

## **PG&E Public Safety Power Shutoff Frequently Asked Questions**

### What is a PG&E Public Safety Power Shutoff?

- A During Public Safety Power Shutoff (PSPS) events, PG&E can shut off power to their distribution and transmission lines (also known as de-energizing) to prevent their equipment from starting a wildfire. Power could remain off for as long as seven days.

In May 2019, the California Public Utilities Commission (CPUC) gave PG&E full discretion in deciding whether to call PSPS events, though PG&E is directed to work with the relevant local government agencies to communicate in advance about the possibility of de-energization and during a PSPS event. This means Sonoma Clean Power and other government agencies are not able to stop a PSPS from happening.

PG&E will use several factors to determine whether to call a PSPS event, including weather conditions such as heat/temperature, wind, and low humidity. The CPUC has identified the areas within SCP's service territory as elevated fire-threat, with some parts as extreme fire-threat.

### Could I be affected by PG&E Public Safety Power Shutoffs?

- A Any SCP or PG&E electric customer may be impacted by a PG&E PSPS, if power is shut off in your area. Off-grid customers will not be impacted as they don't rely on PG&E for electric delivery service.

SCP provides electric generation service only, while PG&E provides electric delivery and owns, operates and maintains all transmission and distribution infrastructure.

If PG&E shuts off power to one of its transmission lines, SCP's service territory could be affected. PG&E's transmission and distribution lines pass through areas that the CPUC has identified as elevated fire-threat, with some parts as extreme fire-threat.

### I have solar. Will I be impacted by a PG&E Public Safety Power Shutoff?

- A Your solar system will probably NOT be producing electricity during a PSPS event, unless you have a special inverter or battery storage. This is because utility rules mandate that in the event of a power outage, solar arrays must automatically shut down to ensure repair crew safety. During an outage, the power utility sends out crews to repair powerlines; a solar array would leak power onto grid lines and endanger them.

### Who should I call if I have additional questions regarding PSPS?

- A For additional information, please call PG&E at 1-866-743-6589.

Can Sonoma Clean Power or a City or County agency stop PG&E from calling a Public Safety Power Shutoff?

- A No. In May 2019, the California Public Utilities Commission gave PG&E full discretion in deciding whether to call PSPS events. This means the Sonoma Clean Power or other government agencies are not able to stop a PSPS from happening.

Will I get advance notice of a PG&E Public Safety Power Shutoff?

- A If possible, PG&E has indicated it will warn customers 48 and 24 hours in advance through emails, calls and text messages. It's important to make sure your contact information with PG&E is up to date. Visit <http://www.pge.com/psps> to update it.

How do I know if PG&E has my contact information?

- A Call 1-866-743-6589 or visit [www.pge.com/psps](http://www.pge.com/psps) to update your contact information or create an online profile.

How long will PG&E Public Safety Power Shutoffs last?

- A PG&E estimates PSPS events could last more than three days, depending on heat, humidity, and wind. If PG&E shuts off power to one of its transmission lines, the outage could last longer, and a larger part of SCP's service territory could be affected.

How often will PG&E Public Safety Power Shutoffs occur?

- A PG&E anticipates that PSPS events could occur several times per year in its service area, but it is impossible to predict when and where they will occur.

How can I prepare for a PG&E Public Safety Power Shutoff?

- A From PG&E's website [www.pge.com/psps](http://www.pge.com/psps):  
First, make sure your contact information with PG&E is up to date so you can get advance notice (if possible) of a PSPS. Visit [www.pge.com/psps](http://www.pge.com/psps) to update it.

Second, create an emergency plan that accounts for all family member needs for a multi-day power shutoff, including:

- Identify backup charging methods for phones and keep hard copies of emergency numbers
- Plan for any medical needs like medications that need to be refrigerated or devices that require power
- Know how to manually open your garage door
- Ensure any backup generators are ready to safely operate

When are PG&E Public Safety Power Shutoffs most likely to happen?

- A Ultimately, PG&E has full discretion to evaluate real-time and on the ground information to determine whether to call a PSPS. PG&E said these factors can include red flag warnings (weather events which may result in extreme fire behavior), low humidity levels, forecasted sustained winds above 25 mph, wind gusts in excess of approximately 45 mph, and condition of dry fuel.

I'm a Medical Baseline customer and depend on electricity for my medical condition. Will my power be turned off? What should I do during a PG&E Public Safety Power Shutoff?

- A If PG&E shuts off a powerline, all customers who receive power from that line would be affected.

PG&E's website says it will notify Medical Baseline customers based on their preferred contact method before a PSPS. PG&E said if it doesn't speak to you or a family member directly or receive confirmation of the email or text they send; they will follow up with a phone call. If a phone call is not successful, PG&E says it will make every effort to attempt to notify you in person at your address.

On its website ([www.pge.com/psps](http://www.pge.com/psps)), PG&E asks all customers, including Medical Baseline customers, to develop an emergency plan.

What resources are available to me during a PG&E Public Safety Power Shutoff?

- A PG&E has indicated it may open customer resource centers during a PSPS event to provide information, water, and charging for small devices. PG&E has indicated it will not be a shelter or cooling center.

How long after an extreme weather event has passed will it take for PG&E to restore power?

- A After the extreme weather has passed and it is safe to do so, PG&E crews will work to visually inspect the power lines to ensure they are free from damage and safe to energize. Inspections will take place during daylight hours. PG&E expects 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, PG&E suggests customers prepare for outages that could last longer than 48 hours.



Where can I sign up for alerts?

A PG&E Wildfire Alerts: [www.pge.com/mywildfirealerts](http://www.pge.com/mywildfirealerts)

SoCo Alerts: <https://sonomacounty.ca.gov/FES/Emergency-Management/SoCoAlert>

Mendo Alerts:

<https://www.mendocinocounty.org/government/executive-office/office-of-emergency-services/emergency-notifications-and-alerts>

Nixle: <https://local.nixle.com/register/>