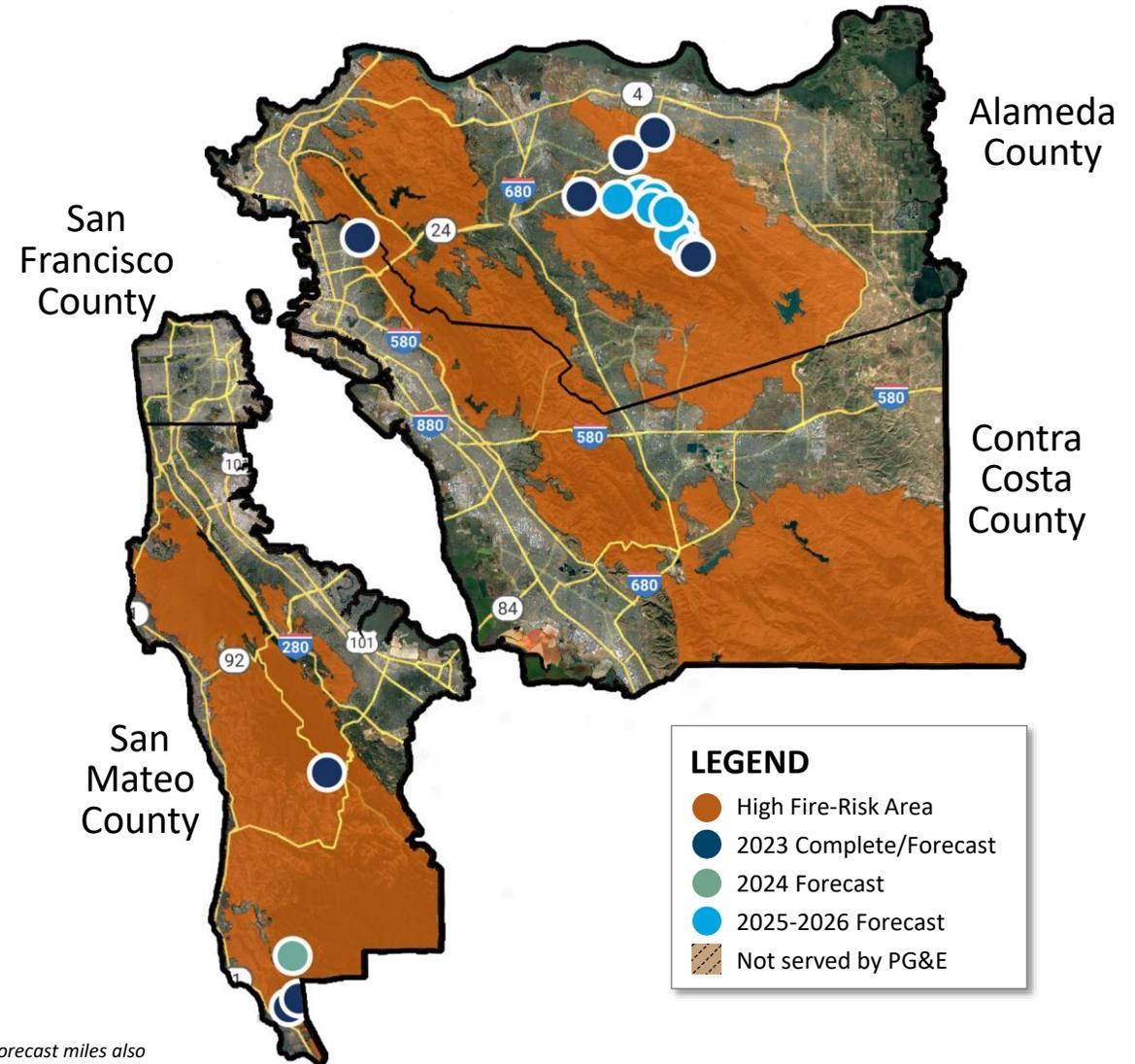
*Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*





# Bay Area 2023-2026 Undergrounding Forecast

Bay Area Region			
County	2023 Miles (Complete/Forecast)	2024 Miles (Forecast)	2025-2026 Miles (Forecast)
Alameda	2	2	0
Contra Costa	5	0	27
San Mateo	5	<1	0



*\*Data as of 6/30/2023. This map is for illustrative purposes. Forecasts can change as our risk model evolves to address the greatest wildfire risk. Forecast miles also exceed annual targets. Mileage in a community may increase or decrease due to access, weather, permitting or other constraints. In most cases, if a project is not completed during the year originally identified, it will continue through planning/construction phases during subsequent years.*

*Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# Recent Undergrounding Map Updates

In early August we shared updated maps of our latest undergrounding workplans with customers, agencies and stakeholders.

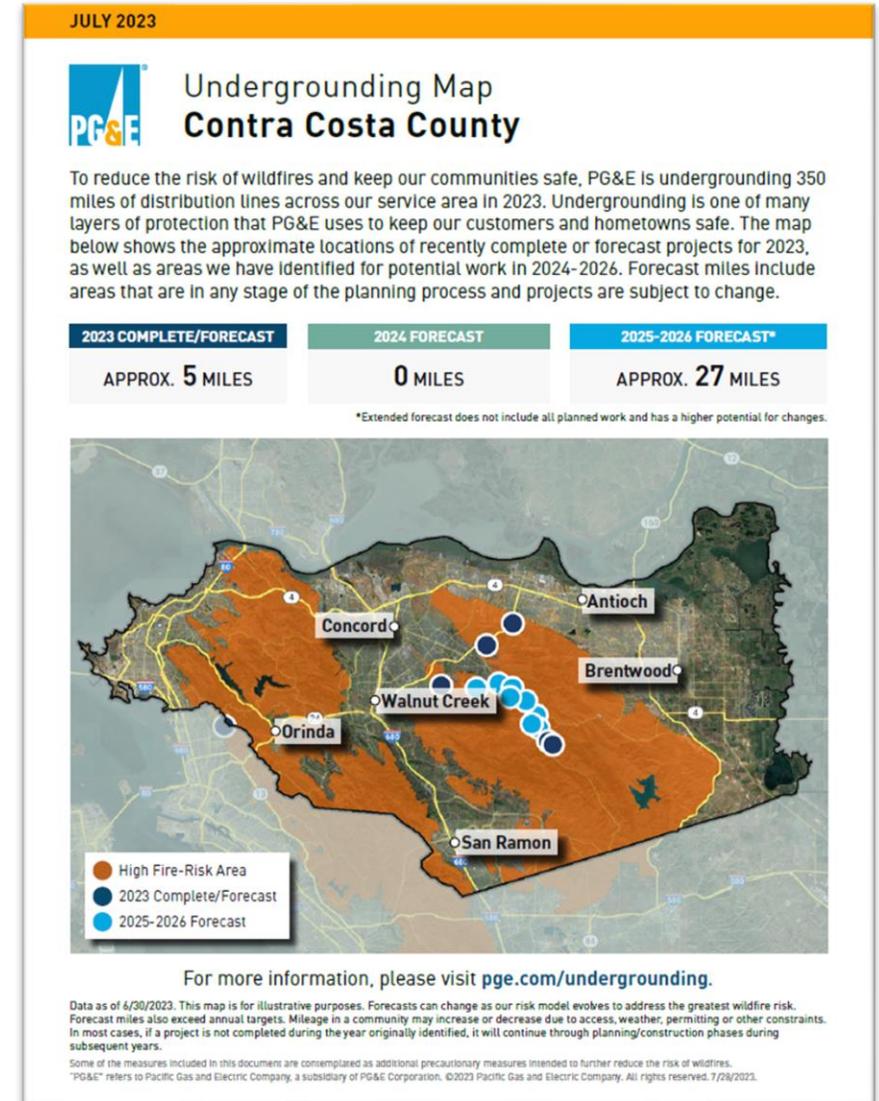
These maps include:

- Updated 2023/2024 mileage totals
- 2025/2026 mileage totals

**i** County and city specific PDF maps are available for download at [pge.com/undergrounding](https://pge.com/undergrounding)\*

\*As available, not all agencies have undergrounding work planned.

*Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*





# Improving Our Risk Model

**Our risk model analyzes several factors to help ensure we are prioritizing undergrounding work in a way that reduces as much wildfire risk as possible. This analysis is updated through periodic risk model reviews and improvements.**

## Current Risk Model

- Uses an expanded machine learning analysis (from prior risk models) to better predict ignitions in high fire-risk areas
- Calculates risk by location/individual asset to allow prioritization of the highest-risk areas
- Models relationships between overall wildfire risk, environmental and asset characteristics
- Models ignition consequences
- Estimates where specific improvements are likely to be most effective (undergrounding, overhead hardening, etc.)

## Future Risk Model

- Better accounts for how hard it would be to contain a wildfire if an ignition were to occur
- Leverages updated Public Safety Power Shutoff data as well as new Enhanced Powerline Safety Setting considerations
- Includes additional vegetation/wind direction factors and updated asset, weather and vegetation/fuels data
- Considers data-informed ingress and egress factors including access to transportation and physical mobility

## What to Expect

<h3>Users</h3>	<p>Tribal, federal, state, and local agencies, telecommunication providers and joint trench partners</p>
<h3>Platform</h3>	<p>Utilizes Bentley Systems data sharing platform (previously used by other vegetation/wildfire safety improvement related data sharing)</p>
<h3>Features</h3>	<ul style="list-style-type: none"> <li>▪ Downloadable map files and project details (PDFs maps, KMZ map, Excel data file)</li> <li>▪ Quarterly updates and email reminders</li> </ul>
<h3>Estimated Timing</h3>	<p>Q3 2023 (Quarterly updates thereafter)</p>
<h3>Next Steps</h3>	<p>Email invitations have been shared with undergrounding stakeholders, please reach out to <a href="mailto:undergrounding@pge.com">undergrounding@pge.com</a> if you would like to request access.</p>



**Tribal and local governments are able to share feedback on priority sites for wildfire-related undergrounding projects through a formal process.**

## How to share feedback:



Reach out to your assigned PG&E representative if you are a tribe or agency interested in more information.

Feedback will be reviewed against PG&E's existing risk model and other considerations. Workplan feedback related to construction timing, potential construction impacts and other planned or ongoing work near an undergrounding project is welcomed.

Undergrounding Workplan Agency/Organization Feedback Form
SAMPLE PDF FORM

We are prioritizing moving powerlines underground in areas where we can reduce the greatest amount of wildfire risk for our customers. **If your agency would like to share feedback on our undergrounding workplans, please fill in all fields below and email the form to [undergrounding@pge.com](mailto:undergrounding@pge.com).** Response times for submitted feedback will vary.

Agency/Organization Information

Name/Contact:  Email:

Agency/Organization:  Phone:

Address:  Date:

City:  ZIP:

Undergrounding Workplan Feedback

Approximate Location:

Feedback:

Additional Information/Background Details:

Are there additional supporting documents?  
 Yes  No

Please remember to attach any supporting documents to your email when you submit this form.

Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires. \*PG&E\* refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. ©2023 Pacific Gas and Electric Company. All rights reserved. 09/11/2023.



# Engaging With Our Customers Early and Often

We are committed to communicating with customers during each phase of an undergrounding project. We also provide regular text, phone call and email updates, as well as meet with customers 1:1.

## AVERAGE TIMESPAN FOR PHASES 1 to 3: 6-24+ MONTHS

### 1. Surveying/Mapping

Welcome Brochure and Pocket Card



### 2. Estimating/Constructability Review

Right-of-Way Information



### 3. Plan Finalization

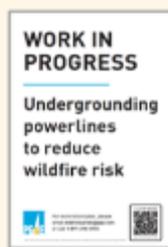
Customized Community Engagement



## AVERAGE TIMESPAN FOR PHASES 4 to 6: 6-12+ MONTHS

### 4. Pre-Construction Preparation

Construction Kick-off Package and Signage



### 5. Construction/Planned Outages

Social Media and Outage Communications



### 6. Post Construction

Postcards



# 211 California





# 211 California: Connecting to Critical Services



2·1·1

*“ Our 211 system is an incredible system in the state of California that connects people to real services, in real time. 211 is connecting the unconnected, providing people with real solutions, and providing essential information and support during disasters.*

*Everyone needs to know about 211. ”*

*– Greg Cox, 211 California Board of Directors*

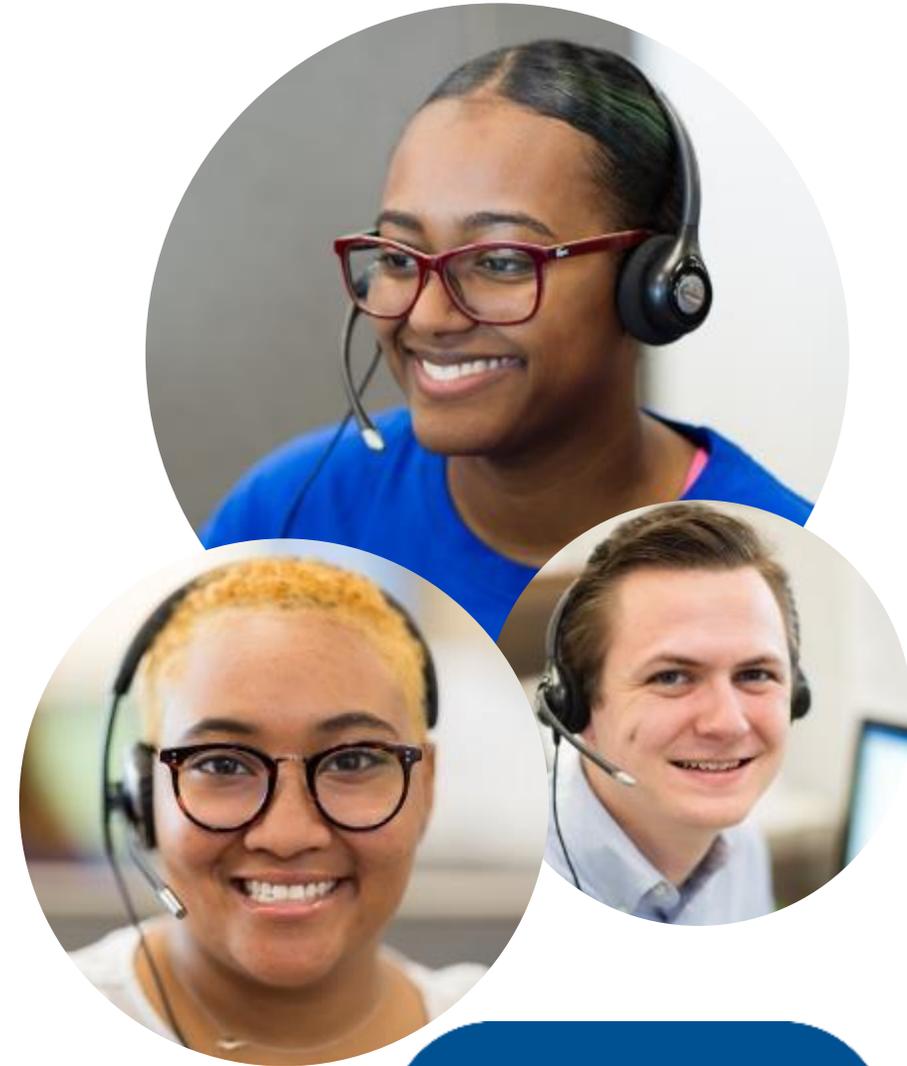
**2.1.1**

# About 211

**211 is the 24/7 triage center for social and disaster needs**

**211 connects people in need to services in their community using:**

- ✓ Skilled, caring live assessment
- ✓ Comprehensive community resource databases
- ✓ Multi-channel service (phone, text, online)
- ✓ Multi-lingual service
- ✓ Specialty programs & direct services that increase accessibility, equity, and service connections



**2.1.1**

# About the 211 CA Network



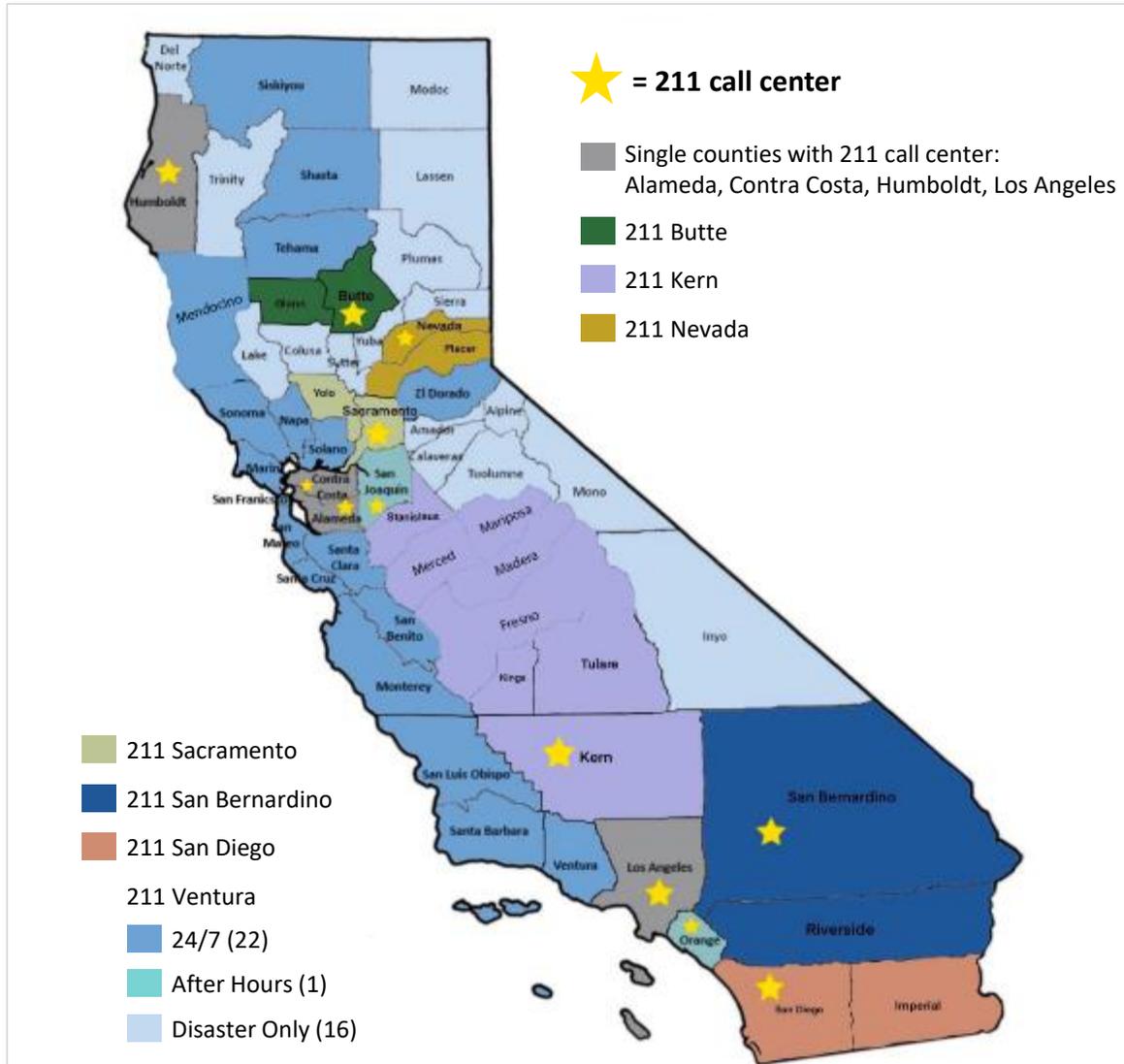
- CBOs and Local governments
- CPUC-authorized lead entities and partnering organizations
- 50% are local United Ways
- Programs and funding sources vary widely by county
- Members are accredited by national standards body Inform USA (formerly AIRS)
- Mutual assistance for disaster response

***Together, the 211 California network provides 24/7/365 service to over 98% of the state's population and provides disaster-only coverage statewide.***



**2.1.1**

# 211 Services in California



- 45 counties full 211
- 13 counties disaster only
- Multiple applications in process to CPUC

2.1.1

# Statewide Initiatives & 2023 Updates



- CA vs Hate hotline & care coordination services
- Kick it CA Tobacco Cessation
- Public Safety Power Shutoff & All Hazards hotline and care coordination
- Disaster, emergency & mass violence activation & long-term recovery
- Housing & unhoused crisis
- Social Determinants of Health, CalAIM, Community Information Exchanges

2·1·1

# 2022 Statewide Needs Report

From Hello to Help, 211 is Here.



**2.1M** requests for help

**211 IS A VITAL HUMAN SERVICE ACROSS CALIFORNIA AND NORTH AMERICA.** 24/7 people can contact 211 to access free and confidential community health and human services. 211 provides expert, caring help in more than 180 languages — no matter the situation, the specialists at 211 listen, identify problems, and connect people in need with resources and services in their community that improve their lives. 211 tackles underlying root causes — 211 does more than “patch people through” to agencies. Instead, 211 specialists are trained to identify and address root causes of a client’s problem and connect them with a wide range of available resources that meet all the underlying needs. There is no other network in the country that has a similar pulse on America’s needs. 211 makes the social services ecosystem more efficient by ensuring people in need are connected to agencies that can help them.



**176K**

referrals to reduce hunger and food insecurity

**710K**

referrals to housing and homeless prevention services



**144K**

referrals for utilities assistance

**25K**

referrals to disaster services like shelter and emergency food

**109K**

referrals for financial assistance and coaching



**157K**

referrals for healthcare

**97K**

referrals for COVID-19 information, testing, or vaccines

© 2022 United Way | 211.org | 211.1.1

**2.1.1**

# Utility Customer Care Coordination and Active Response

211 California, Contract Lead

Interface Children & Family Services, Program Lead

The logo consists of the text '2.1.1' in white, bold font, centered within a dark blue speech bubble shape. The speech bubble has a white outline and a small tail pointing towards the bottom right corner.

2.1.1

# 211 Care Coordination Objectives



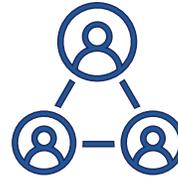
## Identify

utility customers with electricity-dependent household members



## Review and Document

household's unique needs



## Connect

customers to appropriate resources and local programs



## Co-create

a personalized household safety plan and send to customer's home



## Identify and Provide

application assistance for eligible utility programs

2·1·1

## Public Safety Power Shutoff Clients with Intakes - Geographic

Intakes Completed

6515

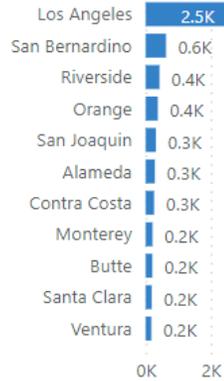
AFN Households

5433

Electricity  
Dependent

3258

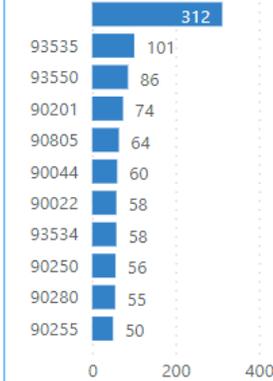
Clients County



Clients City



Clients Zip



### Clients AFN Categories

AFN Categories	#Clients	%Clients
Low Income	3487	64.18%
Chronic Medical Condition	3031	55.79%
Child In The Home (Under 18)	1959	36.06%
Physical Disability	1917	35.28%
Older Adults (65+)	1835	33.78%
Limited Access To Transportation	950	17.49%
Limited English Proficiency/Non-English Speaking	914	16.82%
Blind/Low Vision	742	13.66%
Developmental Or Intellectual Disability	641	11.80%
Injuries	580	10.68%
Deaf/Hard Of Hearing	527	9.70%
Pregnant	76	1.40%
Homeless	62	1.14%
<b>Total</b>	<b>5433</b>	<b>100.00%</b>

### Electricity Dependency Reason

Electricity Dependency Reason	#Clients	%Clients
Medical/Non-medical	2695	93.90%
Behavioral/Mental/Emotional Health	80	2.79%
Mobility	75	2.61%
Communication	20	0.70%
<b>Total</b>	<b>2870</b>	<b>100.00%</b>

## Public Safety Power Shutoff Clients with Intakes - Program Enrollment

Intakes Completed

6515

Data on this page is based on Client's Date of Intake

Clients with Applications

4480

Applications Completed

5905

### Applications Completed by Type by Contact Center

Program Enrolled	#Clients	%Clients
Safety Plan	3738	83.44%
ESA Program Application	1057	23.59%
Medical Baseline Application	656	14.64%
CARE/FERA Application	441	9.84%
<b>Total</b>	<b>4480</b>	<b>100.00%</b>

### Applications Completed by Month



2.1.1

# 211 Active Response Objectives



## **Build and Maintain**

a database of validated emergency event resources



## **Conduct**

a needs assessment with utility customers during emergency events



## **Connect**

customers to available emergency related resources



## **Provide**

data on community needs throughout emergency



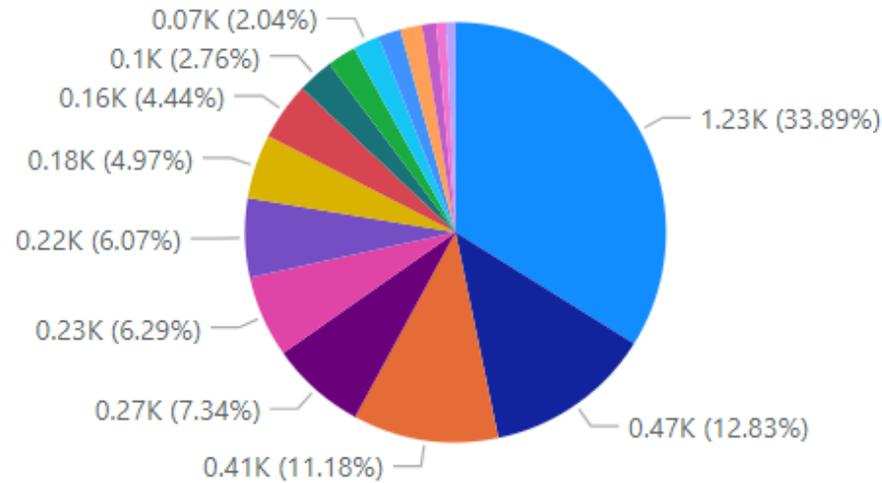
## **Connect**

AFN households to future care coordination

2·1·1

# Active Response Data

## Resources Requested



## Resources Requested

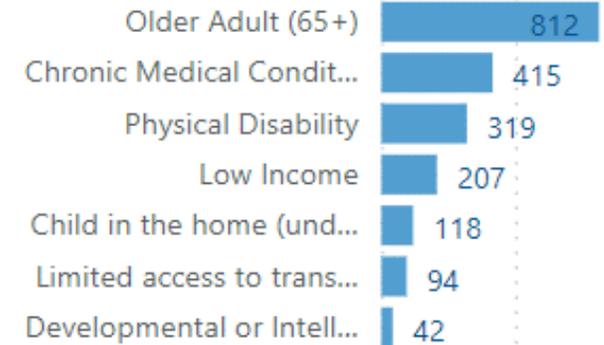
- Other (ADD NOTE)
- Address check for outage
- Length of outage
- Shelter
- Food
- Gasoline
- Hotel discount

2465

Client Assisted

1253

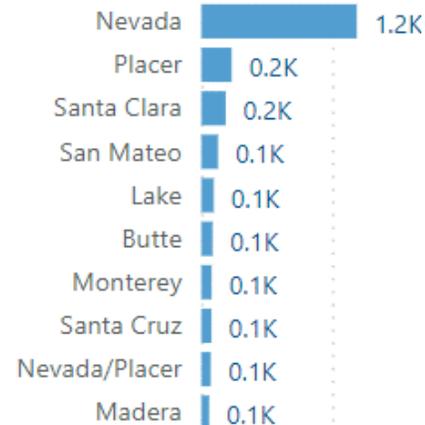
AFN Clients



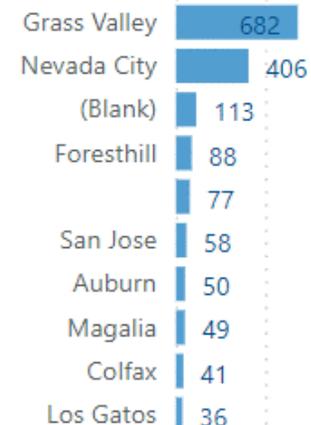
## Other Unavailable Resources/Information Requested by Clients

ContactForm	# of Clients
Snow shoveling	4
Snowplows	4
propane	3
Animal Shelter	2
Ceiling is leaking	2
Downed Trees	2
Financial help	2
Fire Wood	2
Plowing of driveway	2
Road conditions	2

## # of Clients by County



## # of Clients by City



2·1·1

# Public Safety Power Shutoff Direct Assistance Data

Households Assisted

89

People Assisted

192

**\$36,716.47**

Assistance Amount

**Food**

**\$4,978.70**

**Hotel**

**\$31,736.77**

**Transport**

(Blank)

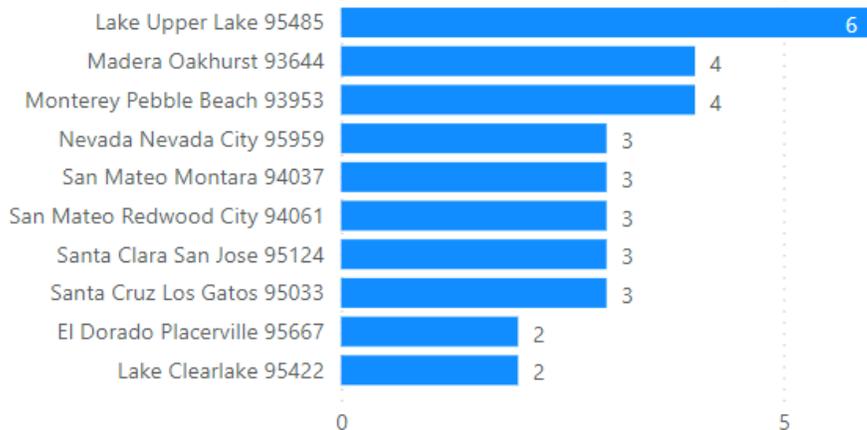
**Others**

(Blank)

## Assistance Details by Case

Date	Food	Hotel	Transport
<b>2/23/2023</b>			
San Mateo 10071		\$265.32	
<b>2/24/2023</b>			
Humboldt 10072		\$1.00	
Lake 10073		\$459.06	
Lake 10074		\$394.32	
Santa Cruz 10075		\$648.15	
<b>2/25/2023</b>			
Lake 10076		\$339.94	
Lake 10077		\$569.85	
Lake 10078		\$425.24	
Lake 10079		\$547.23	

## Geographic info (County, City, Zip)



AFN Category:

#Households

Chronic medical condition	58
Older adult (65+)	38
Physical disability	21
Child in the home (under 18)	19
Low income	15
Injuries	6
Deaf/hard of hearing	4
Developmental or intellectual disability	2
Limited English proficiency/non-English	2
<b>Total</b>	<b>89</b>

Electricity Dependency

#Households

Medical	72
Other	12
Behavioral/mental/emotional health	6
Mobility	6
<b>Total</b>	<b>89</b>

**2.1.1**

# Thank You

**Alana Hitchcock**

211 California

Executive Director & CEO

[alana@ca211.org](mailto:alana@ca211.org)

**Kelly Brown**

Interface 211

Chief Information Officer

[Kbrown@icfs.org](mailto:Kbrown@icfs.org)

The logo consists of the text '2.1.1' in white, bold font, centered within a dark blue speech bubble shape. The speech bubble has a white outline and a small tail pointing towards the bottom right corner.

**2.1.1**

# Microgrids and Resiliency

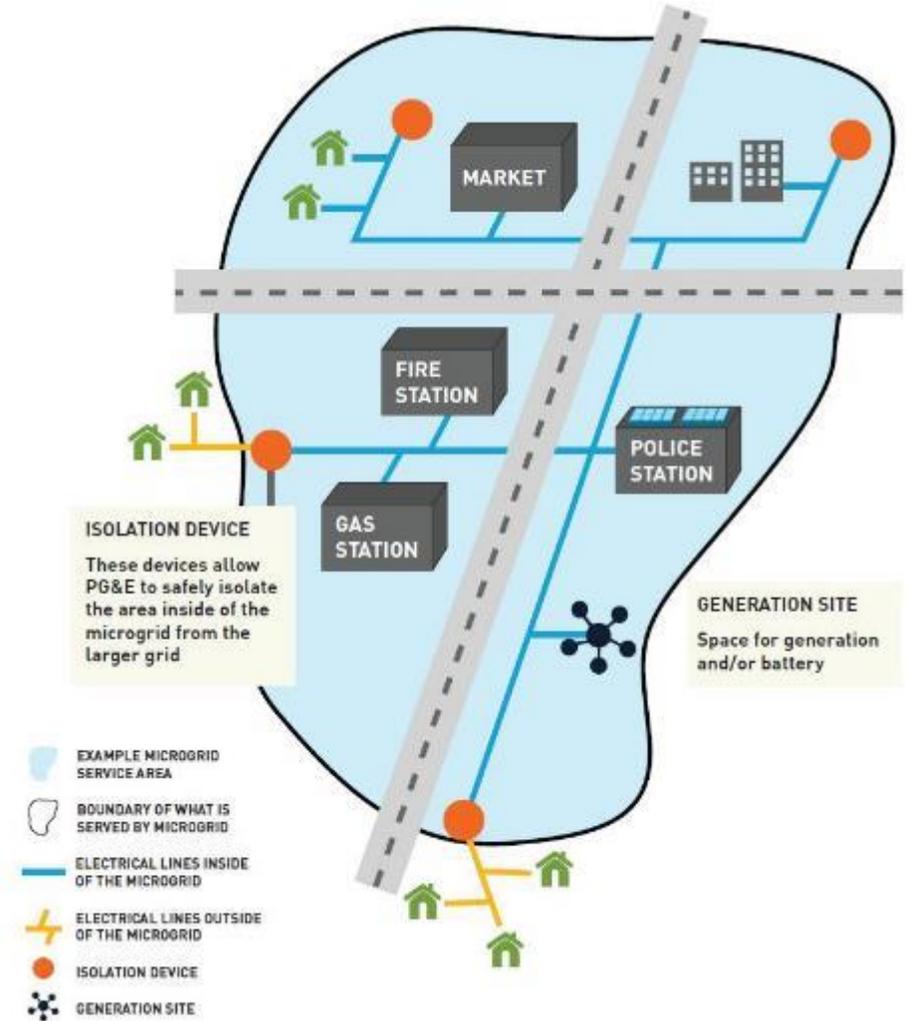


# What is a Community Microgrid?

**A microgrid consists of a group of interconnected customers that can disconnect from and reconnect to the grid to stay energized during an outage.**

Microgrids are typically designed to serve community resources, such as:

- ✓ Hospitals
- ✓ Police and fire stations
- ✓ Gas stations and markets



*The diagram above represents an approximate layout of a community microgrid. The layout and dimensions are approximate and for illustrative purposes only.*

# The Microgrid Incentive Program (MIP)

The Microgrid Incentive Program funds the development of community microgrids to support disadvantaged communities most vulnerable to outages.

## MIP Highlights:

- ✓ **\$79.2M** in funding allocated to PG&E
- ✓ **\$200M** in total funding across three Investor-Owned Utilities
- ✓ Individual projects will receive up to **\$15M\*** for engineering and development costs



**i** Learn more at [pge.com/mip](https://pge.com/mip)\*



# Who Can Apply for the Microgrid Incentive Program?

Representatives of tribes and local governments in eligible communities are encouraged to apply.

**MIP-funded microgrids must serve communities that are considered both:**

## Susceptible to Frequent Outages

**Microgrid is located in any of the following:**

1. Tier 2 or 3 High Fire-Threat District
2. Area that experienced prior PSPS outage
3. Elevated earthquake risk zone
4. Locations with lower historical level of reliability

**OR:** is attested as such by a letter from local government and/or tribal jurisdiction that identifies and justifies forms of outage vulnerability

## Disadvantaged and Vulnerable

**Eligible community meets any of the following criteria:**

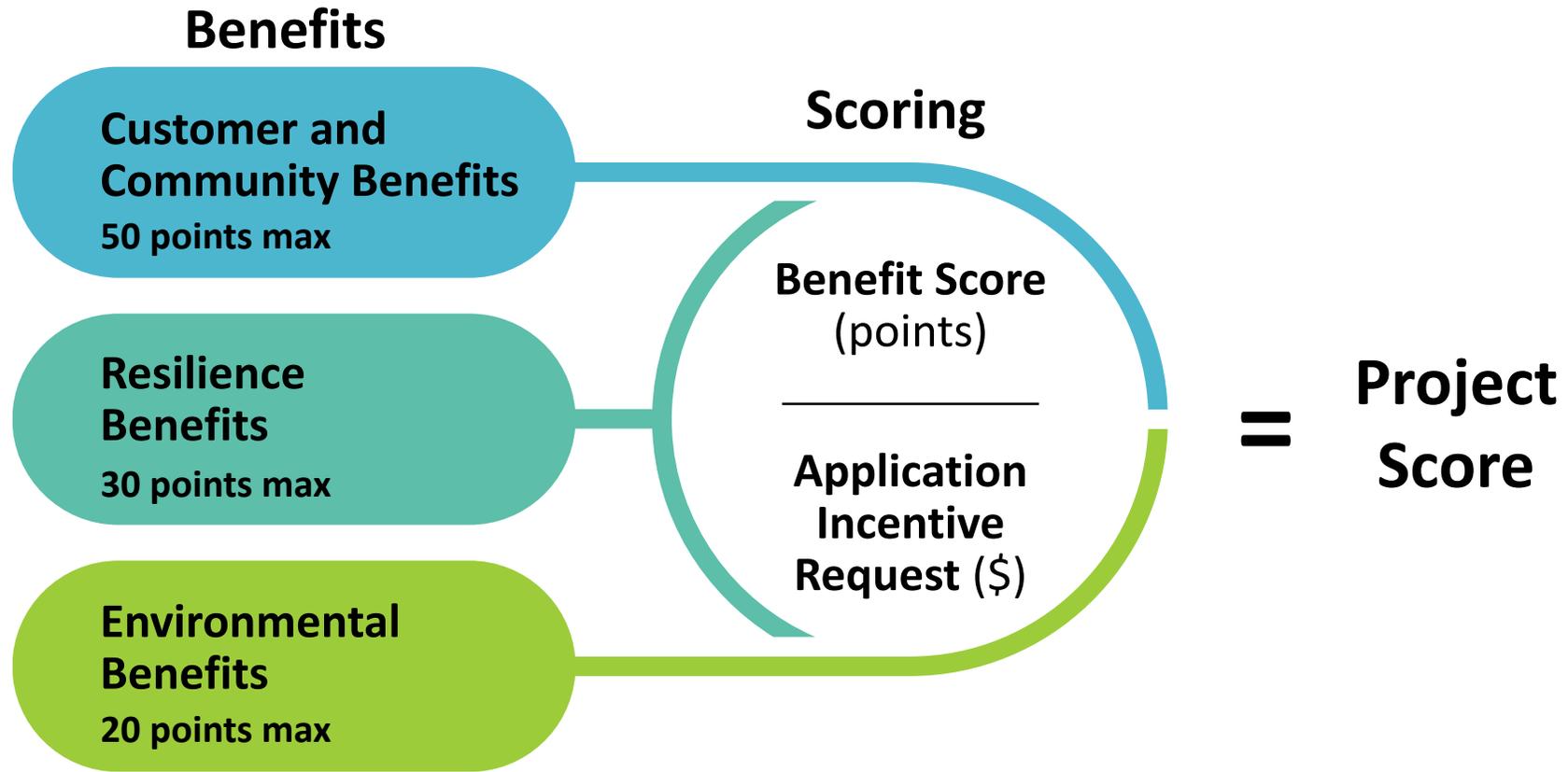
1. Census tracts with median household incomes less than 60% of state median
2. California Native American tribal community
3. Community with highest risk as identified in the current version of CalEnviro Screen
4. A rural area

**OR:** microgrid powers a critical community facility that primarily serves one of these communities



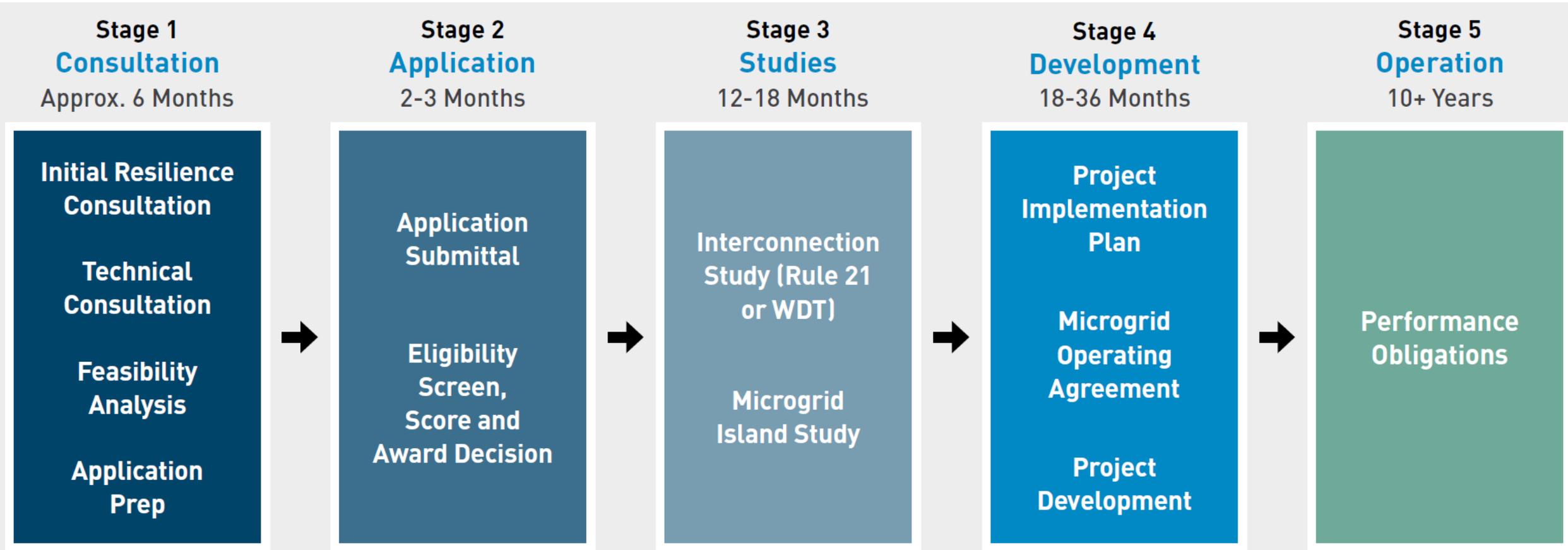
# Prioritizing Projects

The MIP will prioritize projects that maximize the benefits based on the funding requested through a Project Score.



Full details will be provided in the MIP Handbook, to be published on [www.pge.com/mip](http://www.pge.com/mip) in October 2023.

# Applicant Process, Step-By-Step



**NOTE:** Each project is unique and will follow different timeframes. These estimates are provided as guidelines only.

# Key Upcoming Dates



The MIP Handbook will be posted online on October 11, 2023 at [pge.com/mip](https://pge.com/mip)\*

*\*Additional scoring information will be provided in the MIP Handbook*

*Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# Open Discussion/Q&A





# Public Safety Partner Contact Information Support

**PG&E is committed to working collaboratively with Public Safety Partners in advance of and during PSPS outages to support affected customers and communities.**

You can send updates to your contact information to the following in addition to your representatives:

**Water, Wastewater and  
Communication Service Providers**

**Ricardo Navarro:**  
[ricardo.navarro@pge.com](mailto:ricardo.navarro@pge.com)  
209-604-5066

**For Tribal, Federal, State and Local  
Agencies, CCAs and POUs**

**Roy Regala:**  
[roy.regala@pge.com](mailto:roy.regala@pge.com)  
650-418-6771



If you have questions, please contact [PGELiaisonOfficer@pge.com](mailto:PGELiaisonOfficer@pge.com)

# Appendix



## **PG&E is currently seeking Public Safety Partners who are interested in partnering at the upcoming Q4 Regional Working Groups.**

If interested, please share your contact information in the post-meeting survey and a representative will be in contact.

Potential topics include but are not limited to:

- Local safety initiatives
- Wildfire safety work in your community
- Enhanced Powerline Safety Settings (EPSS)
- Public Safety Power Shutoffs (PSPS)
- Other partnerships with PG&E





# 2023 Q2 Follow Up and Action Items

Description	Agency	Status
Request for information on planned vegetation management work in the Central Valley region	Comcast Cable	Complete
Request for further collaboration and outage notifications for planned PG&E work	Amador Water Agency	Complete
Request for more information about Access and Functional Needs outreach efforts to prepare for increased applicants	Center for Independent Living	Complete
Request for a list of regional contacts for local jurisdictions	Pioneer Community Energy	Complete
Request for more information on estimated times of restoration and agreed to share feedback on past experiences	FREED Center for Independent Living	Complete
Request for historical outage information on PSPS, EPSS and other outages	Redwood Coast Energy Authority	Complete
Request for information about how many EPSS outages with initial unknown cause were able to be determined	California Public Utilities Commission	Complete
Follow up on resources available for Access and Functional Needs customers	Community Resources for Independent Living Inc.	Complete
Request for more information about updated 2023 PG&E Enhanced Powerline Safety Settings (EPSS) & Public Safety Power Shutoff (PSPS) factsheets	California Public Utilities Commission	Complete
Request for link to the quarterly customer reliability reports that were shared during last quarter's meeting	City/County Association of Governments of San Mateo County	Complete



# Status of Planned/Upcoming Resilience Efforts – Systemwide

Program	County	Site Name/Area	Status	Estimated Completion
Distribution Microgrids*	Butte	Magalia	Operational	N/A
	Calaveras	Arnold	Operational	N/A
	El Dorado	Georgetown	Operational	N/A
	El Dorado	Pollock Pines	Operational	N/A
	Humboldt	Redwood Coast Airport Microgrid*****	Operational	N/A
	Lake	Clearlake North	Construction Complete	Q4 2023
	Lake	Lucerne	Operational	N/A
	Lake	Middletown	Operational	N/A
	Napa	Angwin	Operational	N/A
	Napa	Calistoga	Operational	N/A
	Placer	Colfax	Operational	N/A
	Placer	Foresthill	Operational	N/A
	Shasta	Shingletown	Operational	N/A
	Tuolumne	Groveland	Operational	N/A
Islanding	Calaveras**	Salt Springs Island	Operational	N/A
	Calaveras***	West Point Island	Operational	N/A
	Humboldt	Humboldt Bay Island	Operational	N/A
	Plumas	Caribou Island	Operational	N/A
	Tehama	Red Bluff Island	Operational	N/A
	Tuolumne	Spring Gap	Operational	N/A

Local work plans are subject to change and data is based on the best available information at this time.

*\*Distribution microgrids are considered operational once temporary generation is available and energization plans are finalized.*

*\*\*Also serves portions of Amador and Alpine Counties.*

*\*\*\*Also serves portions of Amador County.*

*\*\*\*\*Facility owned by Redwood Costa Energy Authority; PG&E owns, operates and maintains microgrid circuit*



# Status of Planned/Upcoming Resilience Efforts – Systemwide Contd.

Program	County	Site Name/Area	Status	Estimated Completion
Remote Grids	Mariposa	Briceburg - Mariposa Remote 001	Operational	N/A
	Tehama	Corning Remote 0001 - 0002	Operational	N/A
	Mariposa	Slaughter House	Operational	N/A
	Mariposa	Miami Mountain	Under Construction	Q4 2023
	Madera	Melvin	Planning	Q4 2023
	Sonoma	Pepperwood	Planning	Q4 2023
	Tehama	Battle Creek	Planning	Q4 2023
	Tehama	Manton Wildcat	Planning	Q4 2023
	Tulare	Whitaker Forest	Planning	Q4 2023
	Tuolumne	Forebay	Planning	Q4 2023
	Lake	Anderson Springs	Planning	Q1 2024
	Shasta	Shingletown Wildcat	Planning	Q1 2024

Local work plans are subject to change and data is based on the best available information at this time.

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

AT&T  
Albion Power Company

Alta Power Group, LLC  
Anderson & Poole

Atlas ReFuel  
BART

Barkovich & Yap, Inc.  
Braun Blaising Smith Wynne, P.C.  
California Community Choice Association  
California Cotton Ginners & Growers Assn  
California Energy Commission

California Hub for Energy Efficiency  
Financing

California Alternative Energy and  
Advanced Transportation Financing  
Authority  
California Public Utilities Commission  
Calpine

Cameron-Daniel, P.C.  
Casner, Steve  
Center for Biological Diversity

Chevron Pipeline and Power  
City of Palo Alto

City of San Jose  
Clean Power Research  
Coast Economic Consulting  
Commercial Energy  
Crossborder Energy  
Crown Road Energy, LLC  
Davis Wright Tremaine LLP  
Day Carter Murphy

Dept of General Services  
Don Pickett & Associates, Inc.  
Douglass & Liddell  
Downey Brand LLP  
Dish Wireless L.L.C.

East Bay Community Energy Ellison  
Schneider & Harris LLP

Electrical Power Systems, Inc.  
Fresno  
Engineers and Scientists of California

GenOn Energy, Inc.  
Green Power Institute  
Hanna & Morton  
ICF

iCommLaw  
International Power Technology  
Intertie

Intestate Gas Services, Inc.

Johnston, Kevin  
Kelly Group  
Ken Bohn Consulting  
Keyes & Fox LLP  
Leviton Manufacturing Co., Inc.

Los Angeles County Integrated  
Waste Management Task Force  
MRW & Associates  
Manatt Phelps Phillips  
Marin Energy Authority  
McClintock IP  
McKenzie & Associates

Modesto Irrigation District  
NRG Solar

OnGrid Solar  
Pacific Gas and Electric Company  
Peninsula Clean Energy

Pioneer Community Energy

Public Advocates Office

Redwood Coast Energy Authority  
Regulatory & Cogeneration Service, Inc.

Resource Innovations

SCD Energy Solutions  
San Diego Gas & Electric Company

SPURR  
San Francisco Water Power and Sewer  
Sempra Utilities

Sierra Telephone Company, Inc.  
Southern California Edison Company  
Southern California Gas Company  
Spark Energy  
Sun Light & Power  
Sunshine Design  
Stoel Rives LLP

Tecogen, Inc.  
TerraVerde Renewable Partners  
Tiger Natural Gas, Inc.

TransCanada  
Utility Cost Management  
Utility Power Solutions  
Water and Energy Consulting Wellhead  
Electric Company  
Western Manufactured Housing  
Communities Association (WMA)  
Yep Energy