

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE

SAN FRANCISCO, CA 94102-3298



February 5, 2025

Jerrold Meier, Director
Electric Regulatory Compliance
Pacific Gas and Electric Company
300 Lakeside Drive, Oakland, CA 94612

SUBJECT: Closure Letter for Safety and Enforcement Division's Investigation into Pacific Gas and Electric Company's (PG&E's) Compliance with General Order 166 for the February 2024 Winter Storm Outage Event

Mr. Meier:

The Safety and Enforcement Division's (SED's) Electric Safety and Reliability Branch (ESRB) of the California Public Utilities Commission (CPUC or Commission) reviewed PG&E's actions as part of its investigation of the February 4, 2024, outage event due to a winter storm. The outage affected more than 500,000 PG&E customers. SED issued two data requests to PG&E on March 1 and September 12, 2024 to conduct discovery and assess PG&E's compliance with all applicable standards in General Order (GO) 166. As part of its assessment, SED reviewed substantiating records and documents, which include PG&E's Emergency Response Plan, Storm Outage Prediction Model communication record, CPUC notification record, incident briefing document, customer notification record, Emergency Operations Center Action Plan, coordination records with local governments and tribes, restoration performance metrics, and Contact Center Operation calls data. SED's investigation found PG&E substantially complied with GO 166 for its response to the February 4, 2024 winter storm outage event.

This letter serves as notification that SED's investigation of the subject matter is closed. However, SED may re-open the investigation if additional information becomes available that would modify SED's findings.

Thank you for your cooperation in this investigation. If you have any questions, please contact Yongling Sun, at (415) 423-7527 or by email at yongling.sun@cpuc.ca.gov.

Sincerely,

A handwritten signature in blue ink, appearing to read "Rickey Tse".

Rickey Tse, P. E.
Program and Project Supervisor
Electric Safety and Reliability Branch
Safety and Enforcement Division
California Public Utilities Commission

Cc: Lee Palmer, Director, SED, CPUC
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