

Shutting off power for safety

Given the growing threat of extreme weather, we want all of our customers to be prepared for potential power outages.

If gusty winds and dry conditions, combined with a heightened fire risk, threaten a portion of the electric system serving your community, it may be necessary for us to turn off electricity in the interest of public safety. This is called a Public Safety Power Shutoff.

If we need to turn off an electric line for safety, all customers who receive power from that line will be affected, including Medical Baseline program customers. Critical facilities such as hospitals and fire and police stations typically use generators to remain open.

We encourage all of our customers to prepare an emergency plan and to update their contact information by visiting [pge.com/mywildfirealerts](https://www.pge.com/mywildfirealerts). More information is available at [pge.com/wildfiresafety](https://www.pge.com/wildfiresafety).

Additional Preparedness Resources

- [prepareforpowerdown.com](https://www.prepareforpowerdown.com) – Statewide education and awareness resource, led jointly by PG&E, San Diego Gas & Electric and Southern California Edison at the direction of the California Public Utilities Commission (CPUC)
- [ready.gov](https://www.ready.gov) – Disaster preparedness information from the U.S. Department of Homeland Security
- [readyforwildfire.org](https://www.readyforwildfire.org) – CAL FIRE's wildfire preparedness website
- [cpuc.ca.gov/wildfiresinfo](https://www.cpuc.ca.gov/wildfiresinfo) – Information on the CPUC's wildfire safety efforts
- [caloes.ca.gov](https://www.caloes.ca.gov) – California Governor's Office of Emergency Services website
- [firesafecouncil.org](https://www.firesafecouncil.org) – California Fire Safe Council website
- [noaa.gov](https://www.noaa.gov) – National Oceanic and Atmospheric Administration website

What you can expect

We will make every effort to notify Medical Baseline program customers of a shutoff before it occurs. If PG&E ever needs to temporarily turn off power for safety due to forecasted extreme fire danger conditions, customers can expect:

Early Warning Notification



Our goal, dependent on weather, is to send outage alerts to customers at 48 hours, 24 hours and just prior to shutting off power. We will do so through automated calls, texts and emails. For Medical Baseline program customers we are unable to reach, we will knock on doors when possible, with a primary focus on those customers who rely on electricity for critical life-sustaining equipment.

Ongoing Updates



Regular updates about a possible Public Safety Power Shutoff event will be provided through social media, local news, radio and at [pge.com](https://www.pge.com). You can follow PG&E on Twitter (@PGE4Me), Facebook (@pacificgasandelectric) and Instagram.

Safety Inspections



After the extreme weather has passed and it is safe to do so, our crews will work to inspect the lines and safely restore power.

Power Restoration



We expect to be able to visually inspect the system for damage and restore power to most of our customers within 24 to 48 hours after extreme weather has passed. Because extreme weather can last several hours or days, for planning purposes, we suggest customers prepare for outages that could last longer than 48 hours.

Emergency supply kit checklist

Stock up on enough supplies to last a week and refresh them once a year. Put your supplies in a waterproof container and store your kit in a place that is easy to reach. Here are a few tips to get you started:

Health and Personal Supplies



Devices Dependent on Electricity & Batteries

Breathing machines, power wheelchairs and scooters, oxygen, suction or home dialysis equipment (as needed)



Basic First Aid Kit

From antibiotic ointments and bandages to cold packs and more



Medication & Eyeglasses

Prescription and non-prescription

Food and Water



Drinking Water

1 gallon of water per person, per day



Food

Include food for all members of your household, including pets, that is non-perishable and easy to prepare without power



Tools & Utensils

Non-electric can opener, forks, spoons and knives

Equipment



Flashlights

Do not use candles



Radio

Battery-powered or a hand-crank weather radio



Extra Batteries

Include two extra sets in various sizes



Mobile Phone

Include a portable charger

Visit [pge.com/wildfiresafety](https://www.pge.com/wildfiresafety) for more information on emergency preparedness.

Stay safe. Take action.

The threat of extreme weather and wildfires continues to grow. Create and practice a safety plan to protect you, your family and your property.

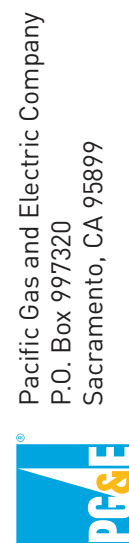
Planning basics

- Update your contact information**
Visit [pge.com/mywildfirealerts](https://www.pge.com/mywildfirealerts) or call us at **1-866-743-6589**.
- Keep a hard copy of emergency phone numbers on hand**
See insert.
- Build or restock your emergency supply kit**
Stock supplies to last a week — include flashlights, fresh batteries, first aid supplies, food, water and cash.
- Designate an emergency meeting location**
- Practice manually opening your garage door**

Planning for customers who use electricity and battery-dependent devices

- Plan for any medical needs**
Talk with your doctor and plan for medications that need refrigeration or medical devices that require power.
- Ensure any backup generators are ready to safely operate**
Generator safety tips can be found at [pge.com/backupgeneration](https://www.pge.com/backupgeneration).
- Consider staying with a friend or relative during an outage**
- Check the settings on your device**
When power is restored make sure the settings have not changed as devices can default or reset during an outage.

Following the wildfires in 2017 and 2018, some of the changes included in this document are contemplated as additional precautionary measures intended to further reduce future wildfire risk. "PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. ©2019 Pacific Gas and Electric Company. All rights reserved. CCR-0519-1165 . 07102019



PREPARE NOW FOR WILDFIRE SEASON

If you need further assistance to understand this important message, please call **1-866-743-6589**.

Si necesita ayuda en español para entender este importante mensaje de seguridad, sírvase llamar al **1-866-743-6589**.

如果您需要中文協助以瞭解此重要訊息，請致電 **1-866-743-6589**。

Nếu quý vị cần giúp đỡ bằng tiếng Việt để hiểu thông báo quan trọng về an toàn này, vui lòng gọi **1-866-743-6589**.

이 중요한 메시지에 대한 추가 지원이 필요하시면 **1-866-743-6589** 로 전화하십시오.



DO YOU HAVE A PLAN TO STAY SAFE DURING WILDFIRE SEASON?

Learn more inside about how to prepare for extreme weather and possible outages

