

Community Wildfire Safety Program

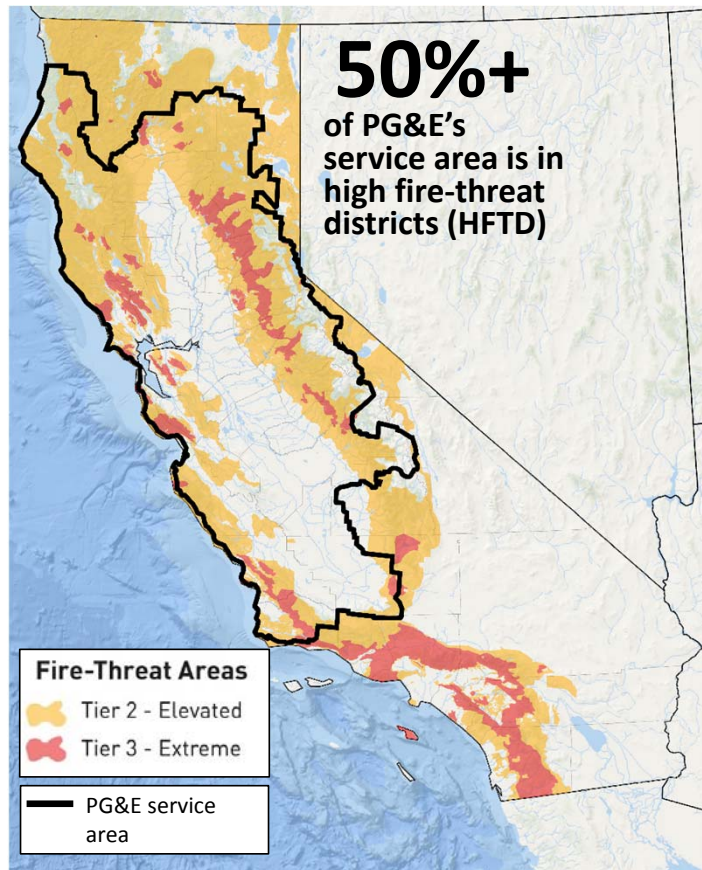
2020 PUBLIC SAFETY POWER SHUTOFF READINESS UPDATE
CALIFORNIA PUBLIC UTILITIES COMMISSION

August 13, 2020





Wildfire Risks Across PG&E's Service Area



Source: California Public Utilities Commission

Total electric customers served	5.1M
Electric metered customers in HFTD	505,600
Counties served (electric)	47
Counties with high fire-threat districts	42
Overhead distribution line miles (total)	81,000
Overhead distribution line miles in HFTD	25,500
Overhead transmission miles (total)	18,200
Overhead transmission miles in HFTD	5,500

Numbers are approximate



Public Safety Power Shutoff 2020 Goals

SMALLER

33% FEWER
IMPACTED CUSTOMERS

- Secured over 450 megawatts of temporary generation to support substations and critical customers
- Adding ~600 sectionalizing devices and line switches to limit the size of outages
- Increased weather model resolution for more precise events



SHORTER

50% FASTER
RESTORATION TIMES

- Secured 30 additional aircraft, for faster and around-the-clock patrols
- Using infrared equipment to enable night inspections
- Expanded mutual assistance program



SMARTER

BETTER COMMUNICATIONS, RESOURCES AND ASSISTANCE BEFORE, DURING AND AFTER A PSPS EVENT

- Improved coordination with local agencies and critical service providers
- Improved and strengthened PSPS event website
- Enhanced customer notifications with more detailed information
- Coordinated county-specific and COVID-19 CRC plans
- Increased support for customers with Access and Functional Needs
- Using AI to improve data collection and analysis for better event management and situation reports
- Trained leadership and EOC staff in Standard Emergency Management System



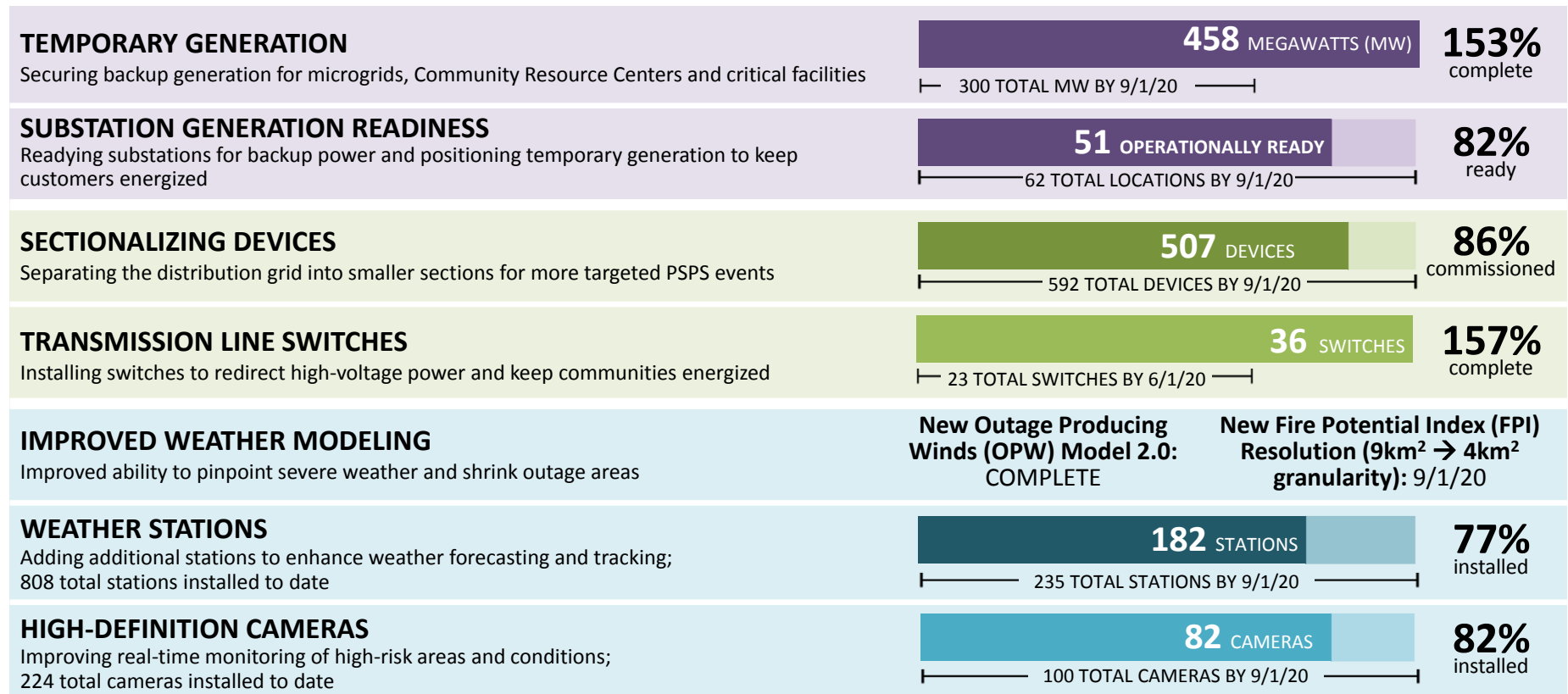
Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.



2020 PSPS Readiness: System Improvements

 **SMALLER IN SIZE**

YEAR-TO-DATE 2020 PROGRESS RELATIVE TO 2020 GOALS (AS OF 8/5)







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2020 PSPS Readiness: Restoration Resources

 SHORTER IN LENGTH

We will take the following steps to restore power to customers faster:

-  Nearly doubling our exclusive-use helicopter fleet from 35 to 65
-  Using two airplanes with infrared cameras capable of inspecting transmission lines at night
-  Deploying more PG&E crews and contractors
-  Expanding mutual assistance support from other utility companies





2020 PSPS Readiness: Enhanced Customer Support

 SMARTER FOR CUSTOMERS

Improved CRC Plans

- › Locally coordinated locations
- › Expanded resources and multiple delivery models
- › COVID-19 precautions



Upgraded PSPS Website

- › Increased capacity
- › ADA accessible
- › Improved maps
- › Available in 13 languages



Expanded Customer Outreach

- › **16** Customer Webinars (~3,800 attendees)
- › **12** Postcards/Mailers/Brochures
- › **24** Customer Emails
- › **308M** average monthly advertising impressions (July/Aug.)



Critical Customer Support

- › **Ongoing critical customer list updates** in coordination with counties
- › **Support for COVID-19 essential hospitals** in high fire-risk areas
- › **Ongoing engagement with telecommunications providers** (including multiple notification tests)
- › **Listening sessions and webinars** with large customers and critical service providers
- › Resiliency plans for **vote tabulation centers**



Enhanced Customer Notifications

Detailed info up to 2 days in advance (including restoration times and links to customer resources)

- **2 DAYS BEFORE** power is turned off
- **1 DAY BEFORE** power is turned off
- **JUST BEFORE** power is turned off
- **DURING** the PSPS event (weather all clear and ETOR)
- **ONCE** power is restored



Community-Based Organizations (CBOs)

- › Set up partnerships with ~250 Community-Based Organizations to expand communications reach
- › Established councils to engage and solicit feedback from community leaders
- › Expanded resource partnerships



Medical Baseline Customers

- › Expanded Medical Baseline Program to provide additional communications benefits
- › Responding to COVID-19, eased process for enrolling and recertification
- › Conducted extensive outreach to encourage potentially eligible to enroll



California Foundation for Independent Living (CFILC)

- › Working with the CFILC to fund resources to help prepare for disasters and extended power outages
- › Resources include:
 - Portable backup power
 - Emergency preparedness assistance
 - Accessible transportation
 - Hotel vouchers and food stipends
 - Medical Baseline application assistance





2020 PSPS Readiness: Working with County, Tribal, City Governments

SMARTER FOR CUSTOMERS

PSPS Listening Sessions	Regional Working Groups	PSPS Exercises	PSPS Advisory Committee	Wildfire Safety Working Sessions
Status: Complete	Status: Complete	Status: Complete	Status: Ongoing	Status: In Progress

OUTREACH

COMPLETE

Stakeholder Meetings (ongoing)

Meetings with agency stakeholders to share information.

200+

PSPS Listening Sessions

Meetings with local and tribal governments to gather feedback on the 2019 PSPS events and identify opportunities for improvement.

36

Regional Working Groups

Sessions with public safety partners to solicit input and recommendations on PSPS-related items.

5

PSPS Exercises

Regionally-based PSPS exercises with PG&E staff and external stakeholders to test PSPS processes and procedures.

3

Standard Emergency Management System (SEMS) Training

All EOC staff trained in the system that State and local governments use for managing emergencies.

550

PSPS Advisory Committee

Ad hoc meetings with local and tribal governments to obtain input on updates to PSPS processes and procedures.

5

Wildfire Safety Working Sessions

Localized discussions with counties, tribes and other key stakeholders to review wildfire safety work in the county.

34

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DATA AS OF 8/12 8

As COVID-19 continues, we are focused on actions that reduce the impact of Public Safety Power Shutoff events on customers and communities.

In response to COVID-19, we are taking the following actions:



Coordinating with the California Hospital Association, the Hospital Council of Northern and Southern California and directly with hospitals to ensure that ALL COVID-19 critical hospitals in high fire-threat areas can continue operating effectively during a PSPS event.



Working with county governments and local Offices of Emergency Services (OES) to ensure that current and potential future auxiliary medical facilities and temporary pandemic-care facilities will be protected from disruptive de-energization.



Updating Medical Baseline enrollment and renewal so customers can self-certify without a physician's note. Medical Baseline enrollments have increased by roughly 25,000 customers (13%) over the last three months.



Offering micro Community Resource Centers (smaller, open air tents) and mobile CRCs (vans) to supplement indoor CRCs if shelter-at-home and physical distancing requirements are in place during PSPS events.



Using temporary generation and grid-based solutions to support some communities and societally important facilities to limit the number of areas that we must de-energize in PSPS events.



Updating work processes and procedures to ensure the safety of customers and employees during essential wildfire safety work.

Thank You

For more information, please:

- Call us at **1-866-743-6589**
- Email us at **wildfiresafety@pge.com**
- Visit **pge.com/wildfiresafety**





2020 PSPS Readiness: Enhanced Customer Outreach & Communications

In order to be prepared for wildfire season and the potential for PSPS, **PG&E customers will receive communications through a variety of channels.**

Ongoing Communications:

- Webinars
- Medical Baseline Outreach
- Project Milestone Announcements



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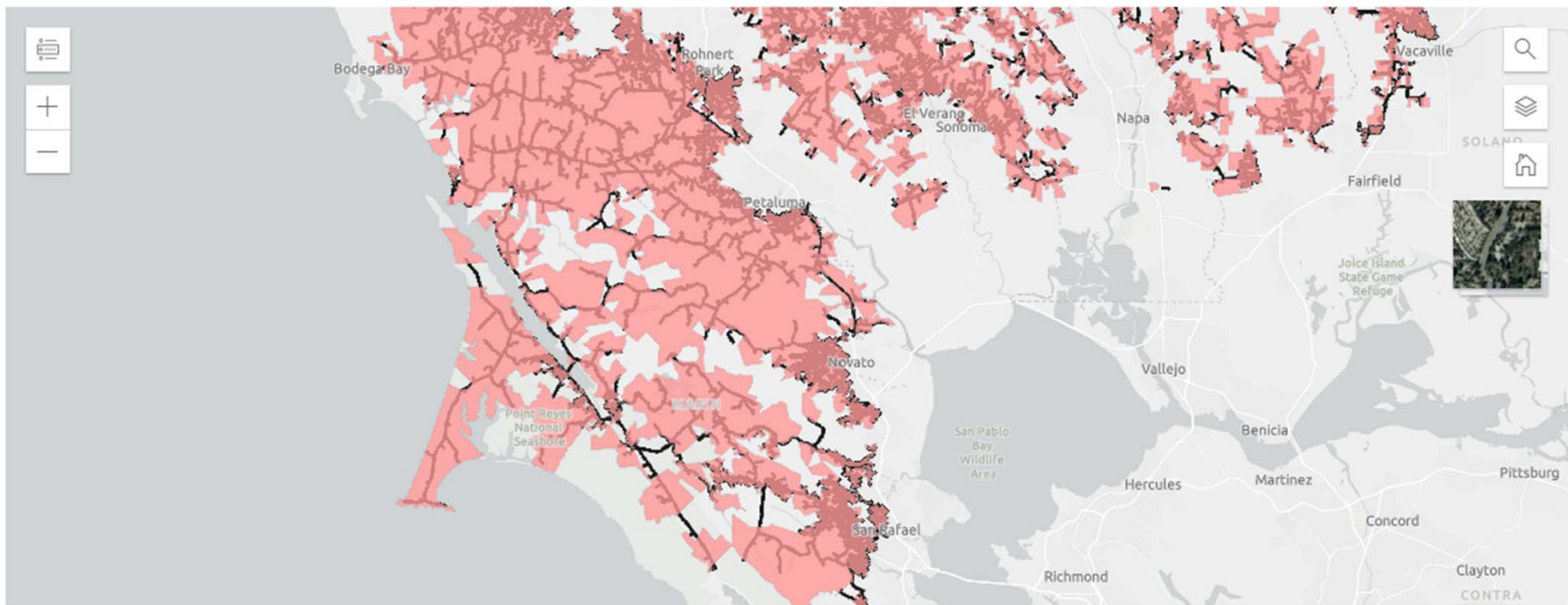
Sample PSPS Event Map Refinement

SAMPLE PUBLIC SAFETY PARTNER MAP FOR REFERENCE



Public Safety Power Shutoff Portal

Overview PSPS planning PSPS events



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Sample Customer Outage Map

SAMPLE CUSTOMER MAP FOR REFERENCE

PSPS In Progress - Get the latest information

← VISIT PGE.COM 877-660-6789

HOME PSPS EVENTS SAFETY PG&E PARTNERS OUTAGES ENGLISH

Service Address
506 RICHARDSON ST GRASS VALLEY CA 95945 GRAS

Current Outages Future Forecasted Outages

Yuba City YUBA SUTTER PLACER NEWADA

New Bullards Bar Reservoir Englebright Lake Camp Lake West Reservoir

PSPS Outage Forecast
PSCP Coverage Area

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Sample Situation Report

The Situation Report is created during a PSPS event to provide a high-level overview of the event.

- This includes potential shutoff and restoration times, counties currently in scope and the potential customer impacts by County.
- This report is posted on the PSPS Portal at 0730 and 1430 each day.

PLAN SELECTION

PLAN C-02 Tx Playbook: Created: Mon, Nov 18 19:00 Approved: Mon, Nov 18 20:00 TPs: 9	PLAN C-03 Tx Playbook: Created: Tue, Nov 19 06:54 Approved: Tue, Nov 19 09:00 TPs: 10	PLAN D-01 Tx Playbook: PSPS 11-2... Created: Tue, Nov 19 17:32 Approved: Tue, Nov 19 19:15 TPs: 6	PLAN D-05 DESCOPED Tx Playbook: PSPS 11-2... Created: Wed, Nov 20 16:30 Approved: Wed, Nov 20 17:00 TPs: 5
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Master Meter Tenant Excluded Included

PLAN SUMMARY | PLAN D-05 DESCOPED

TOTAL SCOPE	ASSETS	CUSTOMERS	NOTIFICATIONS	TEMPORARY GENERATION
Time Places: 5	Tx Circuits: 15	Affected Customers: 49,771	Add'l Customers to Notify: 0	Temporary Microgrids: [TBD]
Divisions: 6	Tx Circuit Classes: 60: 10 / 115: 4 / 230: 1	Affected Tribal Customers: 0	Add'l MBL to Notify: 0	Substations: [TBD]
Counties: 11	Dx Circuits: 53	Medical: 2,466	MBL Pending Notification: 11	Number of Mitigated Customers: [TBD]
Tribes: 0		Critical Facilities: 378	MBL No Response: 54	

OVERALL EVENT SUMMARY

A strong north or northeast wind event is expected to develop on Wednesday 11/20/2019 @1000 and into Thursday, generally affecting the northern half of the PG&E territory. There is still considerable uncertainty regarding the strength, timing and humidity levels with this system. Strong wind gusts in excess of 50 mph are possible across the Sacramento Valley and adjacent elevated terrain including the northern Sierra foothills in addition to the SF North Bay. Most of northern and central California has not received any significant precipitation this fall and fire potential is well above normal as live fuel moisture remains below critical values for mid-November and dead fuel moisture is at historically low levels in many areas. This potential event is forecasted to impact the following 18 Counties:
 Amador, Butte, Colusa, El Dorado, Glenn, Lake, Mendocino, Napa, Nevada, Placer, Plumas, Shasta, Sierra, Solano, Sonoma, Tehama, Yolo, and Yuba.

EVENT TIME PLACES

note: map displays a sample of outage parcels

TP3.1 - West Sac Valley	11/20 09:00 - 11/20 16:00
TP5 - Northern Sierra	11/20 16:00 - 11/21 02:00
TP1 - North Bay rescope	11/20 07:00 - 11/21 02:00
TP10 - Shingletown	11/20 08:00 - 11/21 02:00
TP3 - North Valley	11/20 08:00 - 11/20 17:00

Nov-20th: 09:00 Nov-20th: 15:00 Nov-20th: 21:00

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14



CRC Resources and COVID-19 Considerations

Given the current COVID-19 environment, in addition to continuing to establish indoor CRCs, we are implementing outdoor contingencies including Micro and Mobile CRCs.

- Indoor and outdoor CRC locations developed in consultation with local and tribal governments.
- In PSPS events, actual deployment locations and preferred CRC type will be coordinated with local and tribal governments.
- During a PSPS event, CRC locations will be shared on pge.com/pspsupdates and via social media.
- Operating hours will be from 8:00 a.m. to 10:00 p.m.
- CRCs will be professionally staffed rather than employee volunteers.



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
If Physical Distancing Required	Metering inside and physical distancing	N/A; due to size limits of tent, will not use	Grab-and-go bags*; metering and physical distancing	Grab-and-go bags*; metering and physical distancing
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		

*Bag contains device charger, water, snacks and info card. **On-site charging for medical devices only.
***Tables and chairs for customers charging medical devices.