

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

June 9, 2021



California Public
Utilities Commission

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.
- 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

Community Wildfire Safety Program

CALIFORNIA PUBLIC UTILITIES COMMISSION
PSPS PREPARDNESS BRIEFING

June 9, 2021



Agenda and Meeting Purpose

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:

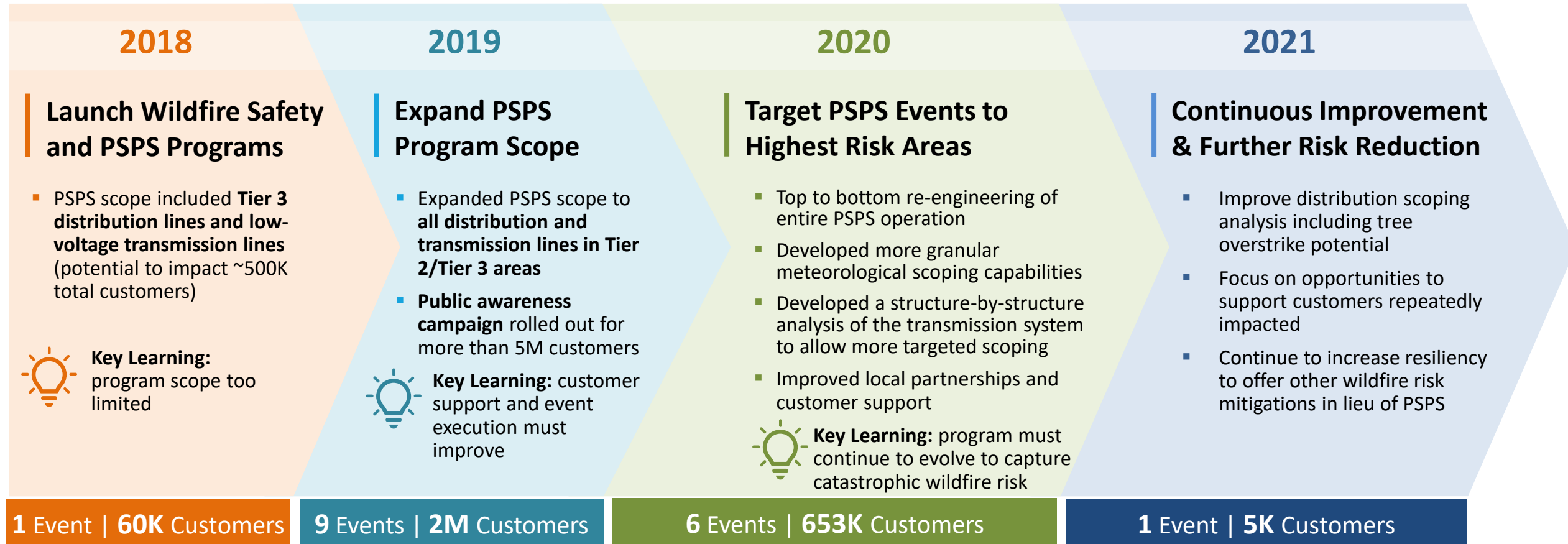
- 1** Overall Preparedness
- 2** Decision-Making Criteria and Modeling
- 3** Coordination with Agencies, Tribes and Critical Facilities
- 4** Customer Support and Resources

Overall Preparedness



Improving Public Safety Power Shutoffs Each Year

We are continuing to improve our Public Safety Power Shutoff (PSPS) Program. Improvements to the program have included enhanced operations, communication and coordination before, during and after PSPS events.



All numbers are approximate

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.

Reducing PSPS Impacts



Limiting the number of customers impacted by installing **275+ additional distribution sectionalizing devices** and transmission switches



Weather modeling improvements and **5 days** of forecast data



Helping to keep the power on with **10 substations** prepared for temporary generation and **5 additional microgrids** constructed to power key community resources



Customizing restoration plans for remote, frequently impacted circuits



Continuing to **refine and improve decision-making**, scoping process and tools

Supporting Customers and Communities



Customer notifications in **16 languages** and new Address Alerts to provide information about any address



~5,000 batteries available, covering all interested low-income Medical Baseline customers in high fire-threat areas



Targeting additional ADA-accessible **Community Resource Center** sites



Meal replacement options for customers in 46 counties



Targeting **additional partnerships with community-based organizations** to support customers with access and functional needs

PSPS Decision-Making Criteria



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.

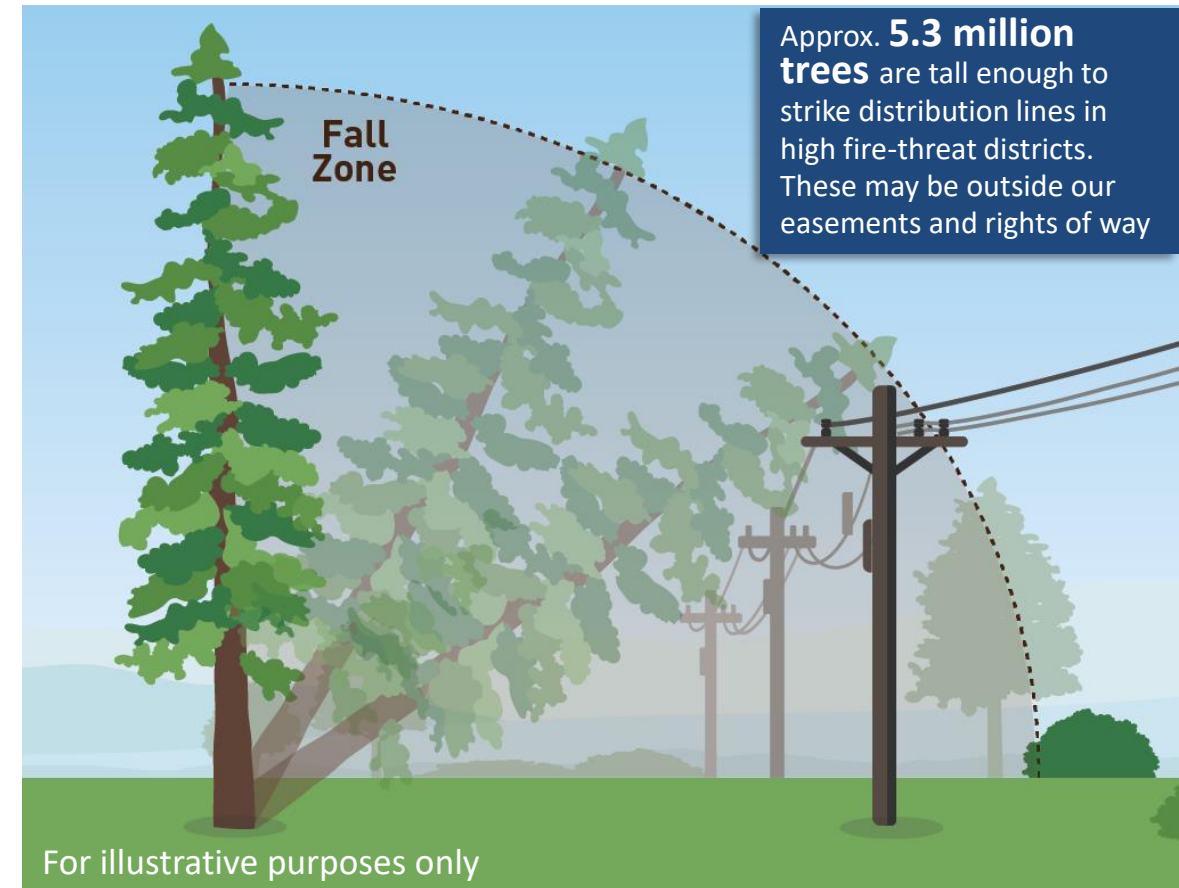
Tree Overstrike Exposure and PSPS Decision-Making

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)



Distribution-Level PSPS Decision-Making Process

1

If ALL the minimum fire conditions are met...

- ✓ 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.

NEW FOR 2021

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.

Transmission-Level PSPS Decision-Making Process

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)

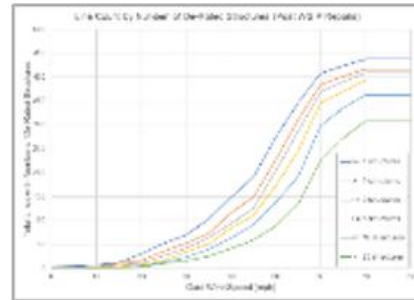
Asset Health



Risk assessed based on vegetation and enhanced inspections for all T-line structures in high fire-threat areas



Wind Speed Threshold



Determined wind speed threshold based on repair history and asset conditions



CAISO Coordination



Real-time coordination studies with CAISO determine- direct and indirect impacts to grid integrity



Public Safety Impact



Grid stability and potential de-energization impacts considered (i.e., non-consequential loss, generation loss)



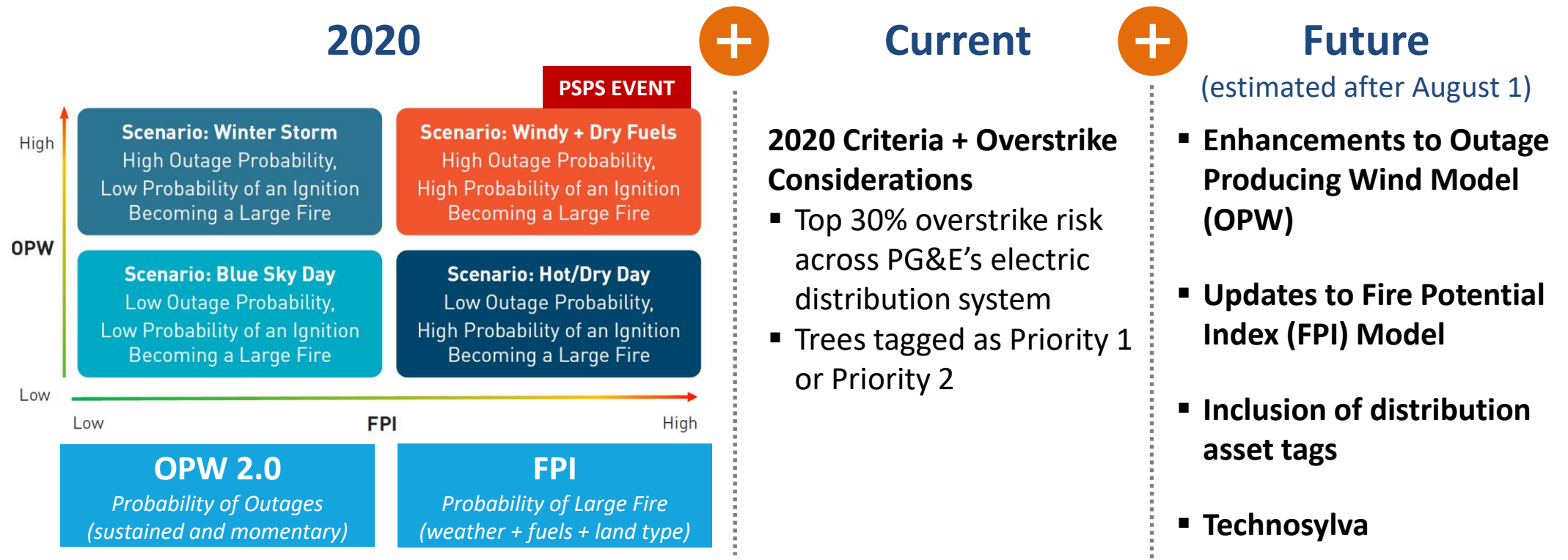
Safety Shutoff Decision



Decision is made on a transmission structure level that intersects within a weather footprint

Updates to Wildfire Mitigation Plan and PSPS Scoping

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.



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.

	Scenario 1: 2020 PSPS Protocols + 2021 Planned WMP Mitigations	Scenario 2: 2020 PSPS Protocols + Overstrike Potential and Priority Tags	Scenario 3: 2020 PSPS Protocols + Overstrike Potential and Priority Tags + 2021 Planned WMP Mitigations
Average PSPS Scope Per Event	8% Reduction	7% Reduction	14% Reduction
Per-Customer Duration Per Event	2% Reduction	2% Reduction	4% Reduction
Event Frequency	No impact relative to 2019 and 2020	74% Increase	74% Increase

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.

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

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.

Enhancing the Resiliency of the Electric Grid

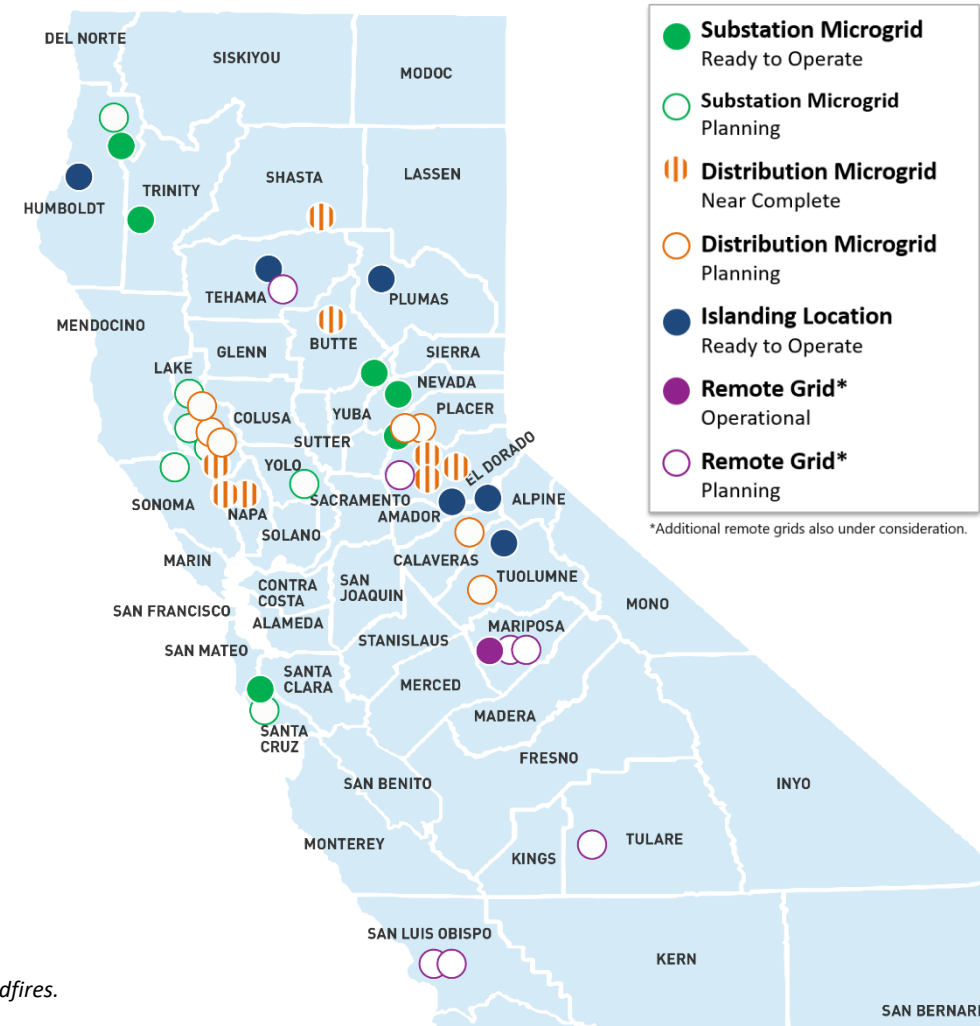
To help prevent wildfires and reduce the number of customers affected by PSPS, we are deploying new technology and investing in a stronger, more flexible grid. The following are some of the programs that will help keep the lights on for customers and key community resources during a PSPS event.

PROGRAM DESCRIPTION	2021 PLAN
Substation Microgrids Temporary generation at substations to support customers impacted by transmission-level PSPS events*	Pre-connecting generation at 10 substations; Developing plans for 3 additional locations
Distribution Microgrids Energizing “main street” corridors, central community resources and critical facilities	3 near complete from 2019-2020 sites; Targeting at least 5** additional in 2021
Islanding Locations Reconfiguring the electric system to allow certain areas to remain energized during PSPS events	6 locations ready to operate
Remote Grids Remote Grids use a combination of solar power, battery storage and propane generation to provide energy to customers independent from the larger electric grid	1 complete; Additional locations under consideration and in planning phases

*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

 **CPUC Requirement**

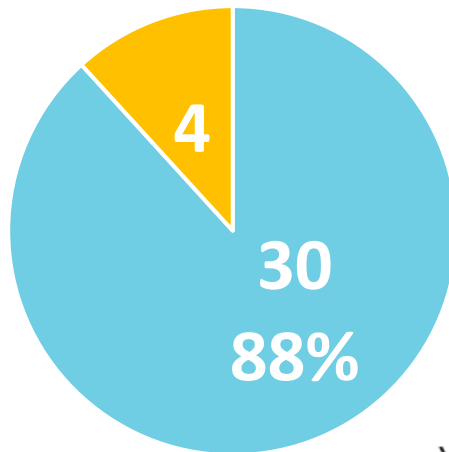
Outreach Tactic	Key Topics	2021 Target
 PSPS Advisory Committee Obtain focused input, solicit recommendations and gather feedback regarding PSPS improvements from representatives of select county, city, tribal and state governments.	<ul style="list-style-type: none"> • PSPS Policies and Procedures • Improvement Efforts 	<ul style="list-style-type: none"> • 6 committee meetings • 2 completed to date
 PSPS Regional Working Groups 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.	<ul style="list-style-type: none"> • Wildfire Safety Efforts Overview • Temp Gen and Microgrids • AFN/Customer Support • PSPS Lessons Learned and Communications 	<ul style="list-style-type: none"> • 5 meetings per quarter, 20 total • 5 completed to date
Wildfire Safety Working Sessions 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.	<ul style="list-style-type: none"> • Local Wildfire Safety Projects • PSPS Communications and Information Sharing • AFN/CRCs/Customer Support 	<ul style="list-style-type: none"> • Meetings with all interested counties/tribes • 21 completed to date
 PSPS Exercises Exercise simulating a PSPS event with the participation of external agencies and stakeholders to help identify any potential gaps in processes and best practices.	<ul style="list-style-type: none"> • PSPS Policies and Procedures • Critical Facilities • In-Event AFN/Customer Support 	<ul style="list-style-type: none"> • 2 full-scale exercises and 2 tabletop workshops • 1 exercise, 1 tabletop completed to date
Additional PSPS Briefings & Workshops Ad-hoc, or as-needed meetings, trainings and workshops for agency partners, tribes, critical customers and other key stakeholders.	<ul style="list-style-type: none"> • Wildfire Safety Efforts • PSPS Communications 	<ul style="list-style-type: none"> • All interested stakeholders briefed • 190+ meetings to date
 PSPS Listening Sessions Open forum for PG&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.	<ul style="list-style-type: none"> • PSPS lessons learned 	<ul style="list-style-type: none"> • Conducted with all interested PSPS impacted counties/tribes • 35 sessions held

Gathering Feedback

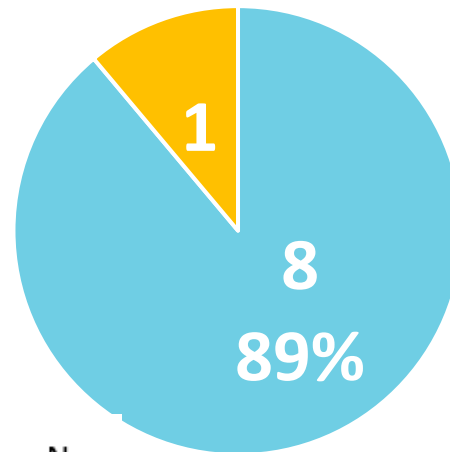
We began surveying agency partners following the final two PSPS events of 2020 to gather feedback on how we could improve.

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

Oct. 25-28



Dec. 7

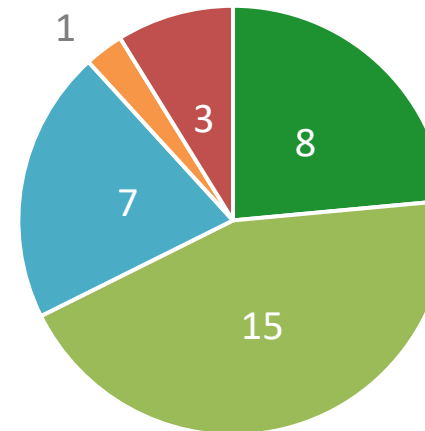


■ Yes ■ No

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

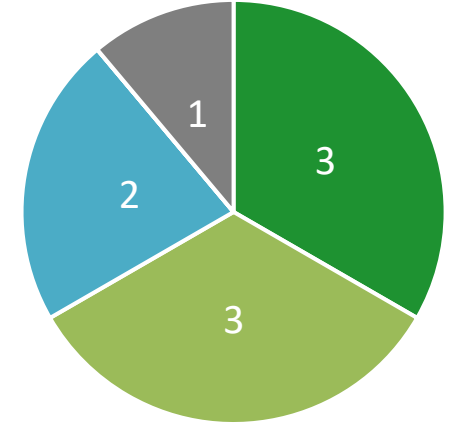
Oct. 25-28

Avg Rating: 3.71



Dec. 7

Avg Rating: 4.13



■ Excellent (5) ■ Very Good (4) ■ Good (3) ■ Fair (2) ■ Unsatisfactory (1) ■ N/A (0)

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

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

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

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



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.

	PSPS Event			CPUC Report	
Severe weather forecasted	72 hours ADVANCED	48-24 hours WATCH	12-0 hours WARNING	Weather Passed	Power Restored
Agency/Critical Customer/CBO Resource Partner Notifications*	✓	✓	✓	✓	✓
Customer Notifications Includes Address Alerts		✓	✓	✓	✓
Media Outreach News releases, public briefings, social media		✓	✓	✓	✓

* Includes CBO Resource partners

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

PSPS Notifications – Updates for 2021

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



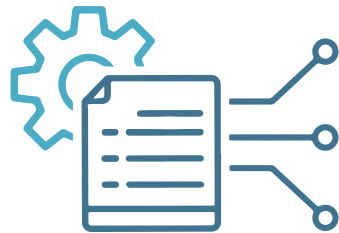
Refined and concise messaging for Public Safety Partners and customers



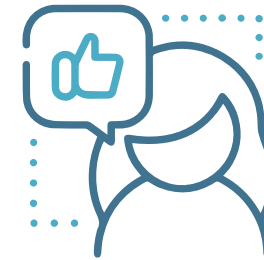
Address Alerts in 16 languages for customers and non-customers

PSPS Portal Updates in 2021

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

PSPS Situation Report – Updates for 2021

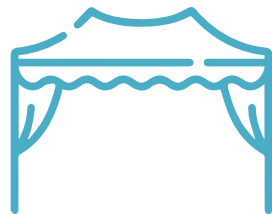
Based on feedback from state and local agencies, PG&E is enhancing the Situation Report in 2021 to include:



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

PLUSES	DELTAS
Command and Control <ul style="list-style-type: none">▪ Clear and concise command and decision-making meetings▪ Directed action assignment▪ Use of three-way communication	PSPS Scoping Playbook <ul style="list-style-type: none">▪ Omission of microgrid notification▪ Need to establish clear definitions across playbooks
Agency/Customer Notification Process <ul style="list-style-type: none">▪ Efficiently populated the scripts▪ Cross-functional coordination between PIO, Liaison and Customer▪ Introduction of notification process if wildfires occur concurrent with PSPS events	Documentation Issues and Delays <ul style="list-style-type: none">▪ Late approvals, missing objectives and staffing changes not reflected in Incident Action Plan▪ Delays in providing Situation Report to external stakeholders▪ Inconsistency in naming convention across playbooks
PSPS Portal Improvements <ul style="list-style-type: none">▪ Improving data processing capabilities to provide timelier updates▪ Reorganizing the page layout to improve the user experience▪ Combining map files so layers can be opened from a single source▪ Refining reports with intuitive headers and delta reporting to quickly identify changes	Opportunities to Improve Process When Time Places are Removed from Scope <ul style="list-style-type: none">▪ Coordination with Temporary Generation Team to adjust deployment according to new scope▪ Transmission scope change

Customer Support and Resources



Improving Customer Support Before, During and After Events



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.

PROGRAM	2020 STATUS	2021 PLAN
Customer Notifications	<ul style="list-style-type: none"> ▪ Notifications with restoration timing ▪ ZIP code alerts for non-account holders ▪ 13 languages 	<ul style="list-style-type: none"> ▪ 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	<ul style="list-style-type: none"> ▪ 250+ partnerships in place ▪ Access and Functional Needs (AFN) support ▪ In-language information 	<ul style="list-style-type: none"> ▪ 35+ additional CBOs targeted
Food Resource Partnerships	<ul style="list-style-type: none"> ▪ Partnerships with: <ul style="list-style-type: none"> ○ 21 food banks in 36 counties ○ 18 Meals on Wheels in 20 counties 	<ul style="list-style-type: none"> ▪ Meal replacement options for customers in 46 counties ▪ 10 new partnerships
Portable Batteries	<ul style="list-style-type: none"> ▪ 6,550+ batteries distributed 	<ul style="list-style-type: none"> ▪ ~5,000 additional batteries available ▪ Covering all interested low-income Medical Baseline customers in high fire-threat areas
Community Resource Centers	<ul style="list-style-type: none"> ▪ 361 locations prepared in coordination with local government agencies 	<ul style="list-style-type: none"> ▪ Targeting multiple ADA-accessible sites in all potentially impacted counties ▪ Locations in partnership with county and tribal agencies
Well Water Rebates	<ul style="list-style-type: none"> ▪ Pilot program launched for well water users 	<ul style="list-style-type: none"> ▪ Continue well water rebate pilot program ▪ Expand program promotion

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
- Materials in 16 languages including: English, Spanish, Chinese, Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong, Thai, Hindi and Portuguese

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

Expanded Community Resource Center Planning

In collaboration with counties and tribes, we have continued to build out and refine our CRC portfolio and offerings in 2021.

103
INDOOR SITES

265
OUTDOOR SITES
(MICRO, MOBILE OR TENTED)



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



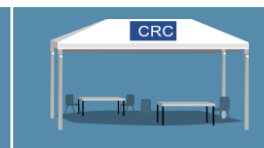
Continue COVID-19 mitigation measures
and adjust with state and local guidelines

2021 CRC Types and Resources

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



Standard operating hours at all CRCs: **8 a.m. - 10 p.m.**



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

*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 

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