

Community Wildfire Safety ProgramPublic Safety Power Shutoffs

April 2020

If severe weather threatens a portion of the electric system serving a community, it may be necessary for PG&E to turn off electricity in the interest of public safety. This is known as a Public Safety Power Shutoff (PSPS).

With more than half of the area where our customers live and work now at high risk for wildfires, PSPS is an important tool for keeping customers and communities safe. We continue to learn from past events and we are working to reduce the length of outages and number of people impacted, without compromising safety.

This year, PG&E is improving our PSPS program by making events:





Reducing the number of customers impacted by PSPS events by one-third compared to 2019.

- Adding switches and sectionalizing devices that limit the size of outages
- Developing microgrids that use temporary generators to keep the lights on
- Conducting targeted undergrounding as part of system hardening





Restoring power to customers twice as fast after severe weather has passed.

- Adding more field crews to speed inspection of lines
- Using two airplanes with infrared cameras capable of inspecting transmission lines at night
- Expanding helicopter fleet from 35 to 65 for aerial line inspections
- Utilizing infrared equipment to inspect at night





Providing more accurate and timely communications, additional resources and assistance before, during and after a PSPS event.

- Enhancing meteorology technology to pinpoint severe weather
- Bolstering website capacity
- Improving **customer alerts** and notifications
- Upgrading Community Resource Centers
- Improving coordination with local agencies and critical service providers
- Working with community-based organizations to support vulnerable customers

Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires. "PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. ©2020 Pacific Gas and Electric Company. All rights reserved. CCC-0320-2121. 04/27/2020

What weather could lead to a PSPS?

PG&E monitors conditions across our system and evaluates whether to proactively turn off power for safety. Note that PSPS events are more likely to occur in the historically drier and windier months of late summer/early fall.

While no single factor will drive a PSPS, some factors include:



A Red Flag Warning declared by the National Weather Service



Low humidity levels generally 20% and below



Forecasted sustained winds generally above 25 mph and wind gusts in excess of approximately 45 mph, depending on location and site-specific conditions such as temperature, terrain and local climate



Condition of dry fuel

on the ground and live vegetation moisture content



On-the-ground, real-time
observations from PG&E's Wildfire
Safety Operations Center and field
observations from PG&E crews

Advance PSPS alerts for customers

Our goal, dependent on weather, is to provide notifications about PSPS events **two days ahead, one day ahead and just prior to shutting off power through calls, texts and emails**. We will also use **pge.com** and **social media** channels, and we will inform **local news** and **radio** outlets to ensure that customers can stay updated.

Steps you can take to prepare

We all rely on electricity for everyday life. To help prepare for public safety outages, here are some things you may want to consider:

- Updating your contact information at pge.com/mywildfirealerts or by calling 1-866-743-6589.
- Planning for medical needs like medications that require refrigeration or devices that need power.
- Building or restocking your emergency kit with flashlights, batteries, first aid supplies and cash.
- Will you need extra help during a power shutoff?
 If you or someone you know has a disability
 or additional special needs, the California
 Foundation for Independent Living Centers can
 help you during a PSPS. For more information,
 please visit disabilitydisasteraccess.org.

ONLINE CUSTOMER RESOURCES



Weather and PSPS Forecasting

Live weather information, including a 7-day PSPS potential lookahead.

pge.com/weather



Backup Power

Backup power options, safety tips, financing and retailer information.

pge.com/backuppower



Safety Action Center

Information about wildfire risks and emergency preparedness.

safetyactioncenter.pge.com



ZIP Code Alerts

Sign up for notifications without a PG&E account.

pge.com/pspszipcodealerts

Learn More For the latest on PG&E's wildfire safety efforts, please visit pge.com/wildfiresafety.