2021 San Diego Gas & Electric Company
Public Safety Power Shutoffs (PSPS) Preparedness
Staff Briefing #1

June 11, 2021
Agenda

1:00 – 1:10 p.m. Introduction
   Shelby Chase, California Public Utilities Commission

1:10 – 2:50 p.m. San Diego Gas & Electric Company (SDG&E) Presentation
   Jonathan Woldemariam, Director – Wildfire Mitigation and Vegetation Management
   Brian D’Agostino, Director – Fire Science & Climate Adaptation
   Augie Ghio, Director – Emergency Management
   Alex Kim, Director – Customer Programs

2:50 – 3:00 p.m. Closing Remarks
Housekeeping

• Attendees are muted.
• Briefing is being recorded.
• 1st briefing – presentations only.
• 2nd briefing – follow up questions and topics.
• Survey form – please return after briefing.
Objectives

- Actions to prepare for the 2021 fire/PSPS season
- Lessons learned from 2020
- Areas of concern
Wildfire Risk in SDG&E Service Area

- 4,100 Square Miles
- 1.4 Million Electric Meters
- 3.6 Million Electric Customers

Service territory area in HFTD*
Overhead miles in HFTD
Customer accounts in HFTD
Weather stations planned to support PSPS
Service territory underground
Inventory trees in HFTD

* HFTD – High Fire Threat District
Wind Data Over Time

2013–2021 weather data collected from the SDG&E weather network indicates an increase in occurrences of high wind events over the last several years.
**Late Season RFWs & PSPS**

In 2020, there were four late-season RFW/PSPS events; and a total of 11 RFW/PSPS events for the season.

| Date         | Thu 11/26 | Fri 11/27 | Sat 11/28 | Sun 11/29 | Mon 11/30 | Tue 12/1 | Wed 12/2 | Thu 12/3 | Fri 12/4 | Sat 12/5 | Sun 12/6 | Mon 12/7 | Tue 12/8 | Wed 12/9 | No RFWs 12/10 through 12/22 | Wed 12/23 | Thu 12/24 |
|--------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------------------------|-----------|-----------|
| RFW          |           |           |           |           |           |           |           |           |           |           |           |           |           |                             |           |           |
| FPI          |           |           |           |           |           |           |           |           |           |           |           |           |           |                             |           |           |

### Red Flag Warning
11/26–11/28
- Top 20 Average Gusts: 48 mph
- Wind Speed Records: 0
- Peak Gust: **56 mph**
- Stations Reaching 95%: 75
- Station Reaching 99%: 8
- PSPS Customers Notified: 2,739
- PSPS Customers affected: 0
- CRCs Opened: 0

### Red Flag Warning
11/27–11/28
- Top 20 Average Gusts: 71 mph
- Wind Speed Records: 43
- Peak Gust: **94 mph**
- Stations Reaching 95%: 170
- Station Reaching 99%: **126**
- PSPS Customers Notified: 95,000
- PSPS Customers affected: **73,000**
- CRCs Opened: 10 (2,667 cars)

### Red Flag Warning
12/2–12/4
- Top 20 Average Gusts: 59 mph
- Wind Speed Records: 2
- Peak Gust: **82 mph**
- Stations Reaching 95%: 145
- Station Reaching 99%: 67
- PSPS Customers Notified: 50,483
- PSPS Customers affected: **15,300**
- CRCs Opened: 6 (415 cars)

### Red Flag Warning
12/23–12/24
- Top 20 Average Gusts: 57 mph
- Wind Speed Records: 2
- Peak Gust: **71 mph**
- Stations Reaching 95%: 152
- Station Reaching 99%: 66
- PSPS Customers Notified: 30,394
- PSPS Customers affected: **6,797**
- CRCs Opened: 4 (59 cars)
2020 PSPS Event Summary

Peak Winds
- Peak Winds (MPH)

Circuit Segments De-Energized
- Number of Circuit Segments De-Energized

Damage/Hazard Found
- Damage/Hazard Found

Average Outage Duration
- Hours

Longest Outage Duration
- Hours

- Customers

- Oct 26-27
- Dec 2-4
- Dec 7-8
- Dec 23-24
2020 PSPS Customer Impact Reduction: Weather Technology & Load Transfer/Switching

- New weather technology
  - 30 new weather stations
  - 30-second weather data available at more than 210 weather stations
  - New PSPS dashboard and geospatial tool to monitor weather conditions

- Fire Potential Index (FPI)
  - Inform operational decisions by areas in our service territory
  - Reduce PSPS impacts

- New load transfer/localized switching plans
  - Seven circuits
  - Four communities
2020 PSPS Customer Impact Reduction

Estimated PSPS Reductions in 2020 Events

- **December 2-4**
  - De-energized: 5,899
  - Sit Awareness Reductions: 7,332
  - PSPS Engineering Team Reductions: 73,977
  - 30 second weather station reads and PSPS Engineering mitigations resulted in **15% overall reduction**.

- **December 7-9**
  - De-energized: 15,528
  - Sit Awareness Reductions: 22,860
  - PSPS Engineering Team Reductions: 19,195
  - 30 second weather station reads and PSPS Engineering mitigations resulted in **61% overall reduction**.

- **December 23-24**
  - De-energized: 19,195
  - Sit Awareness Reductions: 6,797
  - PSPS Engineering Team Reductions: 156
  - The Fire Potential Index and PSPS Engineering mitigations resulted in **74% overall reduction**.
### Wildfire Risk Reduction & PSPS Impact Mitigation

<table>
<thead>
<tr>
<th>Category</th>
<th>2021 Completed/Target</th>
<th>2021 Completed since 2019</th>
<th>2021 Completed since 2020</th>
<th>2021 Completed</th>
<th>2021 Completed since 2019</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergrounding</td>
<td>10.28 / 25 miles installed</td>
<td>37.8 miles installed</td>
<td>41% complete</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Covered Conductor Installation</td>
<td>0 / 20 miles installed</td>
<td>1.9 miles installed</td>
<td>On Track</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Traditional Hardening</td>
<td>29.2 / 117 miles installed</td>
<td>390+ miles installed</td>
<td>25% complete</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Expulsion Fuse Replacement</td>
<td>406 / 3970 Cal Fire approved fuses installed</td>
<td>6,075 Cal Fire approved fuses installed</td>
<td>10% complete</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enhanced Vegetation Management</td>
<td>4865 / 17,000 Trees trimmed to enhanced clearances</td>
<td>28,107 Trees trimmed to enhanced clearances</td>
<td>29% complete</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Situation Awareness</td>
<td>41</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PSPS Sectionalizing Devices</td>
<td>5 / 10 devices installed</td>
<td>28 sectionalizing devices installed</td>
<td>50% complete</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Generator</td>
<td>187 / 3,663</td>
<td>2,683</td>
<td>On Track</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Distribution HFTD Tier 3 Inspections</td>
<td>10,841 / 10,815 inspections</td>
<td>22,315 inspections</td>
<td>100% complete</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transmission Drone Inspections</td>
<td>223 / 2,715 inspections</td>
<td>1,677 inspections</td>
<td>8% complete</td>
<td></td>
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</tbody>
</table>
## PSPS Reduction Over Time

*Risk-informed grid hardening measures support long-term vision of reducing PSPS impacts*

<table>
<thead>
<tr>
<th>Mitigation</th>
<th>How it Reduces PSPS</th>
<th>Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Covered Conductor</td>
<td>Allows utility to raise threshold(^1) for de-energization</td>
<td><strong>Scope of PSPS</strong></td>
</tr>
<tr>
<td>Undergrounding</td>
<td>Reduces necessity of shut-off</td>
<td><strong>Frequency of PSPS</strong></td>
</tr>
<tr>
<td>PSPS Sectionalizing</td>
<td>Enables more targeted de-energization</td>
<td><strong>Duration of PSPS</strong></td>
</tr>
<tr>
<td>Microgrids</td>
<td>Keeps communities energized during shut-off</td>
<td></td>
</tr>
<tr>
<td>Fixed Backup Power</td>
<td>Keeps customers energized during shut-off</td>
<td></td>
</tr>
<tr>
<td>Resiliency Grant Programs</td>
<td>Provides backup solutions to keep critical appliances/equipment energized during shut-off</td>
<td></td>
</tr>
<tr>
<td>Resiliency Assistance Programs</td>
<td>Provides instant rebates to customers to purchase backup generators to reduce their PSPS impacts</td>
<td></td>
</tr>
</tbody>
</table>

1) Adjustments to de-energization thresholds based on new mitigations such as covered conductor are still under development
Generator Programs

• Generator Grant Program – 1,334 units
• Generator Assistance Program – 2,284 customer rebates
• Whole Facility Generators – 80 customers

Microgrid – 5 Sites

• Ramona Air Attack Base, Butterfield Ranch, Shelter Valley, Cameron Corners, Julian Town Center – 348 customers
• Renewable options beginning in 2021

Weather Station

• 30 new weather stations
• 30-second reads at 210 weather stations
• New geospatial tools and PSPS dashboard

Sectionalizing Device

• 23 new devices – 5,773 customers
• Helped divide circuits into smaller segments
• Reduces customers impacts from PSPS

Load Transfer - 7 Circuits

• Four communities – 156 customers
• Rincon Reservation, Viejas Reservation, Del Mar, San Clemente
2021 PSPS Mitigation Measures and Impact Reduction

<table>
<thead>
<tr>
<th>WMP Program</th>
<th>2021 Number of Locations</th>
<th>2021 Customer PSPS Impact Reduction</th>
</tr>
</thead>
<tbody>
<tr>
<td>PSPS Sectionalizing</td>
<td>10</td>
<td>5,000</td>
</tr>
<tr>
<td>Fixed Backup Power</td>
<td>413</td>
<td>413</td>
</tr>
<tr>
<td>Resiliency Grant Programs</td>
<td>~</td>
<td>2,000</td>
</tr>
<tr>
<td>Resiliency Assistance Programs</td>
<td>~</td>
<td>1,250</td>
</tr>
<tr>
<td>Microgrids</td>
<td>6</td>
<td>578</td>
</tr>
<tr>
<td>Undergrounding</td>
<td>9</td>
<td>1,127</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td><strong>11,000</strong>*</td>
</tr>
</tbody>
</table>

*Weather events will dictate the actual number of customer impact reductions*
## Microgrids

Implementing resiliency projects to keep customers and critical facilities energized

<table>
<thead>
<tr>
<th>Ramona Air Attack Base</th>
<th>Cameron Corners</th>
<th>Butterfield/Agua Caliente</th>
<th>Shelter Valley</th>
<th>South Campo</th>
<th>Sherilton Valley</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAL FIRE Air Support U.S. Forest Service Air Support Fire-retardant mixing stations</td>
<td>CAL FIRE Station, and school and telecom switching center (east San Diego County)</td>
<td>Desert community (far east San Diego County)</td>
<td>Desert community San Diego Fire Station Community Center (far east San Diego County)</td>
<td>Feeding America distribution center, San Diego County Sheriff, Community Center, USPS (east San Diego County)</td>
<td>Vulnerable Community located in HFTD Tier 3 (east San Diego County)</td>
</tr>
</tbody>
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</thead>
<tbody>
<tr>
<td>July 2021</td>
<td>July 2021</td>
<td>December 2021</td>
<td>December 2021</td>
<td>Q1 2023</td>
<td>Q1 2023</td>
</tr>
</tbody>
</table>
Generators

*The generator programs are a valued resource with customers*

<table>
<thead>
<tr>
<th>Generator Grant Program (GGP) + AFN</th>
<th>Mobile Home Park Project (MHP)</th>
<th>Generator Assistance Program (GAP)</th>
<th>Fixed Backup Power (FBP)</th>
</tr>
</thead>
</table>
| Medical Baseline Customers + AFN Customers  
2,000 Grants | MHPs located in HFTD  
(Stoneridge at Warner Springs & Pine Valley Trailer Park + 2 TBD sites) | HFTD 2/3, low income Rebate program:  
1,250 Rebates | Grid hardening alternative targeting most PSPS prone customers  
413 Grants |
| No direct cost to customers | No direct cost to customers | $300 Standard rebate  
$450 CARE eligible rebate | No initial direct cost to customers |
| Completion between Sept - Oct | Complete before end of 2021 | Rebate Coupons Expire 12/31/2021 | Construction complete by Q4 2021 |
| Goal Zero Yeti 3000 + multiple re-charging sources | Generac PWRcell | Portable generators & batteries  
(available online and in store) | Generac 7173 |
PSPS Decision-Making Criteria and Modeling

**Safety**

**Fire Conditions**
- Red Flag Warning (RFW)
- Fire Potential Index (FPI)
- Santa Ana Wildfire Threat Index (SAWTI)

**Weather Conditions**
- Temperature
- Humidity
- Wind gusts

**Field Observations**
- Flying debris
- Tree damage
- Impacts to powerlines

**External Considerations**
- Wildfire activity in the region
- Availability of firefighting resources
- Reports from emergency responders
In addition to the formal tabletop exercises, SDG&E will test specific systems between June 1 and September 1 to include:

- Customer Notification
- Public Safety Partner Notification
- Public Safety Partner Secure Portal Training/Exercise
- Patrolling/Inspection

Following each exercise, a comprehensive After-Action Review process is completed, and an improvement plan is developed.
Preparedness Coordination: Critical Facilities and Infrastructure

Annual outreach campaign to critical facilities to assess resiliency plans

- Regular touchpoints with account executive
- Multiple Points of Contact
- PSPS Events
  - Two-way communication with Account Executive during events
- Annual webinars
- Method of Notification
  - Email, Call, Text
- EOC
  - Business Services
  - EOC Representative
- Annual outreach campaign
- Assessing Resiliency Plans
- Post PSPS Feedback
Preparedness Coordination: Local, Tribal, and County Emergency Response

Tabletop Exercises
6/28: tabletop exercise with external partners
July & August: internal tabletop exercises

Virtual EOC Tours
Scheduled for June and July for all external stakeholders

Joint Planning
Working with County OES, Cal OES, and CAL FIRE.
Meetings with Emergency Managers

Government Briefings
Ongoing on WMP, PSPS and pandemic preparation

Portal
Secure web portal for Public Safety Partners and jurisdictions for convenient communication

PSPS Webinars and Community Fairs
Webinars completed in May and June with Public Safety and Community Partners, and in-person community fairs scheduled for August
2021 Outlook

Public Safety Partner Portal – Critical Resources

One Source
Streamlined, consistent data and messages

Secure
GIS information requires double authentication

Resource
Social media kit, community flyer, talking points

24/7 contacts
Direct links to call Liaison and Emergency Management

Partner Input
Informed by Public Safety Partner feedback

Resources
Social media kit, community flyer, talking points

24/7 contacts
Direct links to call Liaison and Emergency Management

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24/7 contacts
Direct links to call Liaison and Emergency Management

Partner Input
Informed by Public Safety Partner feedback
Confidential Information Sharing

Secure Portal

- Critical Infrastructure
  - List to be posted on the secure portal
- GIS polygon info
  - Link on the secure portal to the ArcGIS rest service with near real-time data

Data Sharing

- Medical Baseline Customer List
  - Upon request from County OES at the beginning of the season via an NDA
  - Upon request from local jurisdictions during activation
- Affected Zip Code list
  - Upon request from County OES for emergency food programs
Community Resource Centers (CRC)

- 11 Locations in total across the HFTD + 3 mobile resources
- In-person brick-and-mortar facilities
- Hours of Operation: 8am – 10pm (until power is restored)
- Resources provided include*:
  - Bottled water
  - Light snacks
  - Cell phone charging
  - Seating
  - Restrooms
  - Ice
  - Water trucks (for large animals)
  - Up-to-date outage event information

* Other resources may be provided while supplies last, including vehicle power inverters, portable cell-phone charging batteries, blankets, hand warmers, and radios.
PSPS Website and Online Tools

**PSPS Website**

- **Mobile-first design**
  - Upgraded tables and layout
  - Optimized map
  - Communities and customers affected
  - Fast load times, programmed for low-bandwidth connection

- **Tools**
  - Address look-up
  - CRC information
  - Multiple languages
  - Additional Resources

**PSPS Mobile App**

- **Stay connected**
  - Real-time status updates with push notifications for saved locations.
  - Interactive map shows impacted areas and resources like CRCs.

- **Up-to-date information**
  - Customers can track the PSPS journey:
    - Advanced notifications
    - De-energization
    - Patrolling
    - Re-energized
    - CRC information
    - Additional Resources

**Capacity**

- **Website and mobile app built on Amazon Web Services (AWS)**
  - Both utilize AWS’ Elastic Web-Computing, adding more servers to handle load.
  - Constant load testing and refinement.

- **Website specific**:
  - Best in class, CloudFlare CDN offsets strain on webservers.
  - Load balancing and proxy caching.
  - Multi-tier stack, that separates the web servers from the file/database servers.
2020 Event Communications

- **In-Event Customer Communications**
  - More than 10,000 PSPS App downloads
  - 31 roadside electronic message signs deployed

- **Vulnerable Customer Communications**
  - 700+ community orgs reached through County OES/Partner Relay
  - 200 Community-Based Partner orgs amplified messaging

- **Public Safety Partner Notification**
  - 2,000+ touchpoints with public safety partners per event
  - 88% surveyed public safety partners satisfied with SDG&E communication
2021 PSPS Customer Notifications

Enhancements
• Available in 21 prevalent languages and American Sign Language
• Escalating notifications aligned with NWS use of ‘Watch’ and ‘Warning’
• In-message resources provided
• Increased Spanish communications complimenting notifications

Messaging
• Multiple delivery channels
• Directly associates PSPS to wildfire mitigation
• Refined annually – customer, public safety and community partner feedback
  o Majority of respondents satisfied with notification content
  o Increased communications requested

Uniform Communication Across Diverse Platforms
• Social Media, SDG&E website and NewsCenter
• Broadcast media outreach (real-time updates and general awareness messaging)
• In-Community mobile road signs and community marqueses
• Message amplification by 2-1-1 and other CBOs

Timeline of Notifications (when possible)

- ~48 Hours before power is turned off
- ~24 Hours before power is turned off
- ~1 Hour before power is turned off
- Initiation of the Public Safety Power Shutoff
- Activation of Community Resource Centers, if needed
- When safety inspections have begun
- Once power has been restored

SDG&E PSPS Mobile App
Medical Baseline (MBL) Program

2021 Customer Communications

• Campaign will run 7/1/21–11/28/21

• Includes Digital Banners, Paid Search, Paid Social and Email
  • Sign-up new customers to the MBL program.

• Direct Mail to current MBL customers in High Fire Threat Districts
  • Asking customers to update their contact information on sdge.com/myaccount and/or sign up for outage notifications.

• Partnering with CBOs to promote Medical Baseline to new eligible customers.
  • Robust promotion through 211 and other key community agencies

• New customer online application launched in April through SDG&E’s new CIS.
  • Allows for easier enrollment to program and offers an option to sign up for outage notifications.
Customers with Access & Functional Needs

Key AFN Needs

- Accessible & easy to understand communications
- Support during PSPS events
  - Back-up generation
  - Hotel stays
  - Transportation
- Financial assistance programs

Enhance Identification & Understanding of AFN Community

Increased Coordination with CBOs

Enhanced Solutions During PSPS

Increase Awareness of Support

Broadened ability to “self-identify” as having an AFN
Customer research & surveys to understand needs
Transform accessibility of PSPS notifications

Trainings for key partners (e.g. IHSS, CERTs)
Increase existing CBO focus on PSPS
Targeted expansion of AFN partners

Expanded generator programs
Partnerships with Indian Health Councils
New AFN focus at CRCs

Robust marketing campaign promoting solutions
Creation of AFN landing page for all solutions
# Mobile Home Park Customers

## Identification

<table>
<thead>
<tr>
<th>HFTD</th>
<th>Premises</th>
<th>Spaces</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>363</td>
<td>33,587</td>
</tr>
<tr>
<td>Tier II</td>
<td>63</td>
<td>3,998</td>
</tr>
<tr>
<td>Tier III</td>
<td>46</td>
<td>2,428</td>
</tr>
</tbody>
</table>

## 2021 Expanded Outreach & Education Efforts

- Mass Marketing
- Direct Mail
- Outreach
Communications Providers: Notification and Coordination

- Regular touchpoints with account executive
- Multiple Points of Contact
- Assessing Resiliency Plans
- Annual webinars
- Method of Notification: Email, Call, Text
- PSPS Events: Two-way communication with AE during events
Risk Areas for PSPS Preparedness

**Staff Resources**
- Staff turnover
- On-going training requirements

**Regulatory Environment**
- One-size fits all approach
- Potential requirements to track specific AFN disabilities

**Notifications**
- External agencies not always consistent
- Some notification requirements may delay restoration
SDG&E’s Wildfire Mitigation Plan Seeks to Reduce the Risk of Wildfires Caused by Utility Infrastructure and Customer Impacts Due to Public Safety Power Shutoffs

<table>
<thead>
<tr>
<th>Inspection Type</th>
<th>2021 Completed/Target</th>
<th>2021 Completed/Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Distribution – Detailed Inspections</td>
<td>17,754/22,269</td>
<td>6,453/9,796</td>
</tr>
<tr>
<td>Distribution – Annual Patrol Inspections</td>
<td>55,809/86,000</td>
<td>917/1,943</td>
</tr>
<tr>
<td>Distribution – Infrared Inspections</td>
<td>2,554/18,000</td>
<td>223/2,715</td>
</tr>
<tr>
<td>Distribution – Drone Inspections</td>
<td>0/22,000</td>
<td>0/6,166</td>
</tr>
<tr>
<td>Distribution – HFTD Tier 3 Inspections</td>
<td>10,841/10,815</td>
<td>6,097/6,324</td>
</tr>
</tbody>
</table>

- **Distribution – Detailed Inspections**
  - 2021 Completed/Target: 17,754/22,269 inspections completed
  - 80% complete

- **Distribution – Annual Patrol Inspections**
  - 2021 Completed/Target: 55,809/86,000 inspections completed
  - 65% complete

- **Distribution – Infrared Inspections**
  - 2021 Completed/Target: 2,554/18,000 inspections completed
  - 14% complete

- **Distribution – Drone Inspections**
  - 2021 Completed/Target: 0/22,000 inspections completed
  - 0% Complete

- **Distribution – HFTD Tier 3 Inspections**
  - 2021 Completed/Target: 10,841/10,815 inspections completed
  - 100% complete

- **Transmission – Detailed Inspections**
  - 2021 Completed/Target: 6,453/9,796 inspections completed
  - 66% complete

- **Transmission – Drone Inspections**
  - 2021 Completed/Target: 917/1,943 devices installed
  - 47% complete

- **Transmission – Infrared Inspections**
  - 2021 Completed/Target: 223/2,715 inspections completed
  - 8% complete

- **Transmission – Helicopter Patrols**
  - 2021 Completed/Target: 6,097/6,324 inspections completed
  - 96% complete

*work to begin late June
*work to begin in August
Closing Remarks

Survey – Please return to Drucilla.dunton@cpuc.ca.gov

Schedule of Remaining Staff Briefings

- PG&E Staff Briefing #2 – June 28th 10:00 a.m. – 12:00 p.m.
- SMJU Staff Briefing #2 – June 30th 2:30 p.m. – 4:30 p.m.
- SDG&E Staff Briefing #2 – July 1st 1:00 p.m. – 3:00 p.m.
California Public Utilities Commission

Questions?

Contact Shelby Chase at Shelby.chase@cpuc.ca.gov
and Dru Dunton at Drucilla.dunton@cpuc.ca.gov