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November 6, 2020

Leslie Palmer  
Director, Safety and Enforcement Division  
California Public Utilities Commission  
505 Van Ness Avenue  
San Francisco, CA 94102

Dear Mr. Palmer:

As required by Resolution ESRB-8 and in accordance with Ordering Paragraph 1 of California Public Utilities Commission (CPUC) Decision (D.) 19-05-042, Pacific Gas and Electric Company (PG&E) respectfully submits a compliance report for the proactive de-energization event that was initiated on October 21, 2020 and fully restored for those who could receive power on October 23, 2020. This report has been verified by a PG&E officer in accordance with Rule 1.11 of the Commission's Rules of Practice and Procedure.

If you have any questions, please do not hesitate to call.

Sincerely,

A handwritten signature in black ink that reads 'Meredith E. Allen'.

Meredith E. Allen  
Senior Director, Regulatory Relations

cc: Anthony Noll, SED  
ESRB\_ComplianceFilings@cpuc.ca.gov  
EnergyDivisionCentralFiles@cpuc.ca.gov

**Pacific Gas and Electric Company**  
**Public Safety Power Shutoff (PSPS) Report to the CPUC**  
**October 21-23, 2020 De-energization Event**

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## **PG&E Public Safety Power Shutoff (PSPS) Report to the CPUC October 21-23, 2020 De-energization Event**

### **Section 1 – Summary and Overview**

PG&E’s most important responsibility is the safety of our customers and the communities we serve.

On October 21, 2020, PG&E initiated a Public Safety Power Shutoff (PSPS) in order to mitigate catastrophic wildfire risk presented by significant wind events combined with low humidity levels and critically dry fuels. At the time event planning began on October 18, its scope encompassed over 50,000 customers spanning 19 counties and 12 Time-Places. However, due to the combination of changes in the weather and mitigation efforts, the PSPS event expanded in scope, then grew smaller, ultimately de-energizing 30,154 customers<sup>1</sup> in five different Time-Places (TPs)<sup>2</sup> located in 7 counties in Northern California,<sup>3</sup> as seen in Figure 1<sup>4</sup>.

During this event, PG&E weather stations recorded wind gust speeds of up to 56 mph. Once the weather event had passed and it was safe to do so, PG&E crews patrolled and inspected equipment and identified 8 different incidents of damages and hazards resulting from these high winds – any of which could have sparked a wildfire.

We turn off the power for safety when severe weather threatens a portion of the electric system and increases the potential for damage that could cause sparks if lines are energized and result in rapid fire spread. We know that turning off the power creates significant hardships for our customers, and we don’t take this decision lightly. We will only do so as a last resort when severe weather threatens the safety of our customers.

That’s why PG&E has been working to make PSPS events smaller in size, shorter in length and smarter for our customers. Our smaller in size goal intends to have this year’s PSPS events affect one-third fewer customers when compared to a similar weather event last year. The shorter in length goal aims to restore power within 12 daylight hours after severe fire weather passes. And the smarter for our customers goal commits to improving how we communicate about when the power will be shut off and expected restoration times, to help them prepare for these events.

Due to on-going efforts by PG&E on weather analysis, de-energization scoping and grid mitigation measures, this PSPS event affected approximately 48% fewer customers than would have been affected by the same weather conditions in 2019.

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1 Customers refers to active service points (meters).

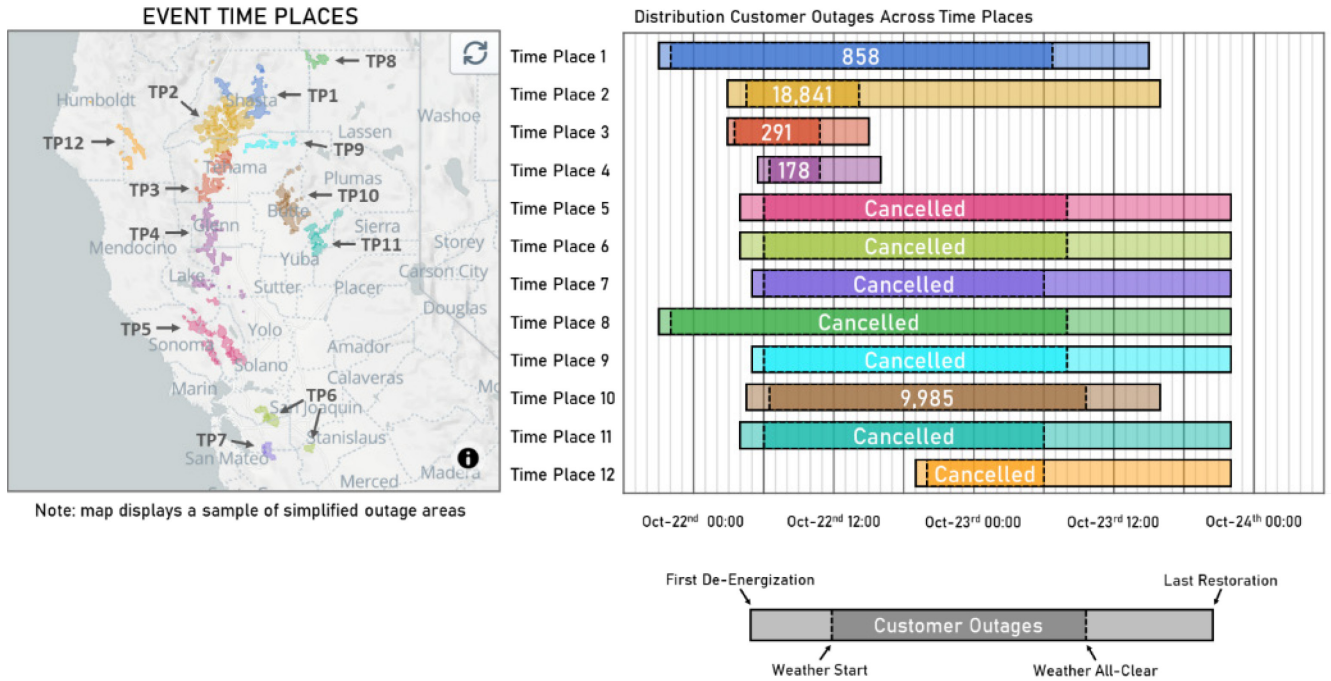
2 A Time-Place is a portion of the PG&E grid that is electrically and geographically coherent and is forecast to experience internally consistent levels and timing for severe fire weather. Time-Places are identified for each PSPS event and receive consistent treatment for notifications and de-energization. Once actual weather conditions occur, Weather All Clear and service restoration times may vary due to actual weather conditions within a TP.

3 The information, times and figures referenced in this table are based on the best available information developed in real time during the event. The information, times and figures herein are subject to revision based on further analysis and validation.

4 Figure 1 excludes transmission level customers impacted during this event.



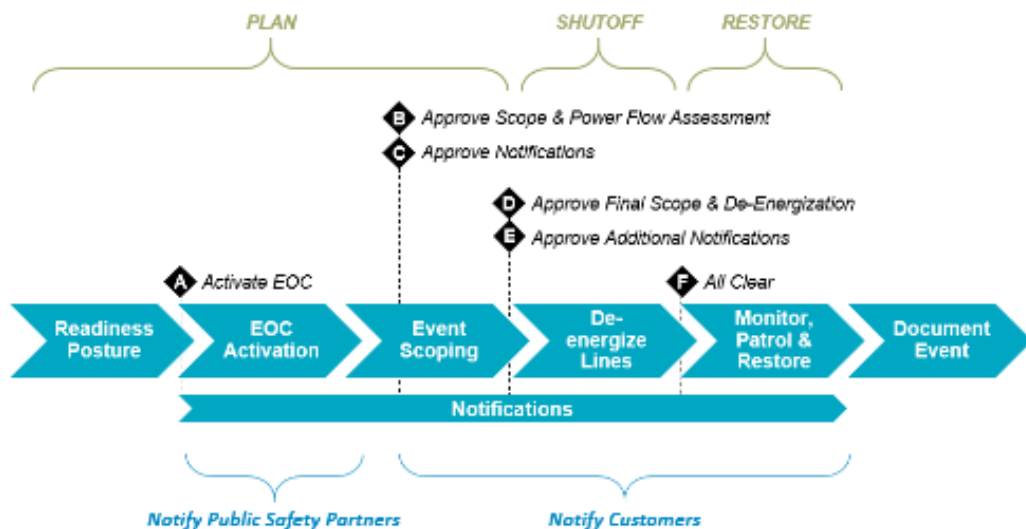
**Figure 1: Event Timelines**



PSPS Preparation and Scoping Process

This section explains the details and complexities of this process as implemented for the October 21-23, 2020 PSPS event. Figure 2 shows at a high level the process PG&E uses to prepare for and conduct a PSPS event.

**Figure 2: PG&E’s High-level PSPS Process Steps**



## Weather Forecasting and Event Scoping

PG&E considers implementing a PSPS event when the combination of strong, gusty winds and critically low humidity lies over areas with large, severely dry vegetative fuel loads, creating a high risk that vegetation blown or thrown into a power line or a spark from a power line could cause an ignition that could lead to a catastrophic wildfire.

The assessments described below began several days before the October 21, 2020 PSPS event. PG&E identifies the weather conditions that could create severe fire risk using high resolution internal weather forecasting models. The company also examines external forecasting services and sources, including but not limited to the European Center for Medium-Range Weather Forecasts (ECMWF), Global Forecast System (GFS), Northern and Southern Operations Predictive Services, the National Weather Service (NWS) and the National Oceanic and Atmospheric Administration (NOAA). PG&E bases its thresholds and guidance to identify critical fire risk on sophisticated analysis of three decades of historical weather data in and around California, complemented by extensive academic research.

If weather forecasts indicate a high likelihood of severe fire weather, PG&E identifies the meteorological footprint of severe fire weather and then identifies the distribution and transmission lines and other assets within that footprint. For distribution lines, the PG&E team determines which circuits are impacted and evaluates the ability to sectionalize circuits to limit the de-energization scope and resulting customer impact. For transmission lines, the PG&E team analyzes the wildfire risk of each transmission line within scope based on forecasted wind speeds and Utility Fire Potential Index (FPI) as well as structure type, historical outage performance, and recent enhanced inspection information. This informs an initial determination of which transmission lines are at risk and should be in scope for potential de-energization, subject to sectionalization potential. Then PG&E conducts a total impacts analysis resulting from the removal of the at-risk transmission lines including power flow analysis and system protection analysis, coordinated with the California Independent System Operator (CAISO), to determine system impacts.

Based on the above analyses, PG&E can determine how many customers may be subject to de-energization and further investigate mitigation options such as advanced switching solutions, sectionalization, the use of islanding, alternative grid solutions, and temporary generation to support customers who could lose transmission power sources but are located in areas that may be safe to keep energized.

PG&E monitors and forecasts weather over a multi-day horizon, so the company is able to anticipate when a PSPS event may be needed, activate its Emergency Operations Center (in this case, on Monday, October 19, 2020), and prepare ahead of any PSPS event. The PG&E Meteorology team updates weather forecasts approximately four times a day to monitor for changes in the weather event timing, strength and potential locations impacted. Weather shifts can force changes to PSPS scope and impacts at any point in time during PSPS planning and execution; this enables the company to avoid de-energization in some areas if fire-critical conditions lessen, but can also cause some areas and customers to move into de-energization scope late in the process as TP boundaries and timing shift.

## October 21, 2020 PSPS Event

The maps and timelines in Figure 3 show the changes to scope based on changing weather conditions. There were 12 TPs planned for de-energization at the start of the event, but ultimately only five TPs were de-energized.

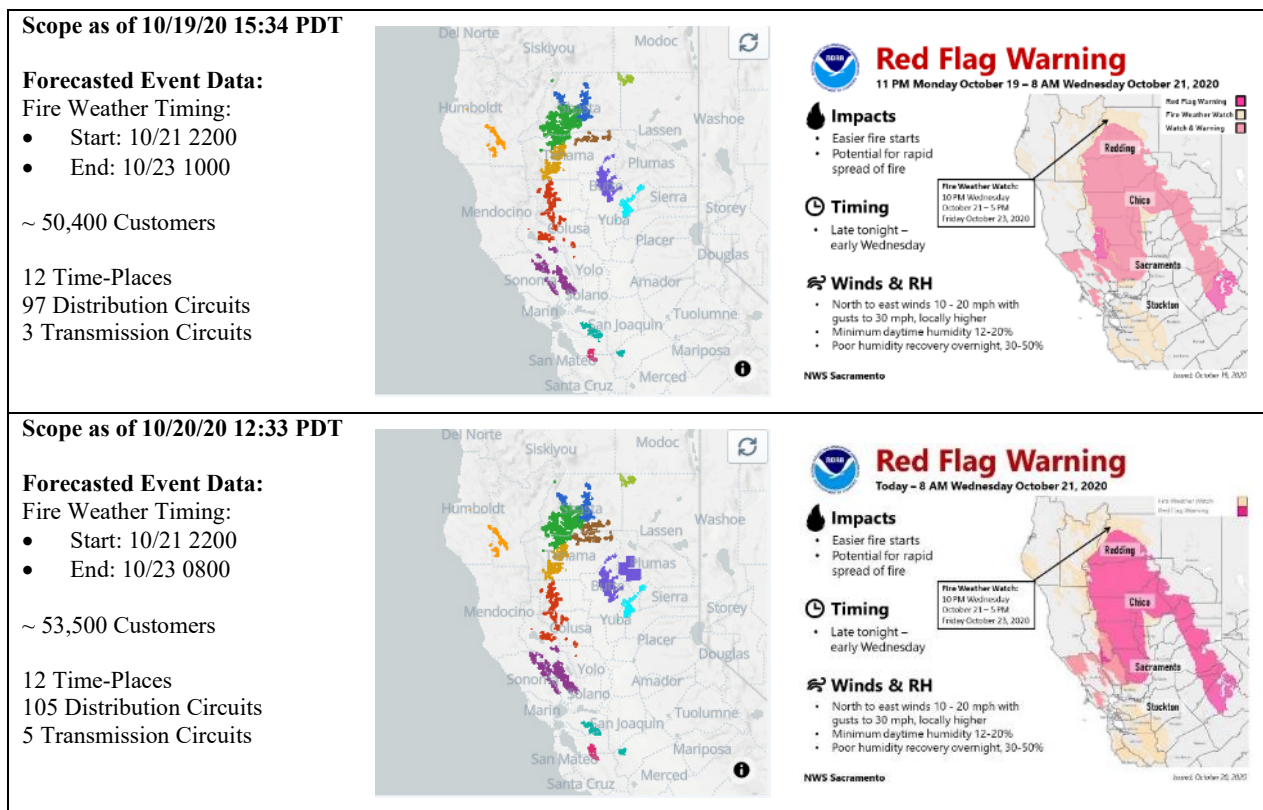
On October 18, results from PG&E's Operational Mesoscale Modeling System (POMMS) high-resolution model were corroborated with external forecasting information identifying the onset of extreme fire risk weather on October 21, affecting areas of Sierra Foothills and Northern California. On October 19, the weather forecasting models agreed that the start of extreme fire weather could begin on the night

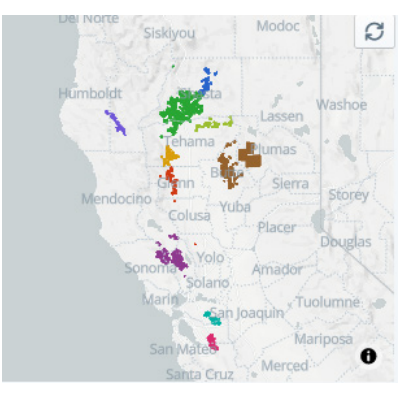
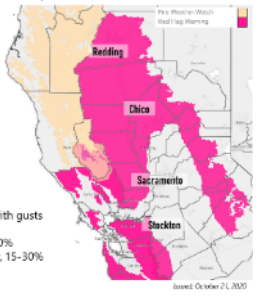
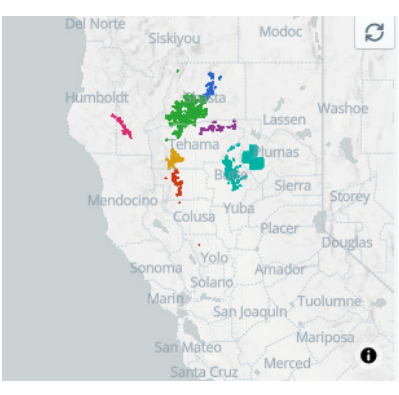
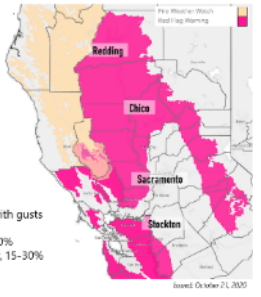
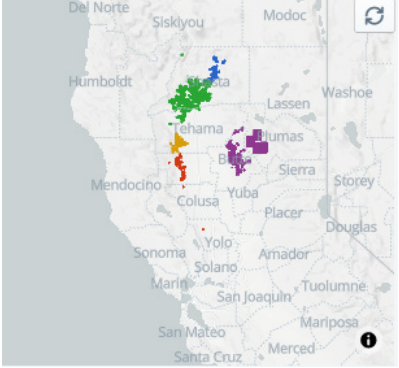
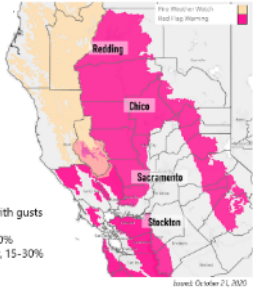
of October 21, encompassing the Northern Sierra Foothills and the higher elevations of the North Bay. As the expected start of severe fire weather neared, internal and external weather models converged and gave increasing confidence around the likely geographic scope and risk associated with the high fire risk.

PG&E’s expectations of severe fire danger were supported by NWS issuance on Sunday, October 18 of a Fire Weather Watch effective October 19 (elevated to a Red Flag Warning on October 19), anticipating high winds, low relative humidity and easy fire starts through October 21 across much of PG&E’s service territory. The NWS issued successive RFWs (shown in Figure 3 below) showing slightly shifting footprints through October 23 for the areas within PG&E’s PSPS scope. These were accompanied by “High Risk” warnings for strong and dry offshore winds from the Northern California Geographic Area Coordination Center and “Critical Fire Weather” from the NOAA Storm Prediction Center for the time periods of concern.

**Figure 3: PSPS Scope Changes as Weather Forecasts Change**

Each color indicates the geographic location of a different Time-Place for this PSPS event



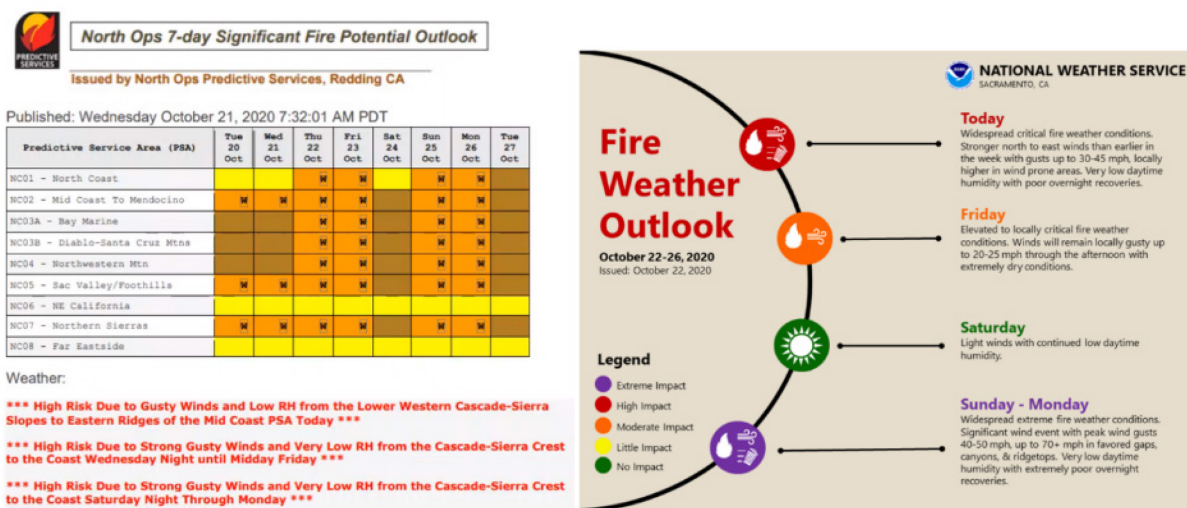
<p><b>Scope as of 10/21/20 13:10 PDT</b></p> <p><b>Forecasted Event Data:</b>  Fire Weather Timing:</p> <ul style="list-style-type: none"> <li>• Start: 10/21 22:00</li> <li>• End: 10/23 08:00</li> </ul> <p>~ 36,900 Customers</p> <p>10 Time-Places  59 Distribution Circuits  3 Transmission Circuits</p>		<p><b>Red Flag Warning</b>  Until 5 PM Friday, October 23<sup>rd</sup>, 2020</p> <p><b>Impacts</b></p> <ul style="list-style-type: none"> <li>• Easier fire starts</li> <li>• Potential for rapid spread of fire</li> </ul> <p><b>Timing</b></p> <ul style="list-style-type: none"> <li>• Thru Friday afternoon</li> </ul> <p><b>Winds &amp; RH</b></p> <ul style="list-style-type: none"> <li>• North to east winds 15-25 mph with gusts to 45 mph, locally higher</li> <li>• Minimum daytime humidity 10-20%</li> <li>• Poor humidity recovery overnight, 15-30%</li> </ul> <p>NWS Sacramento</p> 
<p><b>Scope as of 10/22/20 07:06 PDT</b></p> <p><b>Forecasted Event Data:</b>  Fire Weather Timing:</p> <ul style="list-style-type: none"> <li>• Start: 10/21 22:00</li> <li>• End: 10/23 08:00</li> </ul> <p>~ 32,500 Customers</p> <p>7 Time-Places  44 Distribution Circuits  3 Transmission Circuits</p>		<p><b>Red Flag Warning</b>  Until 5 PM Friday, October 23<sup>rd</sup>, 2020</p> <p><b>Impacts</b></p> <ul style="list-style-type: none"> <li>• Easier fire starts</li> <li>• Potential for rapid spread of fire</li> </ul> <p><b>Timing</b></p> <ul style="list-style-type: none"> <li>• Thru Friday afternoon</li> </ul> <p><b>Winds &amp; RH</b></p> <ul style="list-style-type: none"> <li>• North to east winds 15-25 mph with gusts to 45 mph, locally higher</li> <li>• Minimum daytime humidity 10-20%</li> <li>• Poor humidity recovery overnight, 15-30%</li> </ul> <p>NWS Sacramento</p> 
<p><b>Scope as of 10/22/20 13:43 PDT</b></p> <p><b>Forecasted Event Data:</b>  Fire Weather Timing:</p> <ul style="list-style-type: none"> <li>• Start: 10/21 22:00</li> <li>• End: 10/23 08:00</li> </ul> <p>~ 31,000 Customers</p> <p>5 Time-Places  42 Distribution Circuits  3 Transmission Circuits</p>		<p><b>Red Flag Warning</b>  Until 5 PM Friday, October 23<sup>rd</sup>, 2020</p> <p><b>Impacts</b></p> <ul style="list-style-type: none"> <li>• Easier fire starts</li> <li>• Potential for rapid spread of fire</li> </ul> <p><b>Timing</b></p> <ul style="list-style-type: none"> <li>• Thru Friday afternoon</li> </ul> <p><b>Winds &amp; RH</b></p> <ul style="list-style-type: none"> <li>• North to east winds 15-25 mph with gusts to 45 mph, locally higher</li> <li>• Minimum daytime humidity 10-20%</li> <li>• Poor humidity recovery overnight, 15-30%</li> </ul> <p>NWS Sacramento</p> 

Although the weather leading up to this event came in as strongly as expected, with low relative humidity, strong down-valley winds and strong wind gusts, the level of wind gusts and relative humidities that materialized turned out to be less fire-critical than all of the models had anticipated. Between Tuesday night and Wednesday morning, two of the initial 12 TPs were removed from scope entirely as updated weather models indicated that the winds would not pose potential for catastrophic fires in those areas. On Wednesday 10/21 PG&E proceeded with de-energization for TP 1 late in the day, but delayed the de-energization decision for TPs 2 and 3 until early the next morning, and de-scoped TPs 5, 6 and 7 entirely. In early afternoon of 10/21, TPs 9 and 12 were removed as well when field observations confirmed that wind gusts were not exceeding 30 mph. Ultimately, PG&E was able to remove five TPs from scope by monitoring weather conditions and cancelling de-energization as conditions waned, saving approximately 5,900 customers from de-energization, and de-energize only five TPs affecting approximately 31,000 customers.



On October 19, as PG&E was preparing for the October 21 PSPS event, PG&E and federal weather agencies identified the approach of a second fire weather threat anticipated on October 25, at a scale similar to or larger than PG&E’s 2019 October PPS events (two of which affected over 700,000 customers). By October 20, all forecasts identified the second, incoming event as having historically large pressure gradients that would create extraordinary fire threats across the state. (See, for instance, the warnings issued by GACC North Ops on October 21 and the NWS Outlook from October 22, shown in Figure 4). To address this threat, PG&E activated a second Emergency Operations Center PPS team to manage October 25 event preparations in parallel with the October 21 event. Given the close timing and large size anticipated for the October 25 event, some of PG&E’s operational decisions for the October 21 event were informed by the need to have resources ready for the second event.

**Figure 4: Fire Weather Warnings Issued During October 21 PPS Event for Subsequent October 25 Event**



Event Scoping and Preparation

PG&E’s Emergency Operations Center teams used the meteorology and distribution scopes available on October 19 to develop the initial transmission scoping review and power flow analysis. As the weather shifted, the team refined and iterated scoping analyses and mitigation strategies and repeatedly compared real-time weather conditions against critical fire risk thresholds before the decisions to de-energize were made on October 21 and 22.

PG&E crews conducted air and ground patrols of transmission assets throughout the planning period to confirm that assets were in safe operating condition before the weather event began.

Starting October 19 and continuing through the event, PG&E teams conducted a variety of activities to prepare for the upcoming PPS event. These included:

- Notifying and briefing county, state, and first responder officials to alert them to the locations and plans for the upcoming event.

- Planning and conducting all required customer notifications and public awareness activities, including:
  - Sending over 750,000 notifications via customer calls, texts and emails available in 13 written languages.
  - Confirming that affected Medical Baseline customers received notifications, including making in-person visits if confirmation of automated notification is not received.
  - Handling over 85,000 calls in PG&E’s call centers, including approximately 2,900 that were PSPS-related calls.
  - Sharing PSPS impact maps and information on PG&E’s website, so that customers could search their addresses, understand whether or not they were expected to be impacted and learn more about the PSPS event and available resources.
  - Planning the locations and preparations for CRCs to serve each county affected by the likely PSPS event.
- Conducting additional vegetation management to remove potentially hazardous trees near key transmission lines in an effort to mitigate their risk and safely keep those lines energized.
- Designing and implementing mitigation plans to reduce the number of areas and customers in scope:
  - Caribou hydroelectric powerhouses and nearby substations and sectionalization devices were used to isolate and safely energize customers who would otherwise have been de-energized.
  - Planning temporary generation support needs.
  - Developing and refining switching plans to mitigate customer impacts where possible.
  - Examining distribution and transmission scopes to determine where circuit sectionalization devices could be used to electrically and geographically narrow the areas de-energized to reduce the number of customers affected.

### PSPS De-energization Decision

At the time of the de-energization decision on October 21, all the weather sources and forecasts corroborated that there was severe fire weather risk ahead. The RFW issued by the NWS that morning covered over 1.0 million PG&E customers, and the High Risk forecast footprint from the Geographic Area Coordination Centers covered over 3.6 million customers.

PG&E leaders reviewed the latest weather information and fire risk analyses and considered the alternatives to de-energization for the in-scope PSPS areas, including potential mitigations and customer notifications. The Officer in Charge and Incident Commander determined that de-energization was a necessary measure to protect public safety in these areas.<sup>5</sup>

The PG&E team studies weather forecasts and real-time observations continually throughout each PSPS event, to assure that any de-energizations needed track closely to actual weather conditions. Weather adjustments can include pulling a de-energization time earlier if the weather threat gets stronger earlier than forecasts indicated, delaying de-energization if bad weather is advancing more slowly than expected,

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<sup>5</sup> Detailed information on PG&E’s decision to de-energize can be found in Section 2.

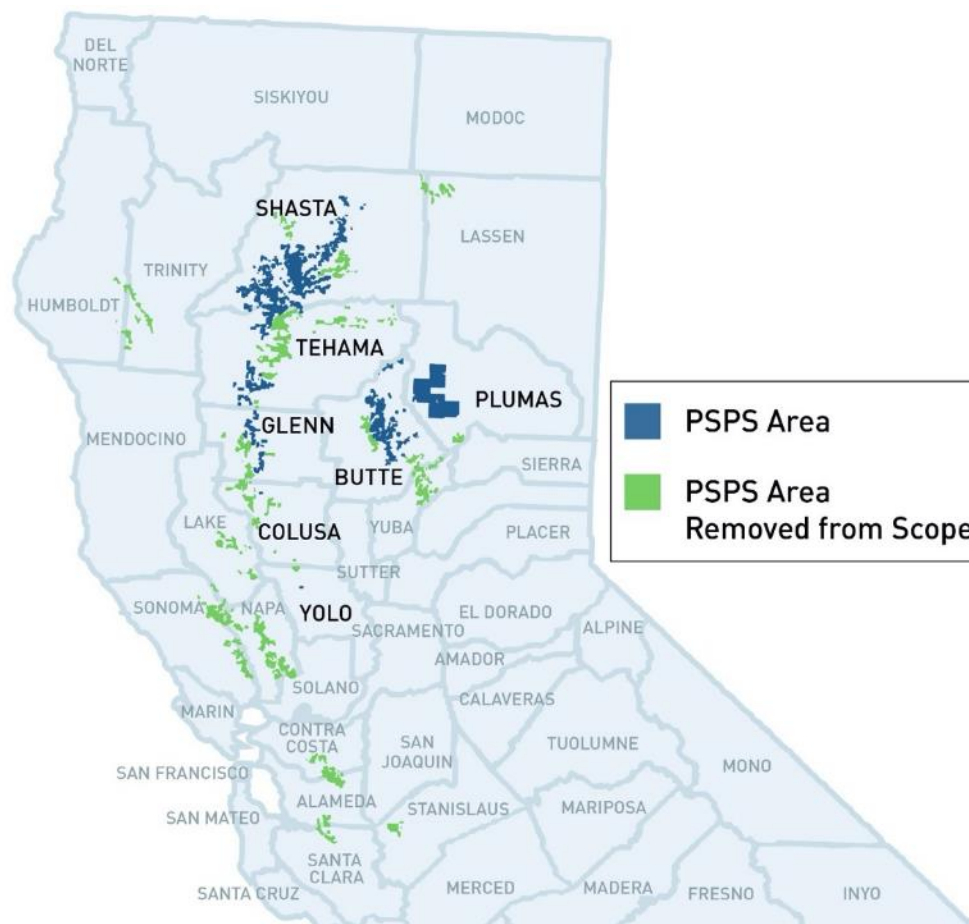
widening scope if the area of fire risk broadens, and shrinking or descopeing one or more Time-Places if changes in the weather lessen the fire threat.

In this event, due to changes in the level and spread of high-speed winds, PG&E was able to descope and avoid de-energizing approximately 5,900 customers in five Time-Places between Wednesday night and Thursday afternoon.

#### During the PSPS Event, October 21 Through 23, 2020

This PSPS event affected 30,154 customers in five TPs. The final de-energization footprint is shown in Figure 5.

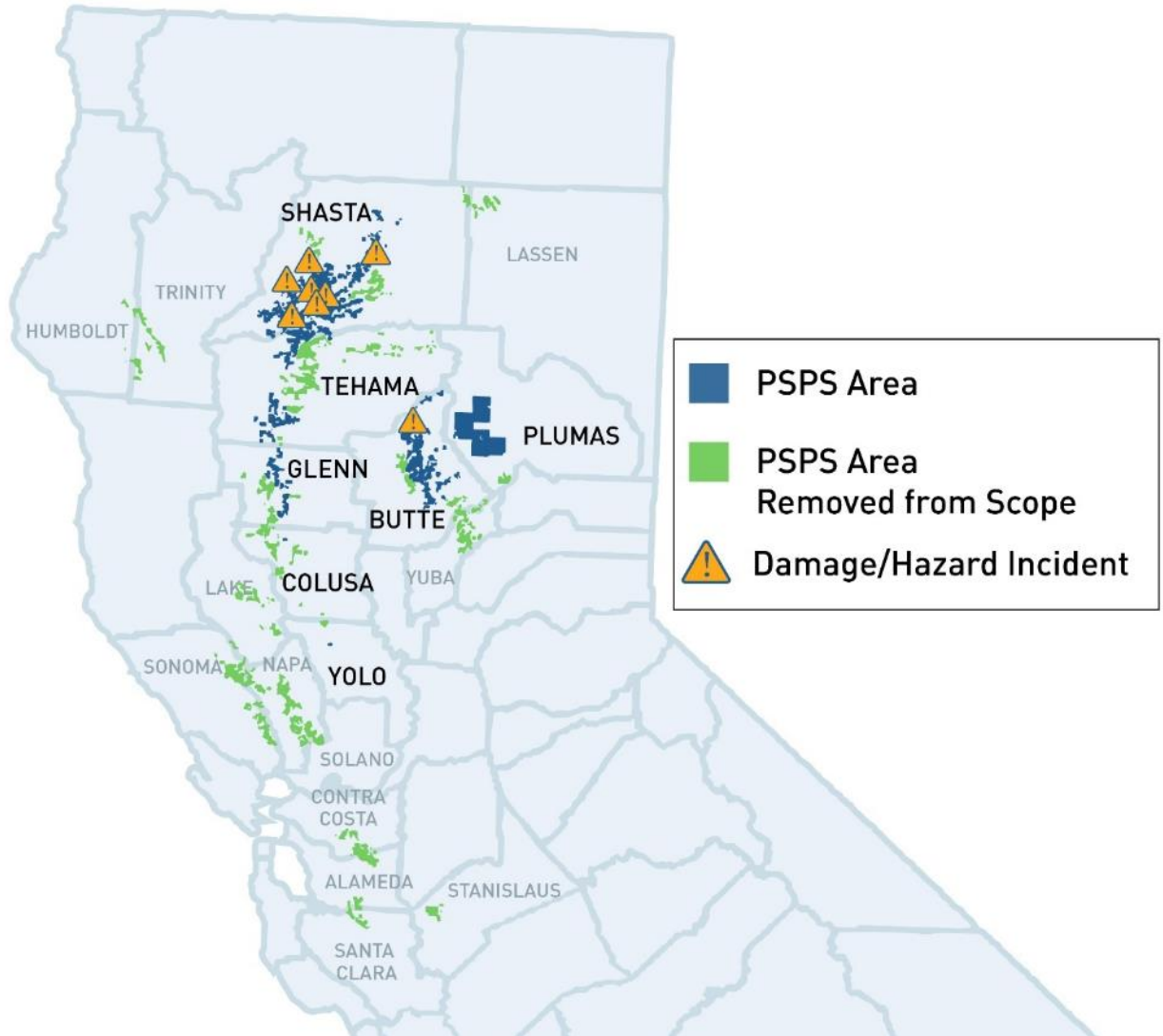
**Figure 5: Map of October 21-23, PSPS Event De-energization Footprint**



#### Wind Speeds and Equipment Damage Reported

Over the period of de-energization, PG&E's weather station network recorded wind gust speeds up to 56 mph in the counties impacted by PPS. In the system patrols and inspections preceding re-energization, PG&E crews identified eight different incidents of equipment damages and hazards resulting from high winds. (See Figure 6)

**Figure 6: Equipment Damages and Hazards from High Winds within the PSPS Footprint**

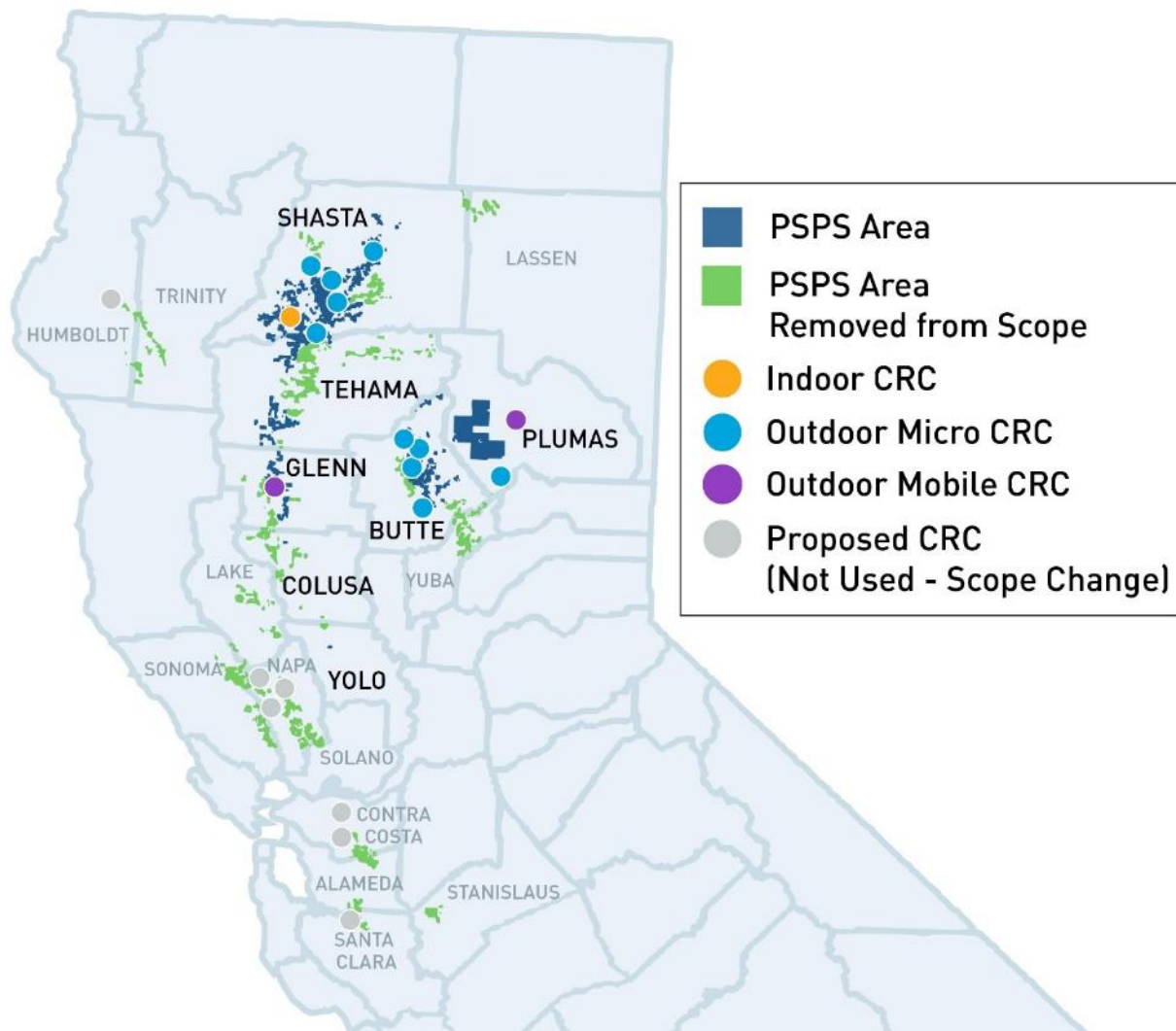


Customer Resources

During the event, PG&E opened a total of 19 Community Resource Centers (CRCs) to support customers across and near the PSPS-affected areas. Figure 7 shows these locations. The one indoor CRC and 18 outdoor CRCs ultimately served approximately 1,500 visitors, providing information, grab-and-go bags of snacks, phone chargers, water, and other benefits for visiting customers.



**Figure 7: CRC Locations**



Engagement with Community Based Organizations and Multicultural Media Organizations

PG&E partnered with 14 CBOs (“CBO resource partners”) that offered various services to customers identified to be potentially impacted by this event. These partners included nine local Independent Living Centers (ILCs) and California Foundation for Independent Living Centers, three Food Banks, and two Meals on Wheels organizations. During the event, seven additional organizations that support PG&E’s Portable Battery Program prioritized battery delivery to eligible customers within impacted counties. Through these partnerships, PG&E has provided a cumulative total of over 1,675 portable batteries to date in 2020 leading up to and during this event to qualifying customers who need power during a PSPS event. Additionally, during the event, these resource partners provided over 900 boxes of food replacement, supported over 100 seniors with an additional meal and wellness check, arranged approximately 80 hotel stays to give customers in need an energized place to stay during the outage, provided approximately 80 food vouchers and 10 gas cards, and transported two customers to a hotel.

PG&E also coordinated with 38 multicultural media organizations to supplement PG&E’s translated communications to customers in over 12 languages and shared event update information with over 250

“information-based” CBOs, including press releases, fact sheets, and other relevant information that they could share with their constituents to expand our reach of communications.

### PSPS Service Restoration

All customers impacted by this PSPS event were restored to service by Friday October 23 by 16:00 PDT. This accomplishment met PG&E’s goal of restoring 98% of customers within 12 daylight hours of the Weather All Clear.

PG&E meteorologists monitor real-time weather conditions from a network of over 900 field weather stations, over 230 high-definition cameras, weather satellites, and field observers to determine when weather conditions (mostly winds) have abated sufficiently to declare the Weather All Clear in each area and circuit. After the Weather All Clear, PG&E crews patrol the lines that were de-energized in the weather footprint to identify any damages or hazards on PG&E facilities. The patrol and inspection process used 14 helicopters and approximately 1,100 on-the-ground personnel to begin patrols on the approximately 1,800 miles of distribution circuits and approximately 170 miles of transmission circuits that had been de-energized.

Distribution and transmission operators begin restoring service to the portions of the system that have been found intact and safe to energize; any assets that were damaged need to be repaired before they can be safely restored, so the system may be sectionalized around those areas to restore as many customers as possible as quickly as it is safe to do so.

### PSPS Mitigations

PG&E has been working to reduce the disruptions caused by PSPS by making the events smaller, shorter and smarter. For this event, we were able to achieve that goal through several means:

- This event affected approximately 48% fewer customers than similar weather conditions would have caused in 2019, thanks to improvements in PG&E’s weather modeling, system enhancements and improved electric system scoping tools.
- This event was shorter, with most customers whom we are able to serve restored to service within 12 daylight hours of their respective Weather All Clears thanks to the use of pre-positioned patrol crews and 14 helicopters conducting aerial patrols to expedite inspection, repairs and restoration.
- Weather All Clears were declared on a geographically granular basis, allowing customers to be restored as the weather event passed through the impacted areas, by using PG&E’s network of fire monitoring cameras, weather stations and field observers to determine local weather conditions for smaller sections of the grid.
- This event was smarter and more effective in our customer and partner communications, thanks to extensive improvements in our website, customer notifications, use of social media and outreach, Community Resource Centers and other efforts to support customers and communities.

## **Section 2 – Explanation of PG&E’s Decision to De-energize**

This first part of Section 2 addresses the tools and technical considerations PG&E uses to determine where and why de-energization is necessary to protect public safety. The next part addresses alternatives considered and mitigations used to reduce the scope and impact of PSPS de-energization. The third part reviews the assessment of benefits versus the public safety risks of PSPS de-energization. Given the critical fire danger prevailing across Northern and Central California at this time, PG&E believes that the public safety benefits of de-energization far exceed the public safety risks of a well-planned, well-executed PSPS event.

Section 16 offers extensive meteorological detail on the meteorological factors and developments preceding and during the PSPS event.

### **All factors considered in the decision to de-energize, including wind speed, temperature, humidity and vegetation moisture in the vicinity of the de-energized circuits.**

#### **Response:**

The decision to de-energize for public safety is not based on a single factor. PG&E considers many factors, including internal and external tools and information.

#### **Internal PG&E Analyses and Tools**

PG&E uses a suite of sophisticated analytical tools and databases to support de-energization scoping and execution decisions:

- PG&E Utility Fire Potential Index (FPI) R5+ ratings indicate critical fire danger and high potential for large fire growth based on fuel moisture content, humidity, wind speed, air temperature, land type with prevailing vegetation type, and historical fire occurrences.
- PG&E’s Large Fire Probability (LFP) model identifies areas on PG&E’s distribution and transmission systems with high wind-driven outage probability combined with high probability of a large fire if an ignition were to occur.
- On the distribution system, the Distribution Large Fire Probability Model (LFP<sub>D</sub>) is a product of PG&E’s Outage Producing Wind (OPW) model and FPI models. The LFP<sub>D</sub> model provides hourly output at 2km model resolution and highlights locations with concurrence of a high probability for large fires and high probability of wind-related outages on PG&E’s distribution system. Distribution scoping also relies upon a Black Swan filter containing the set of minimum fire conditions that collectively justify placing an area in scope. The Black Swan filter is a backstop method to identify critical fire conditions that may not be identified through the LFP<sub>D</sub> analysis.
- On the transmission system, the Transmission Large Fire Probability Model (LFP<sub>T</sub>) is the product of PG&E’s Transmission Operability Assessment (OA) model and FPI models. The LFP<sub>T</sub> model provides hourly forecast outputs for each transmission structure. The model highlights locations with both an increased probability for large fires and high probability of wind-related failures on PG&E’s transmission system. The Transmission Operability Assessment model uses extensive statistical information on individual transmission structures and their performance under various conditions in combination with localized meteorology data, probability of failure using structure-level asset data, consequence measures of the impact of a potential wildfire, vegetation risk based on spatial attributes from LiDAR (e.g., tree height, slope, aspect, outage history, proximity and placement relative to the line), pending high priority equipment repairs, and idle line status, to

estimate the likelihood that each individual transmission structure can withstand varying high wind levels. The transmission asset analysis identifies select transmission lines as below risk thresholds based on the forecasted weather conditions; these lines stay in service to minimize customer impacts. Lines deemed to be at a higher risk of catastrophic wildfire remain in scope for de-energization. As with distribution, PG&E reviews a set of Transmission Black Swan conditions to be sure that any areas facing high fire risk are not left out of de-energization scope.

- PG&E conducts a Power Flow Analysis on the in-scope transmission lines to analyze any potential downstream impacts of load shedding, coordinated this with the California Independent System Operator (CAISO), and confirms solution feasibility with Transmission System Protection.

External PSPS Decision Inputs

PG&E coordinates and compares its fire risk forecasts against those of external agencies, for validation that there is shared recognition of high fire risk across the California meteorology community. Between October 19 and 22, PG&E’s analysis of fire risk justifying a PSPS event was validated by numerous sources and warnings:

- Model data from public weather models including pressure gradient forecasts between Redding and Sacramento and between San Francisco and Winnemucca. Both are known indicators of offshore winds and severe fire weather for northern California.
- NWS issuance of Fire Weather Watches and Red Flag Warnings
- Northern and Southern CA Predictive Services units of the Geographic Area Coordination Centers (GACC) forecasts of “High Risk” zones with Critical Burn Environment factors and Wind Ignition Triggers
- The National Oceanic and Atmospheric Administration’s (NOAA) Storm Prediction Center’s Fire Weather Outlooks indicating Elevated and Critical fire-weather conditions across California.

Table 1 summarizes the federal-sourced hazardous weather conditions projected in PG&E’s service territory on October 21, 2020; Figure 8 shows the Red Flag Warning issued by the NWS San Francisco-Monterey office for the greater Bay Area starting Wednesday, October 21.

**Table 1: National Weather Service Summary, Weather Conditions and Hazards Supporting Conclusion of Severe Fire Weather Risk on October 21, 2020**

<b>CA Hazards Summary</b>			
<small>Last Update Wed Oct 21 12:57pm (Refreshes every 5 minutes) (Help+)</small> <small>This is an experimental display of our hazard products. This page may change without notice.</small>			
California	Begins	Ends	Last Updated
Red Flag Warning (STO) +	Now	Fri Oct 23 7:00pm	3hrs ago
Red Flag Warning (STO) +	Now	Fri Oct 23 7:00pm	3hrs ago
Red Flag Warning (MTR) +		Fri Oct 23 10:00am	2hrs 58mins ago
Red Flag Warning (MTR) +	Thu Oct 22 3:00am	Fri Oct 23 10:00am	2hrs 58mins ago
Red Flag Warning (MTR) +	Thu Oct 22 12:00am	Fri Oct 23 10:00am	2hrs 58mins ago
Red Flag Warning (EKA) +		Fri Oct 23 1:00pm	2hrs 30mins ago
Red Flag Warning (EKA) +	Thu Oct 22 5:00am	Fri Oct 23 1:00pm	2hrs 30mins ago
Freeze Warning (MFR) +	Thu Oct 22 4:00am	Thu Oct 22 11:00am	7hrs ago
Freeze Warning (EKA) +	Thu Oct 22 5:00am	Thu Oct 22 10:00am	24mins ago
Freeze Watch (REV) +	Fri Oct 23 3:00am	Fri Oct 23 10:00am	7hrs ago
Fire Weather Watch (MFR) +	Thu Oct 22 1:00pm	Fri Oct 23 1:00pm	21hrs ago
Air Quality Alert (HNX) +		Thu Oct 22 7:00pm	18hrs ago

Figure 8: NWS San Francisco Red Flag Warning issued October 20 for October 21-23, 2020

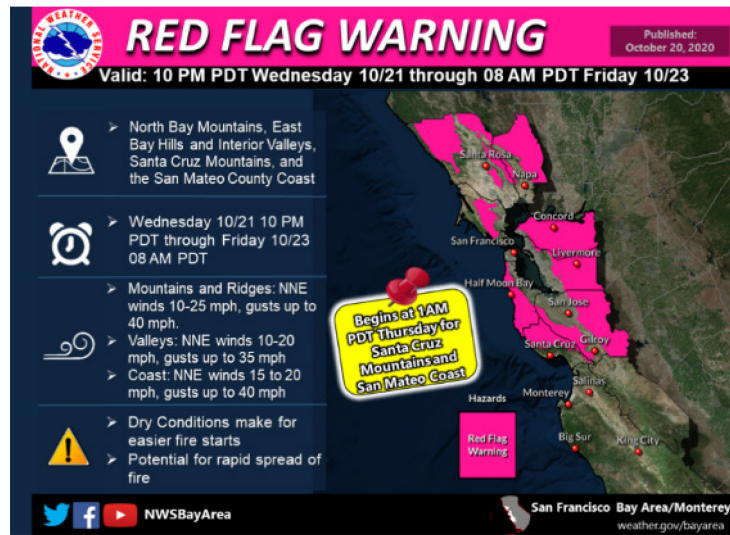
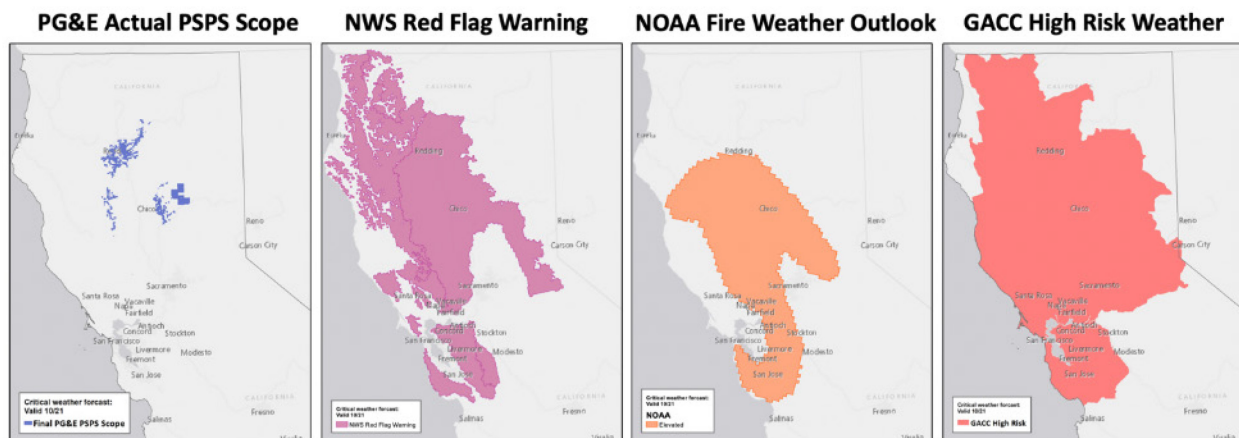


Figure 9 shows Federal Agency forecast maps of geographic extent and timing of critical fire risk periods (e.g., Red Flag Warnings) for October 21, the date when PG&E made the decision to proceed with de-energizing the first set of customers expected to be in scope for this PSPS event. The National Weather Service’s Red Flag Warning covered over 1.0 million PG&E customers; the National Oceanic & Atmospheric Administration’s Fire Weather Outlook covered 1.7 million PG&E customers; and the GACC North Operations High Risk Weather Outlook covered 3.6 million PG&E customers.

Figure 9: Comparison of Federal Agency Severe Fire Weather Warning Footprints



There were many hot spots remaining from previous large fires, but few large wildfires active within Northern and Central California on October 21, highlighting the highly flammable character of vegetation and on-going danger of fire ignitions at the time this PSPS event got under way.

**An explanation of the decision to de-energize, including an explanation of alternatives considered and mitigation measures used to decrease the risk of utility-caused wildfires in de-energized area.**

**Response:**

In light of the meteorological information indicating the potential for catastrophic wildfire and the customer impacts from mitigating that fire risk through de-energization, PG&E considered whether alternatives to de-energizing, such as additional vegetation management and disabling automatic reclosers, could adequately reduce the risk of catastrophic wildfire to obviate the need for de-energization. PG&E determined that these measures alone did not reduce the risk of catastrophic wildfire in areas within the PSPS scope sufficiently to protect public safety.

- PG&E conducted hazard tree mitigation efforts on circuits potentially in PSPS scope in the days leading up to the event and continued up through the day of de-energization. Tree-trimming near a utility line can keep limbs and trunks from nearby trees from falling into a line, but it does not mitigate against broken limbs from distant trees outside the vegetation management perimeter that could blow into a line or break utility equipment.
- PG&E conducted pre-patrols of circuits and equipment in de-energization scope in the days leading up to the time of de-energization.
- The company disabled automatic reclosing in Tier 2 and Tier 3 areas.
- PG&E deployed Safety and Infrastructure Protection Teams (SIPT) crews for real-time observations

Given the forecasted high wind gust speeds, which can break tree limbs and utility equipment, and high windspeeds, which can blow vegetation and flying debris into power lines and blow sparks into dry vegetation, PG&E determined that these other measures were not adequate alternatives to mitigate the risk of catastrophic wildfire. Only shutting off the power in the areas within the PSPS scope was sufficient protection against that risk.

The company considered the public safety impacts of de-energizing by looking at the total count of impacted customers and the impact of potential de-energization upon medical baseline customers, critical facilities, back-up generation capabilities of critical facilities that pose societal impact risks if de-energized (e.g., critical infrastructure).

- Given the broad geographic scope of this fire weather threat as reported by federal agency partners, by narrowing the actual PSPS event scope to less than 5% of the number of customers under National Weather Service RFW scope, we significantly reduced the public safety impacts of de-energization by de-energizing smaller segments of the grid within the close confines of the fire-critical weather footprint, rather than de-energizing hundreds of thousands of customers in large urban areas.
- PG&E used sectionalization and alternative switching solutions to narrow the scope and number of customers affected.
- We used islanding to keep more customers energized.
- We reduced the public safety impacts of the de-energization by providing Community Resource Centers to support customers in those affected communities.
- We provided extensive support to vulnerable customers through service provision arrangements with Community for Independent Living Center affiliates, Meals on Wheels, and local food bank services.

PG&E reviewed the efforts to mitigate adverse impacts on the customers and communities in areas where power shutoffs were likely. These efforts included:

- More refined weather analysis tools covering geographically smaller areas, to facilitate identification of smaller de-energization scopes affecting relatively fewer customers.
- Extensive use of advanced notifications and outreach tools to notify impacted customers of the expected upcoming de-energization.
- Islanding, temporary generation, alternate grid solutions, and sectionalizing solutions to reduce and mitigate the number of customers de-energized.
- Community Resource Centers and other measures to assist vulnerable customers.
- Use of an extensive camera, weather station and satellite weather monitoring network and on-the-ground personnel to collect real-time observations to inform and speed the identification of Weather All Clear times in more precise, smaller areas, to get customers back in service faster.
- Readiness and increased resources for restoration efforts, including use of helicopters and fixed wing aircraft, to conduct line safety patrols after the Weather All Clear and restore service to safe lines as quickly as possible subject to operational safety and ability to access equipment for patrol and any needed repairs.

### **An explanation of how the utility determined that the benefit of de-energization outweighed potential public safety risks.**

#### **Response:**

The principal benefit of de-energization is that PG&E avoids the possibility that its equipment causes a catastrophic wildfire that could harm Californians' lives and property. We know, sadly, that utility-caused wildfires are not hypothetical events – the CPUC has authorized California's utilities to conduct PSPS events specifically to prevent such ignitions and protect public safety in Resolution ESRB-8, which states, "De-energization of electric facilities could save lives, protect property, and prevent fires." The California Governor's Office on Planning and Research wrote, "California is moving into an era of more catastrophic wildfires, as climate change, population growth, land use patterns, and inadequate forest management practices converge to put more people and acres at risk. Electric utilities play a role in roughly ten percent of California's wildfires, but utility-started fires are often the most destructive because they happen in tandem with high winds and usually occur in populated areas."<sup>6</sup>

The suite of tools PG&E uses to identify scope for de-energization is not intended to identify and prevent every potential utility-caused wildfire within the areas with extreme fire risk. Rather, these tools and policies are intended to identify those areas within the high fire risk zones in which a spark and ignition could cause a catastrophic wildfire, as distinguished from a smaller wildfire that might not threaten lives and property nor grow quickly into a much larger threat. This important distinction reduces the scope of de-energization and reduces the number of customers and communities affected by each event.

The public safety risks of a PSPS de-energization are that customers and communities must spend a day or more without electricity. These risks and costs include discomfort, potential health problems associated with COVID, potential food or medication loss or loss of energy to support medical devices, loss of

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<sup>6</sup> Letter from Office Director Kate Gordon in, "Final Report of the Commission on Catastrophic Wildfire Cost and Recovery," June 2019.

access to air conditioning and air filtration under heavy smoke conditions, and inconvenience (to name a few). These costs cannot be quantified. As summarized above and discussed in more detail in later Sections of this report, we work to mitigate and lessen these costs for our customers using many PSPS scope reduction and mitigation methods, including advance notifications, CRCs, food replacement efforts and extra measures for vulnerable customers.

For this PSPS event, based on the factors described in this section, PG&E determined there was an imminent and significant risk of strong winds impacting PG&E assets, and a significant risk of large, catastrophic wildfires should ignitions occur. PG&E determined that the alternatives to de-energization (discussed above) were not adequate to mitigate this risk and that the public safety risk of catastrophic wildfire outweighed the public safety impacts of the proposed de-energization scope. In making this decision, PG&E reviewed all steps that had been taken or that were in progress to mitigate adverse impacts on customers. PG&E determined that a PSPS was warranted and necessary to reduce the risk of catastrophic wildfire for public safety, and thus approved a series of decisions to de-energize portions of our grid to address that risk and protect the customers and communities we serve, as authorized in CPUC Sections 451 and 399.2(a) and described in ESRB-8.<sup>7</sup>

### Background on Wildfire Risk

Study of over 30 years of meteorological conditions and fire history has established the weather, fuel, environmental and other conditions that are associated with wildfires in our service area:

- The existence of high winds that could cause faults or ignitions, as from broken or slapping equipment or from vegetation blown into utility equipment, causing sparks that could lead to an ignition and help a small fire spread quickly.
- The presence of low humidity and very dry vegetative fuels that could spread fire from such ignition.
- Local conditions such as spatial topography and vegetation that could lead a small ignition to grow rapidly.
- The nearby presence of multiple human structures, communities and lives that could be at risk from a fast-spreading fire, particularly if the local topology limits first responder access and local evacuation.

PG&E has committed extensive research and effort in studying historical weather and environmental conditions that associated with the occurrence of catastrophic wildfires in Northern and Central California, and has developed predictive tools and criteria for identifying when such conditions will occur today.

- Building on extensive academic and scientific research, historical data and back-testing, PG&E's Operational Mesoscale Modeling System (POMMS) model predicts hourly weather conditions, including winds and wind gusts, across PG&E's service territory at 2x2 km and 3x3 km granularity, to forecast and identify those areas facing significant wildfire risk.
- PG&E uses detailed federal and other data sources on the types and density of vegetation across its territory, including collecting aerial images of vegetation near its powerlines. We also use regular measurements of Relative Humidity in the air and Dry Fuel Moisture measurements of vegetation to assess the flammability and spread rate of vegetation across northern and central

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<sup>7</sup> California Public Utilities Code (PU Code) Sections 451 and 399.2(a) give electric utilities authority to shut off electric power in order to protect public safety. This authority includes shutting off power for the prevention of fires caused by strong winds.



California. This information is compiled and analyzed in PG&E's Utility Fire Potential Index (FPI) model to determine the susceptibility of each area to fire ignition and rapid spread.

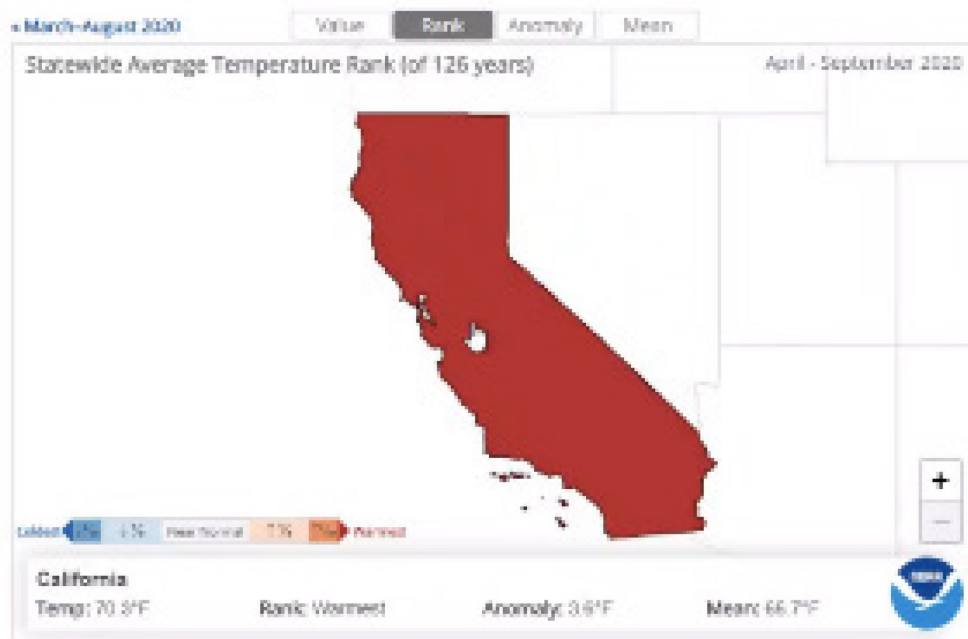
- Since most utility-caused fires are associated with high winds and strong gusty winds, PG&E's Outage Producing Winds (OPW) model analyzes the likelihood that sustained winds or wind gusts might damage a piece of PG&E equipment and cause an equipment failure that could lead to sparking and ignition. The OPW predictions vary according to the type of equipment and its age and materials.
- PG&E has data on and analyses of the vegetation in proximity to our electrical equipment and the likelihood that despite aggressive vegetation management techniques, trees near and beyond our lines could grow into, fall into or blow into lines under heavy winds, causing sparks or equipment failure that could lead to an ignition.

#### Weather Corroboration of Fire Risk and De-energization Need

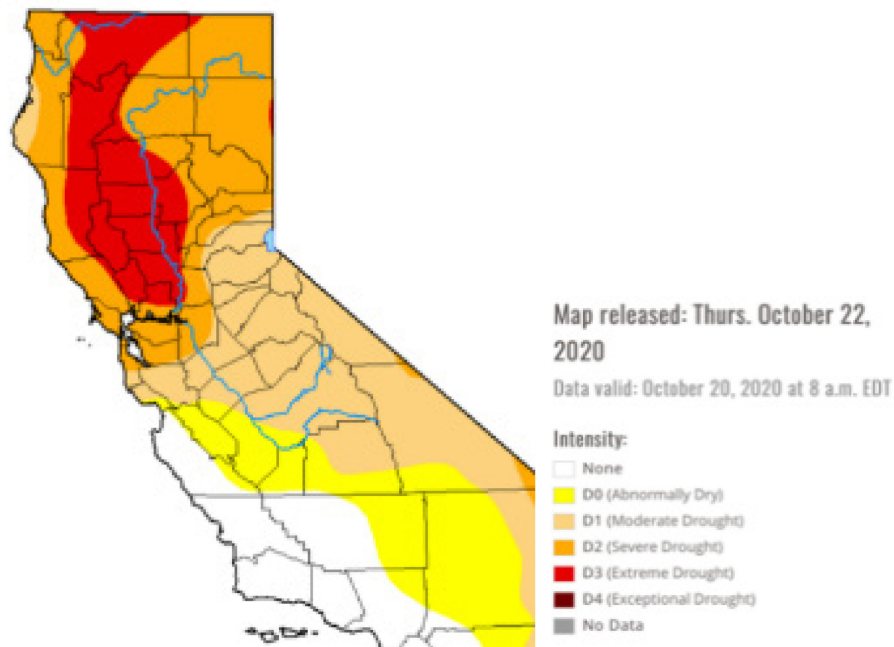
In the fall of 2020, every factor that increases the likelihood and severity of a wildfire indicates that fire danger is very high – particularly in October, historically the peak month for wildfires in PG&E's service territory. It is reasonable for PG&E to expect that any potential ignition could cause a fire because:

- California has experienced unprecedented high temperatures over the past months - the last 6 months have been the hottest in 126 years on record for the state according to the National Climate Data Center, as illustrated in Figure 10. These temperatures have dried out vegetation, making it highly flammable and fueling wildfires across northern and central California.
- The U.S. Drought Monitor indicates that most of Northern California is in severe to extreme drought at this time. (See Figure 11)
- Live fuel moisture values are at critical levels in the lower and middle elevations and dead fuel moisture values are at critical levels and historically low in some areas. (See Figure 12)
- The latest National Interagency Fire Center Wildland Fire Potential Outlook warns of above-normal large wildland fire potential for most of Northern California for October, followed by normal large fire potential for November and December.
- The federal Northern California Geographic Area's Fuels and Fire Behavior Advisory warns that extreme fire behavior and rapid to dangerous rates of fire spread will occur in October during periods of low humidity and breezy conditions.
- Actual fire experience statewide over the last two months, including the extensive set of lightning-caused fires in August and the long-burning fires across our service territory, indicate the dangerous reality resulting from the confluence of these critical fire weather conditions.

**Figure 10: California's Average Temperatures from March to August 2020 the Highest Ever (NOAA)**



**Figure 11: Northern California in Extreme Drought (U.S. Drought Monitor)**



**Figure 12: PG&E Utility Fire Potential Index Ratings for October 21, 2020 Compared to National Drought Monitoring Center Vegetation Drought Response Index**

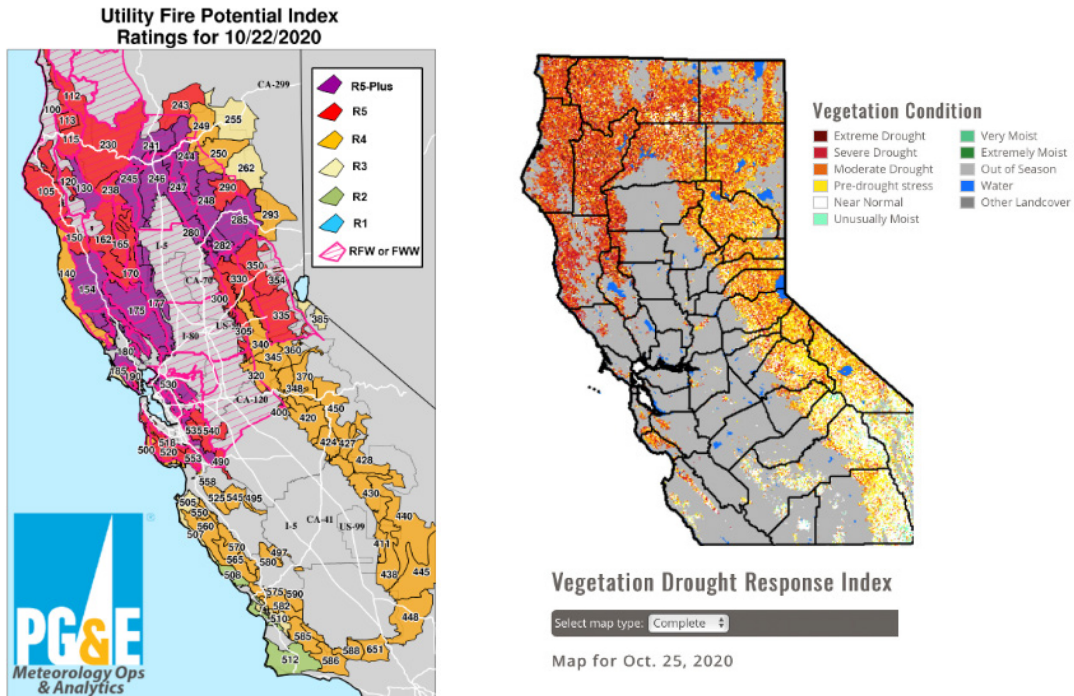


Figure 12 reinforces the magnitude of fire risk this fall and PG&E’s sense that de-energization this October is a necessity rather than an option. The map to the left shows the Fire Index Areas (FIAs) in PG&E’s service territory for October 22. PG&E scopes its PSPS events within those FIAs that have fire risk rating R5-Plus from PG&E’s Utility Fire Potential Index model. The right-hand map shows the areas where California vegetation is critically dry and flammable following a summer and fall of extreme heat and moderate to severe drought. As these maps show, there is a strong correlation between the areas with vegetation in severe drought conditions and the FIAs that have the highest fire risk (R5 and R5-Plus).

All meteorological analyses establish that high winds in California create significant fire threat and exacerbate fire spread. The National Weather Service issues a Red Flag Warning to indicate critical fire weather conditions under which any fire that develops will likely spread rapidly; Cal Fire states, “The types of weather patterns that cause a watch or warning include low relative humidity, strong winds, dry fuels, the possibility of dry lightning strikes, or any combination of the above.” As noted previously, PG&E’s PSPS events consistently occur during periods and in areas that federal authorities have identified as having extreme fire risk including the presence of strong winds.

Damage Corroboration of Wind Risk and De-energization Need

High winds can break trees that fall into power lines and break tree limbs that blow into power lines. Any such contact with energized equipment can cause arcing (electrical sparks). After every PSPS event PG&E has executed to date, we have found significant numbers of wind-caused damages (where winds or wind-blown vegetation have broken some PG&E equipment) or hazards (where tree limbs have blown into lines and could have caused arcing). Some of the eight damage and hazard occurrences that occurred during this PSPS event are illustrated in Section 5 below. Many of these damage or hazard instances could have caused an ignition and potential wildfire had the electric lines involved been energized at the time. Therefore, PG&E believes we have no choice but to de-energize lines under critical fire weather conditions, to avoid creating potential ignitions that could become catastrophic wildfires.

### **Section 3 – Time, Place, and Duration**

**The time, place and duration of the event and whether the areas affected by the de-energization are classified as Zone 1, Tier 2, or Tier 3 per the definition in General Order 95, Rule 21.2-D.**

**Response:**

The PSPS event occurred over the timeframe of October 21 to 23, 2020 in five different Time-Places located across seven counties in Northern California.

Appendix A lists circuits de-energized along with the following for each circuit:

- Communities served
- De-energization date / time
- Restoration date / time
- General Order (GO) 95, Rule 21.2-D Zone 1, Tier 2, or Tier 3 classification.

## **Section 4 – Affected Customers**

**The number of affected customers, broken down by residential, medical baseline, commercial/industrial and other.**

**Response:**

A total of 30,154 customers were affected during the PSPS event. Of the customers impacted, a total of 30,153 distribution customers were de-energized including 27,256<sup>8</sup> residential, 2,477 medical baseline, 2,690 commercial/industrial, and 207 "other" customers. One transmission-level entity was impacted.<sup>9</sup>

Appendix A lists circuits de-energized along with the following information for each circuit:

- Total number of customers affected
- Residential customers affected
- Medical Baseline customers affected
- Commercial/industrial customers affected
- Other<sup>10</sup> customers affected.

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<sup>8</sup> Medical Baseline Customers are included within the count of residential customers affected.

<sup>9</sup> The transmission-level entity is normally served from a line that remained energized by Caribou Island, however PG&E asked the entity to set up their own island configuration to maintain stability and reliability of the Caribou Island.

<sup>10</sup> "Other" includes customers that do not fall under the residential or commercial / industrial categories such as governmental agencies, traffic lights, agricultural facilities, and prisons.

## Section 5 – Damage to Overhead Facilities

Describe any wind-related damage to overhead powerline facilities in the areas where power was shutoff.

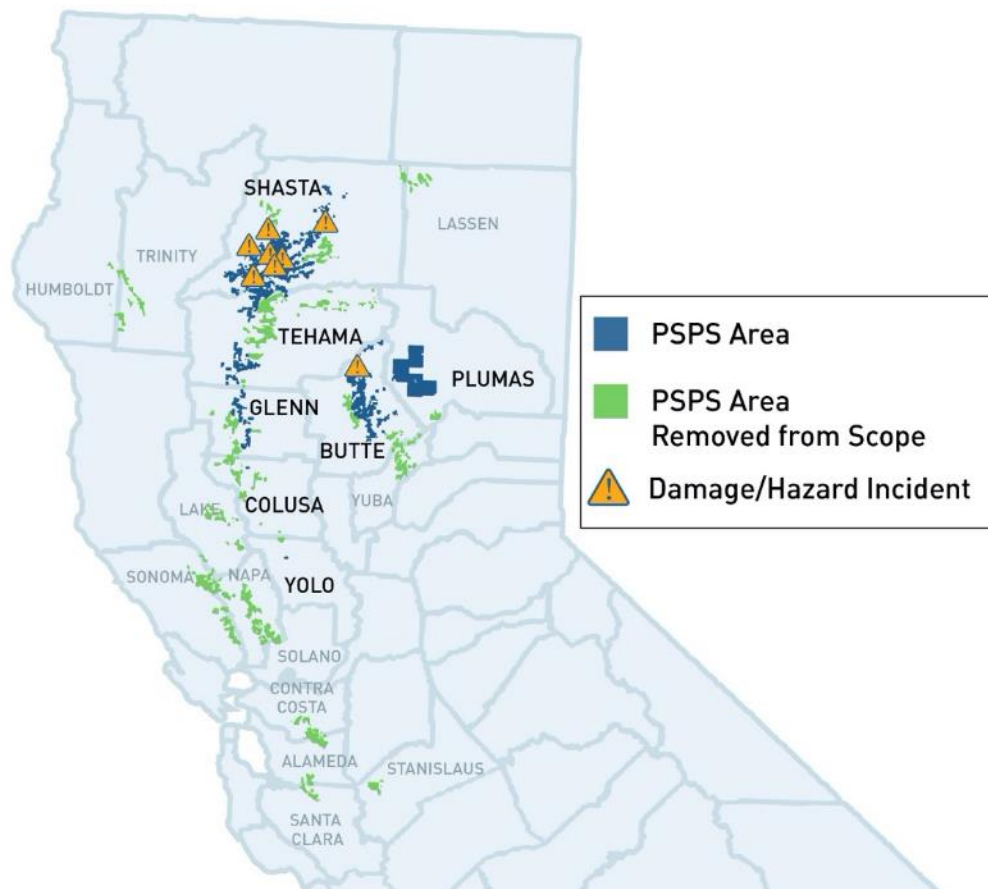
### **Response:**

During safety inspections and patrols of the de-energized circuits prior to restoring power, PG&E discovered a total of eight incidents of wind-related damages or hazards. Damages are conditions that occurred during the PSPS event, likely wind-related, resulting in necessary repairs or replacement of PG&E's asset, such as a wire down or fallen pole. Hazards are conditions that might have caused damages or posed an electrical arcing risk had PSPS not been executed, such as a tree limb found suspended in electrical wires. In each case of damage, PG&E repaired or replaced the damaged equipment prior to reenergizing. Hazards were cleared before reenergization.

- 6 cases of damages
- 2 cases of hazards

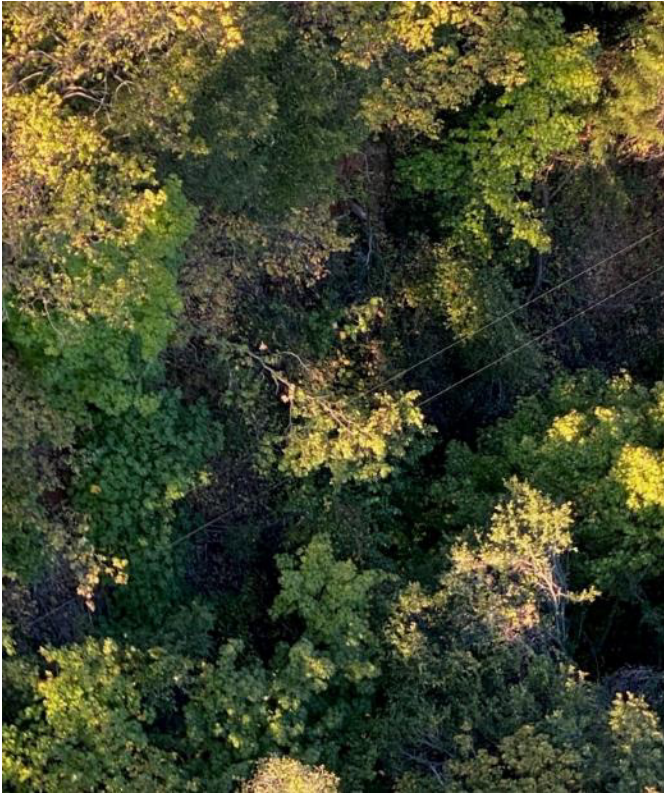
These are mapped in Figure 13 and illustrated in subsequent figures.

**Figure 13: Map of Damage/Hazard Incidents on PSPS Footprint During October 21-23 PSPS Event**





**Figure 14: Vegetation hazard in Shasta County – Tree fall on Overhead Conductor**



**Figure 15: Wind damage in Shasta County – Broken LAPP Insulator**



**Figure 16: Wind damage in Shasta County – Broken Pole**

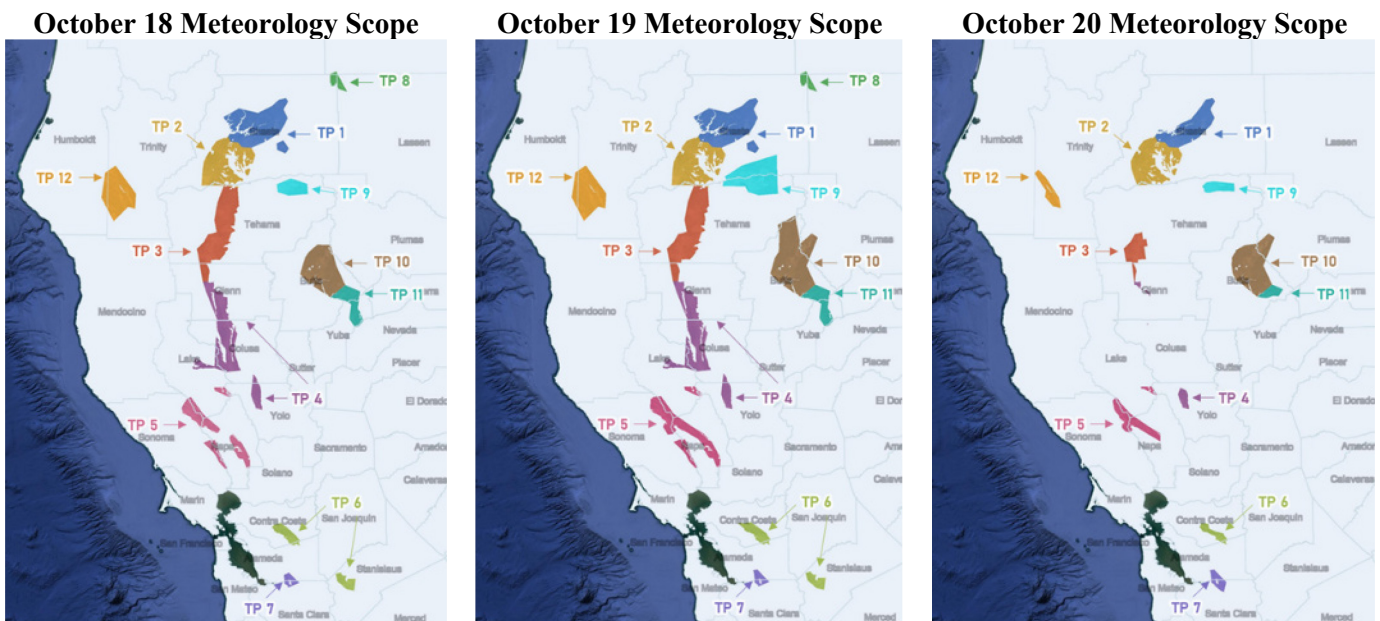


## Section 6 – Customer Notifications

Given the disruptive impacts of PSPS events upon our customers and communities, PG&E is committed to helping our customers anticipate and prepare for PSPS events. Customer and public safety partner notifications are important parts of that preparation effort. The CPUC has set specific notification requirements and timelines for PSPS events, as discussed below, and we have extensive processes and tools in place to deliver all appropriate notifications in ways that satisfy both regulatory requirements and positive customer experience. But because the location, timing and scope of PSPS events are dictated by the weather, it is challenging to deliver notifications in accordance with strict timelines due to the reality of weather shifts that even the best meteorologists cannot perfectly predict.<sup>11</sup>

The first step in PSPS scoping begins with meteorologists identifying the portions of our service territory within which forecast strong winds and wind gusts, low humidity and fuel conditions combine to create a high risk of catastrophic wildfire.<sup>12</sup> Although terrain and vegetative fuel conditions locations do not change from day to day, forecast wind and wind gust patterns and relative humidity levels do. Figure 17 shows how the meteorology scopes changed over the period of the October 21 PSPS event, to illustrate how weather shifts challenge the PSPS notification process.

**Figure 17: Meteorology Scope Shifts for the October 21, 2020 PPS Event**



<sup>11</sup> Weather forecasts in advance of significant events are challenging for two reasons: 1) prediction accuracy improves as the event gets closer in time, but 2) the weather continues to change over time, so under dynamic weather conditions the event that actually occurs rarely matches the event that was first forecasted.

<sup>12</sup> After the meteorology scope is prepared (around midnight each day leading into a PPS event), PPS teams analyze the meteorology scope to determine what distribution and transmission assets pose fire risk within the meteorology scope and may require de-energization. Then they determine which customers are affected by the electrical assets within the meteorology scope, and how we can use a variety of mitigation tools – electrical islanding, sectionalization, alternate switching options, and temporary generation – to keep as many customers as possible safely energized. These mitigations cause the PPS scope to differ from the meteorology scope.



The following describes how changes in the weather affected notifications during the October 21, 2020 PSPS event.

- The initial weather scope for the October 21 PSPS event was developed at midnight, October 18 (see the left-most pane in Figure 17), and became the basis for the initial PSPS scoping on October 19. This weather scope involved 12 Time-Places and, after engineering analysis, was expected to affect 50,400 customers. Beginning at 17:30 PDT on October 19, PG&E began sending PSPS Warning notifications to the customers located within that scope to meet the requirement of 48 hours advance notice before de-energization.
- Around midnight of October 19, the next weather scope (center map in Figure 17) showed that the weather had shifted somewhat – most notably, TP 5 in the North Bay had grown larger, TP 9 expanded from Tehama into Shasta county, and TP 10 expanded from Butte into Plumas county. PG&E validated the new meteorology scope against external forecasts and revised the de-energization scope, which showed over 53,000 customers in scope – but some of those were newly added while some customers fell out of scope. Based on the updated weather and engineering analyses, PG&E began sending follow-up 24-hour-ahead, One Day PSPS Watch notices to most of the originally affected customers, sent First Warning notifications to the new customers who had been added into scope (without time for an initial Watch notice), and sending cancellation notices to the few customers who had fallen out of scope.
- At midnight on October 20, the next weather scope (right-hand map in Figure 17) showed that the geographic breadth and intensity of high wind speeds and gusty winds were falling. Between the October 19 midnight and October 20 midnight weather forecasts and meteorology scopes, TP 8 (north Butte county) were de-scoped and many TPs shrank. When these weather scopes were translated into de-energization scopes, approximately 20,000 customers had fallen out of scope. PG&E began sending those customers Cancellation notices while sending Warning notices out to the remaining 30,000 customers. TPs 8 and 11 (Lassen, Yuba, Solano, and Stanislaus counties) were de-scoped on October 21 for this reason.
- Once the actual PSPS event has begun, PG&E uses real-time observations from in-field personnel, weather stations and satellites to supplement short-term weather forecasts. These are used to determine whether actual weather conditions will match forecasts. If wind conditions are clearly softening or relative humidity levels have improved, the reduced fire risk condition may be sufficient to merit taking an area out of scope. De-energization of TPs 5, 6, 7, 9 and 12 (covering portions of Alameda, Contra Costa, Lake, Napa, Santa Clara, Sonoma, Humboldt, Tehama, and Trinity counties) was cancelled on October 22 based on real-time weather conditions, and those customers received Cancellation notices even as other customers were receiving Imminent De-energization notices.

This PSPS event featured dynamic weather shifts that affected many customers. These hard-to-predict shifts often make it impossible for PG&E to give customers the degree of advance notification that we would like to provide and that our regulatory guidance calls for. We acknowledge that inconsistent or lack of timely notification creates confusion for our customers, and we strive to provide timely warnings and notifications that meet customer needs and regulatory directives. But as described here, dynamic weather conditions make it difficult to execute all notifications on a formal, pre-set schedule.

**For those customers where positive or affirmative notification was attempted, an accounting of the customers (which tariff and/or access and functional needs population designation), the number of notification attempts made, the timing of attempts, who made the notification attempt (utility or public safety partner) and the number of customers for whom positive notification was achieved.**

**Response:**

This section describes customer notices and explains failures to provide notifications according to the timelines set forth by the CPUC PSPS Guidelines (see D.19-05-042). It summarizes additional communication measures and channels. A table of all notifications including timing of notifications, counts of customers (including Medical Baseline) with attempted and successful notifications is provided in Appendix B. A copy of the notification messages is included in Appendix C.

Notifications

Leading up to and during PSPS events, PG&E sends automated notifications via call, text and email to Public Safety Partners and impacted customers in accordance with timelines set forth by the CPUC PSPS Guidelines (D.19-05-042); these may vary with forecasted weather timing for different TPs.

Notifications sent before de-energization included the following information: potentially impacted addresses, estimated window until the de-energization time, estimated duration of the weather event, estimated time of restoration (ETOR),<sup>13</sup> and links to resources for customers (e.g., PSPS updates webpage with CRC information, resources for customers with access and functional needs). Notifications were provided to customers in English, with information on how to get event information in twelve non-English languages.<sup>14</sup> Customers with their language preference set received in-language (translated) notifications.

For each automated notification sent to non-Medical Baseline customers, PG&E sends two additional retries in 10-minute intervals. For Medical Baseline customers, including tenants of master metered accounts, PG&E continues issuing notifications every hour until the customer confirms receipt of the notification (up to 9 p.m. or when PG&E suspends). Customers that self-identify to receive an in-person visit prior to disconnection for non-payment, receive utility communications in a non-standard format. Those who self-identify as having a person with a disability in the household are notified with the general customers impacted (unless enrolled in the Medical Baseline Program). All notifications include reference to resources available to customers including a link to [www.pge.com/disabilityandaging](http://www.pge.com/disabilityandaging).

Below describes PG&E's notifications sent to customers for this event, including a table of the approximate times of notifications sent to customers prior to de-energization (See Table 2).

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<sup>13</sup> The initial ETOR provided to customers prior to de-energization is based on the forecasted timing of the end of the weather event and PG&E's goal to restore power within 12 daylight hours of weather clearing.

<sup>14</sup> Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Tagalog, Korean, Russian, Arabic, Punjabi, Farsi, Japanese, Khmer, and Hmong.

**Table 2: Customer Notification Timeline Summary Prior to De-Energization for October 21, 2020 PSPS Event**

Minimum Timeline	Approximate Time	Approximate Notifications Sent <sup>15</sup>	Message	Notes
<b>72-48 hours</b>	10/19 08:30 PDT	1,200 public safety partners	Advanced	PG&E sent advanced notifications to Public Safety Partners identified to be impacted at the time, which included 12 TPs in portions of 19 counties (Alameda, Butte, Colusa, Contra Costa, Glenn, Humboldt, Lake, Lassen, Napa, Plumas, Santa Clara, Shasta, Solano, Sonoma, Stanislaus, Tehama, Trinity, Yolo, and Yuba).
<b>48-24 hours</b>	10/19 17:30 PDT	50,400 customers + 340 local community representatives	Watch	PG&E sent Two Day Watch early notification to transmission-level and distribution level impacted populations identified in scope in the same 12 TPs in portions of the same 19 counties. This wave of notification messages included transmission-level customer notifications and microgrid-related messaging for approximately 700 customers, indicating that they may experience a short duration outage.
<b>&lt; 24 hours</b>	10/20 14:00 PDT	53,500 customers + 350 local community representatives	Watch	PG&E sent another round of Watch notification messages to approximately 53,500 customers in portions of the same 19 counties. Relative to the previously notified population of approximately 50,400 customers, this population removed approximately 3,300 customers from scope and added approximately 6,400 customers based on changes to the forecasted weather conditions and outcomes of the indirect transmission-level impact analysis. This wave of notification messages included transmission-level customer notifications, microgrid-related messaging for approximately 800 customers, indicating that they might experience a short duration outage, and customers that requested service and their service agreement is pending activation (e.g. new construction). Some customers may have received this notification twice, as PG&E re-launched notifications to all medical baseline customers and new critical facilities that were added to the event scope between (October 19 and October 20).

<sup>15</sup> Includes unreachable customers with no contact information; Counts of approximate customer notifications include public safety partner customers of record and all affected populations; Local community representatives contacted cover public safety partner notifications sent through PG&E’s agency notification system (more detail in Section 7 – Local Community Representatives Contacted); all values are approximate.

<b>Imminent</b>	10/21 15:00 PDT	36,900 customers + 270 local community representatives	Warning	PG&E sent the Warning notification messages to approximately 36,900 customers in 15 counties associated with Time-Places 1-7, 9-10, and 12, including customers with service agreements that were pending activation. Due to favorable shifts in the weather conditions and the identification of opportunities to keep customers energized via switching, a total of almost 16,700 customers that were previously notified were removed from the event scope. This included the removal of TPs 8 and 11 covering four counties in their entirety (Lassen, Solano, Stanislaus, and Yuba). The most significant reductions in scope were customers in portions of Tehama, Shasta, Butte, and Napa. The final scope of all customers that were sent the imminent Warning notifications was based on the Transmission Power Flow Analysis.
	10/21 15:00 PDT	20,000 customers + 50 local community representatives	Cancellation	At approximately the same time Warning notification were sent, PG&E sent cancellations to approximately 20,000 customers that received any Watch notification, but were later removed from scope based on changes to the forecasted weather conditions or scope changes from the updated transmission-level impact study.
	10/22 09:00 PDT	4,300 customers + 150 local community representatives	Cancellation	PG&E sent Cancellation notifications to all customers in TPs 5-7, which included approximately 4,300 customers in portions of Alameda, Contra Costa, Lake, Napa, Santa Clara, and Sonoma counties.
	10/22 16:00 PDT	1,600 customers + 40 local community representatives	Cancellation	PG&E sent Cancellation notifications to all customers in TPs 9 and 12, which included approximately 1,600 customers in portions of three counties (Humboldt, Tehama, and Trinity).

De-Energization Initiated: Warning / Imminent Notification:

PG&E sent Imminent (Warning) notifications to customers when forecasted conditions showed that a safety shutoff was confirmed, and that it would happen soon. Whenever possible, Warning notifications are sent approximately four to 12 hours in advance of the power being shut off; these serve as PG&E’s De-Energization Initiated notifications. These notifications give an estimated time when the customer’s power will be shut off and the estimated time when power is expected to be restored (Estimated Time of Restoration (ETOR)).

Restoration in Progress: Weather All Clear Notification

PG&E sends automated notifications to customers after the weather event has passed and the area is declared “All Clear” to safely begin patrols and restoration (called the Weather All Clear notifications).

The first Weather All Clear update notifications were sent on October 22, 2020 at approximately 11:45 PDT and continued through October 23, 2020 until approximately 10:45 PDT. Customers with service

agreements that were pending activation<sup>16</sup> received separate Weather All Clear notifications. Customers can opt out of receiving any event update notifications after de-energization has occurred.

#### Restoration in Progress: ETOR Notification

After the Weather All Clear notification, PG&E sends event update notifications to customers if their ETORs change from the original ETOR provided based on two scenarios:

1. Once the weather event is over and PG&E begins patrolling: Customers receive an updated ETOR based on field conditions, which may be sooner or later than original ETOR provided during the PSPS Weather Event.
2. Weather event has passed and damage found during patrols of equipment: Customers receive an updated ETOR accounting for repair time.

By providing individualized updates at the segment level on a circuit, PG&E gave customers more timely and accurate information about how much longer they might be out of power.

The first ETOR update notifications were sent on October 22, 2020 at approximately 12:00 PDT and continued through October 23, 2020 until approximately 15:45 PDT.

#### Restoration Complete Notification

Restoration Complete notifications were automatically sent to customers once they were safely restored, including customers with service agreements that were pending activation. The first Restoration Complete notifications were sent on October 22, 2020 at approximately 11:45 PDT and continued through October 23, 2020 until approximately 16:00 PDT.

#### Explanation in Case of False-negative Communications (No Advanced Notice Prior to De-energization)

The CPUC does not provide a definition of false-negative communications. PG&E defines a false negative communication as a customer who was de-energized but did not receive notification before de-energization start date/time.

Approximately 160 customers who were de-energized (one of whom was Medical Baseline) did not receive direct notifications prior to de-energization. This was primarily due to the following reasons:

- No valid contact information on file during the event.<sup>17</sup>
- Customers on recently built lines awaiting an associated transformer in our PSPS customer notification system.

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<sup>16</sup> This is a small number of customers who recently requested service, began receiving service, but they are not yet being billed/and their service agreement is “pending start”.

<sup>17</sup> After the event, PG&E sends postcards to these customers indicating they did not receive a notification directly from PG&E due to invalid or lack of contact information and asks them to update their contact information for future notifications.

### Explanation in Case of False-positive Communications

The CPUC does not define false-positive communications. PG&E defines a false positive communication as a customer who was not de-energized, but was notified that de-energization would occur (e.g., received Warning notification), and did not receive a cancellation notice.<sup>18, 19</sup>

Approximately 340 customers (excluding those that received messaging that they would be served by a microgrid) received a Warning notification without a cancellation. PG&E was unable to provide cancellation notices to customers primarily due to the following known reasons:

- Those customers had already been de-energized due to active fires before the start of switching for PSPS.
- Advanced switching solutions which were able to keep customers energized during the event, though they were in scope to be de-energized.

**For those customers where positive or affirmative notification was attempted, an accounting of the customers (which tariff and/or access and functional needs population designation), the number of notification attempts made, the timing of attempts, who made the notification attempt (utility or public safety partner) and the number of customers for whom positive notification was achieved.**

#### **Response:**

During PSPS events, Medical Baseline customers receive automated calls, text and emails at the same intervals as the general customer notifications. PG&E provides unique PSPS Watch and PSPS Warning notifications to Medical Baseline Program participants<sup>20</sup> and additional calls and texts at hourly intervals until the customer confirms receipt of the automated notifications by either answering the phone, responding to the text or opening the email. If confirmation is not received, a PG&E representative visits the customer's home to check on the customer (referred to as the "door knock" process) while hourly notification retries continue.<sup>21</sup> If the customer does not answer, the representative leaves a door hanger at the home to indicate PG&E had visited. In each case, the notification is considered successful.<sup>22</sup> At times, PG&E may also make Live Agent phone calls in parallel to the automated notifications and door knocks, as an additional attempt to reach the customer prior to and/or after de-energization.

In this PSPS event, 2,477 Medical Baseline customers were ultimately de-energized. Notifications to Medical Baseline customers began at the same intervals as for all other customers on that circuit. Starting the morning of October 20, 2020 through the afternoon on October 21, 2020, PG&E conducted door knocks for those customers who had not confirmed receipt of their automated notifications prior to de-energization. Additionally, starting on October 21, 2020 at approximately 18:30 PDT, PG&E conducted

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<sup>18</sup> PG&E excludes customers on temporary generation that were notified they were being served by a microgrid and did not experience a switching outage.

<sup>19</sup> In alignment with other California IOUs, PG&E is now reporting false positives based on Warning notifications sent to customers without any subsequent cancellation notice, irrespective of de-energization timing included in notifications.

<sup>20</sup> Including Medical Baseline Program customers who are master-metered tenants (e.g., renters or tenants in mobile home park).

<sup>21</sup> Until late evening (approximately 9 pm) or when PG&E suspends outreach for the night.

<sup>22</sup> For Medical Baseline customers, the in-person door knock visit where a door hanger is left, but no contact made with the customer is considered "successful contact," but not confirmed as "received." If the representative makes contact with the customer, this is considered "received."

Live Agent phone calls to Life Support customers (a subset of the Medical Baseline customers) who had not yet confirmed receipt of their automated notifications.

Twice daily, using the PSPS Portal, PG&E shared the lists of the Medical Baseline customers who had not confirmed receipt of their notifications with appropriate county and tribal emergency operations centers. PG&E proactively notified agencies the data was available on the PSPS Portal and encouraged them to inform these customers of the resources available to them.

Table 3 and Table 4 include metrics associated with the notifications provided to impacted Medical Baseline customers:

**Table 3: Outcomes of Notifications to Impacted Medical Baseline Customers**

Count	Type of Notifications to Impacted Medical Baseline Customers (based on SPID)	Description
2,477	<b>Total Impacted Medical Baseline Customers</b>	The number of customers de-energized who participate in PG&E's Medical Baseline Program <sup>23</sup>
2,476	<b>Total Notifications Attempted / Sent</b>	The total sum of automated notifications <b>attempted</b> via call, text and email, in-person door knock visit attempts and/or Live Agent phone calls.
1	<i>Total Notifications Not Attempted / Sent</i>	<i>Total Medical Baseline customers without an attempted notification<sup>24</sup></i>
2,472	<b>Total Notifications Delivered</b>	The total sum of automated notifications sent via phone, text and email, in-person door knock visit attempts and/or Live Agent phone calls <b>that were executed</b> (i.e., active phone number, deliverable email address, and/or accessible to deliver in-person door knock).
5	<i>Total Notifications Not Delivered</i>	<i>Total Medical Baseline customers without a delivered notification</i>
2,434	<b>Total Notifications Received</b>	Customers who <b>acknowledged their notification</b> by taking one of the following actions: answered an automated or Live Agent phone call, responded to a text message, opened an email or greeted an in-person door knock (excludes voicemails left, text message delivered only and not confirmed, door hanger left).
43	<i>Total Notifications Not Received</i>	<i>Total Medical Baseline customers who did not confirm receipt / acknowledge their automated notifications, Live Agent phone calls or in-person door knock. Customers who did not answer a door knock were left a door hanger. These customers received an average of 27 attempted notifications, including hourly notification retries, in-person door knock visit and Live Agent calls.</i>

<sup>23</sup> Excludes counts of Medical Baseline customers that are tenants of a master metered account

<sup>24</sup> See page 32 regarding PG&E's explanation of false-negative communications resulting in no direct notifications.

**Table 4: Count and Type of Additional Notifications to Impacted Medical Baseline Customers**

Count	Type of Additional Notifications to Impacted Medical Baseline Customers (based on SPID)	Description
519	Total In-Person Visits / Door Knocks	Door knock attempts to impacted Medical Baseline customers where PG&E made contact with the customer or left a door hanger <sup>25</sup>
58	Live Agent Phone Calls	Calls made by Live Agent representatives to Medical Baseline Life Support customers that had not yet confirmed receipt of their automated notification

Additional Information - Other Channels of Communication

To alert the public in advance of the PSPS event, PG&E used both media and online efforts. PG&E’s online content, stability and navigation have improved since 2019 PSPS events. PG&E also engaged with additional key stakeholders, including Community Based Organizations (CBOs), Critical Facilities, and Google.

Media Engagement

From the time PG&E publicly announced the potential PSPS event until customers were restored (between October 19 and October 23, 2020), PG&E engaged with customers and the public through the media as described below.

- Issued four news releases containing information and updated details about the PSPS event. PG&E identified 160 unique print or broadcast stories from 38 different media outlets;<sup>26</sup>
- Provided regular, ongoing news releases to more than 100 Public Information Officers (PIOs) representing city, county, state and tribal agencies and to over 6,200 news outlets via Business Wire’s national media list, which includes approximately 600 California news outlets and over 50 multicultural news outlets throughout Northern California and Bay Area regions.
- Provided two sets of daily event overview summary slides in lieu of the PG&E PSPS Public briefings due to the smaller scale of the event;
- Handled approximately 115 media inquiries, either from media outlets that contacted PG&E’s 24-hour media line or direct calls to field media reps, and participated in dozens of media interviews to provide situational updates and preparedness messages for the PSPS event;
- Aired our 30-minute PSPS television program, “Preparing for Public Safety power Shutoffs” on two Bay Area-based TV stations: KOFY (Channel 20) and KRON4 on October 21 and October 23, respectively, and one Monterey/Salinas-based TV station, KION, on October 22. The program provided details about PG&E’s Community Wildfire Safety Program and shared ways customers and communities could plan and prepare for PSPS events;

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<sup>25</sup> Customers may have confirmed receipt of their notifications in multiple channels (e.g. automated notification and/or door knock); therefore, the counts of total attempted and successful notifications are not mutually exclusive.

<sup>26</sup> [www.pge.com/en/about/newsroom/newsreleases/index.page](http://www.pge.com/en/about/newsroom/newsreleases/index.page)



- Coordinated directly with 38 multicultural media organizations with established contracts to issue event updates on their in-language platforms (e.g., radio, TV, social media) in over 20 languages, including languages spoken by communities that occupy significant roles in California’s agricultural economy (e.g., Mixteco);
- Maintained a regular and ongoing social media presence on Twitter, Facebook, Instagram and Nextdoor, issuing 52 social media posts, with approximately 832,000 total impressions and over 24,000 total engagements. Some social media posts also included American Sign Language (ASL) translators with event updates;<sup>27</sup>
- Ran approximately 230 radio spot advertisements in Shasta county, which received approximately 265,000 impressions. Advertisements provided event information and resources for customers in need, including sharing our PSPS Disability and Aging website and recommending calling 211 for a full list of support services; and
- Augmented customer outreach with dedicated paid advertising messages before and during the event using digital banners in English and Spanish in 18 counties identified in the original scope of the event. Placed approximately 250,000 total digital banner impressions.<sup>28</sup>

### PG&E Website

During this PSPS event,<sup>29</sup> PG&E placed banners on multiple pages on [www.pge.com](http://www.pge.com) that drove traffic to PG&E’s PSPS event site, and implemented tools to drive traffic to and maintain stability of the PSPS emergency website / event updates page, [www.pge.com/pspsupdates](http://www.pge.com/pspsupdates). In addition, anyone who entered pge.com was taken to a splash screen on the PSPS event site giving the user a choice of visiting pge.com or the PSPS updates web pages.

Before the first PSPS event of 2020, PG&E significantly improved our website, including pge.com, and established a new emergency website with better scalability and stability. PG&E’s main website, currently has the capacity to serve 400 million hits<sup>30</sup> per hour. PG&E’s emergency website, which maintains the PSPS event update information, can serve 240 million hits per hour. Both sites use a cloud-

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#### <sup>27</sup> Sample Social Media Posts –

- Translation Support Promotion: [www.twitter.com/PGE4Me/status/1318988785246502914](https://twitter.com/PGE4Me/status/1318988785246502914)
- PSPS Update Twitter: [www.twitter.com/PGE4Me/status/1319060540292030465](https://twitter.com/PGE4Me/status/1319060540292030465)
- PSPS Update Facebook: [www.facebook.com/pacificgasandelectric/posts/3975594545802596](https://www.facebook.com/pacificgasandelectric/posts/3975594545802596)
- PSPS Update Nextdoor: <https://nextdoor.com/agency-post/ca/san-francisco/pacific-gas-and-electric-company-13/psps-update-165362029/>
- Disability Disaster Access & Resources Program Awareness: [www.twitter.com/PGE4Me/status/1319232087581446144](https://twitter.com/PGE4Me/status/1319232087581446144)
- PSPS Warning in American Sign Language: [www.twitter.com/PGE4Me/status/1319083459814461441](https://twitter.com/PGE4Me/status/1319083459814461441)
- Event re-cap: [www.fb.watch/1pC1AyOTfE](https://www.fb.watch/1pC1AyOTfE)

<sup>28</sup> English advertisements had almost 150,000 impressions and 0.07% Click Through Rate (CTR). Spanish advertisements had over 100,000 impressions and 0.21% CTR.

<sup>29</sup> From October 19 to October 23, 2020. Note, metrics reported include an overlap with the subsequent October 25, 2020 PSPS event that was first announced to customers on October 23, 2020.

<sup>30</sup> Website hits measure requests for data sent to a server when a user accesses a webpage (e.g., images viewed, data downloaded). One page visit or page view can result in one or more hits.

based provision solution. During this event, the pge.com hit rate peaked on October 19, 2020 at 16:00 PDT with approximately 1.1 million hits per hour, and the emergency website with PSPS update information peaked on October 21, 2020 at 18:00 PDT with approximately 556,000 hits per hour.

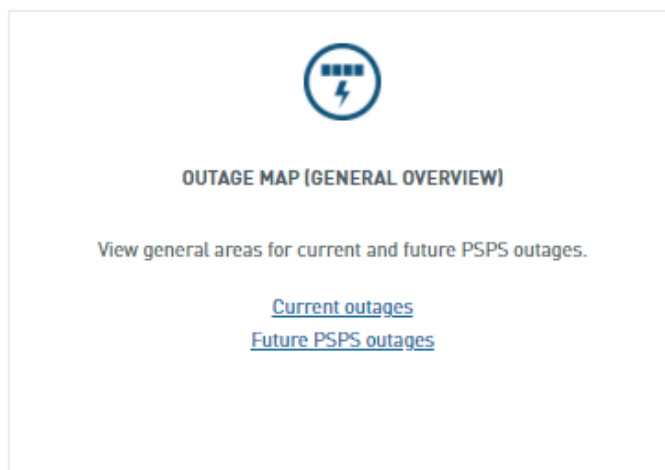
The following content was available on PG&E's PSPS event updates pages:

- Straightforward, simplified event information available in 12 non-English languages with clear updates about the planned scope of the event, including location (e.g., list of impacted cities, counties and tribes), duration of the event, including estimated times of de-energization and re-energization at the individual address level, and overall for the event;
- Interactive maps in one location where users can toggle between the PSPS planned outage maps and actual outage maps and more detailed, parcel-level view of the areas planned for de-energization;
- Address look-up tool that a customer and the public could use to identify specific PSPS impacts;
- PG&E partners could download pdfs of impacted areas, shape and kmz files for use with their own mapping applications, and city/county lists with shutoff and restoration summaries.
- Details of Community Resource Centers (CRCs) made available as soon as sites were confirmed (up to two days before de-energization for some locations), including locations listed by county, resources available at each center, type of CRC (e.g., indoor, outdoor) and operating hours. CRC locations were also indicated on the PSPS impact map;
- Links to additional resources for customers, including links to PG&E's EV charging locator map, videos in ASL, locations of Independent Living Centers, resources for customers with accessibility, financial, language and aging needs, backup power safety tips, Medical Baseline program information, and more;
- Webpage that describes our language support services for customers during PSPS events available in 16 languages at [www.pge.com/pspslanguagehelp](http://www.pge.com/pspslanguagehelp); and
- Survey to provide input about the website and event communications.

For this event, the following new content on the website was available to customers:

- Launched PSPS webpages on pge.com in Farsi and Arabic. Web page content focuses around key themes that were identified in customer needs research, including: learn about a PSPS, prepare for a PSPS, support during a PSPS, why PSPS events occur, and preventing wildfires and minimizing PSPS outages.
- Made adjustments to PG&E PSPS Updates Website content based on customer feedback, including: bolding content to make key information stand out, adding additional resource links to make notification information easier to find, and adding direct links to current outage maps and PSPS-related planned outage maps from within the map section of the site (see Figure 18).

**Figure 18: Image of PSPS Updates Page with Direct Links to Current and Future PSPS Outage Maps**



Over the course of the event, PG&E's website (pge.com), including all relevant domains for static content, as well as those that handle billing, usage and payments, had over one million unique visitors, almost 1.5 million visits, and over 4.1 million total page views. PG&E's emergency website (pgealerts.alerts.pge.com), which includes PSPS event updates webpage,<sup>31</sup> received over 700,000 unique visitors, approximately one million visits, and almost 1.9 million total page views.<sup>32</sup>

Of the unique visitors who visited our emergency website, almost 2,200 people used the Spanish page and 600 used the Chinese page. There were fewer than 200 unique visitors (<0.02 %) to each of the ten other available translated pages (see Table 5).

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<sup>31</sup> The PSPS Event Updates page is at the following link: [pgealerts.alerts.pge.com/updates](https://pgealerts.alerts.pge.com/updates). PG&E also uses the following shorter URL for the same site: [www.pge.com/pspsupdates](https://www.pge.com/pspsupdates).

<sup>32</sup> The emergency website metrics are a subset of the pge.com website traffic reported.

**Table 5: Unique Visitors to the Translated Versions of the PSPS Emergency Website from October 19 to October 23, 2020**

Language	Unique Visitors <sup>33</sup>	Percent
English	728,579	99.5%
Spanish	2,193	0.30%
Chinese	608	0.08%
Russian	166	0.02%
Korean	140	0.02%
Vietnamese	118	0.02%
Japanese	117	0.02%
Farsi	114	0.02%
Tagalog	112	0.02%
Punjabi	107	0.01%
Hmong	98	0.01%
Arabic	92	0.01%
Khmer	90	0.01%

Other Community Engagement

- Community Based Organizations (CBO) Engagement: PG&E partnered with 14 CBO resource partners that offered various services to customers impacted by this event. These partners included nine local Independent Living Centers (ILCs) and California Foundation for Independent Living Centers, three Food Banks, and two Meals on Wheels organizations. During the event, seven additional organizations that support PG&E’s Portable Battery Program prioritized battery delivery to eligible customers within the impacted counties. The outcomes of these partnerships for this event are described more fully below on page 40.

CBO resource partners were invited to once-daily cooperator calls hosted by members from PG&E’s EOC who provided a situational update about the latest scope of the event and an overview of the services available to customers. Between October 19 and October 23, PG&E hosted daily coordination calls with the CBO resource partners supporting the event to provide an open forum to answer questions, offer suggestions regarding how they can best support their consumers, and facilitate more localized coordination among the partners.

PG&E also engaged with over 250 “information-based” CBOs during the event, sharing courtesy notification updates, press releases, fact sheets, and other relevant information that they could share with their constituents to expand our reach of communications, including infographic videos with relevant PSPS updates in 13 languages, and American Sign Language (ASL), that the organizations could use.

CBOs, including CFILC, California Disaster Coalition, Deaf Counseling Advocacy & Referral Agency (DCARA) and Deaf and Hard of Hearing Service Center, shared PG&E’s social media posts and pushed emails to their consumers and partners with information on relevant event resources, including links to the CFILC DDAR program, PG&E’s disability and aging page, weather forecast site, and generator safety-focused web pages.

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<sup>33</sup> There is some overlap in unique visitors by language because some visitors viewed webpages in different languages.

- Critical Facility Engagement: This PSPS event affected approximately 550 critical facilities.<sup>34</sup> PG&E sent automated notifications to those critical facilities and asked them to confirm receipt of the notifications. If these customers did not confirm receipt of the automated notification, PG&E representatives from local Operations Emergency Centers (OEC), Customer Relationship Managers (CRMs) or Critical Infrastructure Lead (CIL) made direct calls to the critical facility contacts to ensure they were aware of the upcoming PSPS event, and provided localized support for other public safety partners such as water agencies and emergency hospitals.

Given the unique challenges posed by the confluence of a PSPS event and COVID-19, PG&E has been using backup power generation to support select COVID-19 hospitals<sup>35</sup> that are more likely to experience a PSPS event and did not have an existing power source in place. This was done to minimize the impact to treatment of COVID-19 and other patients during the pandemic.

- Google SOS Alerts: PG&E provided PSPS event information to Google, which issued Google SOS alerts to the public. PSPS outage information was provided on Google products, including alert banners in Search and Maps with references to the PG&E website and available resources. Google also sent push notifications to Android users in the impacted and surrounding areas. The notification included the name of the incident ("Northern California Power Outages") with links to more comprehensive outage information.
- Outreach to Impacted Customers With Missing or Invalid Contact Information: On October 29, 2020, PG&E sent postcards to those customers we were unable to notify during the event due to missing or invalid contact information. The postcards indicated that we were unable to reach them and encouraged them to update contact information for future potential events.

#### Event Support for Customers With Access and Functional Needs (AFN)

PG&E provided a variety of resources to customers with access and functional needs before and during this event.

- Disability Disaster Access and Resource Program: PG&E continued its collaboration with the California Foundation for Independent Living Centers (CFILC)<sup>36</sup> to implement the Disability Disaster Access and Resources (DDAR) Program during the event. Through this program, nine local Independent Living Centers (ILCs)<sup>37</sup> provided aid to impacted seniors and/or people with disabilities who rely on power for medical or independent living needs during this event.<sup>38</sup>

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<sup>34</sup> Count based on Service Point IDs (SPIDs) (meters).

<sup>35</sup> These hospitals were identified in partnership with the California Hospital Association (CHA) and Hospital Council of Northern and Central California.

<sup>36</sup> CFILC is a registered 501(c)(3) non-profit organization that increases access and equal opportunity for people with disabilities by building the capacity of Independent Living Centers (ILCs) throughout California. ILCs are grassroots organizations run by, for, and about people with disabilities. CFILC's membership includes 23 of California's 28 ILCs and 56 of the state's 58 counties.

<sup>37</sup> Central Coast Center for Independent Living (CCCIL), Center for Independence (CID) of Individuals with Disabilities, Disability Action Center (DAC), Disability Resource Agency for Independent Living (DRAIL), Disability Services and Legal Center (DSLCC), FREED Center for Independent Living, Independent Living Resources of Solano & Contra Costa Counties (ILRSCC), Silicon Valley Independent Living Center (SVILC), Tri County Independent Living (TCIL).

<sup>38</sup> Customer may participate regardless of their enrollment in PG&E's Medical Baseline Program, and their individual needs are assessed directly with CFILC.

Through CFILC, PG&E has supported AFN customers with delivery of approximately 675<sup>39</sup> backup portable batteries (since July 2020) to qualifying customers who need power during a PSPS. For this event, local ILCs arranged hotel stays for approximately 80 customers (including all members within the household) to provide those in need an energized place to stay during the outage, transported two customers to a hotel and provided approximately 80 food vouchers and 10 gas cards. Some of these resources provided through CFILC resulted from Medical Baseline customer-related escalations called in to PG&E during the event. CFILC alerted their constituents about the available resources, engaging directly with over 1,575 PG&E customers about the PSPS event.

- **Portable Battery Program**: Just before PG&E's first PSPS event on September 7, 2020, PG&E launched its Portable Battery Program (PBP). This program provides fully subsidized (free) portable battery systems for low-income customers who live in Tiers 2 and 3 high fire-threat districts (HFTDs) and are enrolled in the Medical Baseline program. During the time covered by this event, through partnerships with seven organizations, we delivered approximately 400 portable batteries to eligible customers across the territory, with a total of approximately 1,000 units delivered across the entire PG&E service territory to date.
- **Food Bank Partnerships**: PG&E continued to fund local food banks to provide food replacement to families during the event and three days following service restoration. For this event, we partnered with three local food banks<sup>40</sup> across all seven impacted counties to provide 943 boxes of food replacement for families. We provided fact sheets with details about food bank partnerships at PSPS Community Resource Centers and shared them with CBOs to pass on to clients.
- **Meals on Wheels Partnerships**: PG&E continued our partnership with Meals on Wheels to provide additional support and services to customers in need during PSPS events. For this PSPS event, we partnered with two Meals on Wheels organizations<sup>41</sup> serving Shasta and Butte counties. In total, we supported 139 seniors with one or two additional meals daily for the duration of the event. Meals on Wheels also conducted in-person visits / wellness checks and provided event information to the seniors they serve, including sharing CRC location details.

### Communications to Customers With Limited English Proficiency

PG&E provided translated customer support through customer notifications, website, call center, social media and engagement with CBOs and multicultural media partnerships. This information and communications were offered in 12<sup>42</sup> non-English languages, and customers who had set their language preference received in-language (translated) notifications. PG&E sent approximately 750,000 total notifications to customers through various channels and contacts (e.g., phone, text and email). These notifications were provided to customers in seven customer-set language preferences (see Table 6).

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<sup>39</sup> The total backup portable batteries include approximately 35 batteries delivered during this event and approximately 640 delivered to customers leading up to this event in 2020. This AFN battery program is separate from our Portable Battery Program, which serves low-income Medical Baseline customers who live in Tiers 2 & 3 High Fire Threat Districts.

<sup>40</sup> Community Action Agency of Butte County, Dignity Health Connected Living, and Yolo Food Bank.

<sup>41</sup> Chico Meals on Wheels and Dignity Health Connected.

<sup>42</sup> Spanish, Chinese (Cantonese & Mandarin), Vietnamese, Tagalog, Korean, Russian, Japanese, Farsi, Punjabi, Arabic, Khmer, and Hmong.

**Table 6: Customer Notifications Based on Language Preference**

<b>Language</b>	<b>Total Notifications</b>	<b>Percent</b>
English	752,794	99.7%
Spanish	1,905	0.25%
Chinese (Mandarin)	362	0.05%
Chinese (Cantonese)	184	0.02%
Hmong	30	0.00%
Korean	16	0.00%
Vietnamese	9	0.00%
<b>TOTAL</b>	<b>755,300</b>	<b>100.0%</b>

PG&E’s website offers PSPS preparedness toolkits in 12 non-English languages covering topics including the Medical Baseline program application, plus fact sheets on PSPS, CWSP program, Medical Baseline program, and more. As described above, PG&E’s emergency website with PSPS event update information was fully translated in 12 languages.

Customers with limited English proficiency could access translation services through PG&E’s call center. PG&E displayed its call center phone number on its PSPS event webpage, highlighting that translation services are available in over 200 languages. During this PSPS event, PG&E’s call center handled over 85,000 total calls. Of the total calls handled, approximately 2,900 (3%) were PSPS-related calls and approximately 7,600 (9%) provided translation services to customers in one of 29 different languages.

PG&E continued support and engagement with multi-cultural media organizations to maximize the reach of in-language



## **Section 7 – Local Community Representatives Contacted**

**The local communities’ representatives the IOU contacted prior to de-energization, the date on which they were contacted, and whether the areas affected by the de-energization are classified as Zone 1, Tier 2, or Tier 3 as per the definition in General Order 95, Rule 21.2-D.**

### **Response:**

Appendix D lists local governments, tribal representatives and community choice aggregators contacted prior to de-energization, the initial date on which these stakeholders were contacted, and whether the areas affected by de-energization are classified as Zone 1, Tier 2 or Tier 3 as per the definition in GO 95, Rule 21.2-D. Where dates are marked with an asterisk, that indicates that the representatives indicated received multiple notifications during the event.

## **Section 8 – Local and State Public Safety Partner Engagement**

### **A description and evaluation of engagement with local and state public safety partners in providing advanced outreach/notification during the PSPS event**

#### **Response:**

On October 18, PG&E’s Meteorology Team noted a potential weather event and updated the weather forecast on pge.com/weather to “elevated” in certain parts of the service territory. Local PG&E representatives notified cities, counties and tribes via live phone calls that PG&E was monitoring for increased potential of a PSPS event.

On October 19, PG&E activated its Emergency Operations Center (EOC) for a potential PSPS event and began notifying state and local Public Safety Partners via email and/or phone calls of a potential PSPS event. PG&E’s advanced notification to these partners started at approximately 08:00 PDT on October 19.

#### **Local and State Agency and First Responder Engagement:**

While PG&E’s EOC was active, PG&E coordinated with local and state agencies and first responders (cities, counties, and tribes) in the following ways:

- Submitted the PSPS State Notification Form to Cal OES and sent emails to the CPUC at key event milestones.
- Sent automated text, email and phone calls to cities, counties, tribes and Community Choice Aggregators. These notifications included the estimated shutoff and restoration times, as well as links to maps and other information.
- Hosted twice-daily State Executive Briefings with state agencies to provide the latest event information and answer questions.
- Hosted the daily Systemwide Cooperators Call, where all Public Safety Partners in the service territory were invited to join.
- Hosted twice-daily Tribal Cooperators Calls with potentially impacted tribes to provide the latest event information and answer questions.
- Conducted ongoing coordination with local County OES and tribal contacts through dedicated Agency Representatives. This included but is not limited to providing the latest event information, coordinating on Community Resource Center locations and resolving local issues in real-time.
- A PG&E Agency Representative was embedded in the Cal OES State Operations Center.
- Offered a PG&E Agency Representative to be embedded virtually in local EOCs. Due to COVID-19 precautions, PG&E will only offer embedded virtual Agency Representative support to counties/tribes.
- Offered remote support from GIS Technical Specialists to help navigate the PG&E GIS tools and maps. No counties or tribes requested GIS Technical Specialist support for this event.
- Provided maps, situation reports, critical facility lists and medical baseline customer lists via the PSPS Portal at the time of the initial notification and throughout the event.

During this event a representative from Cal OES Emergency Services Coordinator for San Francisco County, was remotely embedded in PG&E’s virtual EOC and attended PG&E’s EOC Command & General, Operations and Planning meetings.

### Community Choice Aggregator (CCA) Engagement:

Five CCAs were initially in scope for this PSPS event: Redwood Coast Energy Authority, Sonoma Clean Power, MCE Clean Energy, East Bay Community Energy and Silicon Valley Clean Energy. However, based on the changing weather conditions and reduced size of the event, customers in all five CCA territories were removed from the scope and were not de-energized. Starting on October 19, 2020, PG&E CCA Relations Managers directly contacted the affected CCAs to warn of the possibility of the impending PSPS event. Throughout the event, PG&E's CCA Relations Managers gave these CCAs dedicated individual support, fielded questions, shared situational updates, handled miscellaneous requests, and ultimately notified them when their customers fell out of scope.

PG&E gave the CCAs advanced notifications through PG&E's public safety partner agency notification system, invited them to PG&E's daily cooperator calls for situational updates, and provided access to the PSPS Portal with event information (e.g., maps, customer impact lists, situation reports). CCAs could contact the PSPS Portal Administration team if they had questions about the Portal and received CCA-specific training in August on the PSPS Portal and communication and coordination expectations during a PSPS event.

### Communications and Water Provider Engagement:

PG&E sent advanced notifications to impacted communications and water providers using PG&E's automated customer notification system. They were invited to PG&E's daily cooperator calls for situational updates. They also had access to PG&E's PSPS Portal with event information (e.g., maps, impacted site lists, situation reports). Communications providers received support from PG&E's Critical Infrastructure Lead (CIL), and water providers received escalated support through PG&E's local Operations Emergency Centers (OECs).

### Transmission-level Entity Engagement:

PG&E's Critical Infrastructure Lead (CIL) notified impacted transmission-level entities, including publicly owned utilities (POUs), of the event. Transmission-level entities received automated notifications through PG&E's customer notification system after transmission-level impacts were determined. PG&E's Grid Control Center (GCC) operators made live calls to these transmission-level entities before both de-energization and re-energization. POUs were invited to PG&E's daily cooperator calls to receive situational updates and had access to PSPS Portal with event information (e.g., maps, impact lists, situation reports).

The Transmission-level entities, including POUs, were mitigated in this event. They were either configured to PG&E's Caribou island or set up in their own island configuration to maintain grid stability.

Following the submission of this PSPS De-Energization Report, PG&E will provide the report to Public Safety Partners for review and feedback.

**Section 9 – Complaints Received & Claims Filed**

**The IOU shall summarize the number and nature of complaints received as the result of the de-energization event and include claims that are filed against the IOU because of de-energization.**

**Response:**

Complaints

Due to the overlapping nature of the October 21 and October 25 events, any PSPS CPUC complaints will be reported in the October 25 de-energization report.

Claims

As of November 2, 2020, PG&E received six claims for the October 21-23 PSPS event. The claims received are broken down into the following categories:

**Table 7: Count and Type of Claims Received**

<b>Number of Claims</b>	<b>Description of Claims</b>
3	Food Loss
3	Business Interruption / Economic Impact

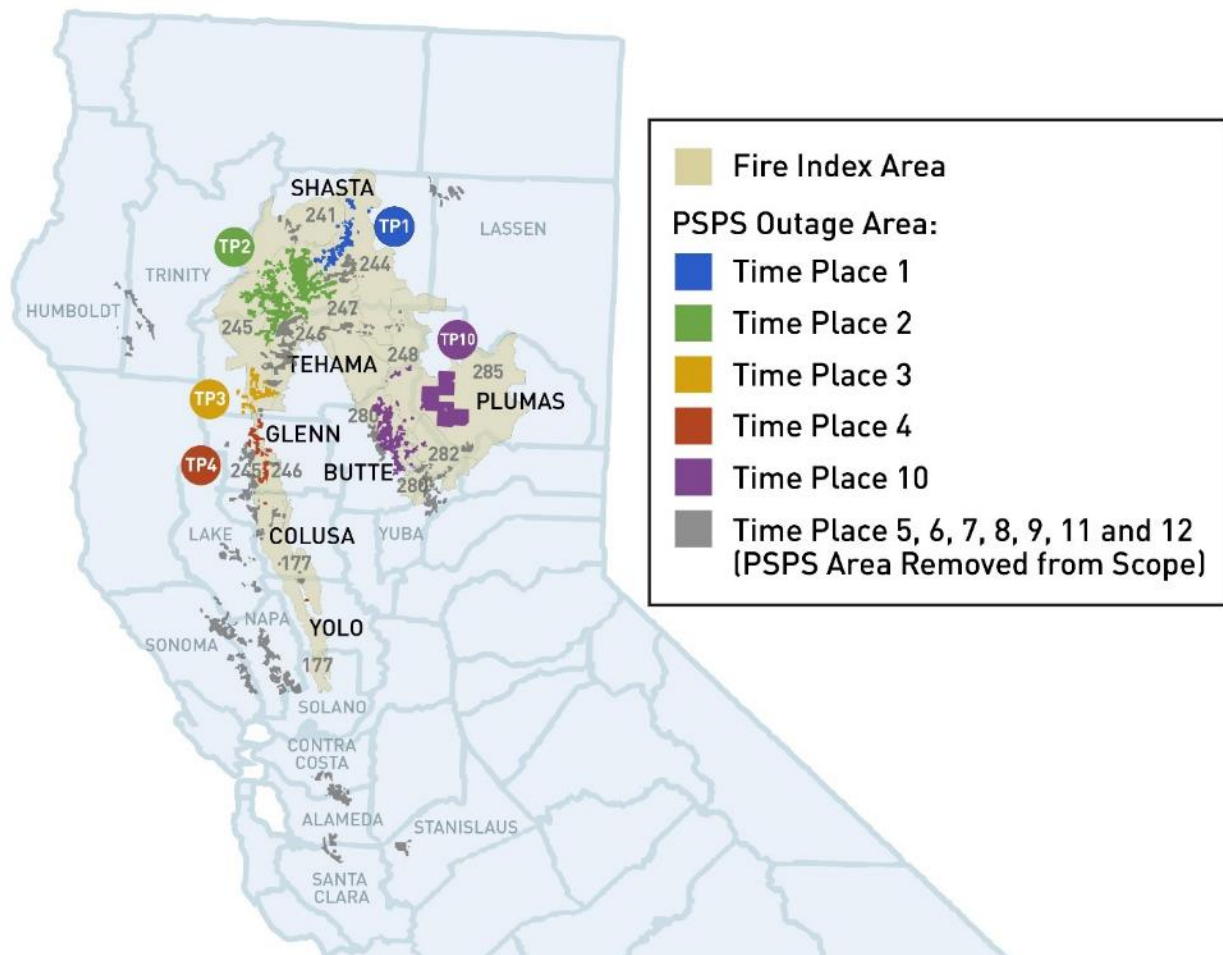
## Section 10 – Power Restoration

The timeline for power restoration (re-energization) in addition to the steps taken to restore power as required in Resolution ESRB-8;

### **Response:**

PG&E pre-positions patrol crews and prepares helicopters in anticipation of the Weather All Clear to begin patrols. The PG&E Incident Commander and meteorology team monitor real-time and forecasted weather conditions based on weather models, weather station data, and field observations. Using this incoming information, Weather All Clears are generally issued by fire index area (FIA) in a phased approach to restore customers as soon as possible. (See Figure 19). In some cases, Weather All Clears are issued for portions of FIAs to speed restoration by allowing customers to be re-energized as the extreme weather conditions in their area of the FIA have passed.

**Figure 19: Map of Fire Index Areas and Time-Places for October 21, 2020 PSPS Event**



As Weather All Clears are issued, PG&E patrols electrical facilities to identify and repair or clear any damage or hazards before reenergizing. Using the Incident Command System (ICS) as a base response framework, each circuit was assigned a taskforce consisting of supervisors, crews, troublemen, and inspectors. This structure allowed PG&E to patrol and perform step restoration in alignment with the centralized control centers.

Over the course of restoration during this event, PG&E issued 6 separate Weather All Clears and used approximately 1,100 personnel and 14 helicopters to identify equipment condition and damages and make necessary repairs prior to restoration. Patrols were conducted on approximately 1,800 miles of distribution circuits and approximately 170 miles of transmission circuits that had been de-energized. Power was restored to customers after patrol completion verified the safe condition of each line.

PG&E issued Weather All Clears for Fire Index Areas at the times noted in Table 8, and restored all customers to service by October 23, 2020.

**Table 8: Weather All Clear Times**

Impacted FIAs	Weather All Clear Date and Time
Portions of FIA 177, 245, 246 in TP 3 & TP 4	10/22/2020 10:46 PDT
Full FIAs: 285 in TP 10 Portions of FIAs: 248, 280, 282 in TP 10	10/22/2020 12:18 PDT
Remainder of FIA 177, 245 in TP 2	10/22/2020 12:25 PDT
Full FIA 241, 247 in TP 2 Remainder of FIA: 246 in TP 2	10/22/2020 14:14 PDT
Full FIAs: 244 in TP 1	10/23/2020 06:40 PDT
Remainder of FIAs: 248, 280, 282 in TP 10	10/23/2020 09:38 PDT

**For any circuits that require more than 24 hours to restore, the utility shall explain why it was unable to restore each circuit within this timeframe in its post event report.**

**Response:**

PG&E was unable to restore these circuits within 24 hours of the Weather All Clear for the reasons described in Table 9:

**Table 9: Primary Reasons PG&E was Unable to Restore the Circuit within 24 Hours**

Circuit Name	Primary Reason PG&E was Unable to Restore the Circuit within 24 Hours
Stillwater 1101	Restoration was delayed due to repairs required after a tree fell onto the line.
Oro Fino 1102	Restoration was delayed due to repairs needed to a damaged conductor.
Clark Road 1102	A portion of the circuit received the Weather All Clear around 12:15 PDT on 10/22/2020; while the remainder of the circuit received the Weather All Clear on 09:38 PDT on 10/23/2020. Clearing a portion of a circuit is a new technique that was utilized this event for declaring All Clears and is intended to speed restoration for customers who can be safely re-energized. In utilizing this new technique, the field patrol and restoration process was not implemented as planned and the operations team waited for the entire circuit to be cleared prior to beginning restoration efforts which began on 10/23. Restoration of the entire circuit was completed around 12:43 PDT causing a portion of the customers on this circuit to experience greater than 24 hours of restoration time.

## **Section 11 – Community Assistance Locations**

**The IOU shall identify the address of each community assistance location during a de-energization event, describe the location (in a building, a trailer, etc.), describe the assistance available at each location, and give the days and hours that it was open.**

### **Response:**

During this event, PG&E established 19 Community Resource Centers (CRCs) in 7 counties. When a PSPS event occurs, PG&E opens CRCs to provide affected customers and residents a space that is safe, energized and air-conditioned or heated (as applicable) with the standard operating hours of 0800 to 2200 PDT. CRC visitors could access PSPS event information from dedicated staff, ADA-compliant restrooms/hand-washing stations, physically distanced tables and chairs, power strips to meet basic charging needs (including charging for cell phones, laptops and small medical devices), and Wi-Fi and cellular service access. The following supplies were available at each location: water, non-perishable snacks, bagged ice, batteries and blankets. The CRCs are designed to meet the following criteria: Americans with Disabilities Act (ADA) and environmentally compliant, site owner approval, Wi-Fi and cellular service access, 1-2 acres of flat and (preferably) paved areas for outdoor locations, backup generation availability, and open typically between 08:00 PDT to 22:00 PDT from the time power is shut off until the time electric service is restored. CRC locations were published on our website, shared on social media, shared with state and county officials and news media, and shared with AFN customers through our CFILC and media partners.

### **COVID-19 Considerations:**

We adapted our approach to CRCs to reflect appropriate COVID-19 health considerations and state and county guidelines, including requiring facial coverings, physical distancing and limits on the number of visitors at any time based on capacity limits of the location. At indoor CRCs, temperature checks were required for entry, and tables and chairs had physically distant spacing. At outdoor CRCs, supplies were handed out so customers could “grab and go,” and seating was only available for customers needing medical equipment charging. Indoor CRCs were also set up with “grab and go” bags of supplies.

### **Local Government Coordination on Site Selection and Closure:**

During this PSPS event, PG&E’s dedicated Liaisons closely coordinated with the potentially impacted counties and tribes to review the proposed scope of the event and receive agreement on the selected locations for the CRCs based on the anticipated areas of de-energization. This included phone calls and emails from Monday, October 19 to Friday, October 23 to the potentially impacted jurisdictions identified at that time, to share lists of CRC locations and confirm replacements for areas within fire evacuation areas within each county or tribe. PG&E reviewed location feedback from the counties and tribes and worked collaboratively to implement those locations for the event. PG&E also confirmed operating hours with local governments, tribes and site owners to implement any operational changes to the standard operation hours (08:00 PDT – 22:00 PDT) for public health or safety reasons (e.g., local curfew, inability to access, safety issues).



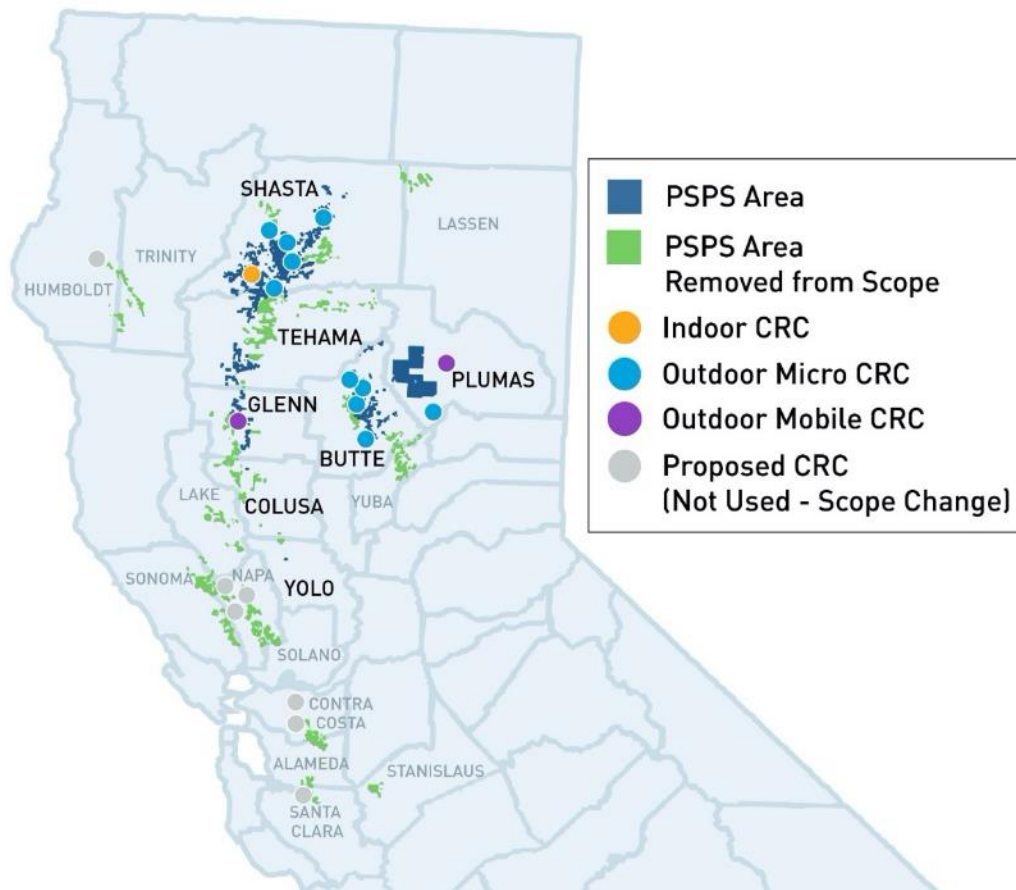
Sixteen CRC locations were pre-identified, with the county/tribe having provided input in advance of the 2020 wildfire season. Four counties declined to have CRCs set up in their counties for various reasons, such as relatively small scope of impact in their jurisdiction.<sup>43</sup>

PG&E coordinated with local governments to gain their agreement to close the sites within their jurisdictions.

Location, Type and Timeline of CRCs

PG&E provided a total of 19 CRCs in 7 counties throughout the affected areas in the territory, as shown in Figure 20. Of the 19 CRCs, one was an indoor (hardened) site, and the remaining were outdoor in temporary locations, including 10 microsites (open air tents) and 8 mobile sites (e.g., Sprinter van). The outdoor CRCs were placed in open spaces such as parking lots at a shopping center, school, park, fire departments, places of worship, community or recreation center, and fairgrounds. All sites were ADA-compliant.

**Figure 20: Location of Community Resource Centers Available During October 21 Event**



<sup>43</sup> Four counties that confirmed to not set up a CRC in their jurisdiction due to limited PSPS impact: Solano, Stanislaus, Trinity & Yolo

PG&E provided updates to the public and local partners on CRC locations, hours of operations and resources available through state agency calls, press releases, website, and social media outlets (Facebook, Twitter, Nextdoor), and in local divisions by customer account representatives.

CRCs remained open until service had been restored in each host county.

Customer Visitation:

Overall, approximately 1,500 people visited one of PG&E’s 19 CRC sites over the course of this PSPS event. Some customers returned to the CRCs across multiple days. Customer attendance was highest in Shasta county with six CRC sites. The following pictures illustrate PG&E’s indoor, micro, and mobile CRCs for this event.

**Figure 21: PG&E Micro CRC at Paradise Lutheran Church in Paradise (Butte County)**



**Figure 22: PG&E Mobile CRC at Elk Creek Junior Senior High School in Elk Creek (Glenn County)**



**Figure 23: PG&E Indoor CRC at Happy Valley Community Center in Anderson (Shasta County)**



See Appendix F for further details on the CRCs mobilized during the PSPS event, including specific locations, dates and times available, and total attendance for each location.

## **Section 12 – Sectionalization**

**Describe how sectionalization was considered/ implemented and the extent to which it impacted the size and scope of the de-energization event**

**Response:**

PG&E used new and existing sectionalization devices to de-energize selected portions of 20 circuits (rather than entire circuits), which enabled 16,187 customers to stay energized.

### **Section 13 – Mitigations to Reduce Impact**

This PSPS event was approximately 48% smaller than the estimated impact of the same weather footprint had it occurred in 2019 with the tools and measures available to PG&E at that time. While every weather event is different, if PG&E had used its 2019 models and process, the final weather conditions for this event would have created a scope affecting over 60,000 customers; but with new models and processes applied to these same weather conditions created a PSPS scope affecting approximately 29,300 fewer customers.

#### **Meteorological Guidance**

In 2020, PG&E Meteorology has improved the granularity of both its Utility Fire Potential Index (FPI) and Outage Producing Wind (OPW) PPS analytical tools. These improvements enable the models to predict severe fire weather risks on more focused (smaller) areas and identify those areas which exceed distribution risk guidance with better geographic precision. PG&E’s meteorological scoping methods reduced the number of customers for this PPS event by over 11,000 customers relative to the PPS event that would have been designed under the same weather conditions using our 2019 tools and guidance. Figure 24 shows how the weather for this event would have been implemented in PPS scoping using 2019 methods (the gray polygons) compared to the actual polygons used in this event (colored polygons) based on improved 2020 meteorological tools and updated meteorology data and guidance.

**Figure 24: 2019 v. 2020 Meteorological Scopes for the October 21, 2020 Weather Pattern**



### Transmission Line Scoping

Transmission line scoping for 2020 uses the same updated FPI model as the distribution scoping process; however, the process uses transmission-specific thresholds for asset health and outage likelihood. In addition, the transmission asset analysis is more granular than 2019 with assets analyzed against guidance at the structure level. A total of three transmission lines were in scope for de-energization for this event.

### Transmission Line Segmentation

Transmission lines are segmented at Supervisory Control and Data Acquisition (SCADA)-enabled switches when possible if only a portion of a line is required to be de-energized due to PSPS. Leaving segments of transmission lines energized allows PG&E to reduce fire risk where needed, yet serve stations fed from the non-impacted segments during the PSPS events. PG&E has installed 36 transmission line SCADA-enabled switches in 2020 but none were utilized during this event due to the size of the event and the placement of the switches.

### Distribution Switching

Depending on fire risk patterns, distribution switch locations and switching plans maintain service to customers on radial lines that fall outside the high-risk area, but are served by lines that pass through the fire risk area. Depending on event scope, we may be able to use back-tie switching to bypass the distribution lines that pass through the de-energization area to keep customers energized from a different set of lines. Distribution switching was used to keep approximately 550 customers out of de-energization scope.

### Sectionalization

New automated distribution switches have been installed near the borders of the high-risk fire areas to reduce PSPS customer impacts by cutting the circuit more closely to the perimeter of the high fire risk area and PSPS scope perimeter. PG&E installed over 600 of these switches in 2020. The distribution switches used in this event kept over 2,100 customers out of de-energization scope.

### Islanding

In some cases, PG&E can leverage islanding capabilities to keep some customers islanded and energized by generation located within the island. During this event, PG&E used generation from the Caribou powerhouses with associated transmission to keep over 9,400 customers from being deenergized. Local transmission-level entities were either connected to PG&E's Caribou island or islanded with their own load and generation at the request of PG&E, to protect grid stability and reliability for the customers within the Caribou island.

## Temporary Generation

During this event, there was limited need for PG&E to use its rented fleet of temporary generators to mitigate the impacts of PSPS on its customers because the scope of the event was ultimately small due to more targeted meteorological scoping capabilities and shifts and softening of fire-critical weather patterns. Temporary generators ultimately supported one indoor community resource center (CRC).

- **Substation Temporary Generation:** PG&E has prepared 62 locations ready to interconnect and use temporary generation<sup>44</sup> to energize certain substations whose transmission sources have to be shut off for safety, but which could otherwise safely deliver power to customers. The EOC Temporary Generation branch readied the Calistoga substation, currently being used to support Glass Fire response, but the substation fell out of scope on October 21 so this generation was not needed to support load during the PSPS event. In early stages of the PSPS event scope, four temporary generation-ready substations in the Humboldt area (Russ Ranch, Wildwood, Hoopa and Willow Creek) were in scope and prepared to operate to support load during the event, but those were descope due to weather shifts in the final hours before de-energization. Three of the four substations were kept on-line (Russ Ranch, Hoopa and Willow) to be available to support the October 25 PSPS event, which was being planned concurrently with execution of the October 21 event.

PG&E is prepared to support customers in future PSPS events with 116 MW of temporary generation units staged and ready to energize at 19 substations adjacent to many of our highest fire risk areas, and another 234 MW of temporary generation staged at additional substations and in vendor yards for delivery.

- **Temporary Microgrids:** PG&E did not operate any temporary microgrids during this event, because none of the current microgrid sites were in scope for the final weather scope. The EOC TG branch did ready three temporary microgrids, all of which were being used to mitigate Glass Fire response (Calistoga, Angwin and Pope Valley) but all three microgrids were descope before de-energization. The objective of temporary microgrids is to enable some community resources to continue serving the surrounding population during PSPS events where it is safe to do so, using pre-installed interconnection hubs to safely and rapidly interconnect temporary generation.
- **Backup Power Support:** St. Helena ICU Hospital was using pre-staged PG&E-provided backup power support before the October 21 PSPS event to support medical availability for the Glass Fire. St. Helena was initially in scope for this event but was later descope.

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<sup>44</sup> Ready in this context is defined as operational within 48 hours.

## **Section 14 – Lessons Learned from this Event**

PG&E collects lessons learned input from staff during and after every PSPS event. We regularly poll team members on both best practices and biggest opportunities for improvement. These insights come in from individual EOC members, from EOC sections, and are reviewed by the EOC teams post event.

Although we collect team member input daily, we seek section and full EOC team input after the end of each EOC and PSPS event. PG&E's Emergency Operations Center teams began preparing for the October 25, 2020 PSPS event on October 21, while the team was still managing the October 21-23 PSPS event. This did not leave any time available to conduct the usual debrief and hotwash to identify and prioritize lessons learned during the event. We will identify the lessons from the October 21 and the October 25 events in a coordinated debrief effort and share them in the October 25, 2020 PSPS report.



## **Section 15 – Proposed Updates to ESRB-8**

PG&E continues to work through the implementation of the de-energization guidelines and appreciates that there may be continued opportunity to refine certain aspects of the guidelines. PG&E will continue to engage with stakeholders and the open proceedings at the Commission and has no further suggestions at this time.

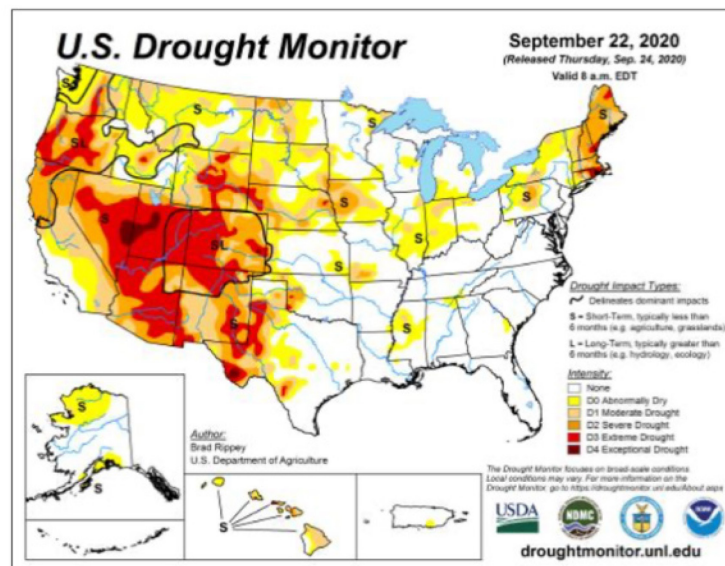
## **Section 16 – Other Relevant Information to Help the Commission Assessment of Reasonableness of Decision to De-Energize**

### **Environmental Factors**

Historically warm Spring and Summer temperatures and consecutive years of below-normal seasonal rainfall have exacerbated fire potential across California in 2020. Statewide Average Temperature Rankings issued by NOAA indicate the period from April-September this year is the warmest on record in its 126-year temperature record. Additionally, the U.S. Drought Monitor shows a vast portion of Northern California in the category of Severe to Extreme drought (D2-D3), including the region where the August Complex Fire has burned over 1 million acres. There are near-record dry dead fuel moisture values across much of the state, which has likely played substantial role in the over 4 million acres burned by wildfires so far this year.

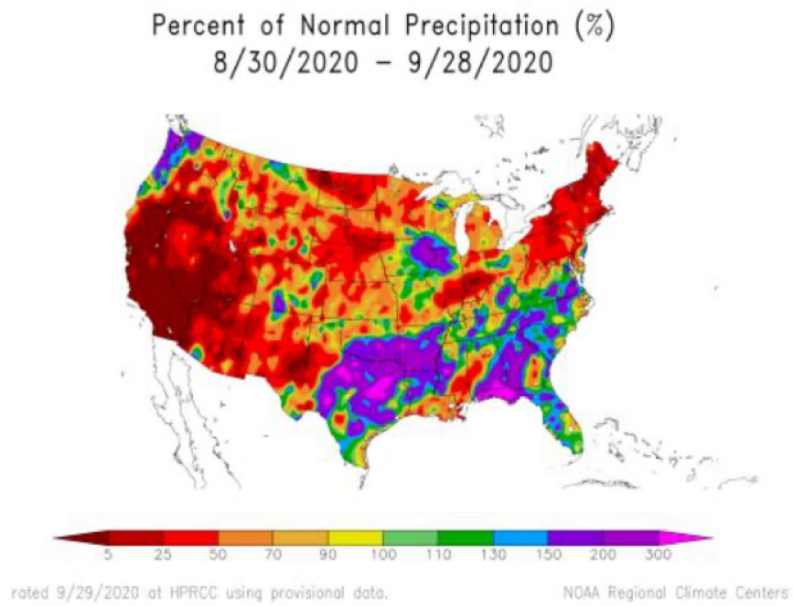
The multiple conditions that together exacerbate California’s great fire danger in October 2020 – the combination of extended drought, low recent precipitation and high temperatures, all of which create critically dry fuels that ignite easily and can spread fire quickly -- are reflected in the maps in the following figures. The National Interagency Fire Center warned on October 1, “Significant fire potential remains above normal for California due to the number of active large fires, near record dry fuels, and offshore wind events,” and warned, “La Niña has the potential to significantly impact the fall fire season in California by producing persistent drier than average conditions along with a possible higher frequency of wind events.”<sup>45</sup>

**Figure 25: Northern California in Moderate to Severe Drought**

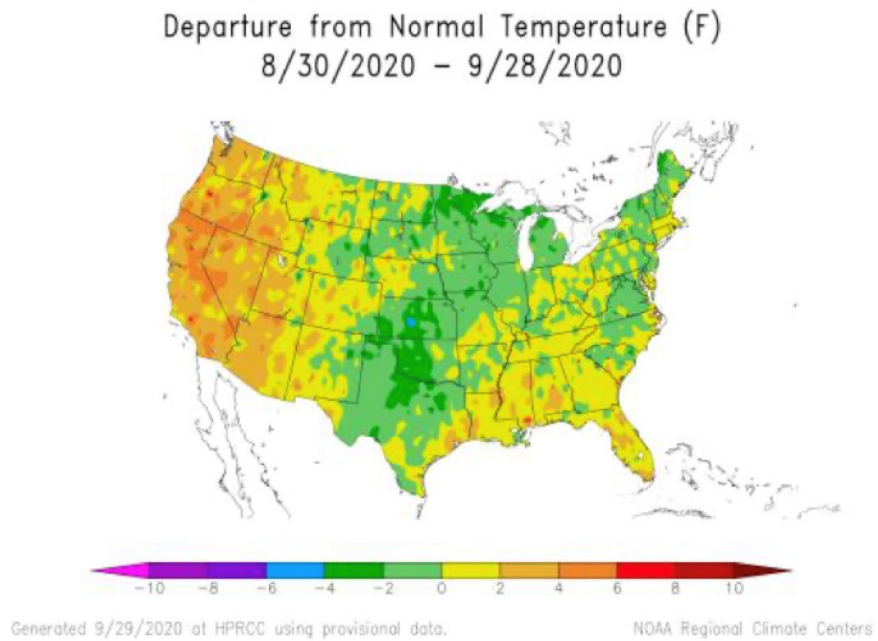


<sup>45</sup> [https://www.predictiveservices.nifc.gov/outlooks/monthly\\_seasonal\\_outlook.pdf](https://www.predictiveservices.nifc.gov/outlooks/monthly_seasonal_outlook.pdf)

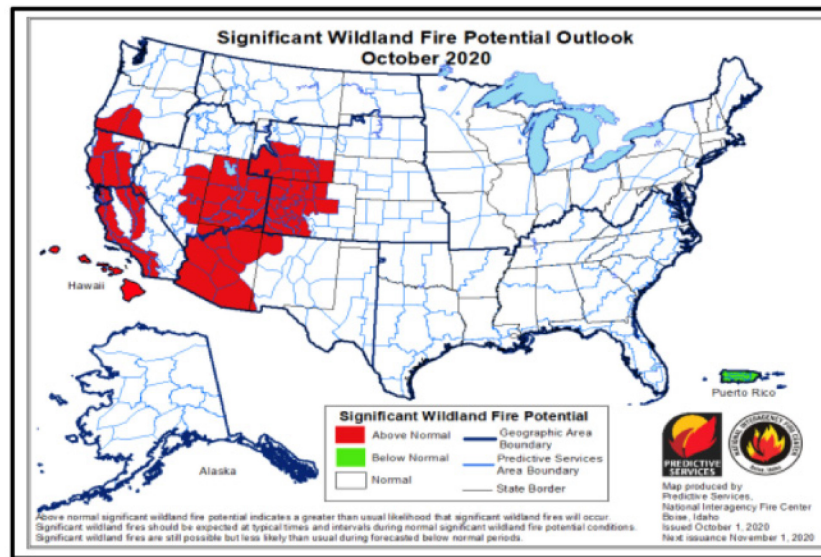
**Figure 26: California received only 5% of normal precipitation in August and September**



**Figure 27: Northern California temperatures 2-4° F above normal in August & September**



**Figure 28: California faces above-normal wildland fire potential**



#### Additional Information - Detailed Meteorological Timeline

Sunday, October 18:

External agency forecasts and interagency conference calls monitored by the PG&E Meteorology team noted the following.

- During the 08:45 PDT interagency conference call, North Ops Predictive Service office in Redding (NOPS) noted that they are gaining confidence in a high-risk period Wednesday through Friday morning due to potential for strong offshore winds coupled with dry conditions. NOPS issued their 7-day Significant Fire Potential Forecast, highlighting high risk – significant fire potential in most Predictive Service Areas (PSAs) from Thursday – Friday (Oct 22 – 23) for the threat of strong wind combined with low relative humidity. Their forecast discussion stated, “High Risk W. slopes of Cascade-Sierra Range westward to Coast Wednesday night through midday Friday.” NOPS also indicated that fuels are severely dry. In their forecast they stated that “ERC values will generally range between 90th to 97th percentile, if not break records for the time of year, across several PSAs,” and “Live shrub and canopy fuel moisture will continue to be critically dry due to combination of significant long-short term drought & dormancy.”
- Although the National Weather Service did not issue any Fire Weather Watches or Red Flag Warnings for the upcoming offshore winds Wednesday night through Friday, their respective forecast discussions called out that critical fire weather may develop through the Wednesday through Friday timeframe. The Sacramento NWS Forecast discussion noted, “More significantly that day will be an increase in northerly winds, specifically over the west end of the valley and from around Butte County northward through the Shasta County mountains. Winds look to be a potential problem for fire weather concerns into Friday morning before becoming lighter and reversing direction.” The Bay Area NWS office also noted, “Beyond Wednesday morning, offshore signatures continue to be picked up by ECMWF ENS and GEFS members owing to the culmination of the Rex Block over the eastern PAC and a shortwave trough off of British Columbia digging into the Great Basin during the second half of the upcoming workweek. This short wave is expected to be rather potent, with both the ECMWF and GFS runs giving it a robust

signature as its axis centers itself over Utah towards the end of the workweek. This set up will likely result in a couple of more pulses of offshore flow, as the GFS and ECMWF hi-res both pick up on breezy and dry conditions across much of Northern and Central California through Friday.”

At 16:00 PDT, PG&E updated the 7 Day PSPS potential forecast, available to the public, said: “The 7 Day forecast has been upgraded to Elevated in Geographic Zones 2, 3, 4, and 5 across Northern CA as forecast confidence has increased in a Diablo wind event unfolding late Wednesday night through Friday morning. Please note that PSPS is not executed across entire Zones and much more detailed maps where PSPS is being considered will be provided as the event gets closer. This is only intended to provide a high level overview. PSPS decisions are made at more granular levels based on high resolution data; thus, only a portion of a zone may experience a PSPS event. At this time, the highest probability areas for observing a PSPS are in the Northern Sacramento Valley and adjacent elevated terrain, the Northern Sierra Nevada generally north of I-80, the North Bay mountains and near Mt. Diablo in the East Bay Area. At this time, the weather event is expected to begin Wednesday night and continue through Friday morning. The start of the event is more than 3 days away so event details will likely change as forecast models evolve. We will have more clarity on potential cities and counties impacted in the next 48 hours. Please stay tuned to future updates.”

Indications of a potential offshore wind event became clearer in the global weather models. The ECMWF operational model and its associated ensembles were indicating a change in the weather pattern to an offshore regime, with a potentially significant positive pressure gradient between Redding Airport (KRDD) and Sacramento Airport (KSAC), as well as a significant negative pressure gradient between San Francisco Airport (KSFO) and Winnemucca Airport (KWMC) starting Wednesday night and persisting through Friday Morning. At 16:30 PDT, PG&E meteorology briefed the OIC for the event and the decision was made to activate the EOC on Monday Morning.

#### Monday, October 19:

External agency forecasts and interagency conference calls monitored by the PG&E Meteorology team noted the following.

- During the 08:45 PDT interagency conference call, North Ops Predictive Service office in Redding (NOPS) reported no significant changes with the current forecast, noting some models did show some strengthening regarding the Wednesday through Friday event. NOPS issued their 7-day Significant Fire Potential Forecast, highlighting high risk – significant fire potential for NC02, NC05 and NC07 Wednesday and most Predictive Service Areas (PSAs) from Thursday through Friday (Oct 22 – 23) for the threat of moderately strong N-NE offshore winds accompanied with an unusually dry airmass. Their forecast discussion stated, “High Risk west slopes of Cascade-Sierra Range westward to Coast Wednesday night through midday Friday.” NOPS also indicated that fuels are unusually dry. In their forecast they stated that, “ERC values will generally range between 90th to 97th percentile, if not break records for the time of year, across several PSAs,” and “Live shrub and canopy fuel moisture will continue to be critically dry due to combination of significant long-short term drought & dormancy.”

Local National Weather Service offices reported on the call that they were looking to issue Fire Weather Watches for the Wed-Fri event later in the day. Eventually, Fire Weather Watches were issued for lower elevations of the Sacramento Valley, across the Northern Sierra and elevated Bay Area terrain Wednesday night through Friday morning. The Sacramento NWS Forecast discussion noted, “North and east pressure gradients forecast to take another jump upward on Wednesday night and Thursday resulting in a renewed period of elevated/critical fire weather conditions.” The Bay Area NWS office noted, “A fresh round of Fire Weather Watches is now in effect from late Wednesday night through Friday morning. This round of Watches includes the North and East Bay mountains as well as the Santa Cruz mountains.

The Watch for the Santa Cruz mountains is slightly delayed, starting at 1 am Thursday morning. This second event looks much stronger than tonight's event. Latest am solutions shows widespread 30-45 kt wind barbs at 925 mb overspreading all hills from Napa southward to the ridge lines of the Santa Cruz mountains including the East Bay hills. Relative humidity (RH) recovery will be non-existent with perhaps even some drying at night over the North Bay with humidity in the 15-30% range."

At 09:30 PDT, PG&E updated the 7 Day PSPS potential forecast, to say: "The PG&E Emergency Operations Center has been activated to prepare for a potential Diablo Wind event across Northern California Wednesday night through Friday morning. The 7-Day PSPS Potential Forecast has been updated and now includes PSPS Watch for Geographic Zones 1, 2, 3, 4, and 5. Please note that PSPS is not executed across entire Zones and much more detailed maps where PSPS is being considered will be provided as the event gets closer. This is only intended to provide a high-level overview. PSPS decisions are made at more granular levels based on high resolution data; thus, only a portion of a zone may experience a PSPS event. At this time, the highest probability areas for observing a PSPS are in the Northern Sacramento Valley and adjacent elevated terrain, the Northern Sierra Nevada generally north of I-80, the North Bay mountains and near Mt. Diablo in the East Bay Area. At this time, the weather event is expected to begin Wednesday night across the far North and spread southward into the Bay Area Thursday through Friday morning. We will have more clarity on potential cities and counties impacted in the next 24-48 hours. Please stay tuned to future updates."

At approximately 08:45 PDT, PG&E activated the Emergency Operations Center to prepare for the potential Diablo Wind event Wednesday night through Friday morning (October 21-23). Global forecast models remain aligned in regard to the maxima and minima of the RDD-SAC and SFO-WMC pressure gradients early Thursday morning; however, there were still some differences in the overall magnitude of the event. The ECMWF operational model was slightly weaker than the GFS model both in the RDD-SAC gradient (ECM: ~5.1 mb, GFS: ~5.7 mb) and the SFO-WMC gradient (ECM: -13.3 mb, GFS: -16.2 mb).

#### Tuesday, October 20:

External agency forecasts and interagency conference calls monitored by the PG&E Meteorology team noted:

- During the 08:45 PDT inter-agency conference call, North Ops Predictive Service office in Redding (NOPS) stated that the upcoming wind event (Wed-Fri) is in the mid to upper range for their high risk criteria. NOPS issued their 7-day Significant Fire Potential Forecast, highlighting high risk – significant fire potential for NC02, NC05 and NC07 Wednesday and most Predictive Service Areas (PSAs) from Thu – Fri (Oct 22 – 23) due to strong and gusty winds. Their forecast discussion stated "High Risk Due to Strong Gusty Winds and Very Low RH from the Cascade-Sierra Crest to the Coast Wednesday Night until Friday Afternoon. N-NE/Offshore winds with gusts 30-45 mph and locally higher in the most wind-prone spots Wednesday night until Friday afternoon. Min RH 5-15% in impacted areas. Little to no overnight RH recovery." NOPS also indicated that fuels are unusually dry. Their forecast stated, "Fuels indices all showing much drier than average readings for late October, and in some cases setting new records for extreme values," and "Live shrub and canopy fuel moisture will continue to be critically dry due to combination of significant long-short term drought & dormancy."

- Local National Weather Service offices reported that they were likely to upgrade the current Fire Weather Watches to Red Flag Warnings later today. The Sacramento NWS Forecast discussion noted, “North and east pressure gradients are forecast to tighten again over NorCal on Wednesday night and Thursday as pattern amplifies in response to the deepening trough to our east. Pressure gradients are forecast to be significantly tighter than currently, thus stronger winds are forecast during this time period with sustained north to east winds 15 to 25 mph with gusts up to 40 mph, locally higher over wind prone areas. Breezy winds are likely to continue into Friday. This will renew critical fire weather concerns, and a Fire Weather Watch has been posted.” The Bay Area NWS office also noted, “Expect a lull in winds for most of the day Wednesday before the next stronger and more widespread offshore wind event gets underway on Wednesday night. This second event will primarily impact the North and East Bay hills from late Wednesday evening through Friday morning, with strongest winds expected late Wednesday night and Thursday morning. Wind gusts of 40 to 50 mph are likely in the higher hills of both the North and East Bay, with locally higher gusts possible across the highest ridges and peaks. In addition, wind gusts of 30 to 40 mph are possible in the Santa Cruz Mountains. A Fire Weather Watch is currently in effect for this second event and covers the North and East Bay Hills from late Wednesday evening through Friday morning and the Santa Cruz Mountains from Wednesday night through Friday morning.” Around midday, NWS Monterey upgraded their Fire Weather Watch to a Red Flag Warning for North Bay Mountains, East Bay valleys and hills, Diablo Range, Santa Cruz Mountains and higher terrain of the S.F. Peninsula from 22:00 PDT Wednesday through 08:00 PDT Friday. NWS Sacramento and NWS Eureka did not upgrade their Fire Weather Watches during the day Tuesday.

At 07:45 PDT, PG&E updated the 7 Day PSPS potential forecast: “The PG&E Emergency Operations Center has been activated to prepare for a potential Diablo Wind event across Northern California Wednesday night through Friday morning. There is a PSPS Watch for Geographic Zones 1, 2, 3, 4, and 5. Please note that PSPS is not executed across entire Zones and much more detailed maps where PSPS is being considered can be found here: <https://pgealerts.alerts.pge.com/outages/map/>. This is only intended to provide a high-level overview. PSPS decisions are made at more granular levels based on high resolution data; thus, only a portion of a zone may experience a PSPS event. At this time, the highest probability areas for observing a PSPS are in the Northern Sacramento Valley and adjacent elevated terrain, the Northern Sierra Nevada generally north of I-80, the North Bay mountains and near Mt. Diablo in the East Bay Area. At this time, the weather event is expected to begin Wednesday night across the far North and spread southward into the Bay Area Thursday through Friday morning. The start of the event is more than a day away so event details may change as forecast models evolve. Please stay tuned to future updates.”

Global models still showed the potential for an offshore wind event Wednesday night through Friday morning. GFS remaining consistent with its RDD-SAC and SFO-WMC pressure gradient forecast, while ECM trended weaker in its 12Z model run both in the RDD-SAC gradient (12Z: 3.7 mb vs. 00Z: 5.1 mb) and the SFO-WMC gradient (12Z: -12.4 vs. 00Z: -13.0). Both 2km and 3km POMMS came in weaker on their 18Z runs after remaining fairly consistent during the 06Z and 12Z runs. 2km POMMS decreased the RDD-SAC gradient from roughly 3 mb at 06Z/12Z to around 2.5 mb at 18Z and showed an increase in the SFO-WMC gradient minima on Thursday (06Z: -10.5 mb, 12Z -11 mb, 18Z -9 mb). 3km POMMS followed a similar trend, decreasing the RDD-SAC gradient maxima from approximately 3.5 mb at 06Z to 3.1 mb at 18Z and increasing the SFO-WMC gradient from -12.0 mb at 06Z to -10.0 mb at 18Z.



### Wednesday, October 21:

External agency forecasts and interagency conference calls monitored by the PG&E Meteorology team noted:

- NOAA's Storm Prediction Center issued a Day 1 forecast of elevated fire weather for portions of Northern California: "Warm temperatures are expected to support a well-mixed lower atmosphere, that should keep humidity values low, around 10-15%. Elevated to near critical fire weather conditions appear probable given the favorable overlap of gusty winds, low humidity, and critical fuels". The Day 2 (12Z Thurs – 12Z Fri) forecast expands the elevated fire weather outlook to cover a wider swath of Northern California with critical fire weather highlighted for the Sacramento Valley, highlighting: "The southward-moving cold front will increase north-northeasterly winds across much of northern and central California. With very warm and dry conditions expected under a weak ridge near the West Coast, critical humidity values of 10-15% are expected. The increase in winds to 20-30 mph will likely support critical fire weather conditions through the northern Coastal Ranges and portions of the Sacramento Valley."
- During the 08:45 PDT interagency conference call, North Ops Predictive Service office in Redding (NOPS) stated the Wednesday-Friday event is still considered High Risk. NOPS issued their 7-day Significant Fire Potential Forecast, highlighting high risk – significant fire potential for NC02, NC05 and NC07 Wednesday and most Predictive Service Areas (PSAs) from Thursday – Friday (Oct 22 – 23) due to strong, gusty winds and very low relative humidity. Their forecast discussion stated, "N-NE/Offshore winds with gusts 30-45 mph and locally higher in the most wind-prone spots tonight until midday Friday. Min RH 5-15% in impacted areas. Little to no overnight RH recovery." NOPS also indicated that fuels are unusually dry. In their forecast they stated, "Fuels indices all showing much drier than average readings for late October, and in some cases setting new records for extreme values," and "Live shrub and canopy fuel moisture will continue to be critically dry due to combination of significant long-short term drought & dormancy."
- Local National Weather Service offices reported that Red Flag Warnings have been issued for the Wednesday-Friday event extending through 08:00 PDT Friday morning for the Bay Area and 17:00 PDT for the Sacramento Valley and northern Sierra. The Sacramento NWS Forecast discussion noted, "Easterly gradient will increase tonight as the front moves south, so we'll see an increase in winds again across the northern Sierra foothills. The tight surface gradient will linger Thursday before subsiding on Friday. Gusts of 40-50 mph will be possible across the windier locales, and combined with low RH and very dry fuels, critical fire weather conditions are nearly certain." The Bay Area NWS office noted, "Surface high pressure will rapidly build over the Great Basin and trigger another round of gusty offshore winds in the hills starting tonight and continuing through Friday morning. Winds will be strongest over the North and East Bay Hills where gusts up to 50 mph are forecast at the higher elevations. But locally gusty winds will also develop in the East Bay Interior Valleys, the Santa Cruz Mountains, and locally along the SF Peninsula Coast by Thursday morning." NWS Monterey noted, "Winds pick up tonight. North Bay and East Bay are the focus. The duration of offshore winds in the Santa Cruz Mountains and the San Mateo coast will be short but RFW is extended to cover these areas. Second offshore burst Thursday night into Friday morning. Weaker winds are expected with the second burst but fuels will be drier. Winds gusts up to 40 mph, peaks near 50 mph. Over the weekend, potential for another significant burst of offshore flow and we are tracking closely."

At 07:45 PDT, PG&E updated the 7 Day PSPS potential forecast: "The PG&E Emergency Operations Center remains activated to prepare for a potential Diablo Wind event across Northern California tonight through Friday morning. The National Weather Service has issued multiple Red Flag Warnings today

through Friday due to a combination of gusty offshore winds and critically dry conditions. The Federal Northern Operations Predictive Services is forecasting high risk of significant fire potential for most of Northern CA today through Friday as well. With the NOAA Storm Prediction Center (SPC) showing elevated fire weather in Northern CA today, and elevated and critical fire weather showing tomorrow. There is a PSPS Watch for Geographic Zones 1, 2, 3, 4, and 5. Please note that PSPS is not executed across entire Zones and much more detailed maps where PSPS is being considered can be found here: <https://pgealerts.alerts.pge.com/outages/map/>. This is only intended to provide a high-level overview. PSPS decisions are made at more granular levels based on high resolution data; thus, only a portion of a zone may experience a PSPS event. The highest probability areas for observing a PSPS remain across the Northern Sacramento Valley and adjacent elevated terrain, the Northern Sierra Nevada generally north of I-80, the North Bay mountains and near Mt. Diablo in the East Bay Area. At this time, the weather event is expected to begin tonight across the far north, spread southward into the Bay Area tomorrow, continuing into Friday morning.”

- At 13:46 PDT hours, FPI maps were updated to include R5+ for areas where de-energization was approved
- At 15:00 PDT hours, PG&E updated the 7 Day PSPS potential forecast to a PSPS Warning for Zones 1, 2, 3, 4 and 5 for the Diablo wind event expected to begin late Wednesday night through Friday morning.

Global models remained consistent in their forecast for the offshore wind event with very little variation observed in the past 24 hours of model runs. GFS maintained a peak of around 4.3 mb in the RDD-SAC gradient mid Thursday morning followed by a slight decrease in the second peak Thursday evening of around 2.8 mb. GFS followed a similar trend with the SFO-WMC gradient remaining steady in the forecast if the first minima of -13.1 mb occurring mid to late Thursday morning and a second minima of -10.5 mb Thursday evening. ECM held steady in its 00Z and 12Z runs of the RDD-SAC gradient, showing a plateau of 3.5 mb mid to late Thursday morning followed by a weaker second peak of 2.2 mb Thursday evening. ECM’s SFO-WMC gradient forecast remained consistent during the first minima Thursday morning at -12.3 mb with little variation in the second minima of -9.5 mb late Thursday night. Both 2km and 3km POMMS came in slightly weaker on their 18Z runs after remaining fairly consistent during the 06Z and 12Z runs. 2km POMMS held its RDD-SAC gradient steady at just above 2 mb early Thursday morning and again near midnight on Friday and showed an increase in the SFO-WMC gradient minima Thursday evening from near -10 mb at 12Z to around -8mb at 18Z. 3km POMMS followed a similar trend, decreasing the RDD-SAC gradient maxima from approximately 3.0 mb at 06Z to 2.8 mb at 18Z and increasing the SFO-WMC gradient from -10.3 mb at 06Z to -9.1 mb at 18Z.

#### Thursday, October 22:

External agency forecasts and interagency conference calls monitored by the PG&E Meteorology team noted the following.

- During the 08:45 PDT interagency conference call, North Ops Predictive Service office in Redding (NOPS) stated the Thursday-Friday event is slowly beginning to slow down, but overall no big changes. NOPS issued their 7-day Significant Fire Potential Forecast, highlighting high risk – significant fire potential for NC02, NC03A, NC03B, NC04, NC05, and NC07 Thursday and Friday due to strong, gusty winds and very low relative humidity. Their forecast discussion stated “N-NW to NE winds gusting 25 to 40 mph and locally higher in the most wind-prone spots will continue until midday Fri. Min RHs in the upper single digits to mid-teens with little to no overnight RH recovery tonight in windy areas.” NOPS also indicated that fuels are unusually dry. The NOPS forecast said, “Fuels indices all showing much drier than average readings for late

October, and in some cases setting new records for extreme values,” and “Live shrub and canopy fuel moisture will continue to be critically dry due to combination of significant long-short term drought & dormancy.”

- NWS RFWs remain in place across much of Northern California as the offshore winds continue across much of the region. All Red Flag Warnings will continue through much of the day and into tomorrow for some areas. NWS Monterey did state that they, “May drop some of the Santa Cruz Mountains from the RFW today along with some minor trimming.” All offices had already issued or were preparing to issue FWW along with the afternoon packages in most offices for the upcoming event on Sunday. Some of the meteorologists at fire complex like Red Salmon and August said that, “Today into tomorrow would likely be marginal for then, and not as much concern.” Overall, all NWS offices are in agreement that this will be a marginal event through much of the day and through the night and for most areas allow the RFW to just run their course.

At 07:45 PDT, PG&E updated the 7 Day PSPS potential forecast, which is available to the public that described the following: “The PG&E Emergency Operations Center is currently activated and monitoring a Diablo Wind event underway across Northern California that is expected to last into tomorrow morning. PG&E Meteorology will continue to closely monitor the weather station observations today and latest forecast models to support weather all clear declarations and restoration of power in areas where it is safe to do so. The National Weather Service has multiple Red Flag Warnings in effect today through tomorrow due to a combination of gusty offshore winds and critically dry conditions. The Federal Northern Operations Predictive Services is forecasting high risk of significant fire potential for most of Northern CA today and tomorrow. The NOAA Storm Prediction Center (SPC) is showing critical fire weather in Northern CA today, and elevated fire weather showing tomorrow. Please note that PSPS is not executed across entire Zones and this is only intended to provide a high-level overview. PSPS decisions are made at more granular levels based on high resolution data; thus, only a portion of a zone may experience a PSPS event. The current forecast indicates Zones 1, 2, 4 and 5 are in a PSPS Warning through tomorrow morning fuel moistures across the PG&E territory are critically dry. Fuels are expected to trend even drier with these additional Diablo wind events.”

At 08:05 PDT, FPI maps were updated to reduce R5+ in areas where PSPS was cancelled prior to de-energization

At 14:15 PDT, PG&E updated the 7 Day PSPS potential forecast, removing Zones 1 & 4 from PSPS Warning, and mentioning in the discussion: “The PG&E Emergency Operations Center remains activated and is currently monitoring a Diablo Wind event underway across Northern California that is expected to last into tomorrow morning. PG&E Meteorology will continue to closely monitor the weather station observations today and latest forecast models to support weather all clear declarations and restoration of power in areas where it is safe to do so. The National Weather Service has multiple Red Flag Warnings in effect today through tomorrow due to a combination of gusty offshore winds and critically dry conditions. The Federal Northern Operations Predictive Services is forecasting high risk of significant fire potential for most of Northern CA today and tomorrow. The NOAA Storm Prediction Center (SPC) is showing critical fire weather in Northern CA today, and elevated fire weather showing tomorrow. Please note that PSPS is not executed across entire Zones and this is only intended to provide a high-level overview. PSPS decisions are made at more granular levels based on high resolution data; thus, only a portion of a zone may experience a PSPS event. The current forecast indicates Zones 2 and 5 are in a PSPS Warning through tomorrow morning.”

Friday, October 23:

External agency forecasts and interagency conference calls monitored by the PG&E Meteorology team noted:

- During the 08:45 PDT interagency conference call, North Ops Predictive Service office in Redding (NOPS) stated that the current event will conclude by later today. NOPS issued their 7-day Significant Fire Potential Forecast, highlighting high risk – significant fire potential for NC02, NC03B, NC04, NC05, and NC07 through midday today due to strong, gusty winds and very low relative humidity. NOPS also indicated that fuels are unusually dry, stating, “Fuels indices all showing much drier than average readings for late October, and in some cases setting new records for extreme values,” and “Live shrub and canopy fuel moisture will continue to be critically dry due to combination of significant long-short term drought & dormancy.”
- RFW remain across much of Northern California as winds gradually begin to weaken. Multiple NWS offices stated how they are going to likely “Let the RFW run their course or end them in the late afternoon, closer to 21Z perhaps.” Much of this done since RFW for the next event will follow shortly after, and not wanting to have two active RFW going simultaneously. Otherwise, all focus was on the upcoming offshore wind event on the 25<sup>th</sup>.

At 08:30 PDT, PG&E updated the 7 Day PSPS potential forecast: “The PG&E Emergency Operations Center remains activated and is currently monitoring the end of one Diablo Wind event as well as tracking a significant offshore wind event expected later this weekend and into early next week. PG&E Meteorology will continue to closely monitor weather station observations this morning to support weather all clear declarations and restore power to the last remaining area around the Feather River Canyon which will likely be issued later this morning. However, the National Weather Service has multiple Red Flag Warnings in effect until later today in interior Northern California due to a combination of breezy winds and low relative humidity. The latest PSPS forecast only shows Zone 5 in a PSPS Warning for today.”

At 09:56 PDT, FPI maps were updated to remove all R5+ from the remainder of the FIAs. At 10:00 PDT, PG&E updated the 7 Day PSPS potential forecast to a PSPS Watch for Zones 1, 2, 3, 4, 5, 6, and 8 for Sunday through Tuesday. Zone 9 was also moved to PSPS Watch for Monday and Tuesday. The PSPS warning was also removed from Zone 5 for Friday. The updated forecast describes: “The final weather all-clears have been given for the October 21-23 PSPS event and crews are working to safely restore power in affected areas. The latest PSPS forecast no longer shows any Zones in PSPS Warning for today, but PG&E Meteorology is actively tracking the potential for widespread gusty and damaging winds across California Sunday into Tuesday. Zones 1-6 and 8 are now in PSPS Watch Sunday through Tuesday and Zone 9 Monday and Tuesday. The areas with the highest probability of being affected by PSPS for next event are the adjacent terrain of the northern and western Sacramento Valley, Northern and Central Sierra, as well as higher terrain of the Bay Area, including the Santa Cruz Mountains, Central Coast Region and portions of southern Kern.”

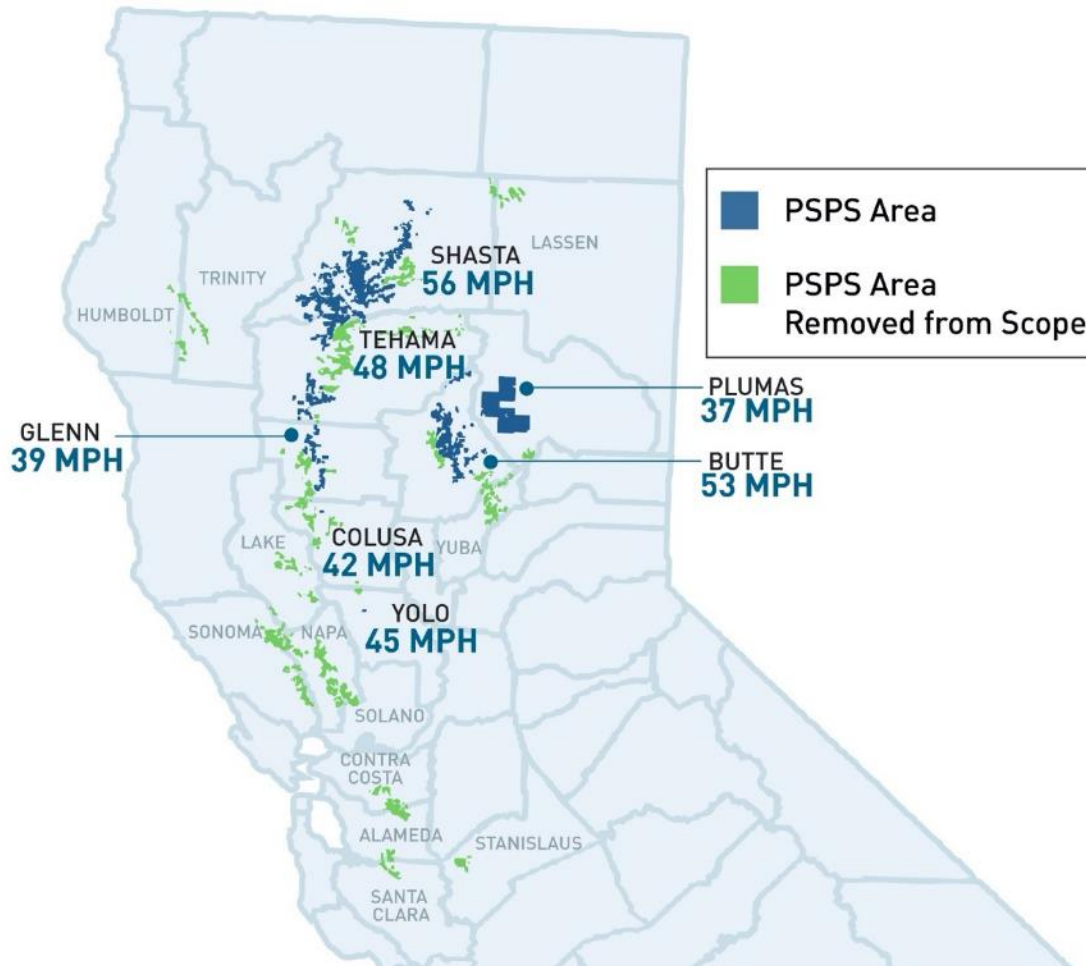
Maximum Wind Gusts

Table 10 shows the maximum wind gust recorded by weather stations in each county in PSPS scope.

**Table 10: Maximum Wind Gusts on October 21-23, 2020, in each Impacted County**

County	Maximum Wind Gust (mph)	Station ID	Station Name
Butte	53	JBGC1	Jarbo Gap
Colusa	42	PG598	Rail Canyon Road
Glenn	39	NWRC1	SAC NWR
Plumas	37	CHAC1	Cashman
Shasta	56	PG519	Whiskeytown Shasta
Tehama	48	PG193	Ponderosa Sky
Yolo	45	PG490	Bald Mountain Tower

**Figure 29: Maximum Wind Gusts in Impacted Counties**



**APPENDIX**

PACIFIC GAS AND ELECTRIC COMPANY

APPENDIX A

SECTION 3 & 4 – TIME, PLACE, DURATION AND AFFECTED CUSTOMERS

## Appendix A: TIME, PLACE, DURATION AND AFFECTED CUSTOMERS

Circuits labeled as “non-HFTD” are located outside of the CPUC High Fire-Threat District (HFTD). These circuits or portions of circuits are impacted for one of two reasons: (1) indirect impacts from transmission lines being de-energized or (2) the non-HFTD portion of the circuit are conductive to the HFTD at some point in the path to service.

Circuits with an asterisk (\*) were sectionalized during the event to further reduce customer impact.

**Table A-1. Distribution Circuits De-Energized During the October 21-23 PSPS Event**

Circuit Name	De-Energization Date and Time	Restoration Date and Time	Key Communities	HFTD Tier(s)	Total Customers	Residential Customers	Commercial / Industrial Customers	Medical Baseline Customers	Other Customers
ANDERSON 1101*	2020-10-22 02:57:00	2020-10-22 18:17:00	ANDERSON, COTTONWOOD	Partially Outside HFTD, Tier 2	319	265	51	22	3
ANDERSON 1103*	2020-10-22 03:20:00	2020-10-22 19:26:00	ANDERSON, REDDING	Partially Outside HFTD, Tier 2	437	389	39	39	9
BIG BEND 1101	2020-10-22 05:08:00	2020-10-23 13:32:00	OROVILLE	Tier 3, Tier 2	239	213	24	16	2
BIG BEND 1102*	2020-10-22 05:08:00	2020-10-23 11:28:00	BERRY CREEK	Tier 3	80	70	8	5	2
BUCKS CREEK 1101	2020-10-22 04:58:00	2020-10-23 10:42:00	OROVILLE, STORRIE	Tier 3, Tier 2	4	0	3	0	1
BUCKS CREEK 1102	2020-10-22 05:08:00	2020-10-22 16:18:00	BELDEN, QUINCY, STORRIE	Tier 3, Tier 2	119	54	63	3	2
BUCKS CREEK 1103	2020-10-22 04:59:00	2020-10-22 17:18:00	QUINCY	Tier 3, Tier 2	310	261	49	6	0
BUTTE 1105*	2020-10-22 05:17:00	2020-10-22 15:38:00	CHICO	Tier 3	103	94	8	7	1
CEDAR CREEK 1101	2020-10-21 21:03:00	2020-10-23 14:54:00	BELLA VISTA, BIG BEND, MONTGOMERY CREEK, OAK RUN, ROUND MOUNTAIN	Tier 3, Tier 2	733	653	74	49	6
CLARK ROAD 1102*	2020-10-22 05:01:00	2020-10-23 12:43:00	OROVILLE, PARADISE	Partially Outside HFTD, Tier 3, Tier 2	838	744	79	77	15
CORNING 1102*	2020-10-22 02:48:00	2020-10-22 14:49:00	CORNING, FLOURNOY, PASKENTA, RED BLUFF	Partially Outside HFTD, Tier 2	291	228	54	15	9
COTTONWOOD 1101*	2020-10-22 03:14:00	2020-10-22 17:35:00	COTTONWOOD, RED BLUFF	Partially Outside HFTD, Tier 2	877	815	44	66	18
COTTONWOOD 1102*	2020-10-22 03:11:00	2020-10-22 17:42:00	ANDERSON, COTTONWOOD, IGO	Partially Outside HFTD, Tier 2	949	884	50	95	15
DESCHUTES 1101	2020-10-22 03:06:00	2020-10-23 11:28:00	MILLVILLE, OAK RUN, PALO CEDRO, SHINGLETOWN	Partially Outside HFTD, Tier 3, Tier 2	1168	1076	71	85	21
DESCHUTES 1104	2020-10-22 03:08:00	2020-10-23 10:32:00	ANDERSON, BELLA VISTA, MILLVILLE, PALO CEDRO, REDDING	Partially Outside HFTD, Tier 2	2366	2083	257	175	26
ELK CREEK 1101*	2020-10-22 05:25:00	2020-10-22 16:00:00	ELK CREEK, ORLAND, WILLOWS	Partially Outside HFTD, Tier 2	168	133	26	6	9
GIRVAN 1101	2020-10-22 02:54:00	2020-10-22 18:16:00	ANDERSON, IGO, REDDING	Partially Outside HFTD, Tier 3, Tier 2	1173	1053	118	95	2



Circuit Name	De-Energization Date and Time	Restoration Date and Time	Key Communities	HFTD Tier(s)	Total Customers	Residential Customers	Commercial / Industrial Customers	Medical Baseline Customers	Other Customers
GIRVAN 1102*	2020-10-22 02:58:00	2020-10-23 13:22:00	REDDING	Partially Outside HFTD, Tier 3, Tier 2	1128	874	249	71	5
JESSUP 1101*	2020-10-22 03:35:00	2020-10-23 10:20:00	ANDERSON, IGO, REDDING	Partially Outside HFTD, Tier 3, Tier 2	1527	1446	78	157	3
JESSUP 1102*	2020-10-22 03:28:00	2020-10-22 18:58:00	ANDERSON	Partially Outside HFTD, Tier 2	1487	1431	55	149	1
JESSUP 1103*	2020-10-22 03:27:00	2020-10-22 18:16:00	ANDERSON, REDDING	Partially Outside HFTD, Tier 2	145	133	12	7	0
KESWICK 1101	2020-10-22 02:54:00	2020-10-23 11:47:00	REDDING, SHASTA, WHISKEYTOWN	Tier 3, Tier 2	481	386	92	21	3
MADISON 2101*	2020-10-22 05:23:00	2020-10-22 12:35:00	CAPAY, ESPARTO	Tier 2	10	0	10	0	0
OREGON TRAIL 1102	2020-10-22 03:17:00	2020-10-22 18:02:00	REDDING, SHASTA LAKE	Partially Outside HFTD, Tier 2	848	780	66	81	2
OREGON TRAIL 1103	2020-10-22 03:20:00	2020-10-23 13:02:00	BELLA VISTA, REDDING	Partially Outside HFTD, Tier 2	1734	1636	88	133	10
OREGON TRAIL 1104	2020-10-22 03:23:00	2020-10-23 11:30:00	PALO CEDRO, REDDING	Partially Outside HFTD, Tier 2	952	843	105	72	4
ORO FINO 1101	2020-10-22 05:16:00	2020-10-22 17:23:00	MAGALIA	Tier 3	2294	2218	70	276	6
ORO FINO 1102	2020-10-22 05:16:00	2020-10-23 15:52:00	BUTTE MEADOWS, FOREST RANCH, MAGALIA, STIRLING CITY	Tier 3, Tier 2	1974	1839	123	165	12
PANORAMA 1101*	2020-10-22 03:12:00	2020-10-22 18:52:00	ANDERSON, COTTONWOOD	Partially Outside HFTD, Tier 2	1117	1072	39	119	6
PANORAMA 1102*	2020-10-22 03:42:00	2020-10-22 17:55:00	ANDERSON	Partially Outside HFTD, Tier 2	66	59	4	6	3
PARADISE 1103*	2020-10-22 04:45:00	2020-10-22 16:59:00	PARADISE	Partially Outside HFTD, Tier 3	249	237	12	24	0
PARADISE 1104	2020-10-22 04:45:00	2020-10-22 17:02:00	PARADISE	Partially Outside HFTD, Tier 3, Tier 2	1907	1706	199	138	2
PARADISE 1105	2020-10-22 05:11:00	2020-10-22 17:15:00	MAGALIA, PARADISE	Partially Outside HFTD, Tier 3	1410	1178	231	101	1
PARADISE 1106	2020-10-22 05:14:00	2020-10-22 16:32:00	PARADISE	Partially Outside HFTD, Tier 3	434	377	57	22	0
PIT NO 3 2101*	2020-10-21 21:04:00	2020-10-23 10:21:00	BIG BEND	Tier 2	25	20	5	0	0
PIT NO 5 1101*	2020-10-21 21:04:00	2020-10-23 10:25:00	BIG BEND	Tier 2	98	71	25	5	2
PIT NO 7 1101	2020-10-21 17:33:00	2020-10-23 10:33:00	MONTGOMERY CREEK, ROUND MOUNTAIN	Tier 2	2	1	1	0	0

Circuit Name	De-Energization Date and Time	Restoration Date and Time	Key Communities	HFTD Tier(s)	Total Customers	Residential Customers	Commercial / Industrial Customers	Medical Baseline Customers	Other Customers
STILLWATER 1101	2020-10-22 02:49:00	2020-10-23 15:56:00	REDDING	Partially Outside HFTD, Tier 2	700	596	98	57	6
STILLWATER 1102	2020-10-22 02:52:00	2020-10-22 19:03:00	REDDING	Partially Outside HFTD, Tier 2	1367	1317	50	110	0
WYANDOTTE 1103*	2020-10-22 04:45:00	2020-10-23 13:45:00	OROVILLE	Tier 3	23	20	3	1	0
WYANDOTTE 1105	2020-10-22 05:08:00	2020-10-23 10:42:00	OROVILLE	Partially Outside HFTD	1	1	0	1	0
<b>Total</b>					<b>30,153</b>	<b>27,256</b>	<b>2,690</b>	<b>2,477</b>	<b>207</b>

**Table A-2. Transmission Circuits De-Energized During the October 21-23 PSPS Event**

Circuit Name	De-Energization Date and Time	Restoration Date and Time	Key Communities	HFTD Tier(s)	Total Customers	Residential Customers	Commercial / Industrial Customers	Medical Baseline Customers	Other Customers
BUTT VALLEY-CARIBOU 115KV LINE	10/21/20 14:42	10/23/20 14:11	Transmission Line	Partially Outside HFTD, Tier 2					
CARIBOU-TABLE MTN	10/22/20 4:44	10/23/20 12:57	Transmission Line	Partially Outside HFTD, Tier 2, Tier 3					
CARIBOU-WESTWOOD	N/A	N/A	Transmission Line	Partially Outside HFTD, Tier 2	1				1
KILARC-CEDAR CREEK	10/21/20 21:13	10/23/20 8:45	Transmission Line	Tier 3					
<b>Total</b>					<b>1</b>				<b>1</b>

PACIFIC GAS AND ELECTRIC COMPANY  
APPENDIX B  
SECTION 6 – CUSTOMER NOTIFICATIONS SENT

## Appendix B: CUSTOMER NOTIFICATIONS SENT

The following details the automated notifications sent to Public Safety Partners, Critical Facilities, Medical Baseline Customers and all other populations during the PSPS event. Notifications sent to customers of record are based on unique Service Point IDs (SPIDs) for each notification campaign. Notification counts provided for local community representatives (also referred to as Public Safety Partner agency notifications) are based on total contacts that received these notifications.

**Table B-1. Summary of Customer Notifications**

Notification Type	Notification Campaign Name	Notification Launch Date and Time	Total Customer Notifications Attempted (by SPID) <sup>1*</sup>	Medical Baseline Customer Notifications Attempted (by SPID)	Total Customers Successfully Notified (by SPID)*
Advanced 72-48 Hour Watch	PSPS_10212020_Advance_Safety_Partner_All_TP9_TP1_TP10_TP11_TP12_TP3_TP2_TP4_TP5_TP6_TP8_TP7_20201019-0335	10/19/20 8:32	748	0	743
Advanced 72-48 Hour Watch	Agency SWN_County OES Live Calls	10/19/20 8:35	6	0	6
Advanced 72-48 Hour Watch	Agency SWN_PSAP Live Calls	10/19/20 8:37	101	0	101
Advanced 72-48 Hour Watch	Agency SWN_Tribal Live Calls	10/19/20 8:37	21	0	21
Advanced 72-48 Hour Watch	Agency SWN_1 PSPS_101920_1001_Advance_TP 1-11	10/19/20 10:01	298	0	298
Advanced 72-48 Hour Watch	Agency SWN_2 PSPS_101920_1019_Advance_TP 12	10/19/20 10:19	39	0	39
48-24 Hour Watch	Agency SWN_3 PSPS_101920_1618_Watch_TP 12	10/19/20 16:18	39	0	39
48-24 Hour Watch	Agency SWN_4 PSPS_101920_1640_Watch_TP 1-11	10/19/20 16:40	299	0	299
48-24 Hour Watch	PSPS_10212020_C01_Watch_MBL_CC_TP9_TP10_TP1_TP11_TP5_TP12_TP3_TP2_TP4_TP6_TP8_TP7_20201019-1458	10/19/20 17:27	4,277	3,835	4,237
48-24 Hour Watch	PSPS_10212020_C01_Watch_Gen_TP9_TP10_TP1_TP11_TP5_TP12_TP3_TP2_TP4_TP6_TP8_TP7_20201019-1505	10/19/20 17:30	45,999	0	43,498
48-24 Hour Watch	PSPS_10212020_C-01_Tx_Notification	10/19/20 17:41	4	0	4
Medical Baseline Customer Door Knocks		10/20/20 5:32	691	691	519
< 24 Hour Watch	Agency SWN_6 PSPS_102020_1328_Watch_TP 12	10/20/20 13:28	40	0	40
< 24 Hour Watch	Agency SWN_5 PSPS_102020_1322_Watch_TP 6, TP 7	10/20/20 13:32	82	0	82
< 24 Hour Watch	Agency SWN_7 PSPS_102020_1332_Watch_TP 1- 5, TP 8-11	10/20/20 13:32	225	0	225
< 24 Hour Watch	PSPS_10212020_C02_Watch_MBL_CC_TP11_TP5_TP12_TP9_TP3_TP10_TP1_TP2_TP4_TP6_TP8_TP7_20201020-1147	10/20/20 13:52	4,277	3,835	4,119
< 24 Hour Watch	PSPS_10212020_C-02_Tx_Notification	10/20/20 13:53	4	0	4
< 24 Hour Watch	PSPS_10212020_C02_Watch_Gen_TP11_TP5_TP12_TP9_TP3_TP10_TP1_TP2_TP4_TP6_TP8_TP7_20201020-1152	10/20/20 13:54	48,861	0	46,266
Custom <24 Hour Watch	PSPS_10212020_Pending_Service_C02	10/20/20 14:18	173	9	165
< 24 Hour Watch	PSPS_10212020_C02_Watch_MBL_CC_TP11_TP5_TP12_TP9_TP3_TP10_TP1_TP2_TP4_TP6_TP8_TP7_20201020-1537	10/20/20 16:12	4,116	4,060	4,061
< 24 Hour Watch	Agency SWN_8 PSPS_102120_1401_Watch_TP 12	10/21/20 14:01	39	0	39

<sup>1</sup> \* Local Community Representatives / Public Safety Partner Agency Notification counts unique contacts (not SPIDs)

Notification Type	Notification Campaign Name	Notification Launch Date and Time	Total Customer Notifications Attempted (by SPID) <sup>1*</sup>	Medical Baseline Customer Notifications Attempted (by SPID)	Total Customers Successfully Notified (by SPID)*
Imminent / Warning	Agency SWN_9 PSPS_102120_1405_Warning_TP 6-7	10/21/20 14:05	74	0	74
Imminent / Warning	Agency SWN_10 PSPS_102120_1408_Warning_TP 1- 5, TP 8-11	10/21/20 14:08	194	0	194
Cancellation	Agency SWN_11_PSPS_102120_1410_Cancellation_TP 5-6, TP 8, TP 11	10/21/20 14:10	49	0	49
Imminent / Warning	PSPS_10212020_D01_Warning_MBL_CC_TP10_TP5_TP12_TP9_TP3_TP2_TP1_TP4_TP6_TP7_20201021-1310	10/21/20 15:01	3,106	2,809	2,899
Imminent / Warning	PSPS_10212020_D01_Warning_Gen_TP10_TP5_TP12_TP9_TP3_TP2_TP1_TP4_TP6_TP7_20201021-1313	10/21/20 15:04	33,681	0	9,765
Cancellation	PSPS_10212020_D01_Cancel_All_TP10_TP5_TP12_TP9_TP3_TP2_TP1_TP4_TP6_TP7_TP8_TP11_20201021-1319	10/21/20 15:15	19,908	1,441	19,019
Custom Imminent / Warning	PSPS_10212020_D-01_Warning_Pending Service	10/21/20 15:39	151	8	143
Custom Cancellation	PSPS_10212020_D-01_Cancelled_Pending Service_From_C-01 C-02	10/21/20 15:42	28	1	25
Live Agent Calls		10/21/20 18:38	58	58	46
Cancellation	Agency SWN_12 PSPS_102220_0848_Cancellation_TP 4-7	10/22/20 8:48	146	0	146
Cancellation	PSPS_10212020_D01_CANCEL_ALL_TP5_6_7_20201022-0607	10/22/20 9:05	4,331	179	4,164
Custom Cancellation	PSPS_10212020_D_01_Cancelled_Pending Service From D01 TP5 TP6 TP7	10/22/20 10:02	8	2	6
Weather All Clear	INSPECT	10/22/20 11:44	30,817	2,457	28,273
Restoration Complete	RESTORE	10/22/20 11:47	28,096	2,249	26,557
PSPS ETOR Update	ETOR	10/22/20 12:02	15,989	1,269	14,929
Custom Weather All Clear	PSPS_10212020_D_01_AllClear_Pending Service From D01 TP10	10/22/20 13:06	120	6	116
Weather All Clear	Agency SWN_13 PSPS_102220_1314_All Clear_TP 2- 4, TP 9-11	10/22/20 13:14	89	0	89
Cancellation	Agency SWN_14 PSPS_102220_1429_Cancellation_TP 12	10/22/20 14:29	40	0	40
Custom Cancellation	PSPS_10212020_D_01_Cancel_Pending Service From D01 TP9 TP10	10/22/20 15:47	2	0	2
Custom Weather All Clear	PSPS_10212020_D_01_AllClear_Pending Service From D01 TP2	10/22/20 15:52	19	0	16
Cancellation	PSPS_10212020_Cancel_All_TP9_20201022-0945	10/22/20 15:52	885	41	832
Cancellation	PSPS_10212020_Cancel_All_TP12_20201022-0954	10/22/20 15:54	679	27	602
Weather All Clear	Agency SWN_15 PSPS_102320_0857_All Clear_TP 1, TP 2, TP 8, TP 9	10/23/20 8:57	41	0	41
Custom Restoration Complete	PSPS_10212020_D_01_Restore_Pending Service From D01 TP10	10/23/20 16:47	120	6	116
Custom Restoration Complete	PSPS_10212020_D_01_Restore_Pending Service From D01 TP2	10/23/20 16:50	19	0	18

PACIFIC GAS AND ELECTRIC COMPANY  
APPENDIX C  
SECTION 6 – CUSTOMER NOTIFICATION SCRIPTS

**October 21-23, 2020**  
**Public Safety Power Shutoff**  
**Event Notifications**





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\* Public Safety Partners, communication providers, water agencies, emergency hospitals and publicly-owned utilities receive this advanced notification.

\*\* Medical Baseline Program Participants receive unique PSPS Watch and PSPS Warning notifications, but all other notifications align with all other customers.

\*\*\* As-needed only.

# City, County, Tribal and Community Choice Aggregator (CCA) Notifications

PG&E will make every attempt to provide notice to cities, counties, tribes, CCAs, first responders and other agencies in advance of notifying customers through:

- Calls
- Text Messages
- Emails

These notifications are sent based on potential PSPS impacts to PG&E electric service within an agencies jurisdiction and are not tied to a specific PG&E account. Agencies will also receive notifications specific to their accounts if their service may be interrupted during a PPS event.

The following outlines the various notifications PG&E will send prior to, during and after a PPS event:



# City, County, Tribal and CCA



## PHONE/VOICE

This is P G and E calling on [DATE] with a Public Safety Power Shutoff outage alert. On [DATE], power may be shut off in portions of your jurisdiction for safety. Due to current weather forecasts, your area is under a Watch for a P S P S. Shut off for this event is estimated to begin between [TIME] on [DATE] and [TIME] on [DATE]. Restoration is estimated to be complete on [DATE] by [TIME]. Actual shutoff and restoration times may change depending on weather or equipment conditions. Maps and event information by agency are available at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available. We will continue to provide updates, this will include a Warning alert if we have determined it is necessary to turn off power.

## TEXT

PSPS Outage Alert. We may turn off power for safety between [TIME] [DATE] and [TIME] [DATE] and complete restoration by [TIME] [DATE]. Weather can affect these times. Event info by agency available at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

## EMAIL

**SUBJECT:** PG&E PSPS Outage Alert: Power shutoffs may be required for safety in your area

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff (PSPS). Below is the estimated shutoff and restoration for this event:

- **ESTIMATED EVENT SHUTOFF:** Starting between [TIME] on [DATE] and [TIME] on [DATE]. We expect weather to improve beginning at [TIME] on [DATE]. After severe weather has passed, we will inspect equipment before restoring power.
- **ESTIMATED RESTORATION:** [DATE] by [TIME].

Actual shutoff and restoration times may change depending on weather and equipment conditions.

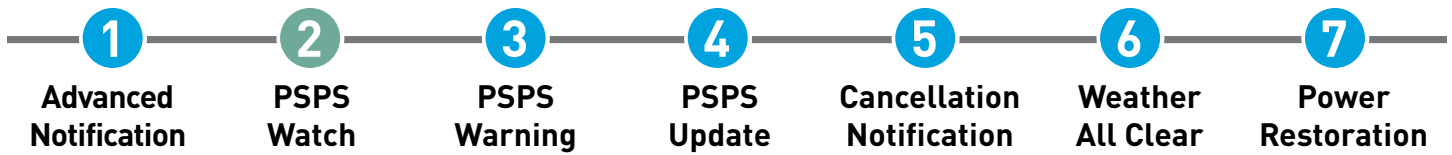
Maps and event information by agency can be found at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

Thank you,

PG&E Liaison Officer

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

# City, County, Tribal and CCA



## PHONE/VOICE

This is P G and E calling on [DATE] with a Public Safety Power Shutoff outage alert. On [DATE], power may be shut off in portions of your jurisdiction for safety. Due to current weather forecasts, your area is under a Watch for a Public Safety Power Shutoff. Shut off for this event is estimated to begin between [TIME] on [DATE] and [TIME] on [DATE]. Restoration is estimated to be complete on [DATE] by [TIME]. Actual shutoff and restoration times may change depending on weather or equipment conditions. Maps and event information by agency are available at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available. We will continue to provide updates, this will include a Warning alert if we have determined it is necessary to turn off power.

## TEXT

PSPS Outage Alert. We may turn off power for safety between [TIME] [DATE] and [TIME] [DATE] and complete restoration by [TIME] [DATE]. Weather can affect these times. Event info by agency available at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

## EMAIL

**SUBJECT:** PG&E PSPS Outage Alert: On [DATE] power shutoffs may be required for safety in your area  
Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff (PSPS). Below is the estimated shutoff and restoration for this event:

- **ESTIMATED EVENT SHUTOFF:** Starting between [TIME] on [DATE] and [TIME] on [DATE]. We expect weather to improve beginning at [TIME] on [DATE]. After severe weather has passed, we will inspect equipment before restoring power.
- **ESTIMATED RESTORATION:** [DATE] by [TIME].

Actual shutoff and restoration times may change depending on weather and equipment conditions. Maps and event information by agency can be found at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

Thank you,

PG&E Liaison Officer

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

# City, County, Tribal and CCA



## PHONE/VOICE

This is P G and E calling on [DATE] with a Public Safety Power Shutoff outage alert. Due to current weather forecasts, your area is under a Warning for a Public Safety Power Shutoff and we will be required to turn off power to prevent a wildfire. Shut offs for this event will begin between [TIME] on [DATE] and [TIME] on [DATE]. Restoration is estimated to be complete on [DATE] by [TIME]. Maps and event information by agency are available at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

## TEXT

PSPS Outage Alert. We will turn off power for safety between [TIME] [DATE] and [TIME] [DATE] and complete restoration by [TIME] [DATE]. Weather can affect these times. Event info by agency available at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

## EMAIL

**SUBJECT:** PG&E PSPS Outage Alert: Shutoffs in your area will start soon for safety

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff (PSPS) to a Warning. High temperatures, extreme dryness and high winds, will require us to turn off power to help prevent a wildfire. Below is the estimated shutoff and restoration for this event:

- **ESTIMATED EVENT SHUTOFF:** Starting between [TIME] on [DATE] and [TIME] on [DATE]. We expect weather to improve beginning at [TIME] on [DATE]. After severe weather has passed, we will inspect equipment before restoring power.
- **ESTIMATED EVENT RESTORATION:** [DATE] by [TIME].

Maps and event information by agency can be found at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

Thank you,

PG&E Liaison Officer

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

# City, County, Tribal and CCA



## EMAIL

**SUBJECT:** PG&E PSPS Outage Alert: On [DATE] power shutoffs may be required for safety in your area. Changes in weather conditions have delayed the timing of Public Safety Power Shutoff (PSPS) de-energization in your area. Below is the estimated shutoff and restoration for this event:

- **ESTIMATED EVENT SHUTOFF:** Starting between [TIME] on [DATE] and [TIME] on [DATE]. We expect weather to improve beginning at [TIME] on [DATE]. After severe weather has passed, we will inspect equipment before restoring power.
- **ESTIMATED EVENT RESTORATION:** [DATE] by [TIME].

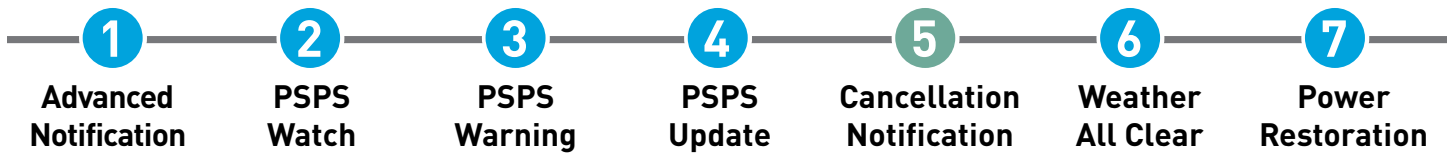
Actual shutoff and restoration times may change depending on weather and equipment conditions. Maps and event information by agency can be found at [pge.com/pspsportal](http://pge.com/pspsportal) and [pge.com/pspsprioritynotice](http://pge.com/pspsprioritynotice). These links are for public safety partner use only. Please do not share event information before it is publicly available.

Thank you,

PG&E Liaison Officer

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

# City, County, Tribal and CCA



## PHONE/VOICE

This is P G and E calling on [DATE] with a Public Safety Power Shutoff alert. Forecasted weather conditions have improved and we are not planning to turn off power for public safety in your area. Maps and event information by agency are available at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

## TEXT

PG&E PSPS Alert. Forecasted weather conditions have improved and we are not turning off power for public safety in your area. Event info by agency available at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

## EMAIL

**SUBJECT:** PG&E PSPS Notification: Power shutoff in your area is canceled

Forecasted weather conditions have improved and we are NOT planning to turn off power for public safety in your area.

Maps and event information by agency can be found at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

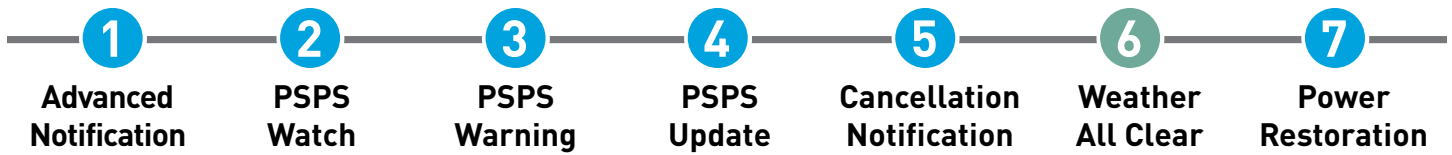
Thank you,

PG&E Liaison Officer

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



# City, County, Tribal and CCA



## PHONE/VOICE

This is P G and E calling on [DATE] with a Public Safety Power Shutoff outage alert. Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power. Restoration for the entire P S P S event is estimated to be complete on [DATE] by [TIME], depending on equipment damage. Restoration information by agency is available at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

## TEXT

PSPS Outage Alert: Weather conditions have improved, crews are inspecting equipment and restoring power. Restoration for the entire PSPS event is estimated to be complete on [DATE] by [TIME], depending on equipment damage. Restoration info by agency available at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

## EMAIL

**SUBJECT:** PG&E PSPS Outage Alert: Crews are inspecting equipment

Weather conditions have improved and crews are inspecting equipment to determine how quickly we can safely restore power. We apologize for the disruption and we appreciate your patience.

Restoration for the entire P S P S event is estimated to be complete on [DATE] by [TIME], depending on equipment damage.

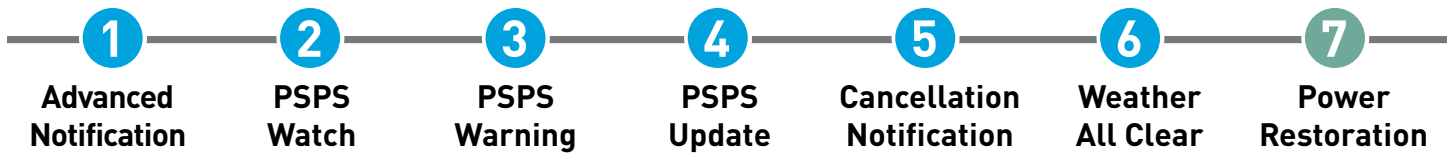
Maps and event information by agency can be found at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

Thank you,

PG&E Liaison Officer

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

# City, County, Tribal and CCA



## PHONE/VOICE

This is P G and E calling on [DATE] with a Public Safety Power Shutoff alert. Crews have successfully restored power to all customers within your jurisdiction. If you are still receiving reports of outages, please instruct customers to visit [p g e dot com backslash outages](http://pge.com/backslash/outages) or call 1-800-743-5002. We apologize for the disruption and we appreciate your patience.

## TEXT

PG&E PSPS Alert: Crews have successfully restored power within your jurisdiction. If you are still receiving reports of outages, please instruct customers to visit [pge.com/outages](http://pge.com/outages) or call 1-800-743-5002.

## EMAIL

**SUBJECT:** PG&E PSPS Notification: Power restored

Crews have successfully restored power to all customers within your jurisdiction. We apologize for the disruption and we appreciate your patience. If you are still receiving reports of outages, please instruct customers to visit [pge.com/outages](http://pge.com/outages) or call 1-800-743-5002. Restoration info by agency available at [URL] and [URL].

Thank you,

PG&E Liaison Officer

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

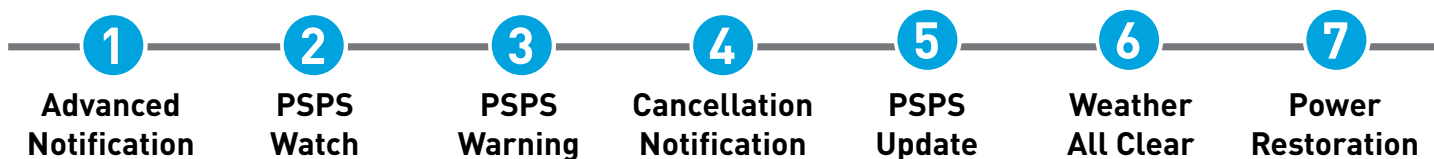
# General Customer, Critical Facility and Medical Baseline Notifications

We will attempt to reach potentially impacted customers through automated calls, texts and emails using all contact information we have on file. We will also post event-specific information on [pge.com](http://pge.com) and social media channels, as well as keep local news, radio outlets and community based organizations informed and updated.





Public Safety Partner Customers that have a facility identified as potentially affected will receive an advanced notification with facility information (in addition to the notifications sent to agencies as described in the previous section). This includes police and fire facilities, communication providers, water agencies, emergency hospitals and publicly-owned utilities.

Medical Baseline Program Participants will also receive unique PSPS Watch and PSPS Warning notifications. These messages include customized phone, text and email messages that request confirmation that the notification was received. Additionally, PG&E sends hourly notifications to those customers who have not confirmed receipt and conducts site visits if notifications were not previously confirmed.

The following outlines the various notifications PG&E will send prior to, during and after a PSPS event:



## KEY:

 Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities	 General Customers
 Medical Baseline Program Participants	 All Customers

# Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities



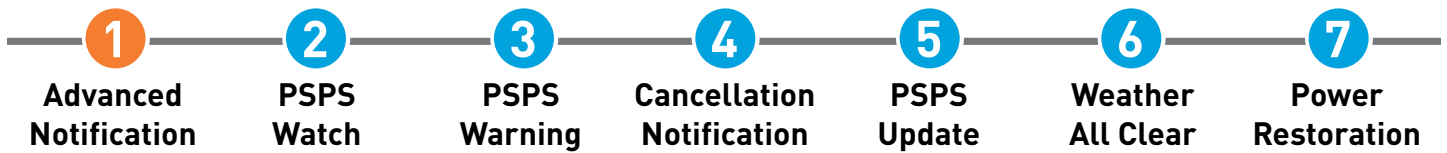
## PHONE/VOICE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert. On [DATE], your power may be shut off for safety. To replay this message at any time, press #. Due to current weather forecasts [ADDRESS] is currently under a Watch for a Public Safety Power Shutoff. Weather forecasts including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. ESTIMATED SHUTOFF TIME: [DAY] [DATE] between [TIME] and [TIME]. Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power. ESTIMATED RESTORATION TIME: [DAY], [DATE] by [TIME]. This restoration time may change depending on weather conditions and equipment damage. Maps showing the areas potentially affected by a shutoff can be found at [URL]. PSPS Portal users can log in at [URL]. **These are for public safety partner use only. \*\*PLEASE DO NOT SHARE THESE LINKS\*\*.** We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning notification if we have determined it is necessary to turn off your power. If this is not the correct phone number for [ADDRESS], press 2. Press # to repeat this message. Thank you. Goodbye.

## PHONE/VOICE (MULTI PREM)

This is PG&E calling with a PSPS outage alert. On [DATE], your power may be shut off for safety. To replay this message at any time, press #. Due to current weather forecasts, [NUMBER of SPIDs FOR MULTI PREM] of your meters are currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. The estimated shutoff time for [ADDRESS #1] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. The estimated shutoff time for [ADDRESS #2] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. Changes in weather can affect shutoff times. Restoration times may change depending on weather conditions and equipment damage. Please get ready to write down the following information. Details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters can be found online at [pge.com/myaddresses](https://pge.com/myaddresses). On the website you will be asked to enter your phone number [XXX-XXX-XXXX] plus a 4-digit PIN. Your PIN number is: [ZZZZ]. To repeat how to get details for all of your affected meters, press \*. Maps showing the areas potentially affected by a shutoff can be found at [URL]. PSPS Portal users can log in at [URL]. **These are for public safety partner use only. \*\*PLEASE DO NOT SHARE THESE LINKS\*\*.** We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning notification if we have determined it is necessary to turn off your power. If this is not the correct phone number for the addresses provided, press 2. Press # to repeat this message. To repeat how to get details for all of your affected meters, press \*. Thank you. Goodbye.

# Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities



## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [DATE]: PG&E may turn off power for safety at [ADDRESS] on [DATE]. Estimated shutoff: [TIME]-[TIME]. Estimated restoration: [DATE] by [TIME]. Weather can affect these times. Maps for public safety partners at [URL] or log in at [URL].

## TEXT (MULTI PREM)

PG&E PSPS Outage Alert [DATE]: PG&E may turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est. shutoff as early as: [DATE] [TIME]-[TIME]. Est. restoration: [DATE] by [TIME]. Weather can affect these times. Meter list: [pge.bz/12345] Safety partner maps: [URL] or log in at [URL].

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: On [DATE] power shutoffs may be required for safety

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

ADDRESS: [ADDRESS, CITY, STATE, COUNTY]

ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]

Shutoff times may be delayed if winds arrive later than forecast.

We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power.

ESTIMATED RESTORATION: [DAY], [DATE] by [TIME]

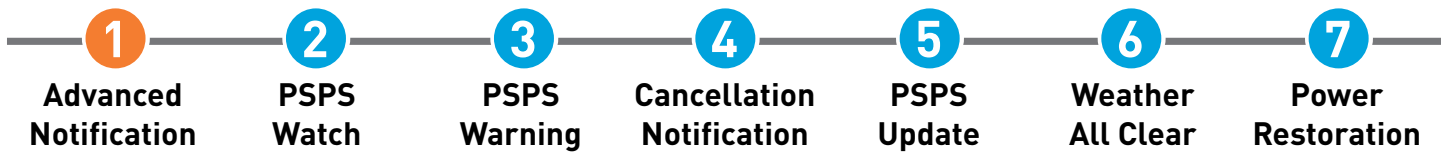
Restoration time may change depending on weather and equipment damage.

Maps showing the areas potentially affected by a shutoff can be found at [URL]. PSPS Portal users can log in at [URL]. **These are for public safety partner use only. PLEASE DO NOT SHARE THESE LINKS.**

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning notification if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

## CONTINUED ON NEXT PAGE

# Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities



## EMAIL (SINGLE PREM) CONT.

If this is not the correct email address for [ADDRESS], please call 1-800-743-5000.

### RESOURCES TO HELP YOU PREPARE

- Maps showing the areas potentially affected by a shutoff can be found at [URL]. These are for public safety partner use only. **PLEASE DO NOT SHARE THIS LINK.**
- PSPS Portal users can log in at [URL]. **These are for public safety partner use only. PLEASE DO NOT SHARE THIS LINK.**
- To learn more about Public Safety Power Shutoffs, including the criteria used to turn off power, visit [pge.com/psps](http://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](http://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report it immediately by calling 911.

Thank you,

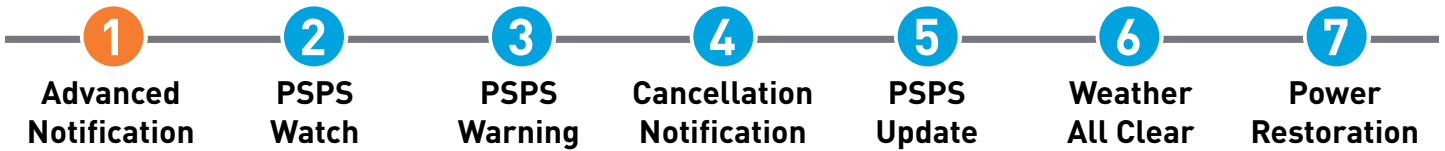
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

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

# Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: On [DATE] power shutoffs may be required for safety

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff.

Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. Maps showing the areas potentially affected by a shutoff can be found at [URL]. PSPS Portal users can log in at [URL]. **These are for public safety partner use only. \*\*PLEASE DO NOT SHARE THESE LINKS\*\***

**NUMBER OF METERS AFFECTED:** [NUMBER of SPID<sub>s</sub> FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]            METER ID: [METER ID]            SERVICE AGREEMENT: [SERVICE AGREEMENT ID]            ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]            Shutoff times may be delayed if winds arrive later than forecast.            ESTIMATED RESTORATION: [DAY], [DATE] by [TIME]            Restoration time may change depending on weather and equipment damage.</p>
2.	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]            METER ID: [METER ID]            SERVICE AGREEMENT: [SERVICE AGREEMENT ID]            ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]            Shutoff times may be delayed if winds arrive later than forecast.            ESTIMATED RESTORATION: [DAY], [DATE] by [TIME]            Restoration time may change depending on weather and equipment damage.</p>

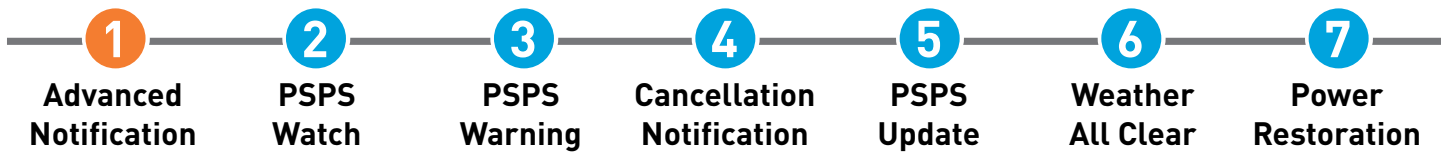
(Repeat for first **50** premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning notification if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

If this is not the correct email address for the addresses provided, please call 1-800-743-5000.

## CONTINUED ON NEXT PAGE

# Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities



## EMAIL (MULTI PREM) CONT. RESOURCES TO HELP YOU PREPARE

- Maps showing the areas potentially affected by a shutoff can be found at [\[URL\]](#). **These are for public safety partner use only. PLEASE DO NOT SHARE THIS LINK.**
- PSPS Portal users can log in at [\[URL\]](#). **These are for public safety partner use only. PLEASE DO NOT SHARE THIS LINK.**
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](http://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](http://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [\[DATE, TIME\]](#)

NOTE: To protect against spam, some email providers may delay delivery

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



# Medical Baseline Program Participants



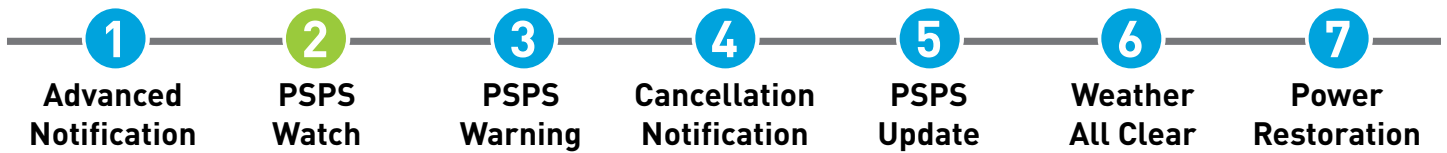
## IVR LIVE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert for Medical Baseline customers. On [DATE], your power may be shut off for safety. To continue in English press 1. To replay this message at any time, press #. Due to current weather forecasts [ADDRESS] is currently under a Watch for a Public Safety Power Shutoff. Weather forecasts including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. ESTIMATED SHUTOFF TIME: [DAY] [DATE] between [TIME] and [TIME]. Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power. ESTIMATED RESTORATION TIME: [DAY] [DATE] by [TIME]. This restoration time may change depending on weather conditions and equipment damage. We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning notification if we have determined it is necessary to turn off your power. For planning resources or more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging). If this is not the correct phone number for [ADDRESS], press 2. Press # to repeat this message. Thank you. Goodbye.

## IVR LIVE (MULTI PREM)

This is PG&E calling with a PSPS outage alert for Medical Baseline customers. On [DATE], your power may be shut off for safety. To continue in English press 1. To replay this message at any time, press #. Due to current weather forecasts, [NUMBER of SPIDs FOR MULTI PREM] of your meters are currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. The estimated shutoff time for [ADDRESS #1] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [ETOR DAY], [ETOR DATE] by [ETOR TIME]. The estimated shutoff time for [ADDRESS #2] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [ETOR DAY], [ETOR DATE] by [TIME]. Changes in weather can affect shutoff times. Restoration times may change depending on weather conditions and equipment damage. Please get ready to write down the following information. Details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters can be found online at [pge.com/myaddresses](http://pge.com/myaddresses). On the website you will be asked to enter your phone number [XXX-XXX-XXXX] plus a 4-digit PIN. Your PIN number is: [ZZZZ]. To repeat how to get details for all of your affected meters, press \*. We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning notification if we have determined it is necessary to turn off your power. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging). If this is not the correct phone number for the addresses provided, press 2. Press # to repeat this message. To repeat how to get details for all of your affected meters, press \*. Thank you. Goodbye.

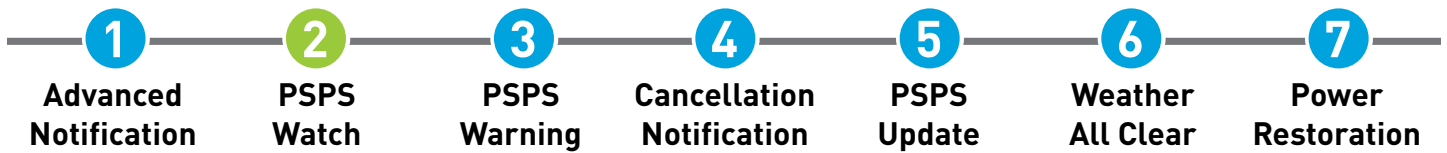
# Medical Baseline Program Participants



## IVR VOICE MESSAGE (SINGLE PREM)

This is PG&E calling on [DAY, DATE] at [TIME] with a PSPS outage alert for Medical Baseline customers. On [DATE], your power may be shut off for safety. Your response is required. To hear this message in another language call [1-800-XXX-XXXX]. Due to current weather forecasts [ADDRESS] is currently under a Watch for a Public Safety Power Shutoff. Weather forecasts including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. ESTIMATED SHUTOFF TIME: [DAY] [DATE] between [TIME] and [TIME]. Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power. ESTIMATED RESTORATION TIME: [ETOR DAY], [DATE] by [TIME]. This restoration time may change depending on weather conditions and equipment damage. Because you are enrolled in our Medical Baseline program, your response is required. Please call [XXX-XXX-XXXX] to confirm you have received this message. We will continue to attempt to reach you and may visit your home if you do not respond. We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. For planning resources or more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging). If this is not the correct phone number for [ADDRESS], call 1-800-743-5000. Thank you. Goodbye.

# Medical Baseline Program Participants



## IVR VOICE MESSAGE (MULTI PREM)

This is PG&E calling on [DAY, DATE] at [TIME] with a PSPS outage alert for Medical Baseline customers. On [DATE], your power may be shut off for safety. Your response is required. To hear this message in another language call [1-800-XXX-XXXX]. Due to current weather forecasts, [NUMBER of SPIDs FOR MULTI PREM] of your meters are currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. The estimated shutoff time for [ADDRESS #1] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. The estimated shutoff time for [ADDRESS #2] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. Changes in weather can affect shutoff times. Restoration times may change depending on weather conditions and equipment damage. Details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters can be found online at [pge.com/myaddresses](https://pge.com/myaddresses). On the website you will be asked to enter your phone number [XXX-XXX-XXXX] plus a 4-digit PIN. Your PIN number is: [ZZZZ]. Because you are enrolled in our Medical Baseline program, your response is required. Please call [XXX-XXX-XXXX] to confirm you have received this message. We will continue to attempt to reach you and may visit your home if you do not respond. We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. For planning resources or more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging). If this is not the correct phone number for the addresses provided, call 1-800-743-5000. Thank you. Goodbye.

# Medical Baseline Program Participants



## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert - Medical Baseline Customers [DATE]: PG&E may turn off power for safety at [ADDRESS] on [DATE]. Est Shutoff: [TIME]-[TIME]. Est Restoration: [DATE] by [TIME]. Weather can affect shutoff & restoration times. Info&Languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## TEXT (MULTI PREM)

PG&E PSPS Outage Alert - Medical Baseline Customers [DATE]: PG&E may turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est shutoff: [DATE] [TIME]-[TIME]. Est restoration: [DATE] by [TIME]. Weather can affect these times. Meter list: [pge.bz/12345] Info&Languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: On [DATE] power shutoffs may be required for safety

### HEADER LINKS:

español   中文   tiếng việt   Tagalog   한국어   русский язык  
فارسی   عربى   Hmoob   ໂຊງ   日本語   ਪੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff.

Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

**ADDRESS:** [ADDRESS, CITY, STATE, COUNTY]

**ESTIMATED SHUTOFF:** [DAY], [DATE] [TIME]-[TIME]

Shutoff times may be delayed if winds arrive later than forecast.

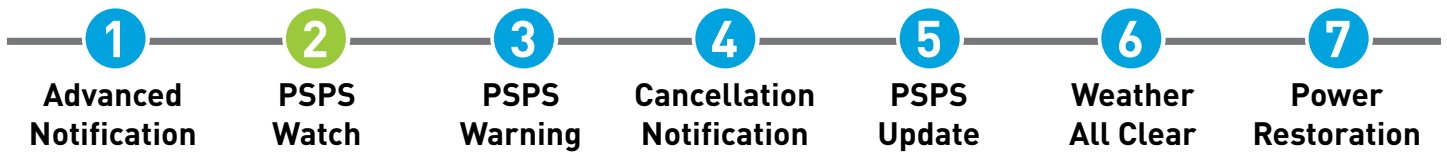
We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power.

**ESTIMATED RESTORATION:** [DAY], [DATE] by [TIME]

Restoration time may change depending on weather and equipment damage.

## CONTINUED ON NEXT PAGE

# Medical Baseline Program Participants



## EMAIL (SINGLE PREM) CONT.

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning notification if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

If this is not the correct email address for [ADDRESS], please call 1-800-743-5000.

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

## RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

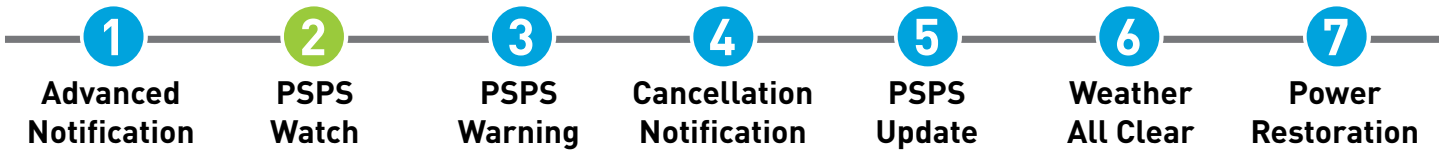
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

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

# Medical Baseline Program Participants



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: On [DATE] power shutoffs may be required for safety

**HEADER LINKS:**

español 中文 tiếng việt Tagalog 한국어 русский язык  
 ىبرع ىسراف Hmoob ຊຸມໃນ 日本語 ਪੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff.

Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

NUMBER OF METERS AFFECTED: [NUMBER of SPIDs FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.

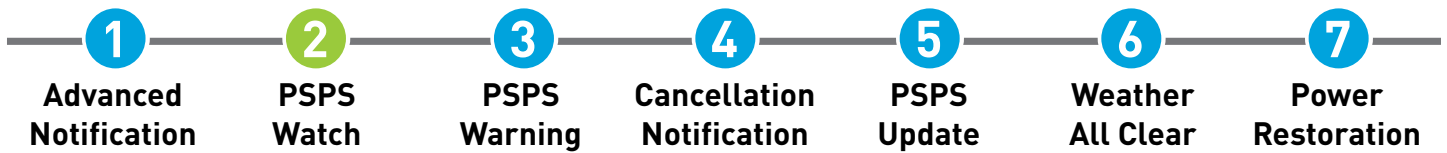
We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning notification if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

If this is not the correct email address for the addresses provided, please call 1-800-743-5000.

For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

## CONTINUED ON NEXT PAGE

# Medical Baseline Program Participants



## EMAIL (MULTI PREM) CONT.

### RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pssmaps](https://pge.com/pssmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/pssp](https://pge.com/pssp).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/psspweather](https://pge.com/psspweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

PG&E Customer Service

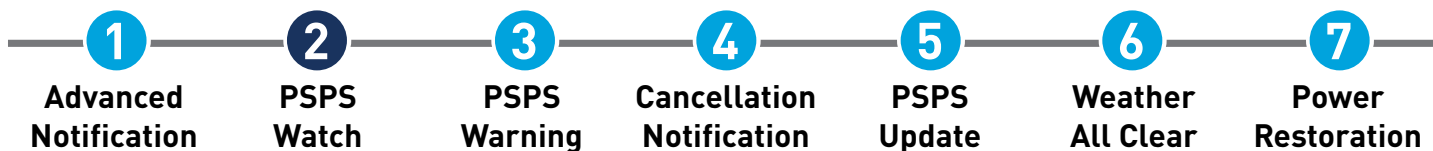
Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

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



# General Customers



## PHONE/VOICE (SINGLE PREM)

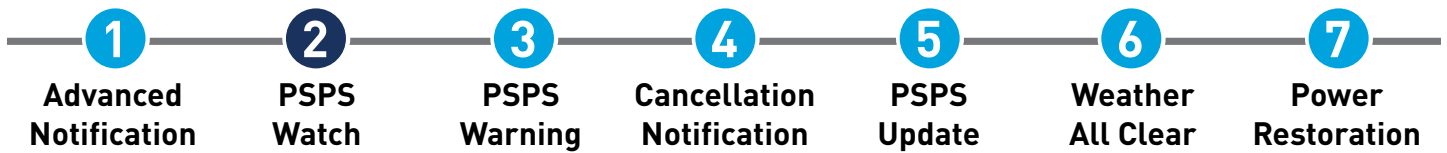
This is PG&E calling with a PSPS outage alert. On [DATE], your power may be shut off for safety. To continue in English press 1. To replay this message at any time, press #. Due to current weather forecasts [ADDRESS] is currently under a Watch for a Public Safety Power Shutoff. Weather forecasts including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. ESTIMATED SHUTOFF TIME: [DAY] [DATE] between [TIME] and [TIME]. Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power. ESTIMATED RESTORATION TIME: [DAY] [DATE] by [TIME]. This restoration time may change depending on weather conditions and equipment damage. We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning notification if we have determined it is necessary to turn off your power. For planning resources or more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging). If this is not the correct phone number for [ADDRESS], press 2. Press # to repeat this message. Thank you. Goodbye.

## PHONE/VOICE (MULTI PREM)

This is PG&E calling with a PSPS outage alert. On [DATE], your power may be shut off for safety. To continue in English press 1. To replay this message at any time, press #. Due to current weather forecasts, [NUMBER of SPIDs FOR MULTI PREM] of your meters are currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. The estimated shutoff time for [ADDRESS #1] is [DAY] [DATE] between [TIME] and [ESTIMATED SHUTOFF END TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. The estimated shutoff time for [ADDRESS #2] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. Changes in weather can affect shutoff times. Restoration times may change depending on weather conditions and equipment damage. Please get ready to write down the following information. Details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters can be found online at [pge.com/myaddresses](http://pge.com/myaddresses). On the website you will be asked to enter your phone number [XXX-XXX-XXXX] plus a 4-digit PIN. Your PIN number is: [ZZZZ]. To repeat how to get details for all of your affected meters, press \*. We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning notification if we have determined it is necessary to turn off your power. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging). If this is not the correct phone number for the addresses provided, press 2. Press # to repeat this message. To repeat how to get details for all of your affected meters, press \*. Thank you. Goodbye.



# General Customers



## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [DATE]: Due to weather PG&E may turn off power for safety at [ADDRESS] on [DATE]. Estimated shutoff: [TIME]-[TIME]. Estimated restoration: [DATE] by [TIME]. Weather can affect shutoff & restoration. Info&Other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## TEXT (MULTI PREM)

PG&E PSPS Outage Alert [DATE]: PG&E may turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est shutoff as early as: [DATE] [TIME]-[TIME]. Est restoration: [DATE] by [TIME]. Weather can affect shutoff & restoration times. Meter list: [pge.bz/12345](http://pge.bz/12345). Info&Other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: On [DATE] power shutoffs may be required for safety

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык  
فارسی   عربی   Hmoob   ལྷོ་   日本語   ਪੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

**ADDRESS:** [ADDRESS, CITY, STATE, COUNTY]

**ESTIMATED SHUTOFF:** [DAY], [DATE] [TIME]-[TIME]

Shutoff times may be delayed if winds arrive later than forecast.

We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power.

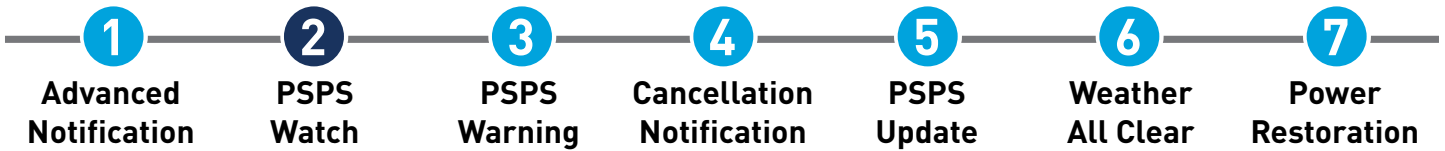
**ESTIMATED RESTORATION:** [DAY], [DATE] by [TIME]

Restoration time may change depending on weather and equipment damage.

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning notification if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

## CONTINUED ON NEXT PAGE

# General Customers



## EMAIL (SINGLE PREM) CONT.

If this is not the correct email address for [ADDRESS], please call 1-800-743-5000.

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

### RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

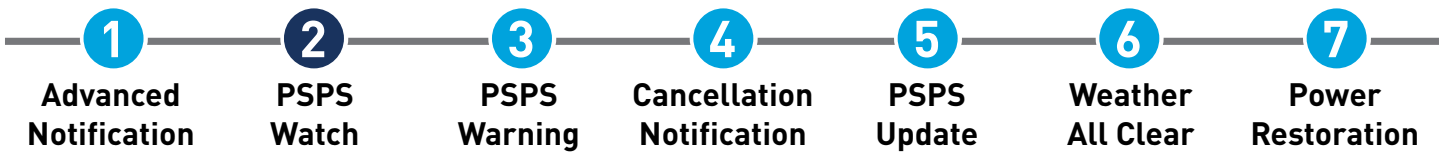
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

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

# General Customers



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: On [START DATE] power shutoffs may be required for safety

**HEADER LINKS:**

español    中文    tiếng việt    Tagalog    한국어    русский язык  
 فارسی    عربى    Hmoob    ໂຊງ    日本語    ਪੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

**NUMBER OF METERS AFFECTED:** [NUMBER of SPIDs FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [ETOR DAY], [ETOR DATE] by [ETOR TIME] Restoration time may change depending on weather and equipment damage.

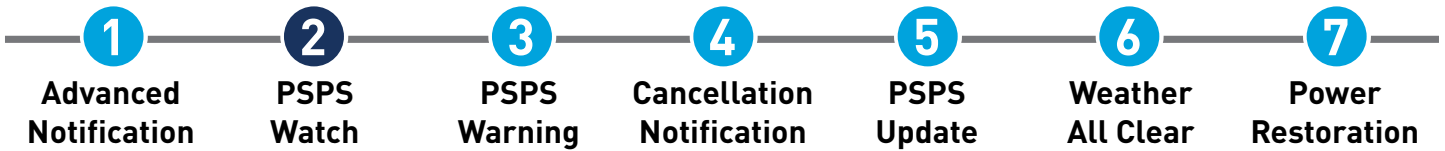
(Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning notification if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

If this is not the correct email address for the addresses provided, please call 1-800-743-5000.

## CONTINUED ON NEXT PAGE

# General Customers



## EMAIL (MULTI PREM) CONT.

For more information visit [[pge.com/pspsupdates](https://pge.com/pspsupdates)] or call 1-800-743-5002.

### RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

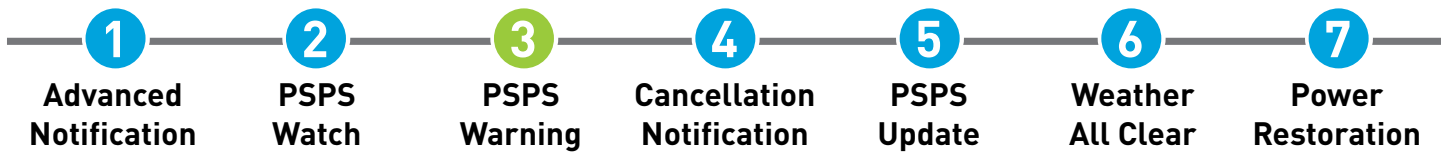
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

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

# Medical Baseline Program Participants



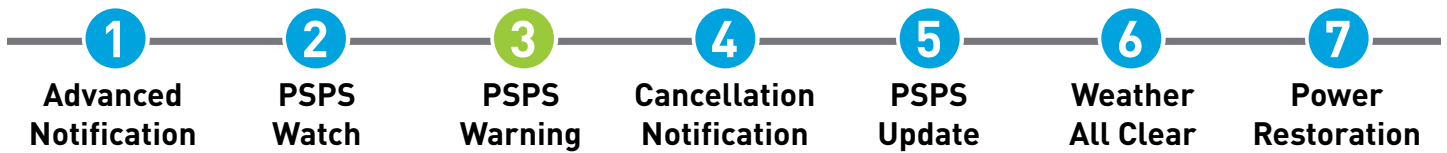
## IVR LIVE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert for Medical Baseline customers. Shutoffs start between [TIME] and [TIME] for safety. To continue in English press 1. To replay this message at any time, press #. To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Weather forecasts including high winds and dry conditions, will require us to turn off your power at [ADDRESS] to help prevent a wildfire. SHUTOFF TIME: [DAY] [DATE] between [TIME] and [TIME]. Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power. ESTIMATED RESTORATION TIME: [DAY], [DATE] by [TIME]. This restoration time may change depending on weather conditions and equipment damage. We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. For planning resources or more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging). Press # to repeat this message. Thank you. Goodbye.

## IVR LIVE (MULTI PREM)

This is PG&E calling with a PSPS outage alert for Medical Baseline customers. Shutoffs start between [TIME] and [TIME] for safety. To continue in English press 1. To replay this message at any time, press #. To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Weather forecasts including high winds and dry conditions, will require us to turn off the power for [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. The estimated shutoff time for [PREMISE ADDRESS #1] is [ESTIMATED SHUTOFF START DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. The estimated shutoff time for [ADDRESS #2] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. Changes in weather can affect shutoff times. Restoration times may change depending on weather conditions and equipment damage. Please get ready to write down the following information. Details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters can be found online at [pge.com/myaddresses]. On the website you will be asked to enter your phone number [XXX-XXX-XXXX] plus a 4-digit PIN. Your PIN number is: [ZZZZ]. To repeat how to get details for all of your affected meters, press \*. We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. For planning resources or more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging). Press # to repeat this message. To repeat how to get details for all of your affected meters, press \*. Thank you. Goodbye.

# Medical Baseline Program Participants



## IVR VOICE MESSAGE (SINGLE PREM)

This is PG&E calling on [DAY, DATE] at [TIME] with a PSPS outage alert for Medical Baseline Customers. Shutoffs start between [TIME] and [TIME] for safety. Your response is required. To hear this message in another language call [1-800-XXX-XXXX]. To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Weather forecasts including high winds and dry conditions, will require us to turn off your power at [ADDRESS] to help prevent a wildfire. SHUTOFF TIME: [DAY] [DATE] between [TIME]-[TIME]. Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power. ESTIMATED RESTORATION TIME: [DAY], [DATE] by [TIME] This restoration time may change depending on weather conditions and equipment damage. Please call [XXX-XXX-XXXX] to confirm you have received this message. We will continue to attempt to reach you and may visit your home if you do not respond. We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. For planning resources or more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging). Thank you. Goodbye.

## IVR VOICE MESSAGE (MULTI PREM)

This is PG&E calling on [DAY, DATE] at [TIME] with a PSPS outage alert for Medical Baseline customers. Shutoffs start between [TIME] and [TIME] for safety. Your response is required. To hear this message in another language call [1-800-XXX-XXXX]. To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Weather forecasts including high winds and dry conditions, will require us to turn off the power for [NUMBER OF SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. The estimated shutoff time for [ADDRESS #1] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. The estimated shutoff time for [ADDRESS #2] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. Changes in weather can affect shutoff times. Restoration times may change depending on weather conditions and equipment damage. Details for all [NUMBER OF SPIDs FOR MULTI PREM] of your affected meters can be found online at [pge.com/myaddresses](http://pge.com/myaddresses). On the website you will be asked to enter your phone number [XXX-XXX-XXXX] plus a 4-digit PIN. Your PIN number is: [ZZZZ]. Please call [XXX-XXX-XXXX] to confirm you have received this message. We will continue to attempt to reach you and may visit your home if you do not respond. We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. For planning resources or more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging). Thank you. Goodbye.

# Medical Baseline Program Participants



## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert - Medical Baseline Customers [DATE]: PG&E will turn off power for safety at [ADDRESS]. Est shutoff: [DATE] [TIME]-[TIME] Est restoration: [DATE] by [TIME] depending on weather & damage. More info & other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## TEXT (MULTI PREM)

PG&E PSPS Outage Alert - Medical Baseline Customers [DATE]: PG&E will turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est shutoff as early as: [DATE] [TIME]-[TIME]. Est restoration: [DATE] by [TIME] depending on weather & damage. Meters: [pge.bz/12345]. Info&Languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: Shutoffs start between [TIME]-[TIME] for safety

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык  
فارسی   عربی   Hmoob   ལྷོ་ཡི་སྐད་   日本語   ਪੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Warning

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Current weather forecasts, including high winds and dry conditions, will require us to turn off your power to help prevent a wildfire.

**ADDRESS:** [ADDRESS, CITY, STATE, COUNTY]

**ESTIMATED SHUTOFF:** [DAY], [DATE] [TIME]-[TIME]

Shutoff times may be delayed if winds arrive later than forecast.

We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power.

**ESTIMATED RESTORATION:** [DAY], [DATE] by [TIME]

Restoration time may change depending on weather and equipment damage.

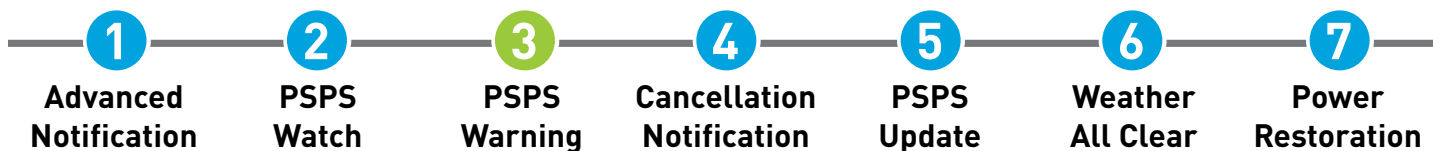
We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored.

For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

## CONTINUED ON NEXT PAGE



# Medical Baseline Program Participants



## EMAIL (SINGLE PREM) CONT.

### RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, including Community Resource Centers where you can charge devices, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

PG&E Customer Service

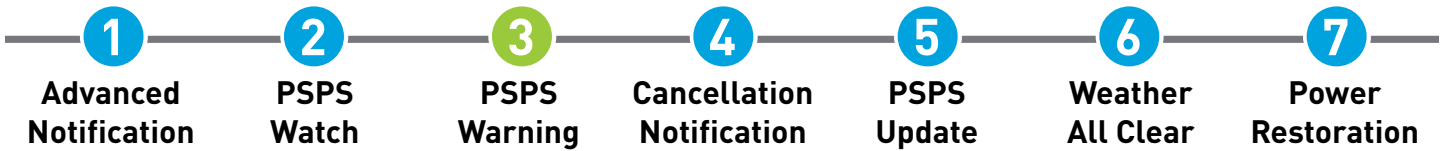
Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

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



# Medical Baseline Program Participants



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: Shutoffs start between [TIME]-[TIME] for safety

**HEADER LINKS:**

español    中文    tiếng việt    Tagalog    한국어    русский язык  
 عىبرع    ىسراف    Hmoob    ຊຸມໃນ    日本語    ປັນຈາດີ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Warning

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Current weather forecasts, including high winds and dry conditions will require us to turn off your power to help prevent a wildfire.

NUMBER OF METERS AFFECTED: [NUMBER of SPIDs FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.

Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. Weather forecasts change frequently.

## CONTINUED ON NEXT PAGE

# Medical Baseline Program Participants



## EMAIL (MULTI PREM) CONT.

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

### RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, including Community Resource Centers where you can charge devices, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

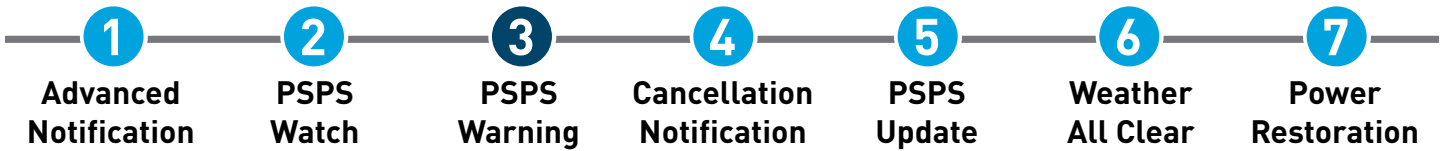
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

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

# General Customer



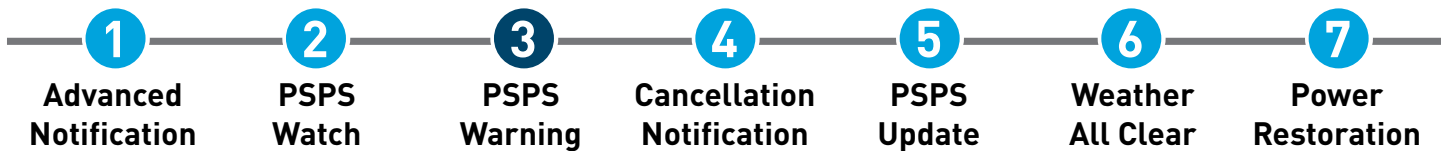
## PHONE/VOICE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert. Shutoffs start between [TIME] and [TIME] for safety. To continue in English press 1. To replay this message at any time, press #. To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Weather forecasts including high winds and dry conditions, will require us to turn off your power at [ADDRESS] to help prevent a wildfire. SHUTOFF TIME: [DAY] [DATE] between [TIME] and [TIME]. Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power. ESTIMATED RESTORATION TIME: [DAY], [DATE] by [TIME]. This restoration time may change depending on weather conditions and equipment damage. We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. For planning resources or more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging). Press # to repeat this message. Thank you. Goodbye.

## PHONE/VOICE (MULTI PREM)

This PG&E calling with a PSPS outage alert. Shutoffs start between [TIME] and [TIME] for safety. To continue in English press 1. To replay this message at any time, press #. To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Weather forecasts including high winds and dry conditions, will require us to turn off the power for [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. The estimated shutoff time for [ADDRESS #1] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. The estimated shutoff time for [ADDRESS #2] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. Changes in weather can affect shutoff times. Restoration times may change depending on weather conditions and equipment damage. Please get ready to write down the following information. Details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters can be found online at [pge.com/myaddresses](http://pge.com/myaddresses). On the website you will be asked to enter your phone number [XXX-XXX-XXXX] plus a 4-digit PIN. Your PIN number is: [ZZZZ]. To repeat how to get details for all of your affected meters, press \*. We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. For planning resources or more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging). Press # to repeat this message. To repeat how to get details for all of your affected meters, press \*. Thank you. Goodbye.

# General Customer



## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [DATE]: PG&E will turn off power for safety at [ADDRESS] on [DATE]. Est. shutoff: [TIME]-[TIME] Est. restoration: [DATE] by [TIME] depending on weather & equipment damage. More info & other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## TEXT (MULTI PREM)

PG&E PSPS Outage Alert [DATE]: PG&E will turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est. shutoff as early as: [DATE] [TIME]-[TIME]. Est. restoration: [DATE] by [TIME] depending on weather & equipment damage. Meter list: [pge.bz/12345](http://pge.bz/12345) Info & other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: Shutoffs start between [TIME]-[TIME] for safety

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык  
فارسی   عربی   Hmoob   ལྷོ་ཡི་སྐད་   日本語   ਪੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Warning

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Current weather forecasts, including high winds and dry conditions, will require us to turn off your power to help prevent a wildfire.

**ADDRESS:** [ADDRESS, CITY, STATE, COUNTY]

**ESTIMATED SHUTOFF:** [DAY], [DATE] [TIME]-[TIME]

Shutoff times may be delayed if winds arrive later than forecast.

We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power.

**ESTIMATED RESTORATION:** [DAY], [DATE] by [TIME]

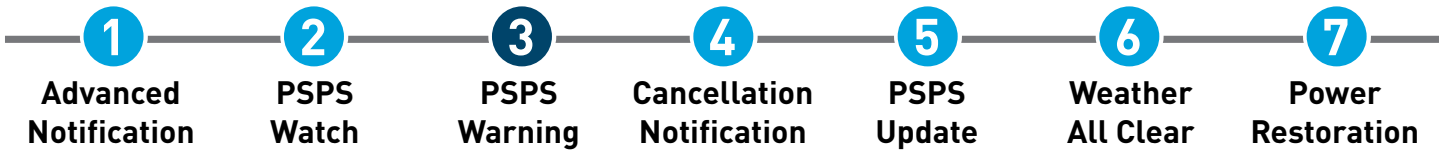
Restoration time may change depending on weather and equipment damage.

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored.

For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

## CONTINUED ON NEXT PAGE

# General Customer



## EMAIL (SINGLE PREM) CONT.

### RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, including Community Resource Centers where you can charge devices, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

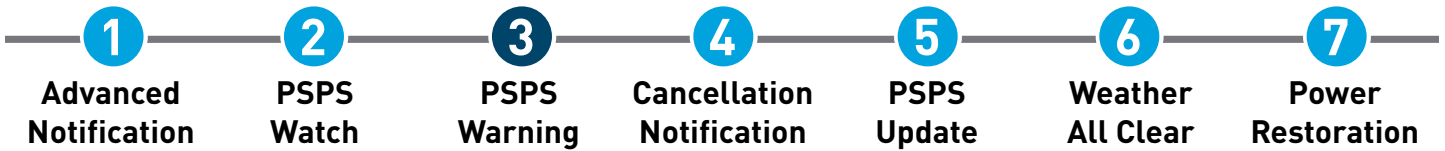
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# General Customer



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: Shutoffs start between [TIME]-[TIME] for safety

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык  
فارسی   عربی   Hmoob   ໂຊງ   日本語   ਪੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Warning

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning.

Current weather forecasts, including high winds and dry conditions will require us to turn off your power to help prevent a wildfire.

**NUMBER OF METERS AFFECTED:** [NUMBER of SPIDs FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.

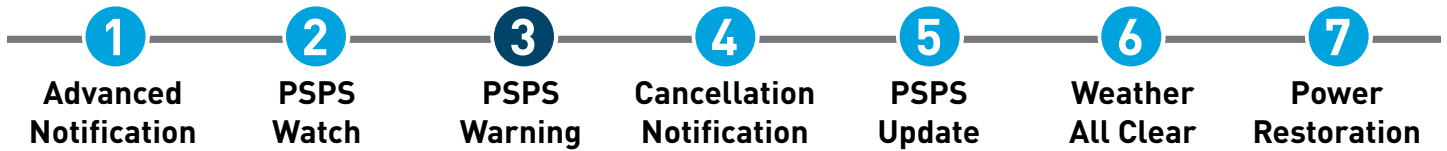
(Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. Weather forecasts change frequently.

For more information visit [pge.com/pspsupdates](https://www.pge.com/pspsupdates) or call 1-800-743-5002.

## CONTINUED ON NEXT PAGE

# General Customer



## EMAIL (MULTI PREM) CONT.

### RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, including Community Resource Centers where you can charge devices, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# All Customers



## PHONE/VOICE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1. Forecasted weather conditions have improved and we are not planning to turn off power for public safety at [ADDRESS] on [DAY] [DATE]. For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. Press # to repeat this message. Thank you. Goodbye.

## PHONE/VOICE (MULTI PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1. Forecasted weather conditions have improved and we are not planning to turn off power for public safety to [NUMBER OF SPIDs FOR MULTI PREM] of your meters. The meters at the following addresses: [ADDRESS #1], [ADDRESS #2], [ADDRESS #3] will not be turned off. Please get ready to write down the following information. To view details for all [NUMBER OF SPIDs FOR MULTI PREM] of your canceled meters, visit [pge.com/myaddresses](http://pge.com/myaddresses) and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted. To repeat how to get details for all of your affected meters, press \*. For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. Press # to repeat this message. To repeat how to get details for all of your affected meters, press \*. Thank you. Goodbye.

## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [DATE]: Forecasted weather conditions have improved & we are not turning off safety at [ADDRESS] on [DATE]. More info & other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates)

## TEXT (MULTI PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: Forecasted weather conditions have improved & we are not turning off power for safety to [NUMBER OF SPIDs FOR MULTI PREM] of your meters. Meter list: [pge.bz/12345]. More info & other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates)



# All Customers



## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: Your power shutoff is canceled

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык  
فارسی   عربی   Hmoob   ພາສາ ຈີນ   ਪੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Cancellation

Forecasted weather conditions have improved and we are NOT planning to turn off power for public safety at: [ADDRESS, CITY, STATE, COUNTY] on [DAY], [DATE]

For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

Thank you,

PG&E Customer Service

Message sent at [DATE, TIME]

**NOTE:** To protect against spam, some email providers may delay delivery

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

## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: Your power shutoff is canceled

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык  
فارسی   عربی   Hmoob   ພາສາ ຈີນ   ਪੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Cancellation

Forecasted weather conditions have improved and we are NOT planning to turn off power for public safety at the following locations:

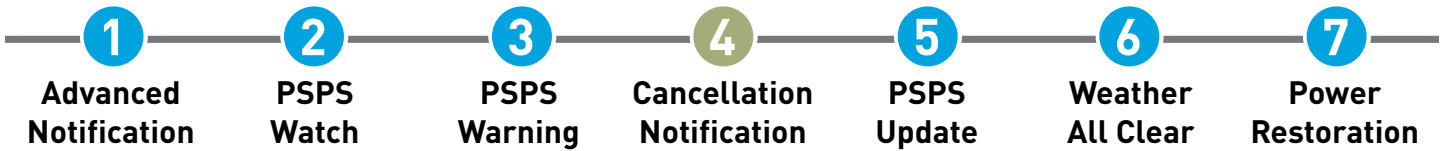
**NUMBER OF METERS CANCELED:** [NUMBER of SPIDs FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL CANCELED LOCATIONS/DOWNLOAD A LIST OF ALL CANCELED LOCATIONS]

## CONTINUED ON NEXT PAGE

# All Customers



## EMAIL (MULTI PREM) CONT.

1.	ADDRESS: [ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.

(Repeat for first 50 premises that would be affected)

For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

Thank you,

PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# All Customers



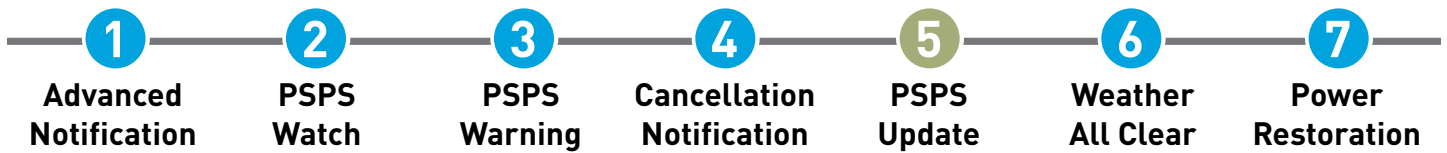
## PHONE/VOICE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1. Power remains off at your location at [ADDRESS] to help prevent a wildfire. Crews will restore power as soon as it is safe to do so. ESTIMATED RESTORATION TIME: [DAY] [DATE] by [TIME]. This restoration time may change depending on weather conditions and equipment damage. We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging). We apologize for the disruption and we appreciate your patience. To opt out of call notifications to this number for the remainder of this outage, press 2. Press # to repeat this message. Thank you. Goodbye.

## PHONE/VOICE (MULTI PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1. To replay this message at any time, press #. Power remains off for [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. Crews will restore power as soon as it is safe to do so. The estimated restoration time for [ADDRESS #1] is [DAY], [DATE] by [TIME]. The estimated restoration time for [ADDRESS #2] is [DAY], [DATE] by [TIME]. Restoration times may change depending on weather conditions and equipment damage. Please get ready to write down the following information. To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters, visit [pge.com/myaddresses](http://pge.com/myaddresses) and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted. To repeat how to get details for all of your affected meters, press \*. We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging). We apologize for the disruption and we appreciate your patience. To opt out of call notifications to this number for the remainder of this outage, press 2. Press # to repeat this message. To repeat how to get details for all of your affected meters, press \*. Thank you. Goodbye.

# All Customers



## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [DATE]: Power remains off at [ADDRESS] to help prevent a wildfire. Estimated restoration: [DATE] by [TIME] depending on weather & equipment damage. More info & other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates). Reply STOP to STOP text alerts for this outage.

## TEXT (MULTI PREM)

PG&E PSPS Outage Alert [DATE]: Power remains off at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. Estimated restoration: [DATE] by [TIME] depending on weather & equipment damage. Meter list: [pge.bz/12345](http://pge.bz/12345). More info & other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates). Reply STOP to STOP text alerts for this outage.

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: Estimated restoration time

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык  
فارسی   عربی   Hmoob   ໂຊງ   日本語   ਪੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Update

Power remains off at your location to help prevent a wildfire. We apologize for the disruption and we appreciate your patience. Crews will restore power as soon as it is safe to do so.

ADDRESS: [ADDRESS, CITY, STATE, COUNTY]

ESTIMATED RESTORATION: [DAY], [DATE] by [TIME]

Restoration time may change depending on weather and equipment damage.

We recommend all customers plan for an extended outage. We will provide daily updates until your power has been restored. Weather forecasts change frequently.

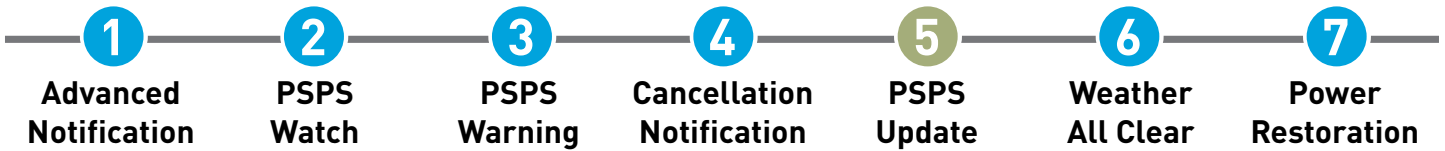
For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

### ADDITIONAL RESOURCES

- If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging).
- To view city/county level information, including Community Resource Centers where you can charge devices visit [pge.com/pspsupdates](http://pge.com/pspsupdates).

## CONTINUED ON NEXT PAGE

# All Customers



## EMAIL (SINGLE PREM) CONT.

- To look up additional addresses that may be affected, visit [pge.com/addresslookup](http://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](http://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](http://pge.com/outageprep).
- For generator safety tips visit [pge.com/generatorsafety](http://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](http://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast visit [pge.com/pspsweather](http://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

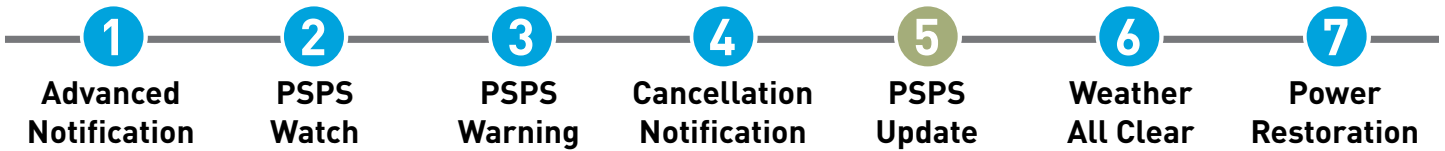
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# All Customers



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: Estimated restoration time

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык  
فارسی   عربى   Hmoob   ໂຊງ   日本語   ਪੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Update

Power remains off at the locations below to help prevent a wildfire. We apologize for the disruption and we appreciate your patience. Crews will restore power as soon as it is safe to do so. Get the latest restoration information for each of your locations below.

NUMBER OF METERS AFFECTED: [NUMBER of SPIDs FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY],[DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.

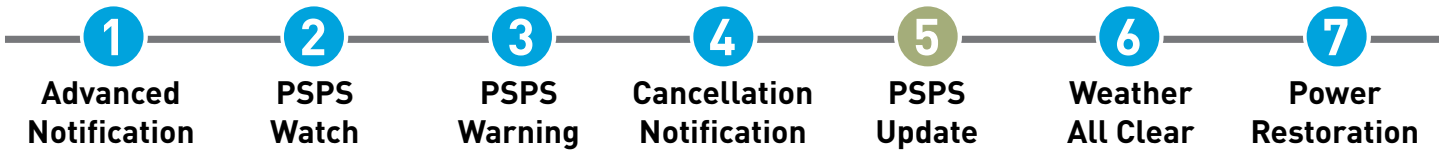
(Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until your power has been restored. Weather forecasts change frequently.

For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

## CONTINUED ON NEXT PAGE

# All Customers



## EMAIL (MULTI PREM) CONT.

### ADDITIONAL RESOURCES

- If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, including Community Resource Centers where you can charge devices visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

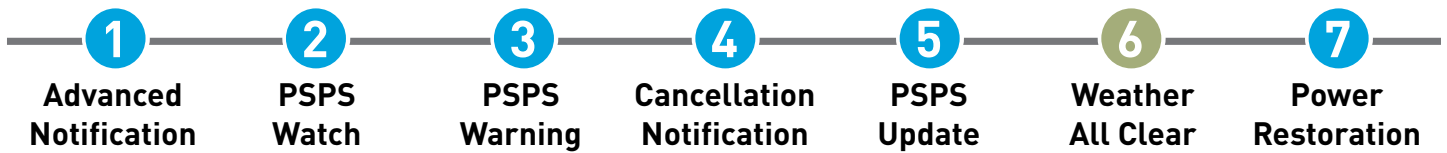
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# All Customers



## PHONE/VOICE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1. Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power at your location [ADDRESS]. ESTIMATED RESTORATION TIME: [DAY] [DATE] by [TIME]. This restoration time may change depending on equipment damage. We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging). We apologize for the disruption and we appreciate your patience To opt out of call notifications to this number for the remainder of this outage, press 2. Press # to repeat this message. Thank you. Goodbye.

## PHONE/VOICE (MULTI PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1. To replay this message at any time, press #. Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power to [NUMBER of SPIDs FOR MULTI PREM] of your meters. The estimated restoration time for [ADDRESS #1] is [DAY], [DATE] by [TIME]. The estimated restoration time for [ADDRESS #2] is [DAY], [DATE] by [TIME]. These restoration times may change depending on equipment damage. Please get ready to write down the following information. To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters, visit [pge.com/myaddresses](http://pge.com/myaddresses) and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted. To repeat how to get details for all of your affected meters, press \*. We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging). We apologize for the disruption and we appreciate your patience. To opt out of call notifications to this number for the remainder of this outage, press 2. Press # to repeat this message. To repeat how to get details for all of your affected meters, press \*. Thank you. Goodbye.



# All Customers



## TEXT (SINGLE PREM)

PG&E PPS Outage Alert [DATE]: Weather conditions have improved, and crews are inspecting equipment to safely restore power at [ADDRESS]. Estimated restoration: [Date] by [TIME] depending on equipment damage. More info & other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply STOP to STOP text alerts for this outage.

## TEXT (MULTI PREM)

PG&E PPS Outage Alert [DATE]: Weather has improved, and crews are inspecting equipment to safely restore power to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Estimated restoration: [DATE] by [TIME] depending on equipment damage. Meter list: [[pge.bz/12345](http://pge.bz/12345)]. Info & Languages: [pge.com/pspsupdates](http://pge.com/pspsupdates). Reply STOP to STOP text alerts for this outage.

## EMAIL (SINGLE PREM)

**SUBJECT:** PPS Outage Alert: Crews are inspecting equipment

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык  
فارسی   عربی   Hmoob   ໂຊງ   日本語   ਪੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PPS Equipment Inspections

Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power. We apologize for the disruption and we appreciate your patience.

We expect your service at: [ADDRESS, CITY, STATE, COUNTY] to be fully restored by [DAY], [DATE] by [TIME] depending on if any repairs are needed.

We will provide daily updates until your power has been restored.

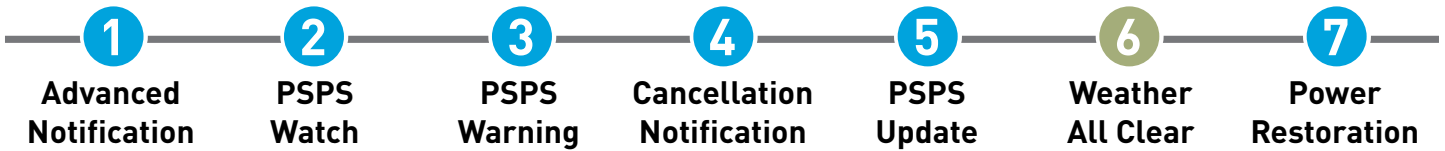
For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

### ADDITIONAL RESOURCES

- If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging).
- To view city/county level information, including Community Resource Centers where you can charge devices visit [pge.com/pspsupdates](http://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](http://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](http://pge.com/pspsmaps).

## CONTINUED ON NEXT PAGE

# All Customers



## EMAIL (SINGLE PREM) CONT.

- Get outage tips and a sample emergency plan at [pge.com/outageprep](http://pge.com/outageprep).
- For generator safety tips visit [pge.com/generatorsafety](http://pge.com/generatorsafety).
- For generator safety tips visit [pge.com/generatorsafety](http://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](http://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast visit [pge.com/pspsweather](http://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

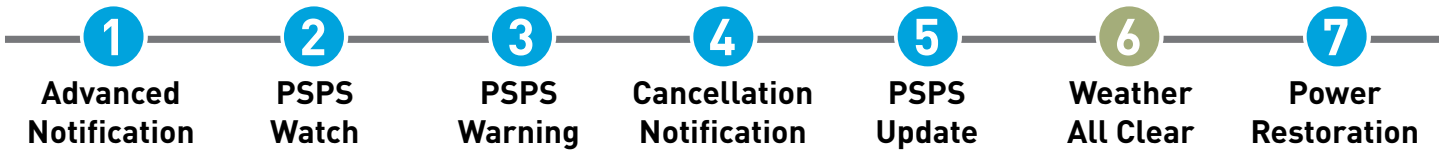
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# All Customers



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: Crews are inspecting equipment

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык  
فارسی   عربي   Hmoob   ໂຊ ຈີນ   日本語   ਪੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Equipment Inspections

Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power. We apologize for the disruption and we appreciate your patience.

NUMBER OF METERS AFFECTED: [NUMBER of SPIDs FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.

(Repeat for first 50 premises that would be affected)

We will provide daily updates until your power has been restored.

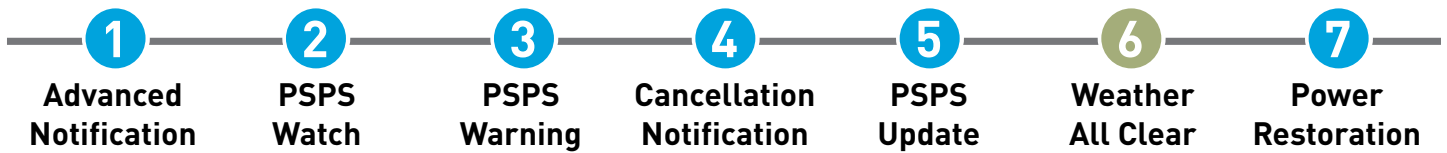
For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

### ADDITIONAL RESOURCES

- If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).

## CONTINUED ON NEXT PAGE

# All Customers



## EMAIL (MULTI PREM) CONT.

- To view city/county level information, including Community Resource Centers where you can charge devices visit [pge.com/pspsupdates](http://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](http://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](http://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](http://pge.com/outageprep).
- For generator safety tips visit [pge.com/generatorsafety](http://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](http://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast visit [pge.com/pspsweather](http://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

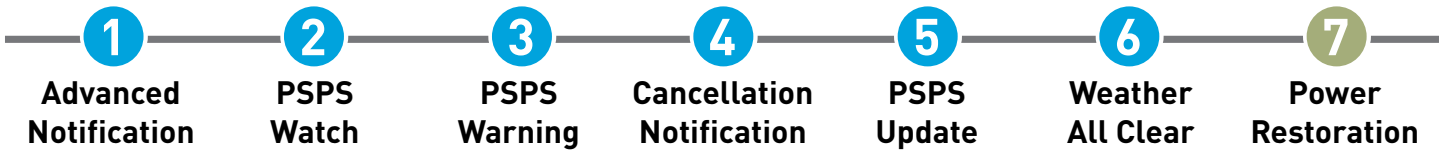
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# All Customers



## PHONE/VOICE (SINGLE PREM)

This is PG&E calling on [DAY, DATE] at [TIME] with a PSPS outage alert. To continue in English press 1. Crews have successfully restored power at [ADDRESS]. If your power is still out in this location, please visit [pge.com/outages](https://pge.com/outages) or call 1-800-743-5002. We apologize for the disruption and we appreciate your patience. Press # to repeat this message. Thank you. Goodbye.

## PHONE (MULTI PREM)

This is PG&E calling on [DAY, DATE] at [TIME] with a PSPS outage alert. To continue in English press 1. Crews have successfully restored power to [NUMBER of SPIDs FOR MULTI PREM] of your meters. The meters at the following addresses: [ADDRESS #1], [ADDRESS #2], [ADDRESS #3] have been restored. Please get ready to write down the following information. To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters, visit [pge.com/myaddresses](https://pge.com/myaddresses) and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted. To repeat how to get details for all of your affected meters, press \*. If your power is still out at any of these locations, please visit [pge.com/outages](https://pge.com/outages) or call 1-800-743-5002. We apologize for the disruption and we appreciate your patience. Press # to repeat this message. To repeat how to get details for all of your affected meters, press \*. Thank you. Goodbye.

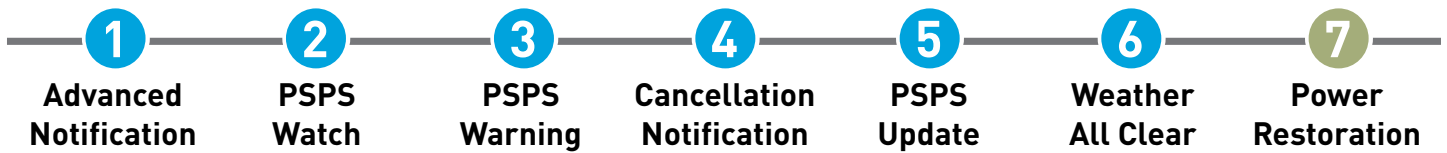
## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [DATE]: Crews have successfully restored power at your location, [PREMISE ADDRESS]. If your power is still out in this location, please visit [pge.com/outages](https://pge.com/outages) or call 1-800-743-5002. For other languages: [pge.com/pspsupdates](https://pge.com/pspsupdates)

## TEXT (MULTI PREM)

PG&E PSPS Outage Alert [DATE]: Crews have successfully restored power to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Meter list: [pge.bz/12345](https://pge.bz/12345). For other languages: [pge.com/pspsupdates](https://pge.com/pspsupdates)

# All Customers



## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: Power restored

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык  
فارسی   عربی   Hmoob   ໂຊງ   日本語   ਪੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** Power Restored

Crews have successfully restored power at: [ADDRESS, CITY, STATE, COUNTY]. We apologize for the disruption and we appreciate your patience. If your power is still out in this location, please visit [pge.com/outages](http://pge.com/outages) or call 1-800-743-5002.

Thank you,

PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: Power restored

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык  
فارسی   عربی   Hmoob   ໂຊງ   日本語   ਪੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** Power Restored

Crews have successfully restored power at the following locations:

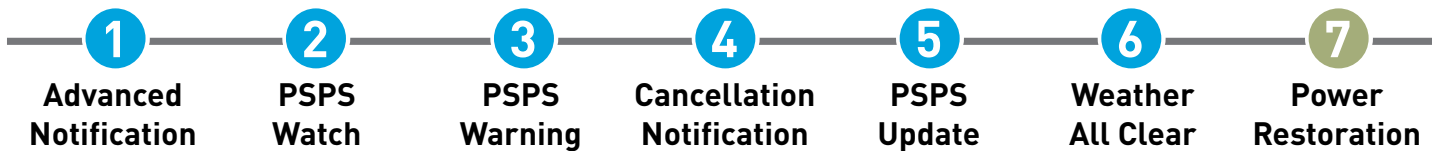
NUMBER OF METERS RESTORED: [NUMBER of SPIDs FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL RESTORED LOCATIONS/DOWNLOAD A LIST OF ALL RESTORED LOCATIONS]

## CONTINUED ON NEXT PAGE

# All Customers



## EMAIL (MULTI PREM) CONT.

1.	ADDRESS: [ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID]
2.	ADDRESS: [ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID]

(Repeat for first 50 premises that would be affected)

We apologize for the disruption and we appreciate your patience.

If your power is still out, please visit [pge.com/outages](http://pge.com/outages) or call 1-800-743-5002.

Thank you,

PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

## Custom One Day Watch Notification\*\*\*

### PHONE/VOICE

Hello, this is Pacific Gas and Electric calling on [DATE] with a PSPS outage alert. Due to current weather forecasts, your location is currently under a Watch for a Public Safety Power Shutoff. Weather forecasts including high winds and dry conditions may require us to turn off your power to help prevent a wildfire. Estimated shutoff time may begin the [TIME] of [DATE] or [TIME] [DATE].

For general information on this Public Safety Power Shutoff visit [pge.com/pspsupdates](https://pge.com/pspsupdates). For details on how this Public Safety Power Shutoff impacts you call 800-743-5002, or press 1 now to speak with an agent.

We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging). To speak with an agent, press 1 or call 800-743-5002. Please stay on the line to hear this message again. Thank you. Goodbye.

## Custom One Day Watch Notification (Spanish)\*\*\*

### PHONE/VOICE

Hola, Somos Pacific Gas and Electric llamando hoy, [DATE] con una alerta de interrupción de PSPS. Debido a las previsiones meteorológicas actuales, su ubicación se encuentra actualmente bajo vigilancia por un corte de energía por motivos de seguridad pública. Los pronósticos del tiempo, incluidos los vientos fuertes y las condiciones secas, pueden requerir que apaguemos su energía para ayudar a prevenir un incendio forestal. El tiempo de cierre estimado puede comenzar [TIME] del [DATE] o [TIME] del [DATE].

Para obtener información general sobre este corte de energía de seguridad pública, visite [pge.com/pspsupdates](https://pge.com/pspsupdates). Para obtener detalles sobre cómo afecta este corte de energía por motivos de seguridad pública, llame al 800-743-5002, o presione 1 ahora para hablar con un agente.

Recomendamos a todos los clientes que tengan un plan para una interrupción prolongada. Proporcionaremos actualizaciones diarias hasta que haya pasado el riesgo meteorológico o se haya restablecido la energía. Esto incluirá una alerta de advertencia si hemos determinado que es necesario apagar la energía. Si depende de la energía para operar dispositivos médicos de soporte vital o tiene necesidades funcionales y de acceso, es posible que haya apoyo adicional disponible. Para obtener más información, visite [pge.com/disabilityandaging](https://pge.com/disabilityandaging). Para hablar con un agente, presione 1 o llame al 800-743-5002. Permanezca en la línea para escuchar este mensaje nuevamente. Gracias. Adiós

\*\*\* As-needed only.



## Custom Warning Notification\*\*\*

### PHONE/VOICE

Hello, this is Pacific Gas and Electric calling on [DATE] with a PSPS outage alert. To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning.

Weather forecasts including high winds and dry conditions, will require us to turn off your power to help prevent a wildfire. Estimated shutoff time will begin the [TIME] of [DATE] or [TIME] [DATE].

For general information on this Public Safety Power Shutoff visit [pge.com/pspsupdates](https://pge.com/pspsupdates). For details on how this Public Safety Power Shutoff impacts you call 800-743-5002, or press 1 to speak with an agent.

We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored.

If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging). To speak with an agent, press 1 or call 800-743-5002. Please stay on the line to hear this message again. Thank you. Goodbye.

## Custom Cancellation Notification\*\*\*

### PHONE/VOICE

Hello, this is Pacific Gas and Electric calling on [DATE] with a PSPS outage alert. Forecasted weather conditions have improved and we are not planning to turn off your power for public safety. For general information visit [pge.com/pspsupdates](https://pge.com/pspsupdates). To speak with an agent, press 1 or call 800-743-5002. Please stay on the line to hear this message again. Thank you. Goodbye.

\*\*\* As-needed only.

## Custom All Clear Notification\*\*\*

### PHONE/VOICE

Hello, this is Pacific Gas and Electric calling on [DATE] with a PSPS outage alert. Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore your power. For general information visit [pge.com/pspsupdates](https://pge.com/pspsupdates). We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored.

If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging). To speak with an agent please press 1, or call 800-743-5002. We apologize for the disruption and we appreciate your patience. Please stay on the line to hear this message again. Goodbye.

## Ad hoc All Clear Notification (Spanish)\*\*\*

### PHONE/VOICE

Hola, somos Pacific Gas and Electric llamando el [DATE] con una alerta de interrupción de PSPS. Las condiciones climáticas han mejorado y las cuadrillas están inspeccionando el equipo para determinar qué tan rápido podemos restaurar su energía de manera segura. Para obtener información general, visite [pge.com/pspsupdates](https://pge.com/pspsupdates). Recomendamos a todos los clientes que tengan un plan para una interrupción prolongada. Proporcionaremos actualizaciones diarias hasta que se restablezca la energía.

Si depende de la energía para operar dispositivos médicos de soporte vital o tiene necesidades funcionales y de acceso, es posible que haya apoyo adicional disponible. Para obtener más información, visite [pge.com/disabilityandaging](https://pge.com/disabilityandaging). Para hablar con un agente, marque 1 o llame al 800-743-5002.

Nos disculpamos por la interrupción y agradecemos su paciencia. Permanezca en la línea para escuchar este mensaje nuevamente. Adiós.

\*\*\* As-needed only.

## Custom Restoration Complete Notification\*\*\*

### PHONE/VOICE

Hello, this is Pacific Gas and Electric calling on [DATE] with a PSPS outage alert. Crews have successfully restored your power. If your power is still out, please press 1 or call 800-743-5002 to speak with an agent. We apologize for the disruption and we appreciate your patience. Please stay on the line to hear this message again. Thank you. Goodbye.

## Custom Restoration Complete Notification (Spanish)\*\*\*

### PHONE/VOICE

Hola, somos Pacific Gas and Electric llamando [DATE] con una alerta de interrupción de PSPS. Las tripulaciones han restaurado con éxito su energía. Si todavía no tiene energía, presione 1 o llame al 800-743-5002 para hablar con un agente. Nos disculpamos por la interrupción y agradecemos su paciencia. Permanezca en la línea para escuchar este mensaje nuevamente. Gracias adios.

\*\*\* As-needed only.

# Live Agent Life Support Customer Call Script (Pre-De-energization)\*\*\*

## LIVE ANSWER

- Hello, this is [FIRST NAME] with Pacific Gas and Electric Company
- I am calling to make sure you're aware that we are tracking severe weather that may threaten a portion of the electric system with substantially increased wildfire risk. If the forecasted weather does materialize it may be necessary for PG&E to turn off electricity for safety with an estimated start time between [SHUTOFF WINDOW START] and [SHUTOFF WINDOW END].
- We are estimating that your power would be restored by [ETOR]. We understand how important electric service is to you. Please know, if we need to turn off power for safety, we will turn it back on as soon as it is safe to do so. However, depending on weather conditions, outages could last longer than estimated.
- Once power is shut off, PG&E will open Community Resource Centers where you can access resources during PSPS events. These centers are a safe, energized location to meet your most basic power needs, such as charging cell phones, laptops and basic medical equipment. Water, snacks and other essential items are also available to reduce hardships
- We encourage all customers to have a plan for medical needs like medications that require refrigeration or devices that need power.
- Also, keep emergency numbers handy and consider a backup location you could go to, if necessary. If possible, consider staying with a friend or relative during an outage, and check with local authorities regarding available resources.
- We also recommend building or restocking your emergency kit with flashlights, batteries, first aid supplies and cash.
- If at any time in the future you have a change to your contact information, please update your contact information by calling us at 1-866-743-6589.
- As a reminder, during PSPS events, we will try to reach you with automated calls and text messages. Please answer any calls from 1-800-743-5002 and reply to text messages from 976-33 to confirm you have received the automated message and stop additional calls.
- If at any time you experience a medical emergency, please call 911 immediately.
- More information can be found at [pge.com/pspsupdates](https://pge.com/pspsupdates). Thank you.

## VOICEMAIL

Hello, this is [FIRST NAME] calling from Pacific Gas and Electric Company with an urgent safety message about your electric service. I am calling to make sure you're aware that we are forecasting severe weather that may threaten a portion of the electric system. If the forecasted weather does materialize it may be necessary for PG&E to turn off electricity for safety with an estimated start time between [SHUTOFF WINDOW START] and [SHUTOFF WINDOW END]. We are estimating your power would be restored by [ETOR]. Depending on weather conditions or if any repairs are needed, outages could last longer. We will continue to try to reach you with automated calls and text messages. Please answer any calls from 1-800-743-5002 and reply "1" to text messages from 976-33 to confirm you have received the message and to stop repeat calls. Thank you.

\*\*\* As-needed only.

# Live Agent Life Support Customer Wellness Call Script (Post-De-energization)\*\*\*

## LIVE ANSWER

- Hello, this is [FIRST NAME] with Pacific Gas and Electric Company
- I am calling with an update to the status of your power outage. We are currently estimating that your power will be restored by [ETOR]. However, depending on weather conditions or if any repairs are needed, outages could last longer.
- We will send automated updates with a new estimated time of restoral as we receive real time information from our crews in the field. We strongly encourage you to answer those calls or texts and assure you they are not spam calls.
- Additionally, we will notify you when your power has been restored.
- We understand how important electric service is to you. We are calling to make sure you are okay and safe without power. We will restore power as soon as it is safe to do so.
- Are there any questions you have or is there anything further I can do to assist you?

## VOICEMAIL

Hello, this is [FIRST NAME] calling from Pacific Gas and Electric Company with an update to the status of your power outage. We are currently estimating that your power will be restored by [ETOR]. However, depending on weather conditions or if any repairs are needed, outages could last longer. We will send you automated updates with a new estimated time of restoral as we receive real time information from our crews in the field. We strongly encourage you to answer those calls or texts and assure you they are not spam calls. Additionally, we will notify you when your power has been restored. We understand how important electric service is to you. We are calling to make sure you are okay and safe without power. We will restore power as soon as it is safe to do so. If you have questions, please call us at 1-800-743-5002. Thank you.

\*\*\* As-needed only.

# Transmission and Wholesale Customer Notifications

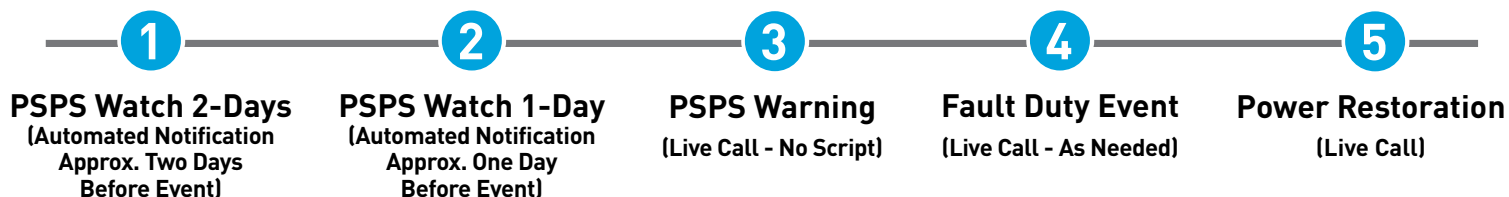
PG&E will make every effort to provide notifications to Transmission-level and Wholesale Customers through:

- Automated/Live Calls
- Text Messages
- Emails

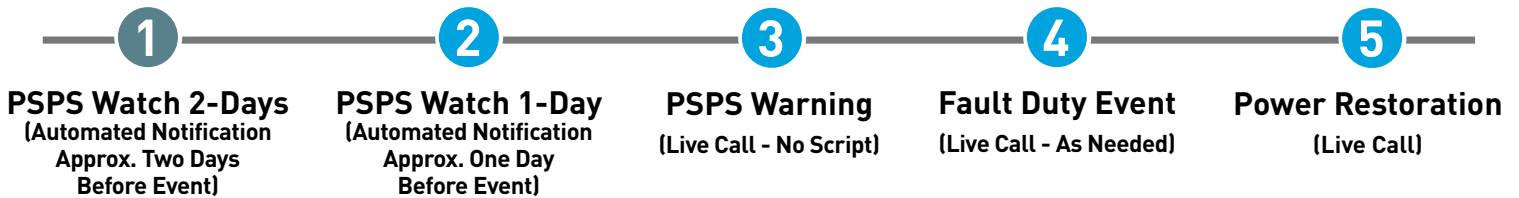
PG&E will continue to support these customers through two PG&E contacts:

- Critical Infrastructure Lead (CIL) automated notification and/or Customer Relationship Manager leading up to the de-energization
- Grid Control Center (GCC) operators during de-energization and re-energization

The following outlines the various notifications PG&E will send prior to, during and after a PSPS event:

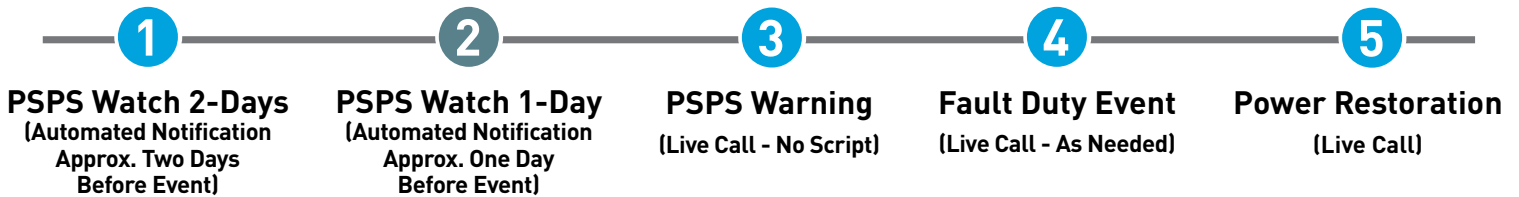


# Transmission and Wholesale Customers



## PHONE (RECORDING)

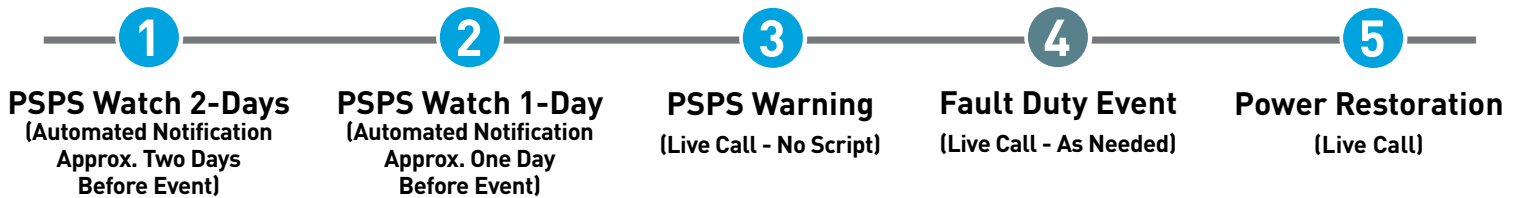
This is an important safety alert from Pacific Gas and Electric Company, calling on [DATE]. Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next [NUMBER OF HOURS] hours and may impact transmission-level electric service. If these conditions persist, PG&E may need to turn off power for safety. Please have your emergency plan ready in case we need to turn off power for public safety. Outages could last for multiple days. We will continue to monitor conditions and will contact you with further updates. If you have any specific questions or concerns, please contact the PG&E Transmission Grid Control Center at [PHONE NUMBER]. For more information, including regular updates, please visit [pge.com/psps](http://pge.com/psps). Thank you.



## PHONE (RECORDING)

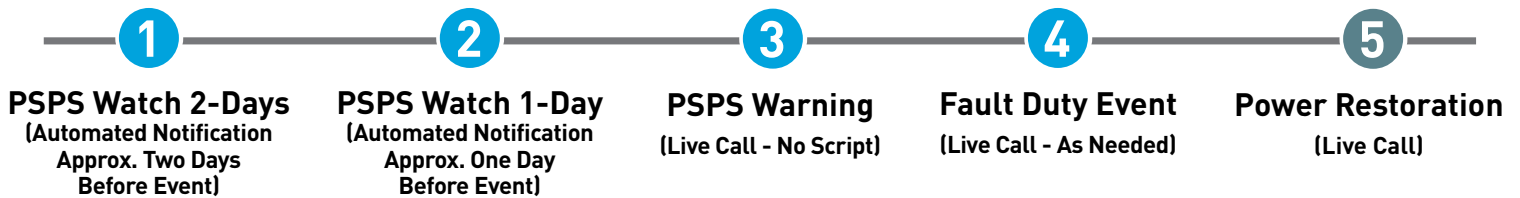
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# Transmission and Wholesale Customers



## PHONE (LIVE CALL)

This is [NAME] at PG&E calling regarding grid conditions expected to commence [TIME, DATE] due to Public Safety Power Shutoff events. These events will cause significant power flow deviations that may have a significant impact on the fault duty at your point of interconnection. We do not expect your facility to lose power during the current event, but we do anticipate a fault duty drop that should be evaluated in order for your protective equipment to continue to operate as designed. Please have your facility's Protection Engineer or 3rd party protection contractor contact PG&E System Protection Engineering at [PHONE NUMBER] as soon as possible. PG&E's Protection Engineering will give your protection specialist the anticipated fault duty needed for protection settings during this event. Thank you.



## PHONE (LIVE CALL)

This is [NAME] at PG&E calling regarding grid conditions. PG&E has restored all services back to normal operations for this Public Safety Shutoff event. If you have made any changes to your fault duty settings for this event, do reset it to normal operations. Should you have any questions, please have your facility's Protection Engineer or 3rd party protection contractor contact PG&E System Protection Engineering at [PHONE NUMBER] for support.



PACIFIC GAS AND ELECTRIC COMPANY  
APPENDIX D  
SECTION 7 – LOCAL COMMUNITY REPRESENTATIVES CONTACTED

**Table D-1. Local Community Representatives Contacted**

*Dates marked with an asterisk (\*) are representatives who received multiple notifications during the event.*

Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Alameda County	BART Main Line	Tier 2/3 and Zone 1	10/19/2020*
Alameda County	BART Police Department	Tier 2/3 and Zone 1	10/19/2020*
Alameda County	BART Train Ops (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Alameda County	BART Watch Commander (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Alameda County	County Administrator	Tier 2/3 and Zone 1	10/19/2020*
Alameda County	East Bay Regional Parks Police Department Dispatcher	Tier 2/3 and Zone 1	10/19/2020*
Alameda County	Emergency Preparedness Manager	Tier 2/3 and Zone 1	10/19/2020*
Alameda County	Emergency Preparedness Manager (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Alameda County	EMS Disaster and WMD Coordinator	Tier 2/3 and Zone 1	10/19/2020*
Alameda County	Fire Coordinator (24-hour); Designated POC	Tier 2/3 and Zone 1	10/19/2020*
Alameda County	Fire Division Chief	Tier 2/3 and Zone 1	10/19/2020*
Alameda County	General - EMS	Tier 2/3 and Zone 1	10/19/2020*
Alameda County	Lieutenant (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Alameda County	Local Cal Fire	Tier 2/3 and Zone 1	10/19/2020*
Alameda County	Mayor	Tier 2/3 and Zone 1	10/19/2020*
Alameda County	OES Coordinator	Tier 2/3 and Zone 1	10/19/2020*
Alameda County	OES EOC Lead	Tier 2/3 and Zone 1	10/19/2020*
Alameda County	President of the Board	Tier 2/3 and Zone 1	10/19/2020*
Alameda County	Santa Clara CAL FIRE Dispatcher	Tier 2/3 and Zone 1	10/19/2020*
Alameda County	Sheriff	Tier 2/3 and Zone 1	10/19/2020*
Alameda County	Sheriff's Office Dispatcher	Tier 2/3 and Zone 1	10/19/2020*
Alameda County	County Regional Dispatch Fire Department Dispatcher	Tier 2/3 and Zone 1	10/19/2020*
Alameda County - CCA	Customer Care Manager	Tier 2/3 and Zone 1	10/19/2020*
Alameda County - CCA	General - County Administration	Tier 2/3 and Zone 1	10/19/2020*
Alameda, City of	General - City Administration	N/A	10/19/2020*
Alameda, City of	Police Department Dispatcher	Tier 2/3 and Zone 1	10/19/2020*
Albany	Albany Combined Fire-Police Department Dispatcher	N/A	10/19/2020*
Amah Mutsun Tribal Band	Chairman	N/A	10/19/2020*
Anderson	Chief Treatment Plant Operator (24-hour)	Tier 2	10/19/2020*
Anderson	City Manager; Designated POC (24-hour)	Tier 2	10/19/2020*
Anderson	Deputy Public Works Director	Tier 2	10/19/2020*
Anderson	Fire Chief (24-hour)	Tier 2	10/19/2020*
Anderson	Lieutenant (24-hour)	Tier 2	10/19/2020*
Anderson	Mayor	Tier 2	10/19/2020*
Anderson	Police Chief (24-hour)	Tier 2	10/19/2020*
Anderson	Public Works Superintendent (24-hour)	Tier 2	10/19/2020*
Antioch	Antioch Police Department Dispatcher	Tier 2	10/19/2020*

Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Arcata	Arcata Police Department Dispatcher	Tier 2	10/19/2020*
Arcata	Humboldt State University Police Department Dispatcher	Tier 2	10/19/2020*
Benicia	Benicia Combined Fire-Police Dispatcher	N/A	10/19/2020*
Berry Creek Rancheria	Chairman	N/A	10/19/2020
Berkeley	Berkeley Combined Fire-Police Dispatcher	Tier 2/3	10/19/2020*
Buena Vista Rancheria of Me-Wuk Indians	Chairperson	Tier 2	10/19/2020
Berkeley	UC Berkeley Police Department Dispatcher	Tier 2/3	10/19/2020*
Brentwood	Brentwood Police Department Dispatcher	Tier 2	10/19/2020*
Butte County	Assistant Chief	Tier 2/3 and Zone 1	10/19/2020*
Butte County	Assistant Director	Tier 2/3 and Zone 1	10/19/2020*
Butte County	Butte County Sheriff's Office Dispatcher	Tier 2/3 and Zone 1	10/19/2020*
Butte County	CALFIRE Butte & Butte Co Fire Department Dispatcher	Tier 2/3 and Zone 1	10/19/2020*
Butte County	Chief Administrative Officer; Designated POC	Tier 2/3 and Zone 1	10/19/2020*
Butte County	Director - County Public Works	Tier 2/3 and Zone 1	10/19/2020*
Butte County	Emergency Services Officer	Tier 2/3 and Zone 1	10/19/2020*
Butte County	General - County Administration	Tier 2/3 and Zone 1	10/19/2020*
Butte County	General - County Administration	Tier 2/3 and Zone 1	10/19/2020*
Butte County	General - County Administration	Tier 2/3 and Zone 1	10/19/2020*
Butte County	General - County Administration	Tier 2/3 and Zone 1	10/19/2020*
Butte County	General - County Administration	Tier 2/3 and Zone 1	10/19/2020*
Butte County	General - County Administration	Tier 2/3 and Zone 1	10/19/2020*
Butte County	General - County Dev. Services	Tier 2/3 and Zone 1	10/19/2020*
Butte County	General - County Public Health	Tier 2/3 and Zone 1	10/19/2020*
Butte County	General - County Public Health	Tier 2/3 and Zone 1	10/19/2020*
Butte County	General - County Public Works	Tier 2/3 and Zone 1	10/19/2020*
Butte County	General - DESS	Tier 2/3 and Zone 1	10/19/2020*
Butte County	General - DESS	Tier 2/3 and Zone 1	10/19/2020*
Butte County	General - RDMHS	Tier 2/3 and Zone 1	10/19/2020*
Butte County	General - Sheriff's Department	Tier 2/3 and Zone 1	10/19/2020*
Butte County	General (24-hour) - CAL FIRE	Tier 2/3 and Zone 1	10/19/2020*
Butte County	General Services Director	Tier 2/3 and Zone 1	10/19/2020*
Butte County	MHOAC	Tier 2/3 and Zone 1	10/19/2020*
Butte County	Probation Officer	Tier 2/3 and Zone 1	10/19/2020*
Butte County	Public Health Director	Tier 2/3 and Zone 1	10/19/2020*
Butte County	Sheriff	Tier 2/3 and Zone 1	10/19/2020*
Butte Tribal Council	General	N/A	10/19/2020*
Cal OES	Regional Coordinator	N/A	10/19/2020*
Cal OES	Regional Coordinator	N/A	10/19/2020*
Cal OES	Regional Coordinator	N/A	10/19/2020*
Cal OES	Regional Coordinator	N/A	10/19/2020*

Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Cal OES	Regional Coordinator	N/A	10/19/2020*
Cal OES	Regional Coordinator	N/A	10/19/2020*
Calistoga	Calistoga Police Department Dispatcher	Tier 2/3	10/19/2020*
Calistoga	City Manager; Designated POC	Tier 2/3	10/20/2020*
Calistoga	General (24-hour) - Fire Department	Tier 2/3	10/20/2020*
Calistoga	General (24-hour) - Police Department	Tier 2/3	10/20/2020*
Calistoga	Mayor	Tier 2/3	10/20/2020*
Campbell	Campbell Police Department Dispatcher	N/A	10/19/2020*
Ceres	Ceres Police Department Dispatcher	N/A	10/19/2020*
Chico	Chico Police & Fire Department Dispatcher	Tier 2/3	10/19/2020*
Cloverdale Rancheria	Chairperson	N/A	10/19/2020
Cloverdale Rancheria	Tribal Treasurer	N/A	10/19/2020
Clearlake	Clearlake Police Department Dispatcher	Tier 2	10/19/2020*
Cloverdale	Cloverdale Police Department Dispatcher	Tier 2	10/19/2020*
Colusa County	City Hall	Tier 2	10/19/2020*
Colusa County	City Hall	Tier 2	10/19/2020*
Colusa County	Colusa Sheriff's Office and Fire Department Dispatcher	Tier 2	10/19/2020*
Colusa County	Director - County Public Works	Tier 2	10/19/2020*
Colusa County	General - Fire Department	Tier 2	10/19/2020*
Colusa County	General - OES	Tier 2	10/19/2020*
Colusa County	General - Police Department	Tier 2	10/19/2020*
Colusa County	General (24-hour) - Fire Department	Tier 2	10/19/2020*
Colusa County	General (24-hour) - Police Department	Tier 2	10/19/2020*
Colusa County	MHOAC	Tier 2	10/19/2020*
Colusa County	OES Lieutenant (24-hour)	Tier 2	10/19/2020*
Colusa County	OES Lieutenant (24-hour)	Tier 2	10/19/2020*
Colusa County	OES Technician	Tier 2	10/19/2020*
Colusa Rancheria (Cahil Dehe Wintun)	Chairman	N/A	10/19/2020*
Colusa Rancheria Tribe	Chairman	N/A	10/23/2020*
Concord	Concord Police Department Dispatcher	Tier 2/3	10/19/2020*
Contra Costa County	Battalion Chief	Tier 2/3	10/19/2020*
Contra Costa County	Chair of the Board (24-hour)	Tier 2/3	10/19/2020*
Contra Costa County	Chief of Staff	Tier 2/3	10/19/2020*
Contra Costa County	Confire Fire Department Dispatcher	Tier 2/3	10/19/2020*
Contra Costa County	Contra Costa Sheriff's Office Police Department Dispatcher	Tier 2/3	10/19/2020*
Contra Costa County	County Administrator (24-hour)	Tier 2/3	10/19/2020*
Contra Costa County	County OES Duty Officer (24-hour)	Tier 2/3	10/19/2020*
Contra Costa County	East Bay Regional Park Police Department Dispatcher	Tier 2/3	10/19/2020*
Contra Costa County	Emergency Planning Coordinator	Tier 2/3	10/19/2020*
Contra Costa County	Emergency Planning Coordinator	Tier 2/3	10/19/2020*

Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Contra Costa County	Emergency Services Manager; Designated POC (24-hour)	Tier 2/3	10/19/2020*
Contra Costa County	Fire Chief	Tier 2/3	10/19/2020*
Contra Costa County	Local Cal Fire	Tier 2/3	10/19/2020*
Contra Costa County	MHOAC	Tier 2/3	10/19/2020*
Contra Costa County	OES Director	Tier 2/3	10/19/2020*
Contra Costa County	OES Warning System	Tier 2/3	10/19/2020*
Contra Costa County	Santa Clara Cal Fire Fire Department Dispatcher	Tier 2/3	10/19/2020*
Contra Costa County	Sheriff	Tier 2/3	10/19/2020*
Contra Costa County - CCA	Chief Operating Officer	Tier 2/3	10/19/2020*
Contra Costa County - CCA	Director of Public Affairs	Tier 2/3	10/19/2020*
Cordelia	Cordelia Fire Department Dispatcher	N/A	10/19/2020*
Corning	Corning City Police Department Dispatcher	N/A	10/19/2020*
Cortina Rancheria	Chairperson	Tier 2	10/19/2020
Cotati	Cotati Police Department Dispatcher	Tier 2	10/19/2020*
Crockett	Crockett Fire Department Dispatcher	Tier 2	10/19/2020*
Davis	Davis Combined Fire-Police Dispatcher	N/A	10/19/2020*
Dixon	Dixon Combined Fire-Police Dispatcher	N/A	10/19/2020*
Dry Creek Rancheria Band of Pomo Indians	Chairman	Tier 2	10/19/2020
Dry Creek Rancheria Band of Pomo Indians	Fire Chief	Tier 2	10/19/2020
Dublin	Dublin Police - Technician	Tier 2/3	10/19/2020*
Elem Indian Colony	Chairman	Tier 2	10/19/2020*
Elem Indian Colony	Env Director	Tier 2	10/19/2020*
Elem Indian Colony	Tribal Administrator	Tier 2	10/19/2020*
Emeryville	Emeryville Police Department Dispatcher	N/A	10/19/2020*
Enterprise Rancheria of Maidu Indians	Tribal Administration	Tier 2	10/19/2020
Eureka	Eureka Combined Fire-Police Dispatcher	Tier 2 and Zone 1	10/19/2020*
Fairfield	Fairfield Combined Fire-Police Dispatcher	Tier 2	10/19/2020*
Federated Indians of Graton Rancheria	Chairman	N/A	10/19/2020
Federated Indians of Graton Rancheria	Chairman	N/A	10/19/2020*
Federated Indians of Graton Rancheria	Grants Administrator (24-hour)	N/A	10/19/2020*
Federated Indians of Graton Rancheria	TANF Director (24-hour)	N/A	10/19/2020*
Federated Indians of Graton Rancheria	Tribal Preservation Officer (24-hour)	N/A	10/19/2020*
Federated Indians of Graton Rancheria	Vice Chairperson	N/A	10/19/2020*
Fortuna	Fortuna Combined Fire-Police Dispatcher	Tier 2	10/19/2020*
Fremont	Fremont and Union City Police Department Dispatcher	Tier 2/3	10/19/2020*
Gilroy	Gilroy Combined Fire-Police Dispatcher	Tier 2/3	10/19/2020*
Glenn County	Deputy Director OES	Tier 2	10/19/2020*
Glenn County	Deputy Director OES	Tier 2	10/19/2020*
Glenn County	General (24-hour) - Orland Fire Department	Tier 2	10/19/2020*
Glenn County	Glenn County Combined Fire-Police Dispatcher	Tier 2	10/19/2020*

Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Glenn County	Local Cal Fire	Tier 2	10/19/2020*
Glenn County	Planning Director; Designated POC	Tier 2	10/19/2020*
Glenn County	Sheriff	Tier 2	10/19/2020*
Greenville Rancheria	Chairman	Tier 2	10/19/2020
Grindstone Rancheria Tribe	Chairman	N/A	10/19/2020*
Grindstone Rancheria Tribe	Tribal Administrator	N/A	10/19/2020*
Hayward	CSU East Bay Police Department Dispatcher	Tier 2/3	10/19/2020*
Hayward	Hayward Combined Fire-Police Dispatcher	Tier 2/3	10/19/2020*
Healdsburg	Healdsburg Police Department Dispatcher	Tier 2	10/19/2020*
Hercules	Hercules Police Department Dispatcher	Tier 2	10/19/2020*
Honey Lake Maidu	General	N/A	10/19/2020*
Humboldt County	Calfire Humboldt-Del Norte Fire Department Dispatcher	Tier 2/3 and Zone 1	10/19/2020*
Humboldt County	Chair of the Board	Tier 2/3 and Zone 1	10/19/2020*
Humboldt County	Community Development Service; Designated POC	Tier 2/3 and Zone 1	10/19/2020*
Humboldt County	Corrections Lieutenant (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Humboldt County	County Administrative Officer	Tier 2/3 and Zone 1	10/19/2020*
Humboldt County	County Health and human Services	Tier 2/3 and Zone 1	10/19/2020*
Humboldt County	Environmental Health	Tier 2/3 and Zone 1	10/19/2020*
Humboldt County	Fire Chief (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Humboldt County	Fire Safe Council	Tier 2/3 and Zone 1	10/19/2020*
Humboldt County	General - County Public Health	Tier 2/3 and Zone 1	10/19/2020*
Humboldt County	General - DHHS	Tier 2/3 and Zone 1	10/19/2020*
Humboldt County	General - DHHS	Tier 2/3 and Zone 1	10/19/2020*
Humboldt County	Humboldt Bay Police Department and Fire Department Dispatcher	Tier 2/3 and Zone 1	10/19/2020*
Humboldt County	Humboldt County Sheriff Police Department Dispatcher	Tier 2/3 and Zone 1	10/19/2020*
Humboldt County	Local Cal Fire	Tier 2/3 and Zone 1	10/19/2020*
Humboldt County	MHOAC	Tier 2/3 and Zone 1	10/19/2020*
Humboldt County	MHOAC	Tier 2/3 and Zone 1	10/19/2020*
Humboldt County	OES Manager (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Humboldt County	Operations Lieutenant (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Humboldt County	Sheriff (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Humboldt County	State Assemblymember	Tier 2/3 and Zone 1	10/19/2020*
Humboldt County	Telegraph Ridge Fire Protection	Tier 2/3 and Zone 1	10/19/2020*
Humboldt County	USFS 6 Rivers Fire Department Dispatcher	Tier 2/3 and Zone 1	10/19/2020*
Humboldt County	State Senator	Tier 2/3 and Zone 1	10/20/2020*
Humboldt County - CCA	Account Services Manager	Tier 2/3 and Zone 1	10/19/2020*
Humboldt County - CCA	Director of Power Resources	Tier 2/3 and Zone 1	10/19/2020*
Humboldt County - CCA	General - County Administration	Tier 2/3 and Zone 1	10/19/2020*
Ione Band of Miwok Indians	Chairperson	N/A	10/19/2020
Jackson Rancheria	Tribal Council Assistant	Tier 2	10/19/2020

Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Lake County	Administrator	Tier 2/3	10/19/2020*
Lake County	CAL FIRE (24-hour)	Tier 2/3	10/19/2020*
Lake County	Chair of the Board	Tier 2/3	10/19/2020*
Lake County	County Administrative Officer	Tier 2/3	10/19/2020*
Lake County	Lake County Sheriff's Office Dispatcher	Tier 2/3	10/19/2020*
Lake County	Lieutenant	Tier 2/3	10/19/2020*
Lake County	Lieutenant	Tier 2/3	10/19/2020*
Lake County	MHOAC	Tier 2/3	10/19/2020*
Lake County	MHOAC	Tier 2/3	10/19/2020*
Lake County	OES Emergency Director; Designated POC (24-hour)	Tier 2/3	10/19/2020*
Lake County	OES Emergency Director; Designated POC (24-hour)	Tier 2/3	10/19/2020*
Lake County	Sheriff	Tier 2/3	10/19/2020*
Lake County	Sheriff's Office Dispatch; Designated POC (24-hour)	Tier 2/3	10/19/2020*
Lake County	Sonoma/Lake/Napa Cal Fire Department Dispatcher	Tier 2/3	10/19/2020*
Lake County	Under Sheriff	Tier 2/3	10/19/2020*
Lassen County	CAL FIRE (24-hour)	Tier 2 and Zone 1	10/19/2020*
Lassen County	CAO; Designated POC	Tier 2 and Zone 1	10/19/2020*
Lassen County	General - OES	Tier 2 and Zone 1	10/19/2020*
Lassen County	General (24-hour) - County OES	Tier 2 and Zone 1	10/19/2020*
Lassen County	General (24-hour) - OES	Tier 2 and Zone 1	10/19/2020*
Lassen County	General (24-hour) - Sheriff	Tier 2 and Zone 1	10/19/2020*
Lassen County	Lassen County Sheriff's Office Dispatcher	Tier 2 and Zone 1	10/19/2020*
Lassen County	MHOAC	Tier 2 and Zone 1	10/19/2020*
Livermore	City Manager	Tier 2	10/19/2020*
Livermore	Designated POC	Tier 2	10/19/2020*
Livermore	Fire Chief	Tier 2	10/19/2020*
Livermore	Fire Emergency Dispatch	Tier 2	10/19/2020*
Livermore	Livermore Police Department Dispatcher	Tier 2	10/19/2020*
Livermore	Mayor	Tier 2	10/19/2020*
Livermore	Police Chief	Tier 2	10/19/2020
Livermore	Police Chief	Tier 2	10/19/2020*
Los Altos	Los Altos Police Department Dispatcher	N/A	10/19/2020*
Los Gatos	Los Gatos Police Department Dispatcher	N/A	10/19/2020*
Lower Lake Rancheria	Chairman	N/A	10/19/2020*
Lower Lake Rancheria	Vice Chairperson	N/A	10/19/2020*
Lytton Rancheria	Chairwoman	N/A	10/19/2020*
Lytton Rancheria	OES Director	N/A	10/19/2020*
Lytton Rancheria	Tribal Administrator	N/A	10/19/2020*
Lytton Rancheria	Tribal OES	N/A	10/19/2020*
Marin County	County OES Duty Officer (24-hour)	Tier 2/3 and Zone 1	10/19/2020

Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Marysville	Marysville Police Department Dispatcher	N/A	10/19/2020*
Mechoopda Indian Tribe	Chairman	N/A	10/19/2020*
Mechoopda Indian Tribe	Chairman	N/A	10/19/2020*
Mechoopda Indian Tribe	Councilmember	N/A	10/19/2020*
Mechoopda Indian Tribe	Vice Chairwoman	N/A	10/19/2020*
Milpitas	City Manager	Tier 2	10/19/2020*
Milpitas	Emergency (24-hour)	Tier 2	10/19/2020*
Milpitas	Emergency (24-hour)	Tier 2	10/19/2020*
Milpitas	Milpitas Combined Fire-Police Dispatcher	Tier 2	10/19/2020*
Milpitas	Non-Emergency (24-hour) - Fire Department	Tier 2	10/19/2020*
Milpitas	Non-Emergency (24-hour) - Police Department	Tier 2	10/19/2020*
Milpitas	Public Works Director; Designated POC	Tier 2	10/19/2020*
Mishewal-Wappo of Alexander Valley	Chairperson	N/A	10/19/2020*
Mooretown Rancheria	Chairman	Tier 2/3	10/19/2020
Morgan Hill	Morgan Hill Police Department Dispatcher	Tier 2	10/19/2020*
Mountain View	Mountain View Combined Fire-Police Dispatcher	N/A	10/19/2020*
Muwekma Ohlone Indian Tribe	Vice Chairwoman	N/A	10/19/2020*
Napa County	Chair of the Board	Tier 2/3 and Zone 1	10/19/2020*
Napa County	County Executive Officer	Tier 2/3 and Zone 1	10/19/2020*
Napa County	Emergency Services Manager	Tier 2/3 and Zone 1	10/19/2020*
Napa County	General - OES	Tier 2/3 and Zone 1	10/19/2020*
Napa County	General - OES	Tier 2/3 and Zone 1	10/19/2020*
Napa County	General - OES	Tier 2/3 and Zone 1	10/19/2020*
Napa County	General - OES	Tier 2/3 and Zone 1	10/19/2020*
Napa County	Info Systems Specialist	Tier 2/3 and Zone 1	10/19/2020*
Napa County	Local Cal Fire	Tier 2/3 and Zone 1	10/19/2020*
Napa County	MHOAC	Tier 2/3 and Zone 1	10/19/2020*
Napa County	MHOAC	Tier 2/3 and Zone 1	10/19/2020*
Napa County	Non-Emergency (24-hour) - Fire Department	Tier 2/3 and Zone 1	10/19/2020*
Napa County	OES Coordinator	Tier 2/3 and Zone 1	10/19/2020*
Napa County	Risk and Emergency Services Manager	Tier 2/3 and Zone 1	10/19/2020
Napa County	Risk and Emergency Services Manager	Tier 2/3 and Zone 1	10/19/2020*
Napa County	Sheriff	Tier 2/3 and Zone 1	10/19/2020*
Napa County	Sonoma/Lake/Napa Cal Fire Fire Department Dispatcher	Tier 2/3 and Zone 1	10/19/2020*
Napa County - CCA	MCE CEO	Tier 2/3 and Zone 1	10/19/2020*
Napa, City of	Napa Central Dispatch Combined Fire-Police Dispatcher	Tier 2	10/19/2020*
Napa, City of	Napa State Hospital Police / Fire Dispatcher	Tier 2	10/19/2020*
Newark	Newark Police Department Dispatcher	N/A	10/19/2020*
Oakdale	Oakdale Police Department Dispatcher	N/A	10/19/2020*
Oakland	Oakland Police Department Dispatcher	Tier 2/3	10/19/2020*



Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Oroville	City Administrator	Tier 2	10/19/2020*
Oroville	City Manager; Designated POC	Tier 2	10/19/2020*
Oroville	General (24-hour) - Fire Department	Tier 2	10/19/2020*
Oroville	Mayor	Tier 2	10/19/2020*
Oroville	Oroville Police Department Dispatcher	Tier 2	10/19/2020*
Palo Alto	Palo Alto Police Department Dispatcher	Tier 2	10/19/2020*
Paradise	General - City Administration	Tier 2/3	10/19/2020*
Paradise	General - City Administration	Tier 2/3	10/19/2020*
Paradise	General - Police Department	Tier 2/3	10/19/2020*
Paradise	General CAL FIRE (24-hour)	Tier 2/3	10/19/2020*
Paradise	Mayor	Tier 2/3	10/19/2020*
Paradise	Paradise Police Department Dispatcher	Tier 2/3	10/19/2020*
Paradise	Town Manager; Designated POC	Tier 2/3	10/19/2020*
Paskenta Rancheria	Chairman	N/A	10/19/2020*
Petaluma	Petaluma Police Department Dispatcher	Tier 2	10/19/2020*
Piedmont	Piedmont Police Department Dispatcher	Tier 2	10/19/2020*
Pit River Tribes	Chairperson	N/A	10/19/2020*
Pit River Tribes	Chairperson	N/A	10/19/2020*
Pit River Tribes	General	N/A	10/19/2020*
Pit River Tribes	General - Pit River Tribes	N/A	10/19/2020*
Pit River Tribes	Tribal Housing Authority	N/A	10/19/2020*
Pleasant Hill	Pleasant Hill Police Department Dispatcher	N/A	10/19/2020*
Pleasanton	Pleasanton Police Department Dispatcher	Tier 2/3	10/19/2020*
Plumas County	CAL FIRE (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Plumas County	CAO; Designated POC	Tier 2/3 and Zone 1	10/19/2020*
Plumas County	Director (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Plumas County	General - County Public Health	Tier 2/3 and Zone 1	10/19/2020*
Plumas County	MHOAC	Tier 2/3 and Zone 1	10/19/2020*
Plumas County	MHOAC (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Plumas County	OES Director (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Plumas County	OES Main Office	Tier 2/3 and Zone 1	10/19/2020*
Plumas County	Plumas County Sheriff's Office Dispatcher	Tier 2/3 and Zone 1	10/19/2020*
Plumas County	Public Works Director	Tier 2/3 and Zone 1	10/19/2020*
Plumas County	Sheriff's Office Dispatch	Tier 2/3 and Zone 1	10/19/2020*
Plumas County	USFS Plumas Fire Department Dispatcher	Tier 2/3 and Zone 1	10/19/2020*
Plumas County	USFS PNF Dispatch (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Potter Valley Tribe	Tribal Chairman	Tier 2	10/19/2020*
Potter Valley Tribe	Tribal Treasurer	Tier 2	10/19/2020*
Red Bluff	Red Bluff Police Department Dispatcher	Tier 2	10/19/2020*
Redding Rancheria	Safety Manager	Tier 2	10/19/2020

Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Richmond	Richmond Combined Fire-Police Dispatcher	Tier 2/3	10/19/2020*
Rohnert Park	Rohnert Park Public Safety Police Department Dispatcher	N/A	10/19/2020*
Sacramento County	Emergency Management	Tier 2	10/19/2020*
Saint Helena	St Helena Police Department Dispatcher	Tier 2/3	10/19/2020*
San Francisco County	DEM Duty Officer	N/A	10/19/2020
San Jose	San Jose Fire Department Dispatcher	Tier 2/3	10/19/2020*
San Jose	San Jose Police Department Dispatcher	Tier 2/3	10/19/2020*
San Jose	San Jose State University Police Department Dispatcher	Tier 2/3	10/19/2020*
San Leandro	San Leandro Police Department Dispatcher	Tier 2	10/19/2020*
San Ramon	San Ramon Combined Fire-Police Dispatcher	Tier 2	10/19/2020*
Santa Clara County	BART Main Line	Tier 2/3 and Zone 1	10/19/2020*
Santa Clara County	Chair of the Board	Tier 2/3 and Zone 1	10/19/2020*
Santa Clara County	Chief of Staff (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Santa Clara County	Chief Operating Officer	Tier 2/3 and Zone 1	10/19/2020*
Santa Clara County	City Manager	Tier 2/3 and Zone 1	10/19/2020*
Santa Clara County	City Utilities Manager (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Santa Clara County	Communications Officer (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Santa Clara County	County Executive Officer	Tier 2/3 and Zone 1	10/19/2020*
Santa Clara County	Deputy CEO; Designated POC	Tier 2/3 and Zone 1	10/19/2020*
Santa Clara County	Deputy City Manager (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Santa Clara County	Deputy City Manager (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Santa Clara County	Director - EMS	Tier 2/3 and Zone 1	10/19/2020*
Santa Clara County	Director Clean Energy (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Santa Clara County	Emergency (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Santa Clara County	EMS Director	Tier 2/3 and Zone 1	10/19/2020*
Santa Clara County	EMS Program Manager	Tier 2/3 and Zone 1	10/19/2020*
Santa Clara County	Fire Chief	Tier 2/3 and Zone 1	10/19/2020*
Santa Clara County	Fire Chief (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Santa Clara County	Local Cal Fire	Tier 2/3 and Zone 1	10/19/2020*
Santa Clara County	Mayor	Tier 2/3 and Zone 1	10/19/2020*
Santa Clara County	Non-Emergency (24-hour) - Sheriff's Office	Tier 2/3 and Zone 1	10/19/2020*
Santa Clara County	OEM	Tier 2/3 and Zone 1	10/19/2020*
Santa Clara County	OEM	Tier 2/3 and Zone 1	10/19/2020*
Santa Clara County	OEM Director	Tier 2/3 and Zone 1	10/19/2020
Santa Clara County	OEM Director	Tier 2/3 and Zone 1	10/19/2020*
Santa Clara County	OES Director; Designated POC	Tier 2/3 and Zone 1	10/19/2020*
Santa Clara County	OES Duty Officer (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Santa Clara County	Police Chief	Tier 2/3 and Zone 1	10/19/2020*
Santa Clara County	Public Health Officer	Tier 2/3 and Zone 1	10/19/2020*
Santa Clara County	Public Works Deputy Director (24-hour)	Tier 2/3 and Zone 1	10/19/2020*

Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Santa Clara County	Public Works Director (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Santa Clara County	Santa Clara CAL FIRE SCU Fire Department Dispatcher	Tier 2/3 and Zone 1	10/19/2020*
Santa Clara County	Santa Clara Comm. Combined Fire-Police Dispatcher	Tier 2/3 and Zone 1	10/19/2020*
Santa Clara County	Santa Clara Police Department Dispatcher	Tier 2/3 and Zone 1	10/19/2020*
Santa Clara County	Train Ops (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Santa Clara County	UTL Director (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Santa Clara County	Watch Commander (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Santa Clara County	Watch Commander (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Santa Rosa	Santa Rosa City Police Department Dispatcher	Tier 2/3	10/19/2020*
Santa Rosa	Santa Rosa Jr College Police Department Dispatcher	Tier 2/3	10/19/2020*
Sebastopol	Sebastopol Police Department Dispatcher	N/A	10/19/2020*
Shasta County	Cal Fire ECC	Tier 2/3 and Zone 1	10/19/2020*
Shasta County	Cal Fire Shasta/Trinity Fire Department Dispatcher	Tier 2/3 and Zone 1	10/19/2020*
Shasta County	Captain	Tier 2/3 and Zone 1	10/19/2020*
Shasta County	CEO; Designated POC	Tier 2/3 and Zone 1	10/19/2020*
Shasta County	Chair of the Board	Tier 2/3 and Zone 1	10/19/2020*
Shasta County	District Director	Tier 2/3 and Zone 1	10/19/2020*
Shasta County	Fire Chief	Tier 2/3 and Zone 1	10/19/2020*
Shasta County	General - America Medical Response	Tier 2/3 and Zone 1	10/19/2020*
Shasta County	General - PHI Air Medical	Tier 2/3 and Zone 1	10/19/2020*
Shasta County	General - SHASCOM	Tier 2/3 and Zone 1	10/19/2020*
Shasta County	General - Shasta Co. HHSA	Tier 2/3 and Zone 1	10/19/2020*
Shasta County	General - Shasta County HHS	Tier 2/3 and Zone 1	10/19/2020*
Shasta County	General - Shasta County Public Health	Tier 2/3 and Zone 1	10/19/2020*
Shasta County	General - Shasta County Public Health	Tier 2/3 and Zone 1	10/19/2020*
Shasta County	General - Shasta County Public Health	Tier 2/3 and Zone 1	10/19/2020*
Shasta County	General - Shasta County Public Health	Tier 2/3 and Zone 1	10/19/2020*
Shasta County	General - Shasta County Public Health	Tier 2/3 and Zone 1	10/19/2020*
Shasta County	General - Shasta County Public Health	Tier 2/3 and Zone 1	10/19/2020*
Shasta County	General - Shasta County Public Works	Tier 2/3 and Zone 1	10/19/2020*
Shasta County	Local Cal Fire	Tier 2/3 and Zone 1	10/19/2020*
Shasta County	MHOAC	Tier 2/3 and Zone 1	10/19/2020*
Shasta County	OES	Tier 2/3 and Zone 1	10/19/2020*
Shasta County	OES Director	Tier 2/3 and Zone 1	10/19/2020*
Shasta County	OES Director	Tier 2/3 and Zone 1	10/19/2020*
Shasta County	PIO	Tier 2/3 and Zone 1	10/19/2020*
Shasta County	Sergeant	Tier 2/3 and Zone 1	10/19/2020*
Shasta County	Shascom Combined Fire-Police Dispatcher	Tier 2/3 and Zone 1	10/19/2020*
Shasta County	Supervisor	Tier 2/3 and Zone 1	10/19/2020*
Shasta County	Supervisor	Tier 2/3 and Zone 1	10/19/2020*
Shasta County	Undersheriff	Tier 2/3 and Zone 1	10/19/2020*

Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Shingle Springs Rancheria	Chairwoman	Tier 2/3	10/19/2020
Siskiyou County	OES Deputy Director	Tier 2/3 and Zone 1	10/21/2020
Siskiyou County	Siskiyou Cal Fire Fire Department Dispatcher	Tier 2/3 and Zone 1	10/21/2020*
Siskiyou County	Siskiyou County Sheriff's Office Dispatcher	Tier 2/3 and Zone 1	10/21/2020*
Siskiyou County	USFS Klamath National Forest Fire Department Dispatcher	Tier 2/3 and Zone 1	10/21/2020*
Solano County	Chair of the Board	Tier 2	10/19/2020*
Solano County	County Administrator	Tier 2	10/19/2020*
Solano County	Emergency (24-hour)	Tier 2	10/19/2020*
Solano County	Emergency (24-hour)	Tier 2	10/19/2020*
Solano County	Fire Chief	Tier 2	10/19/2020*
Solano County	MHOAC	Tier 2	10/19/2020*
Solano County	MHOAC	Tier 2	10/19/2020*
Solano County	OES Dispatch (24-hour)	Tier 2	10/19/2020*
Solano County	OES Emergency	Tier 2	10/19/2020*
Solano County	OES Manager	Tier 2	10/19/2020*
Solano County	OES Manager	Tier 2	10/19/2020*
Solano County	Sheriff	Tier 2	10/19/2020*
Solano County	Solano County Sheriff's Office Dispatcher	Tier 2	10/19/2020*
Solano County	Travis Air Force Base Combined Fire-Police Dispatcher	Tier 2	10/19/2020*
Sonoma County	AMR/Redcom Fire Department Dispatcher	Tier 2/3 and Zone 1	10/19/2020*
Sonoma County	Chair of the Board	Tier 2/3 and Zone 1	10/19/2020*
Sonoma County	Chair of the Board	Tier 2/3 and Zone 1	10/19/2020*
Sonoma County	City Manager; Designated POC (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Sonoma County	Communications & Engagement Coordinator	Tier 2/3 and Zone 1	10/19/2020*
Sonoma County	Communications & Engagement Coordinator (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Sonoma County	Community & Government Affairs Manager	Tier 2/3 and Zone 1	10/19/2020*
Sonoma County	Community Alert & Warning Manager (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Sonoma County	Costal Valleys EMS (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Sonoma County	County Administrator	Tier 2/3 and Zone 1	10/19/2020*
Sonoma County	CSU Sheriff's Office Dispatcher	Tier 2/3 and Zone 1	10/19/2020*
Sonoma County	Deputy Director (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Sonoma County	District Director	Tier 2/3 and Zone 1	10/19/2020*
Sonoma County	Emergency Coordinator (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Sonoma County	Emergency Manager (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Sonoma County	EMS Dispatch (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Sonoma County	Fire Marshall	Tier 2/3 and Zone 1	10/19/2020*
Sonoma County	General (24-hour) - Sonoma Water	Tier 2/3 and Zone 1	10/19/2020*
Sonoma County	Mayor (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Sonoma County	MHOAC	Tier 2/3 and Zone 1	10/19/2020*
Sonoma County	MHOAC	Tier 2/3 and Zone 1	10/19/2020*

Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Sonoma County	OES Director	Tier 2/3 and Zone 1	10/19/2020*
Sonoma County	OES Main Office	Tier 2/3 and Zone 1	10/19/2020*
Sonoma County	Public Health Officer (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Sonoma County	Sheriff	Tier 2/3 and Zone 1	10/19/2020*
Sonoma County	Sheriff Dispatch (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Sonoma County	Sheriff's Liaison (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Sonoma County	Sonoma County Sheriff's Office Dispatcher	Tier 2/3 and Zone 1	10/19/2020*
Sonoma County - CCA	Account Executive	Tier 2/3 and Zone 1	10/19/2020*
Sonoma County - CCA	Director of Customer Care	Tier 2/3 and Zone 1	10/19/2020*
Sonoma County - CCA	SCP CEO	Tier 2/3 and Zone 1	10/19/2020*
Stanislaus County	County Fire Warden	Tier 2	10/19/2020*
Stanislaus County	Emergency (24-hour); Designated POC	Tier 2	10/19/2020*
Stanislaus County	Emergency (24-hour); Designated POC	Tier 2	10/19/2020*
Stanislaus County	Emergency Services Manager (24-hour)	Tier 2	10/19/2020*
Stanislaus County	Emergency Services Manager (24-hour)	Tier 2	10/19/2020*
Stanislaus County	EMS Duty Officer (24-hour)	Tier 2	10/19/2020*
Stanislaus County	EMS Health Officer	Tier 2	10/19/2020*
Stanislaus County	Local Cal Fire (24-hour)	Tier 2	10/19/2020*
Stanislaus County	MHOAC	Tier 2	10/19/2020*
Stanislaus County	Public Health Duty Officer (24-hour)	Tier 2	10/19/2020*
Stanislaus County	Sheriff	Tier 2	10/19/2020*
Stanislaus County	Stanislaus Regional Combined Fire-Police Dispatcher	Tier 2	10/19/2020*
Stewarts Point Rancheria (Kashaya Pomo)	Tribal Administrator	Tier 2	10/19/2020
Strawberry Valley Rancheria	Chairperson	N/A	10/19/2020*
Suisun	Suisun Combined Fire-Police Dispatcher	N/A	10/19/2020*
Sunnyvale	Sunnyvale Police Department Dispatcher	N/A	10/19/2020*
Susanville Indian Rancheria	Administrator	N/A	10/19/2020*
Susanville Indian Rancheria	Administrator (24-hour)	N/A	10/19/2020*
Susanville Indian Rancheria	Chairwoman (24-hour)	N/A	10/19/2020*
Susanville Indian Rancheria	Emergency Services Specialist (24-hour)	N/A	10/19/2020*
Tehama County	Administrative Analyst (24-hour)	Tier 2	10/19/2020*
Tehama County	CAL FIRE (24-hour)	Tier 2	10/19/2020*
Tehama County	CAO; Designated POC	Tier 2	10/19/2020*
Tehama County	Communications Supervisor	Tier 2	10/19/2020*
Tehama County	EMS Health Officer	Tier 2	10/19/2020*
Tehama County	OES Deputy Director (24-hour)	Tier 2	10/19/2020*
Tehama County	OES Deputy Director (24-hour)	Tier 2	10/19/2020*
Tehama County	OES Director (24-hour)	Tier 2	10/19/2020*
Tehama County	Tehama County Sheriff's Office Dispatcher	Tier 2	10/19/2020*
Trina Marine Ruano Family	Representative	N/A	10/19/2020*

Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Trinity County	CAO; Designated POC	Tier 2/3 and Zone 1	10/19/2020*
Trinity County	District Ranger, TRMU	Tier 2/3 and Zone 1	10/19/2020*
Trinity County	EMS Health Officer	Tier 2/3 and Zone 1	10/19/2020*
Trinity County	Local Cal Fire	Tier 2/3 and Zone 1	10/19/2020*
Trinity County	OES Manager (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Trinity County	OES Manager (24-hour)	Tier 2/3 and Zone 1	10/19/2020*
Trinity County	Program Manager	Tier 2/3 and Zone 1	10/19/2020*
Trinity County	Trinity County Sheriff Combined Fire-Police Dispatcher	Tier 2/3 and Zone 1	10/19/2020*
Tsungwe Council	Chairman	N/A	10/19/2020*
Turlock	Turlock Combined Fire-Police Dispatcher	N/A	10/19/2020*
United Auburn Indian Community	Chairman	Tier 2	10/19/2020
Vacaville	Vacaville Combined Fire-Police Dispatcher	Tier 2	10/19/2020*
Vallejo	Vallejo Combined Fire-Police Dispatcher	N/A	10/19/2020*
Wailaki Tribe	Chairperson	N/A	10/19/2020*
Walnut Creek	Walnut Creek Police Department Dispatcher	Tier 2/3	10/19/2020*
Washoe Tribe	Chairperson	N/A	10/19/2020
Winnemem Wintu Tribe	Spiritual Leader	N/A	10/19/2020*
Wintu Tribe of Northern California	Chairman	N/A	10/19/2020*
Wiyot Tribe	Chairman	N/A	10/19/2020*
Wiyot Tribe	Tribal Administration	N/A	10/19/2020*
Wiyot Tribe	Tribal OES	N/A	10/19/2020*
Yocha Dehe Wintun Nation	VP of Security	Tier 2	10/19/2020*
Yocha Dehe Wintun Nation	Dispatch (24-hour)	Tier 2	10/22/2020
Yocha Dehe Wintun Nation	Battalion Chief (24-hour)	Tier 2	10/22/2020*
Yocha Dehe Wintun Nation	Fire Chief (24-hour)	Tier 2	10/22/2020*
Yocha Dehe Wintun Nation	VP of Security (24-hour)	Tier 2	10/22/2020*
Yolo County	OES Director (24-hour)	Tier 2	10/19/2020*
Yolo County	Yolo 911 Combined Fire-Police Dispatcher	Tier 2	10/19/2020*
Yolo County	Yolo County Dispatch Dispatcher	Tier 2	10/19/2020*
Yolo County	EMS Administrator (24-hour)	Tier 2	10/22/2020*
Yolo County	MHOAC	Tier 2	10/22/2020*
Yolo County	Non-Emergency (24-hour) - Fire Department	Tier 2	10/22/2020*
Yolo County	Non-Emergency (24-hour) - Sheriff's Office	Tier 2	10/22/2020*
Yolo County	OES Coordinator (24-hour)	Tier 2	10/22/2020*
Yolo County	OES Director (24-hour)	Tier 2	10/22/2020*
Yolo County	OES Dispatch (24-hour)	Tier 2	10/22/2020*
Yolo County - CCA	Director Customer Care and Marketing	Tier 2	10/22/2020*
Yuba County	Beale Air Force Security Forces Police Department Dispatcher	Tier 2/3	10/19/2020*
Yuba County	Board Supervisor	Tier 2/3	10/19/2020*
Yuba County	County Executive Officer	Tier 2/3	10/19/2020*

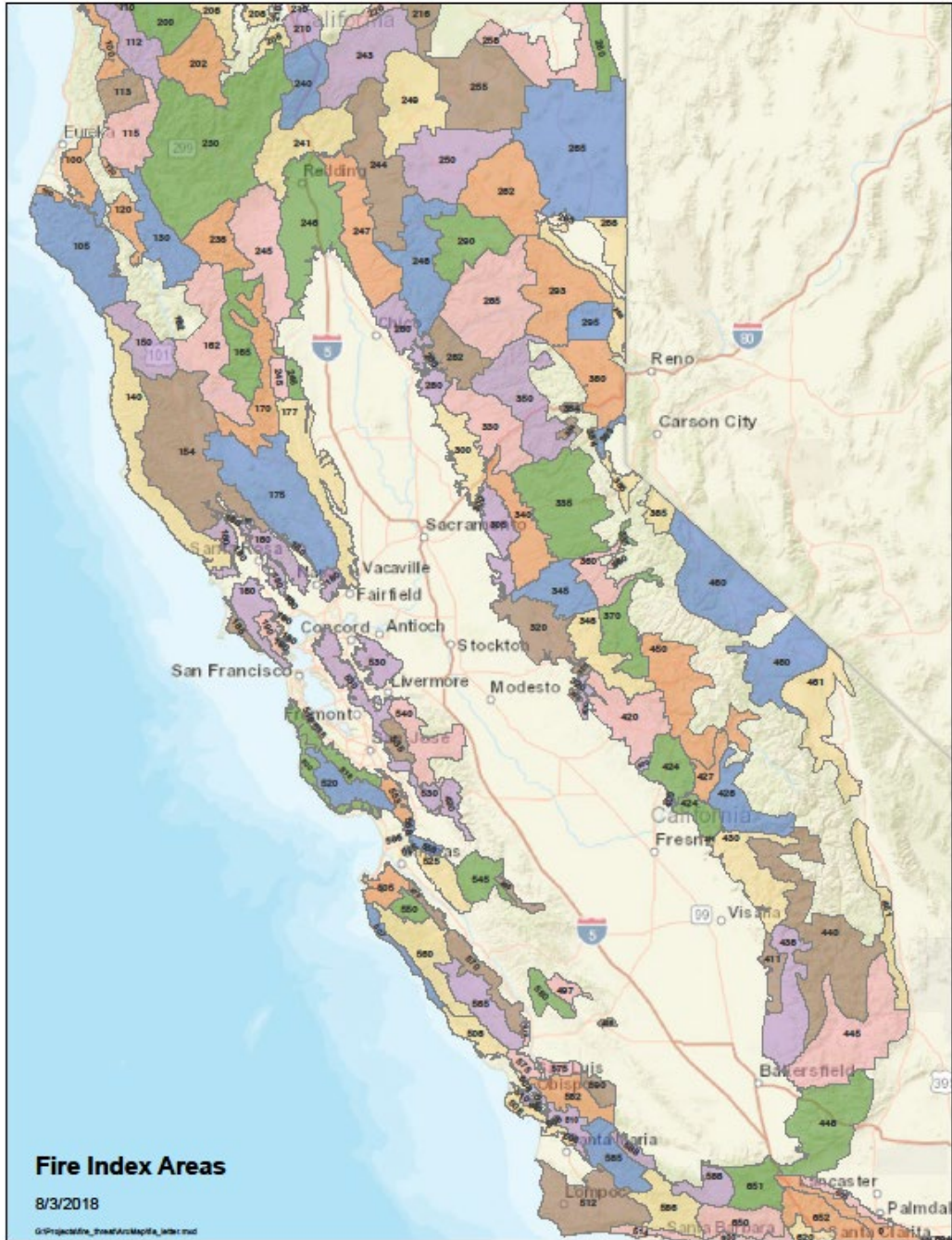
Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Yuba County	Director - County Administration	Tier 2/3	10/19/2020*
Yuba County	Emergency Manager (24-hour); Designated POC	Tier 2/3	10/19/2020*
Yuba County	EMS Health Officer	Tier 2/3	10/19/2020*
Yuba County	General - OES	Tier 2/3	10/19/2020*
Yuba County	General - OES	Tier 2/3	10/19/2020*
Yuba County	Health Administrator	Tier 2/3	10/19/2020*
Yuba County	Local Cal Fire	Tier 2/3	10/19/2020*
Yuba County	Nevada/Placer/Yuba Cal Fire Dispatcher	Tier 2/3	10/19/2020*
Yuba County	Tahoe National Forest Fire Department Dispatcher	Tier 2/3	10/19/2020*
Yuba County	Yuba County Sheriff's Office Dispatcher	Tier 2/3	10/19/2020*

PACIFIC GAS AND ELECTRIC COMPANY  
APPENDIX E  
SECTION 10 – FIRE INDEX AREAS MAP



# Appendix E: Fire Index Areas Map

Figure E-1. Fire Index Areas Map



PACIFIC GAS AND ELECTRIC COMPANY  
APPENDIX F  
SECTION 11 – COMMUNITY ASSISTANCE CENTER LOCATIONS

## Appendix F: List of PG&E Community Resource Centers

The table below provided details of the 19 CRCs that PG&E mobilized during the October 21-23 PSPS event, including specific locations, dates and times opened and closed, and total attendance for each location, and amenities provided.

**Table F-1. Community Resource Centers Provided by PG&E**

#	County	Site Name	Address	10/21 Operating Hours	10/22 Operating Hours	10/23 Operating Hours	Total Attendance (1502)	Site Type (Indoor, Micro, Mobile)	Amenities Provided
1	Butte	American Veterans Store	15474 Forest Ranch Way, Forest Ranch, 95942	Not Open	8:00AM-10:00PM	8:00AM-6:00PM	81	Outdoor, Micro	Wi-Fi, Restrooms, Water and Snacks, Device Charging, Medical Device Charging
2	Butte	Magalia Pines Baptist Church	14098 Skyway Rd, Magalia, 95954	Not Open	8:00AM-10:00PM	8:00AM-6:00PM	195	Outdoor, Micro	Wi-Fi, Restrooms, Water and Snacks, Device Charging, Medical Device Charging
3	Butte	Bird Street School	1421 Bird St, Oroville, 95965	Not Open	8:00AM-10:00PM	8:00AM-6:00PM	29	Outdoor, Micro	Wi-Fi, Restrooms, Water and Snacks, Device Charging, Medical Device Charging
4	Butte	Lutheran Church	780 Luther Dr, Paradise, 95969	Not Open	8:00AM-10:00PM	8:00AM-6:00PM	37	Outdoor, Micro	Wi-Fi, Restrooms, Water and Snacks, Device Charging, Medical Device Charging
5	Contra Costa	Arbolado Park	Arbolado Dr, Walnut Creek, 94526	Not Open	8:00AM-10:00AM	Not Open	12	Outdoor, Mobile	Wi-Fi, Restrooms, Water and Snacks, Device Charging, Medical Device Charging
6	Contra Costa	Costco Wholesale	3150 Fostoria Way, Danville, 94596	Not Open	8:00AM-10:00AM	Not Open	0	Outdoor, Mobile	Wi-Fi, Restrooms, Water and Snacks, Device Charging, Medical Device Charging
7	Glenn	Elk Creek Junior Senior High School	3430 Co Rd 309, Elk Creek, 95939	Not Open	8:00AM-6:00PM	Not Open	14	Outdoor, Mobile	Wi-Fi, Restrooms, Water and Snacks, Device Charging, Medical Device Charging
8	Napa	Saint Helena Catholic School	1255 Oak Ave, St Helena, 94508	Not Open	8:00AM-10:00AM	Not Open	1	Outdoor, Mobile	Wi-Fi, Restrooms, Water and Snacks, Device Charging, Medical Device Charging
9	Napa	Highlands Christian Fellowship	970 Petrified Forest Rd, Calistoga, 94574	Not Open	8:00AM-10:00AM	Not Open	10	Outdoor, Mobile	Wi-Fi, Restrooms, Water and Snacks, Device Charging, Medical Device Charging
10	Napa	Pacific Union College	35 La Jota Dr, Angwin, 94515	Not Open	8:00AM-10:00AM	Not Open	1	Outdoor, Mobile	Wi-Fi, Restrooms, Water and Snacks, Device Charging, Medical Device Charging
11	Plumas	La Porte Lodge	2140 Main St, La Porte, 95981	Not Open	8:00AM-7:00PM	Not Open	6	Outdoor, Micro	Wi-Fi, Restrooms, Water and Snacks, Device Charging, Medical Device Charging
12	Plumas	Plumas County Parole Office	1446 E Main St, Quincy, 95981	Not Open	8:00AM-7:00PM	Not Open	45	Outdoor, Mobile	Wi-Fi, Restrooms, Water and Snacks, Device Charging, Medical Device Charging
13	Santa Clara	Crosspoint Church of Silicon Valley	658 Gibraltar Ct, Milpitas, 95035	Not Open	8:00AM-10:00AM	Not Open	0	Outdoor, Mobile	Wi-Fi, Restrooms, Water and Snacks, Device Charging, Medical Device Charging
14	Shasta	Hill Country Health and Wellness Center	29632 CA-299, Round Mountain, 96084	7:00PM-10:00PM	8:00AM-10:00PM	8:00AM-3:30PM	276	Outdoor, Micro	Wi-Fi, Restrooms, Water and Snacks, Device Charging, Medical Device Charging
15	Shasta	USDA Forest Service Shasta Lake Ranger Station	14225 Holiday Rd, Redding, 96003	7:00PM-10:00PM	8:00AM-10:00PM	8:00AM-3:30PM	173	Outdoor, Micro	Wi-Fi, Restrooms, Water and Snacks, Device Charging, Medical Device Charging
16	Shasta	Word of Life	11958 Deschutes Rd, Bella Vista, 96008	7:00PM-10:00PM	8:00AM-10:00PM	8:00AM-3:30PM	194	Outdoor, Micro	Wi-Fi, Restrooms, Water and Snacks, Device Charging, Medical Device Charging

#	County	Site Name	Address	10/21 Operating Hours	10/22 Operating Hours	10/23 Operating Hours	Total Attendance (1502)	Site Type (Indoor, Micro, Mobile)	Amenities Provided
17	Shasta	Cottonwood Creek Charter School	3425 Brush St, Cottonwood, 96022	7:00PM-10:00PM	8:00AM-10:00PM	8:00AM-3:30PM	65	Outdoor, Micro	Wi-Fi, Restrooms, Water and Snacks, Device Charging, Medical Device Charging
18	Shasta	Happy Valley Community Center	5400 Happy Valley Rd, Anderson, 96007	7:00PM-10:00PM	8:00AM-10:00PM	8:00AM-3:30PM	237	Indoor, Hardened	Wi-Fi, Restrooms, Water and Snacks, Device Charging, Medical Device Charging, Cooling & Heating, Seating, Ice
19	Shasta	Palo Cedro Seventh-day Adventist Church	22585 Silverlode Ln, Palo Cedro, 96073	7:00PM-10:00PM	8:00AM-10:00PM	8:00AM-3:30PM	126	Outdoor, Micro	Wi-Fi, Restrooms, Water and Snacks, Device Charging, Medical Device Charging

**VERIFICATION**

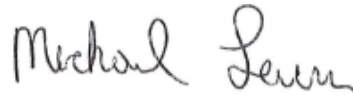
I, undersigned, say:

I am an officer of PACIFIC GAS AND ELECTRIC COMPANY, a corporation, and am authorized to make this verification for that reason.

I have read the foregoing "PG&E Public Safety Power Shutoff Report to the CPUC" for the events of October 21-23, 2020, and I am informed and believe the matters stated therein are true.

I declare under penalty of perjury that the foregoing is true and correct.

Executed at San Francisco, California this 5<sup>th</sup> day of November, 2020.

A handwritten signature in cursive script that reads "Michael Lewis".

MICHAEL LEWIS  
Interim President  
PACIFIC GAS AND ELECTRIC COMPANY