2021 Pacific Gas and Electric Company
Public Safety Power Shutoffs (PSPS) Preparedness
Staff Briefing #1

June 9, 2021
Agenda

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

1:10 – 2:50 p.m. Pacific Gas and Electric Company (PG&E) Presentation
Aaron Johnson, Vice President, Bay Area Region
Scott Strenfel, Director, Meteorology and Fire Science
Elise Hunter, Director, Agency Outreach
Dave Canny, Director, Business Energy Solutions
Vanessa Bryan, Senior Manager, LCE Planning and Operations

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

- Attendees are muted.
- Briefing is being recorded.
- 1\textsuperscript{st} briefing – presentations only.
- 2\textsuperscript{nd} 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
The purpose of this meeting is to discuss our Public Safety Power Shutoff (PSPS) preparedness efforts including, PSPS mitigation efforts, customer support and resources and information sharing and engagement.

Discussion Topics:

1. Overall Preparedness
2. Decision-Making Criteria and Modeling
3. Coordination with Agencies, Tribes and Critical Facilities
4. Customer Support and Resources

Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.
Overall Preparedness
Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.
2021 Efforts to Reduce PSPS Impacts and Support Customers

We are working nonstop to lessen the impact of Public Safety Power Shutoffs (PSPS) and providing more resources to customers and communities before, during and after PSPS events.

<table>
<thead>
<tr>
<th>Reducing PSPS Impacts</th>
<th>Supporting Customers and Communities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limiting the number of customers impacted by installing <strong>275+ additional distribution sectionalizing devices</strong> and transmission switches</td>
<td>Customer notifications in <strong>16 languages</strong> and new Address Alerts to provide information about any address</td>
</tr>
<tr>
<td>Weather modeling improvements and <strong>5 days</strong> of forecast data</td>
<td>~<strong>5,000</strong> batteries available, covering all interested low-income Medical Baseline customers in high fire-threat areas</td>
</tr>
<tr>
<td>Helping to keep the power on with <strong>10 substations</strong> prepared for temporary generation and <strong>5 additional microgrids</strong> constructed to power key community resources</td>
<td>Targeting additional ADA-accessible <strong>Community Resource Center</strong> sites</td>
</tr>
<tr>
<td>Customizing restoration plans for remote, frequently impacted circuits</td>
<td><strong>Meal replacement options</strong> for customers in <strong>46 counties</strong></td>
</tr>
<tr>
<td>Continuing to <strong>refine and improve decision-making</strong>, scoping process and tools</td>
<td>Targeting <strong>additional partnerships with community-based organizations</strong> to support customers with access and functional needs</td>
</tr>
</tbody>
</table>

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PSPS Decision-Making Criteria
Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

What Conditions Could Lead to a PSPS Event?

We carefully review a combination of factors when deciding if power must be turned off for safety. These factors include:

- **Low humidity levels** generally 30% and below
- **Forecasted high winds** above 20 mph and gusts above 30-40 mph
- **A Red Flag Warning** issued by the National Weather Service
- **Condition of dry material** on the ground and vegetation near lines
- **On-the-ground, real-time observations**

This year, our decision-making process is evolving to also account for the presence of trees tall enough to strike power lines when determining if a PSPS event is necessary.
The safety of our customers and communities is our most important responsibility. Consistent with the recent recommendation of the federal court, we have developed additional criteria for our PSPS Program.

To reduce the risk of major wildfires, PG&E may turn off power on distribution lines* where there are large amounts of trees tall enough to fall into electric lines during severe weather.

Customers who live in areas of the highest wildfire risk may experience more frequent PSPS events compared to last year’s weather conditions.

We are sharing community-specific information regarding these potential impacts with customers, cities, counties and tribes.

*Does not include transmission lines (which are considered to be ≥ 60 kV)
Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

1. 
   - High wind speeds
   - Low relative humidity
   - Low fuel moisture
   - High fire potential

2. ...we conduct an in-depth review of fire risk using three separate measures:
   - **Large Fire Probability**: Assesses the likelihood of a catastrophic wildfire by using a combination of the Outage Producing Winds (OPW) model and the Fire Potential Index (FPI). This is an assessment of the probability that equipment will fail during the weather event, based on outage history.
   - **Black Swan Conditions**: When conditions are especially windy and dry, leading to extreme consequence if a wildfire started, we may need to turn off power, even if the Large Fire Probability assessment does not show a likelihood for the equipment to fail.
   - **Vegetation Considerations**: Power lines in areas with tall trees that could strike power lines (also known as overstrike trees) or lines near trees identified as a safety risk, may be shut off for safety.

3. If ANY of these three measures are met, we turn off power for safety

**Determining the Outage Area**
Each of the three measures is evaluated within a small geographic area (4 square kilometers). If any of the measures are met, circuits within that area are de-energized. Because power lines travel across long distances, customers outside the affected area may also be impacted.
Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

We also review the transmission lines that traverse those areas where meteorology has identified severe weather conditions. There is no single factor or threshold that will necessitate shutting off power to a transmission circuit.

Transmission
(i.e., 60/70kV, 115kV, 230 kV, 500 kV)

<table>
<thead>
<tr>
<th>Asset Health</th>
<th>Wind Speed Threshold</th>
<th>CAISO Coordination</th>
<th>Public Safety Impact</th>
<th>Safety Shutoff Decision</th>
</tr>
</thead>
<tbody>
<tr>
<td>Risk assessed based on vegetation and enhanced inspections for all T-line structures in high fire-threat areas</td>
<td>Determined wind speed threshold based on repair history and asset conditions</td>
<td>Real-time coordination studies with CAISO determine direct and indirect impacts to grid integrity</td>
<td>Grid stability and potential de-energization impacts considered (i.e., non-consequential loss, generation loss)</td>
<td>Decision is made on a transmission structure level that intersects within a weather footprint</td>
</tr>
</tbody>
</table>
Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

While the 2020 PSPS Protocols Plus Overstrike Tree Potential and Priority Tags are currently being used to determine when to initiate a PSPS event, it is likely that this approach will change in August 2021. This may substantially modify the current 2020 PSPS Protocols Plus Tree Overstrike Potential and Priority Tags.
Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

Anticipated Impact to PSPS Events

PSPS mitigations planned for this year will help to offset potential increases to event frequency due to the incorporation of overstrike criteria. The following table shows the impact of these mitigations in comparison to our 2020 PSPS protocols.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Average PSPS Scope Per Event</td>
<td>8% Reduction</td>
<td>7% Reduction</td>
</tr>
<tr>
<td>Per-Customer Duration Per Event</td>
<td>2% Reduction</td>
<td>2% Reduction</td>
</tr>
<tr>
<td>Event Frequency</td>
<td>No impact relative to 2019 and 2020</td>
<td>74% Increase</td>
</tr>
</tbody>
</table>

Data is for planning purposes only. Actual PSPS events will be dependent on weather and local conditions.
Reducing PSPS Impacts Through Grid Improvements

We have analyzed our portfolio of planned mitigation work for 2021 to quantify the potential benefits for customers, as compared to 2020 PSPS events and a lookback at 2019 weather events.

<table>
<thead>
<tr>
<th>Mitigations</th>
<th>Customers Mitigated Per Event</th>
<th>Customer Hours Per Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transmission Lines – Vegetation</td>
<td>8,789</td>
<td>204,801</td>
</tr>
<tr>
<td>Distribution Sectionalizing</td>
<td>1,961</td>
<td>57,206</td>
</tr>
<tr>
<td>Hardening: Underground Projects</td>
<td>1,297</td>
<td>42,582</td>
</tr>
<tr>
<td>Temporary Distribution Microgrids</td>
<td>726</td>
<td>17,928</td>
</tr>
<tr>
<td>Transmission Lines – Switching</td>
<td>580</td>
<td>20,973</td>
</tr>
<tr>
<td>Other Hardening Work</td>
<td>413</td>
<td>8,982</td>
</tr>
<tr>
<td>Temporary Substation Microgrids</td>
<td>325</td>
<td>7,688</td>
</tr>
</tbody>
</table>

The benefit of these activities is expected to accrue over time, such that their scale and magnitude should match that of weather events themselves.

Data is for planning purposes only. Actual PSPS events will be dependent on weather and local conditions.
To help prevent wildfires and reduce the number of customers affected by PSPS, we are deploying new technology and investing in a stronger, more flexible grid. The following are some of the programs that will help keep the lights on for customers and key community resources during a PSPS event.

### PROGRAM DESCRIPTION

<table>
<thead>
<tr>
<th>PROGRAM DESCRIPTION</th>
<th>2021 PLAN</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Substation Microgrids</strong></td>
<td>Pre-connecting generation at 10 substations;</td>
</tr>
<tr>
<td></td>
<td>Developing plans for 3 additional locations</td>
</tr>
<tr>
<td><strong>Distribution Microgrids</strong></td>
<td>3 near complete from 2019-2020 sites; Targeting</td>
</tr>
<tr>
<td></td>
<td>at least 5** additional in 2021</td>
</tr>
<tr>
<td><strong>Islanding Locations</strong></td>
<td>6 locations ready to operate</td>
</tr>
<tr>
<td><strong>Remote Grids</strong></td>
<td>1 complete; Additional locations under</td>
</tr>
<tr>
<td></td>
<td>consideration and in planning phases</td>
</tr>
</tbody>
</table>

*When safe to energize  **Additional sites are also in development

Local work plans are subject to change and data is based on the best available information at this time.
Coordination with Agencies, Tribes and Critical Facilities
### Engaging With Cities, Counties and Tribes

We are engaging with cities, counties and tribes through various channels to help gather feedback and strengthen partnerships.

<table>
<thead>
<tr>
<th>Outreach Tactic</th>
<th>Key Topics</th>
<th>2021 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>PSPS Advisory Committee</td>
<td>• PSPS Policies and Procedures</td>
<td>• 6 committee meetings</td>
</tr>
<tr>
<td>Obtain focused input, solicit recommendations and gather feedback regarding PSPS improvements from representatives of select county, city, tribal and state governments.</td>
<td>• Improvement Efforts</td>
<td>• 2 completed to date</td>
</tr>
<tr>
<td>PSPS Regional Working Groups</td>
<td>• Wildfire Safety Efforts Overview</td>
<td>• 5 meetings per quarter, 20 total</td>
</tr>
<tr>
<td>Forum for stakeholders to learn about the previous wildfire and PSPS season and share feedback on wildfire safety work, discuss lessons learned and incorporate learnings into future wildfire safety and PSPS plans.</td>
<td>• Temp Gen and Microgrids</td>
<td>• 5 completed to date</td>
</tr>
<tr>
<td>Wildfire Safety Working Sessions</td>
<td>• Local Wildfire Safety Projects</td>
<td>• Meetings with all interested counties/tribes</td>
</tr>
<tr>
<td>Co-hosted with County and Tribal OES, this meeting is an opportunity to partner on PSPS planning efforts, share local progress on wildfire mitigation work and track action items.</td>
<td>• PSPS Communications and Information Sharing</td>
<td>• 21 completed to date</td>
</tr>
<tr>
<td>PSPS Exercises</td>
<td>• PSPS Policies and Procedures</td>
<td>• 2 full-scale exercises and 2 tabletop workshops</td>
</tr>
<tr>
<td>Exercise simulating a PSPS event with the participation of external agencies and stakeholders to help identify any potential gaps in processes and best practices.</td>
<td>• Critical Facilities</td>
<td>• 1 exercise, 1 tabletop completed to date</td>
</tr>
<tr>
<td>Additional PSPS Briefings &amp; Workshops</td>
<td>• In-Event AFN/Customer Support</td>
<td>• All interested stakeholders briefed</td>
</tr>
<tr>
<td>Ad-hoc, or as-needed meetings, trainings and workshops for agency partners, tribes, critical customers and other key stakeholders.</td>
<td>• Wildfire Safety Efforts</td>
<td>• 190+ meetings to date</td>
</tr>
<tr>
<td>PSPS Listening Sessions</td>
<td>• PSPS Communications</td>
<td>• Conducted with all interested PSPS impacted counties/tribes</td>
</tr>
<tr>
<td>Open forum for PG&amp;E to share information on the previous wildfire and PSPS season and to listen to county, tribal and critical facilities’ concerns and gather important feedback on 2021 PSPS events.</td>
<td>• PSPS lessons learned</td>
<td>• 35 sessions held</td>
</tr>
</tbody>
</table>

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Data as of June 2, 2021

CPUC Requirement
Gathering Feedback

We began surveying agency partners following the final two PSPS events of 2020 to gather feedback on how we could improve.

Has your experience working with PG&E during PSPS events improved from 2019 to 2020?

<table>
<thead>
<tr>
<th></th>
<th>Oct. 25-28</th>
<th>Dec. 7</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>No</td>
<td>30</td>
<td>8</td>
</tr>
<tr>
<td>%</td>
<td>88%</td>
<td>89%</td>
</tr>
</tbody>
</table>

How would you rate PG&E’s overall performance during the PSPS event on a scale of 1 to 5?

<table>
<thead>
<tr>
<th></th>
<th>Oct. 25-28</th>
<th>Dec. 7</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent (5)</td>
<td>7</td>
<td>1</td>
</tr>
<tr>
<td>Very Good (4)</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Good (3)</td>
<td>8</td>
<td>2</td>
</tr>
<tr>
<td>Fair (2)</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Unsatisfactory (1)</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>N/A (0)</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Avg Rating:</td>
<td>3.71</td>
<td>4.13</td>
</tr>
</tbody>
</table>

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Coordinating with Critical Customers and Facilities

Working with critical customers, Public Safety Partners and counties and tribes with critical facilities to gather feedback, share lessons learned and coordinate on PSPS preparedness.

Listening To Feedback And Sharing Improvements
With Telecommunications Providers, Hospitals, Municipal Utilities, Transportation Agencies, Water Agencies and Community Choice Aggregators through:
- 6 segment-specific PSPS Listening Sessions following 2020 PSPS events
- 6 segment-specific PSPS Preparedness Webinars (2 of 6 complete)

Critical Facilities Identification
Engaging critical customers to review facilities lists
- Identify points of contact
- Ensure contact information is up-to-date
- Share preparedness information
- PG&E validation of critical customer list
- Outreach to counties and tribes to validate data and identify additional facilities

Ongoing Engagement And Coordination
- PG&E and Telecommunications Providers Resiliency Collaborative Meetings
- Targeted outreach to small water agencies that had multiple backup generation requests in-event
- Ongoing coordination with the Association of California Water Agencies
- Weekly collaboration with the California Hospital Association and Hospital Council
- Meetings with 14 hospitals at higher risk of PSPS to discuss permanent resiliency solutions

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Coordinating with Telecommunications Providers

Planned Notifications Channels
- Direct notifications
- Portal
- Critical Infrastructure Lead
- Account managers

In response to telco feedback, we more clearly identified the early notification “Advance” notifications and “Warning” notifications and offered a bundling option for restoration notifications.

PSPS Preparation
- Shared site-by-site data for each telco’s portfolio for planning purposes. This includes:
  - PSPS likelihood (based on grid configuration, weather modeling and current criteria)
  - Historical data
  - Microgrid information
  - Simulated 10-year look back information
- Completed individual direct engagement to ensure site identification and contact information
- Refreshing the data and providing it to customers in Q3

Carrier Readiness
- We have been in regular direct individual and group dialogue to support carrier resiliency plans
- We have invited all carriers to participate in our Full Scale Exercises and Tabletop Exercises.
- CPUC Decisions:
  - **Wireless**: Decision 20-07-011, dated 7/16/20
    - Requires resiliency plans to be submitted within 6 months
    - Adopt 72-hour back up requirement in Tier 2/3 areas within 12 months
    - Update plans annually
  - **Wireline**: Decision 21-02-029 2/11/21
    - Requires resiliency plans to be submitted within 6 months
    - Adopt 72-hour back up requirements in Tier 2/3 areas, including network equipment located in communities lacking sufficient wireless service coverage within 8 months
    - Update plans annually

Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.
We share notifications and outreach with public safety partners* before, during and after a PSPS event.

We notify cities, counties, tribes and other partners once our meteorology team begins monitoring a potentially severe weather event and again when we activate our Emergency Operations Center (EOC).

*First/emergency responders at the local, state, tribal and federal level, water, wastewater and communication service providers, affected community choice aggregators, publicly-owned utilities/electrical cooperatives, the CPUC and the Cal OES and CALFIRE

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**IN-EVENT COMMUNICATIONS**

- Texts, emails and phone calls throughout the event
- Situation reports, outage maps, customer lists via the PSPS Portal
- State Executive Briefing with state agencies
- Systemwide Cooperators Calls
- Cooperators Communications with counties and tribes
- Agency Representative assigned to each county/tribe in scope; embedded support is also offered
- Third-party representative may request to observe PG&E’s virtual EOC
- Notifying Public Safety Answering Points (PSAP)
- Critical Infrastructure Lead single point of contact in the EOC

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### PSPS Event Notifications For Agencies and Customers

We provide advance notice prior to turning off power and updates until power is restored via automated calls, texts and emails.

<table>
<thead>
<tr>
<th>Severe weather forecasted</th>
<th>72 hours ADVANCED</th>
<th>48-24 hours WATCH</th>
<th>12-0 hours WARNING</th>
<th>Weather Passed</th>
<th>Power Restored</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agency/Critical Customer/CBO Resource Partner Notifications*</td>
<td>✔ ✔ ✔ ✔ ✔ ✔</td>
<td>✔ ✔ ✔ ✔ ✔ ✔</td>
<td>✔ ✔ ✔ ✔ ✔ ✔</td>
<td>✔ ✔ ✔ ✔ ✔ ✔</td>
<td>✔ ✔ ✔ ✔ ✔ ✔</td>
</tr>
<tr>
<td>Customer Notifications</td>
<td>Includes Address Alerts</td>
<td>✔ ✔ ✔ ✔ ✔ ✔</td>
<td>✔ ✔ ✔ ✔ ✔ ✔</td>
<td>✔ ✔ ✔ ✔ ✔ ✔</td>
<td>✔ ✔ ✔ ✔ ✔ ✔</td>
</tr>
<tr>
<td>Media Outreach</td>
<td>News releases, public briefings, social media</td>
<td>✔ ✔ ✔ ✔ ✔ ✔</td>
<td>✔ ✔ ✔ ✔ ✔ ✔</td>
<td>✔ ✔ ✔ ✔ ✔ ✔</td>
<td>✔ ✔ ✔ ✔ ✔ ✔</td>
</tr>
</tbody>
</table>

Medical Baseline Program and Self-identified Vulnerable Status participants also receive the following:

- **Hourly Texts and Calls**
  - until contact is made

- **Doorbell Rings**
  - if no positive contact is made

- **Door Hanger Left**
  - if no contact made

*Includes CBO Resource partners
Based on feedback from agencies and customers, we are making the following updates:

- **Option of bundling restoration notifications** for Public Safety Partners
- **Accurate notifications** consistent across all channels
- **Refined and concise messaging** for Public Safety Partners and customers
- **Address Alerts in 16 languages** for customers and non-customers

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The PSPS Portal shares planning and event-specific information with public safety partners before, during and after a PSPS event. In 2021, PG&E is working to improve the PSPS Portal by:

- Improving data processing capabilities to provide timelier event updates
- Reorganizing the page layout to improve the user experience
- Combining various map files so map layers can be opened quickly from a single source.
- Refining event reports with intuitive headers and delta reporting to quickly identify changes

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Based on feedback from state and local agencies, PG&E is enhancing the Situation Report in 2021 to include:

- **A new Delta Report** to easily track changes from the prior Situation Reports
- **Mitigation data** from resilience efforts (microgrids, substations and backup generation)
- **Community Resource Center** statuses, locations, operating hours and other specifics
- **Updates on the CBOs** supporting affected customers in a particular area
Practicing and Preparing for PSPS Events

PG&E is hosting PSPS tabletops and full-scale exercises to test and evaluate processes and procedures within our emergency operations plan and to gather feedback and continue to align our PSPS planning.

The following are lessons learned from the first full-scale exercise, held May 24 – 28

<table>
<thead>
<tr>
<th>PLUSES</th>
<th>DELTAS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Command and Control</strong>&lt;br&gt;▪ Clear and concise command and decision-making meetings&lt;br&gt;▪ Directed action assignment&lt;br&gt;▪ Use of three-way communication</td>
<td><strong>PSPS Scoping Playbook</strong>&lt;br&gt;▪ Omission of microgrid notification&lt;br&gt;▪ Need to establish clear definitions across playbooks</td>
</tr>
<tr>
<td><strong>Agency/Customer Notification Process</strong>&lt;br&gt;▪ Efficiently populated the scripts&lt;br&gt;▪ Cross-functional coordination between PIO, Liaison and Customer&lt;br&gt;▪ Introduction of notification process if wildfires occur concurrent with PSPS events</td>
<td><strong>Documentation Issues and Delays</strong>&lt;br&gt;▪ Late approvals, missing objectives and staffing changes not reflected in Incident Action Plan&lt;br&gt;▪ Delays in providing Situation Report to external stakeholders&lt;br&gt;▪ Inconsistency in naming convention across playbooks</td>
</tr>
<tr>
<td><strong>PSPS Portal Improvements</strong>&lt;br&gt;▪ Improving data processing capabilities to provide timelier updates&lt;br&gt;▪ Reorganizing the page layout to improve the user experience&lt;br&gt;▪ Combining map files so layers can be opened from a single source&lt;br&gt;▪ Refining reports with intuitive headers and delta reporting to quickly identify changes</td>
<td><strong>Opportunities to Improve Process When Time Places are Removed from Scope</strong>&lt;br&gt;▪ Coordination with Temporary Generation Team to adjust deployment according to new scope&lt;br&gt;▪ Transmission scope change</td>
</tr>
</tbody>
</table>

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Customer Support and Resources
Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

We are listening to our customers. In response to their feedback, we are improving notifications, providing batteries and generator rebates and enhancing resources for qualifying customers.

### Improving Customer Support Before, During and After Events

#### PROGRAM

<table>
<thead>
<tr>
<th>PROGRAM</th>
<th>2020 STATUS</th>
<th>2021 PLAN</th>
</tr>
</thead>
</table>
| Customer Notifications       | ▪ Notifications with **restoration timing**  
▪ ZIP code alerts for non-account holders  
▪ 13 languages                                                                   | ▪ Accurate notifications consistent across all channels  
▪ Refined and concise messaging  
▪ Address Alerts for non-account holders  
▪ 16 languages, set language preference online, via phone|
| Community-Based Organization Partnerships | ▪ 250+ partnerships in place  
▪ Access and Functional Needs (AFN) support  
▪ In-language information                                                   | ▪ 35+ additional CBOs targeted                                                                     |
| Food Resource Partnerships   | ▪ Partnerships with:  
  - 21 food banks in 36 counties  
  - 18 Meals on Wheels in 20 counties                                             | ▪ Meal replacement options for customers in **46 counties**  
▪ 10 new partnerships                                                             |
| Portable Batteries           | ▪ 6,550+ batteries distributed                                                                       | ▪ ~5,000 additional batteries available  
▪ Covering all interested low-income Medical Baseline customers in high fire-threat areas |
| Community Resource Centers   | ▪ 361 locations prepared in coordination with local government agencies                               | ▪ Targeting multiple ADA-accessible sites in all potentially impacted counties  
▪ Locations in partnership with county and tribal agencies                       |
| Well Water Rebates           | ▪ Pilot program launched for well water users                                                       | ▪ Continue well water rebate pilot program  
▪ Expand program promotion                                                       |

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Online Information and Resources

The pge.com/pspsupdates webpage is the go-to resource for customers and communities during PSPS events and includes the following:

- Real-time PSPS event updates and live interactive outage maps
- Estimated restoration times
- Community Resource Center locations
- Local food banks that can provide meal replacements
- Access to live, localized data collected by PG&E weather stations

Improved Site Capacity Capabilities

In 2020, PG&E built a cloud-based emergency site to handle PSPS event communications and also moved pge.com into the cloud.

- The emergency site was tested to handle 240M hits per hour
  - Peak 2020 PSPS event traffic was 1.97M hits per hour (less than 1% of capacity)
- The main page (pge.com) was tested to handle 400M hits per hour
  - Peak 2020 traffic was 12.35M hits/hour (3% of capacity)

To view our updated website and learn more about PSPS events, visit: pge.com/psps
In collaboration with counties and tribes, we have continued to build out and refine our CRC portfolio and offerings in 2021.

Solicited feedback on CRC sites from tribes and counties in our service territory

Reviewed portfolio of sites for gaps and opportunities for improvement

Refining and expanding our portfolio of indoor and outdoor locations using feedback
Target maintaining 90% + of the 2020 event-ready sites

Continue COVID-19 mitigation measures and adjust with state and local guidelines

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

Based on county and tribal feedback, we plan to continue CRC types and resources provided in 2020 in 2021.

- Continue strategy of supplementing indoor CRCs with outdoor CRCs to provide flexibility and coverage for customers.
- Continue distributing resources via grab-and-go bags at all sites.

<table>
<thead>
<tr>
<th>Details/Resources</th>
<th>Indoor (i.e., Community Center)</th>
<th>Tent (Soft-sided tent at outdoor site)</th>
<th>Micro (Open air tents at outdoor site)</th>
<th>Mobile (Sprinter van and tents at outdoor site)</th>
</tr>
</thead>
<tbody>
<tr>
<td>COVID-19 Health and Safety Measures</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>ADA-Accessible Restroom and Hand-Washing Station</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>Heating and Cooling</td>
<td>✗</td>
<td>✗</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Device Charging</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>Wi-Fi Service</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>Bottled Water</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>Non-Perishable Snacks</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>Tables and Chairs</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>Blankets (quantities limited)</td>
<td>✗</td>
<td>✗</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Security Personnel</td>
<td>✗</td>
<td>✗</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wind/Weather-Resistant</td>
<td>✗</td>
<td></td>
<td></td>
<td>Limited</td>
</tr>
</tbody>
</table>

*On-site charging for medical devices only. **Tables and chairs for customers charging medical devices.
CRC COVID-19 Considerations

We will continue current COVID-19 safety measures and adjust practices to align with evolving state and local guidelines in 2021.

Current COVID-19 Mitigation Measures

- **Follow county and state requirements** regarding COVID-19, including local occupancy guidelines.
- **Facial coverings and physical distancing** are required.
- **Meter the number of customers** indoors at one time.
- **Administer temperature checks** before entry into indoor sites.
- **Hand out resources** in “grab and go” model.
- **Seating available for medical equipment charging only** at outdoor sites.
- **Regularly sanitize surfaces**.
- **Ask customers not to visit if they are sick** with a fever, cough, sore throat or runny nose for the health and safety of the community.

Future Considerations

- As California reopens, we will adapt CRC COVID-19 protocols to follow the strictest standard applicable from:
  - State guidelines
  - City and County mandates
  - OSHA
  - Centers for Disease Control

- We expect COVID-19 protocols to evolve throughout 2021.
- Our primary focus will always be on the safety and health of our staff, customers and communities.
- We will continue to offer “grab and go” resources throughout 2021 for customers who choose that option.
Supporting Customers with Access and Function Needs (AFN)

We are collaborating with the Disability Disaster Access and Resources (DDAR) Program to provide qualifying customers with targeted outreach, personalized emergency planning support, energy needs assessments and in-event Public Safety Power Shutoff support. In-event support can include the following support based on customer needs:

- **Response to Resource Requests**
  received through PG&E’s call center

- **Hotel Accommodations and Food Stipends**

- **Accessible Transportation**
  to hotels and Community Resource Centers

- **Portable Backup Batteries**

**ADDITIONAL SUPPORT IN 2021**

We have also identified areas where we can improve our support and available resources for AFN customers. These include:

- 2-1-1 referral services
- Energy Savings Assistance (ESA) Program
- Our California Alternate Rates for Energy (CARE) and Family Electric Rate Assistance (FERA) Programs
- Food Banks, Meals on Wheels and Grocery Delivery Services

**NEW**

Customers that have an individual in the household with a serious illness or condition that could become life threatening if service is disconnected, but don’t qualify for medical baseline can **Self-certify** for Vulnerable Customer status.
Engaging Mobile Home Parks, Multi-Unit Dwelling Account Owners and Tenants

OWNER RESOURCES AND TENANT EDUCATION

Providing mobile home park (MHP) and multi-unit dwelling account owners with resources and information to share with their tenants on how to receive up-to-date PSPS information and helpful resources through:

- Annual Medical Baseline tenant contact info update letter to tenants
- Information kit that includes preparedness resources, online tools and safety tips to share with tenants and residents

NEW PSPS Address Alerts

Customers and non-account holders can be alerted in multiple languages about a potential PSPS event at any address that is important to them. Notifications are by call and text and available in 16 languages.

Outreach to about this new tool includes:
- Automated phone call to individuals previously enrolled in ZIP Code alerts
- Postcards and emails to 3rd-party list of renters who are not account holders
- Flyers shared with MHP and multi-unit dwelling account owners for lobbies and common areas
- Flyers included in tenant education kit
- Social media posts
- Reinforcement during CWSP webinars and Safety Town Halls

pge.com/addressalerts

Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.
Closing Remarks

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

Schedule of Remaining Staff Briefings

- SDG&E Staff Briefing #1 – June 11th 12:30 p.m. – 2:30 p.m.
- 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