

Pacific Gas and Electric Company

CALIFORNIA PUBLIC UTILITIES COMMISSION
WORKSHOP ON PUBLIC SAFETY POWER SHUTOFF (PSPS)

February 23, 2022





Agenda and Introductions

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2021 PSPS Performance and Lessons Learned

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Focus Areas: Customer and Community Support

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PSPS Criteria (including Tree Overstrike)

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Enhanced Powerline Safety Settings (EPSS) and PSPS

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Year-Over-Year PSPS Overview

In 2021, we continued to evolve and improve, keeping our customers safe and reducing the impact of PSPS events.

Event Details	2019	2020	2021	2021 Comparison to 2020
PSPS Events	7	6	5	17% fewer outages
Customers Impacted	2,014,000	653,000	80,400	88% fewer customers impacted
Average Number of Counties Impacted	17	17	10	41% fewer counties impacted
Average Outage Duration (hours)	43	35	31	11% less time without power
Average Outage Restoration Time (hours)	17	10	12	20% increase in restoration time
Damage/Hazards	722	257	442	(13% decrease in restoration time when excluding January PSPS event)
Peak Wind Gusts	102 MPH	89 MPH	102 MPH	
Potential Impacted Acreage Prevented*	3.5M	912K	691K	
Potential Damaged Structures Prevented*	280K	196K	86K	

*According to studies prepared by Technosylva



97% notification accuracy



98% Medical Baseline notification accuracy



ZIP Code Alerts expanded to both customers and non-customers



Post-PSPS Customer Survey Feedback

In 2021, we began to survey customers about their PSPS experience. This information is being used to guide programmatic improvements in 2022.

Methodology

- 3 online surveys (August, September and October 2021)
- Sent to customers deenergized and notified about events
- Topics included outage notifications, PSPS resources and suggested areas for improvement

Top Themes

- **October PSPS events showed significant improvement** compared to August and September events
- **Top issues identified across all surveys:**
 - Accurate restoration time estimates
 - Resources to those with disabilities, medical or other critical needs
- **Generally low awareness and usage of resources (e.g. CBOs)**
- Most common verbatim comments about **lost food and added costs** (e.g. fuel for generators)

~9%

total response rate

34,542

surveys distributed

Actions To Address Feedback:

- **Improving awareness** of community-based organizations, food resource partnerships and more through increased outreach and education
- **Updating notifications** to be more clear, concise and accurate, working in coordination with our customers
- **Expanding access** to portable batteries and generator rebates
- **Increasing availability** of food banks, Meals on Wheels and grocery delivery
- **Reducing impacts** by installing more sectionalizing devices and distribution microgrids



County/Tribal Agency and Critical Customer Feedback

We regularly engage with agency/tribal leaders, public safety partners and customers before, during and after PSPS events to listen, gather feedback and identify areas for improvement.

2021 Engagement	What We Heard	What We're Doing
<ul style="list-style-type: none">• 10 Post-Season Listening Sessions• 20 Regional Working Groups• 4 PSPS Advisory Committee• 400+ Ongoing Stakeholder Meetings• 4 Post-Event Agency Surveys• 26 Wildfire Safety Working Sessions• 4 Tabletop and Full-Scale Exercises• Engagement with critical facility stakeholders	<ul style="list-style-type: none">• 95% of post-event survey respondents' PSPS experience improved in 2021• Notable process improvements for critical customers• Data and information sharing improved but requires further refinement• Portal sometimes contained inaccurate maps or outdated information• Event scope/criteria changes needed more quickly and through established channels• Proactively share information about Enhanced Powerline Safety Settings (EPSS)	<ul style="list-style-type: none">• Refining PSPS Portal information and timeliness• Enhancing coordination between patrol teams to reduce variability in restoration time estimates• Refining existing AI and machine learning models to surgically target PSPS in areas experiencing severe weather• Enhancing helicopter utilization during patrols and developing a mobile platform to coordinate on-the-ground patrol crews• Sharing information and resources about EPSS, PSPS and other wildfire safety efforts

"PG&E has been a true partner allowing our hospitals to provide Californians with the healthcare they need, when they need it. PG&E's partnership with our hospitals is one that has helped our hospitals save lives."

- Bryan Bucklew, President and CEO, Hospital Council – Northern and Central California

Customer Support Programs



To reflect customer feedback, we are focused on more accurate notifications, expanded access to backup power and resources for vulnerable customers.

PROGRAM	2021 STATUS	2022 TARGET
Customer Notifications	Access to accurate notifications for any address in multiple languages	
	<ul style="list-style-type: none"> Address Alerts for customers and expanded for non-customers Notifications in 16 languages 	<ul style="list-style-type: none"> Shorter, more clear notification language, developed in partnership with customers More accurate Estimated Times of Restoration
Community-Based Organization Partnerships	Support and resources for all interested vulnerable customers	
	<ul style="list-style-type: none"> 60+ resource and 280+ info partnerships in place Increased coordination with AFN stakeholders 	<ul style="list-style-type: none"> Expand and diversify resource CBO partnerships (+5 resource partners serving 65+, disabled, and/or deaf or hard of hearing) Partner with paratransit agencies on accessible transportation options Additional resources as identified by AFN Collaborative Planning team during quarterly meetings
Food Resource Partnerships	Resources to replace food lost during PSPS	
	<ul style="list-style-type: none"> Partnerships with: 23 food banks in 37 counties 25 Meals on Wheels in 22 counties 	<ul style="list-style-type: none"> Build awareness through increased promotion Explore expansion of grocery gift card partners
Portable Batteries	Portable batteries made available to all interested and qualified customers	
	<ul style="list-style-type: none"> 6,500+ batteries distributed in 2021 Beat initial targets by ~500 batteries ~13,000 batteries distributed to date 	<ul style="list-style-type: none"> Distribute ~6,000 batteries (Portable Battery Program + DDAR) Expand eligibility to non-income qualified Medical Baseline customers in HFTDs or impacted by two or more PSPS outages
Community Resource Centers	Multiple CRC sites available in each potentially impacted community	
	<ul style="list-style-type: none"> 393 total ADA-accessible sites available Partnership with county and tribal agencies 	<ul style="list-style-type: none"> Enable new locations based on county feedback
Generator and Battery Rebate Program	Rebates available for all Medical Baseline, well pump and small and micro-sized business customers in HFTDs	
	<ul style="list-style-type: none"> Launched full rebate program, including batteries ~1,200 rebates provided in 2021 (~1,300 to date) 	<ul style="list-style-type: none"> Adjust tiered rebate amounts to support more customers (~1,300) Expand pilot to provide Backup Power Transfer Meters (~1,500) Expand to customers on EPSS-affected circuits
Multi-Solution Partnerships	Territory-wide, full-service solutions for individuals with Access and Functional Needs	
	<ul style="list-style-type: none"> CFILC's DDAR - 16 centers serving 48 counties 211 contract established 	<ul style="list-style-type: none"> Build awareness through radio and direct to customer outreach Launch 211's proactive care coordinator program

Agency/Tribal Engagement and Support



We work in partnership with agencies/tribes to share information and incorporate local feedback to improve PSPS events each year.

PROGRAM	2021 STATUS	2022 PLAN
In-Event Communications	<ul style="list-style-type: none"> Improved State briefings Enhanced information-sharing portal Simplified situation reports 	<ul style="list-style-type: none"> New processes to make information-sharing portal a more accurate source of information Increased communications resources to share with community members (e.g. educational social media)
PSPS Exercises and Trainings	<ul style="list-style-type: none"> 2 tabletop exercises with external partners 2 full-scale exercises with external partners 	<ul style="list-style-type: none"> Comprehensive full-scale exercise and workshop with external partners
Wildfire Safety Working Sessions	<ul style="list-style-type: none"> 26 working sessions held with county and tribal stakeholders 	<ul style="list-style-type: none"> Replacing Working Sessions with Local Government Forums <ul style="list-style-type: none"> Offered to 290+ cities and counties (21 held to date) Include city-level stakeholders, in addition to counties and tribes
Regional Working Groups and Advisory Committees	<ul style="list-style-type: none"> 20 quarterly Regional Working Groups with key agencies and AFN stakeholders 4 quarterly PSPS Advisory Committee meetings Joint IOU Statewide AFN Advisory Council and People with Disabilities and Aging Advisory Council 	<ul style="list-style-type: none"> 20 Quarterly Regional Working Groups (5 regions per quarter) Ongoing AFN Advisory Council coordination meetings 4 quarterly CWSP Advisory Committee meetings (formerly PSPS Advisory Committee)
Ongoing Outreach and Engagement	<ul style="list-style-type: none"> 400+ meetings on wildfire safety and PSPS 	<ul style="list-style-type: none"> Hosting and participating in meetings; 60 meetings to date in 2022 (estimated 400+ total) More refined city-level data and information

Operational Improvements




We are taking additional actions to improve situational awareness, reduce wildfire risk on the system and minimize the impacts of PSPS

PROGRAM	2021 STATUS	2022 TARGET
Improved Situational Awareness	<ul style="list-style-type: none"> 1,313 advanced weather stations installed 502 HD cameras installed 	<ul style="list-style-type: none"> 100 additional weather stations, for a total of 1,413 98 additional HD Cameras, for a total of 600
Sectionalizing Devices and Transmission Switches	<ul style="list-style-type: none"> 1,195 distribution and transmission sectionalizing devices 	<ul style="list-style-type: none"> 30 additional distribution sectionalizing devices and transmission line switches for a total of 1,225
Microgrids/ Temporary Generation	<ul style="list-style-type: none"> 8 distribution microgrids ready to operate Temporary backup generation that supported ~1,760 customers with ~4MW of capacity 	<ul style="list-style-type: none"> 5 additional distribution microgrids for a total of 13 Ongoing support for critical facilities, including pre-season preparedness
Undergrounding	<ul style="list-style-type: none"> Launched plan to underground 10,000 miles of powerlines in high fire-threat areas 70-line miles undergrounded in 2021 	<ul style="list-style-type: none"> 175 miles line miles undergrounded for a total of 245 Coordination with local officials to help prioritize efforts
System Hardening	<ul style="list-style-type: none"> 740+ circuit miles hardened with stronger poles and lines 	<ul style="list-style-type: none"> 295 additional circuit miles prioritized in areas with highest wildfire risk for a total of 1,035+
Enhanced Powerline Safety Settings	<ul style="list-style-type: none"> Launched new safety settings on 10,000 line miles 80% reduction in reportable ignitions, compared to the past 3-year average 	<ul style="list-style-type: none"> Expanding program to 25,500 line miles in and around high fire-threat districts

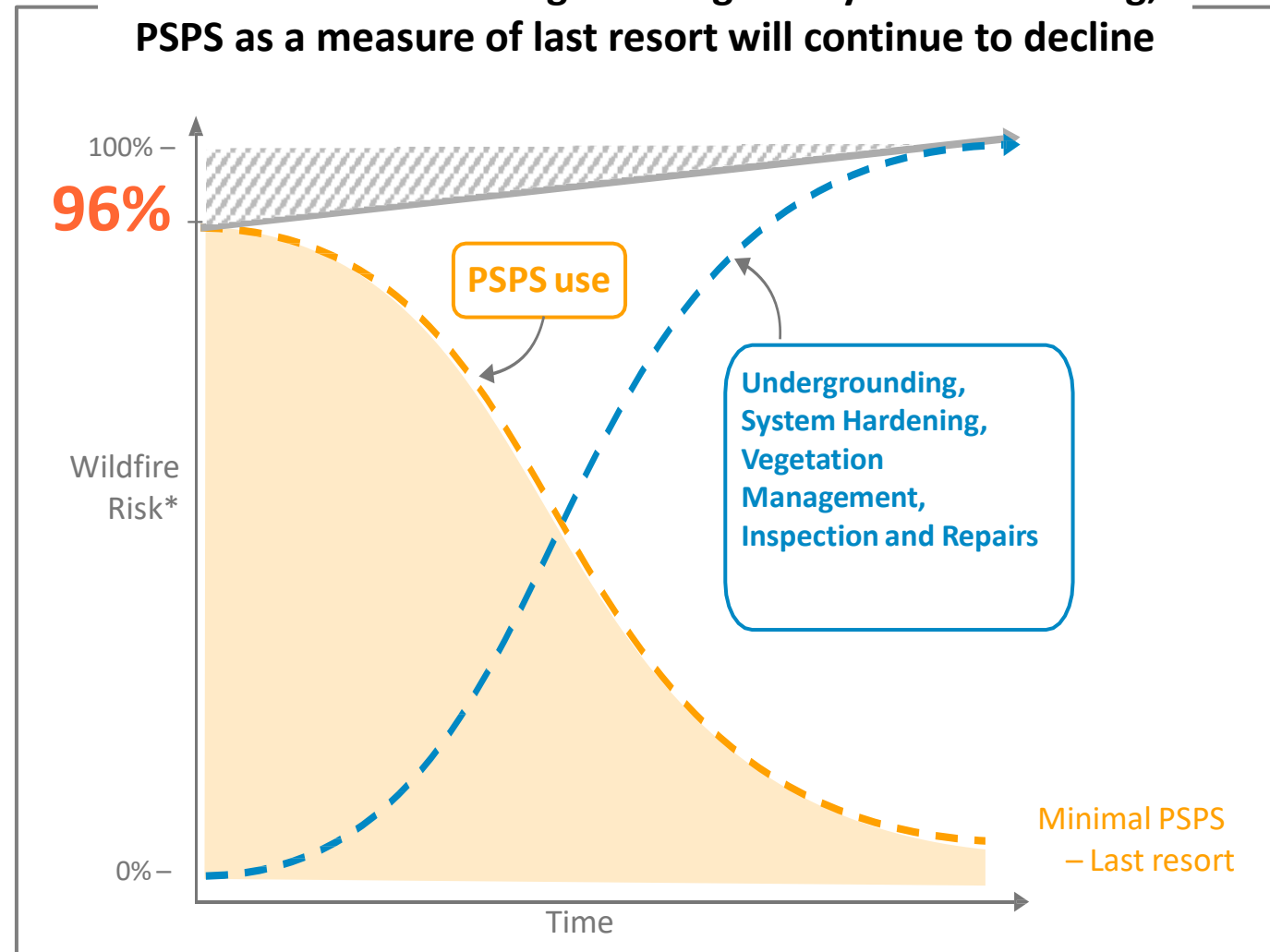
Incorporating Tree Overstrike into PSPS Decision-Making

- In 2021, the Outage Producing Weather (OPW) model was enhanced with Ignition Probability Weather (IPW) model
- IPW incorporates tree overstrike data as one of its key inputs

Outage Types Analyzed

Structural Equipment Failures	Animal/3rd Party damage	Electric Equipment Malfunction	Unknown Causes
Vegetation			
Aerial LiDAR tree overstrike data is built into the 2021 IPW model			
			

With efforts like undergrounding and system hardening, PSPS as a measure of last resort will continue to decline

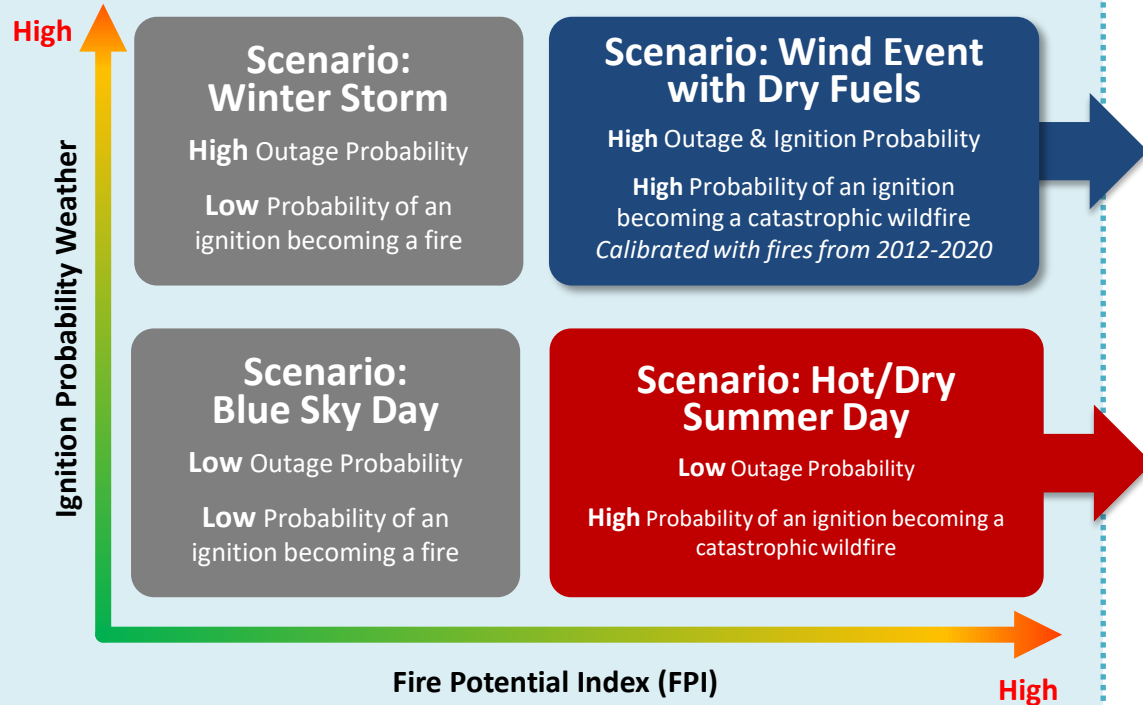


Weather-Driven Wildfire Prevention Efforts



Year-Round Wildfire Mitigation

- Undergrounding
- System Hardening
- Enhanced Inspection and Repair



Weather-Driven Response

Public Safety Power Shutoff (PSPS)

Turning off power during severe weather to prevent tree branches and debris from contacting energized lines.

PSPS IN 2021

17% fewer outages*

88% fewer customers impacted*

2022 FOCUS

Continuing to refine program and reducing impacts in the areas at highest risk

Enhanced Powerline Safety Settings (EPSS)

Using equipment on powerlines that allows them to turn off power within one tenth of a second if a tree branch or object strikes the line.

EPSS IN 2021

In place on **~45%** of HFTD circuit miles

2022 FOCUS

Expanding to **100%** of HFTD circuit miles (Due to **80%** CPUC Reportable ignition reduction in 2021 for EPSS-enabled circuits)

*Compared to 2020

Interaction Between EPSS and PSPS

EPSS and PSPS are weather-driven responses to increased wildfire risk. By analyzing additional EPSS data gathered through the end of this year, the potential PSPS threshold criteria may be revised.

Differences between PSPS and EPSS

	PSPS	EPSS
Prevent catastrophic wildfires to protect communities	✓	✓
Occur during severe weather (high winds, low humidity)	✓	✓
Enabled when non-windy wildfire conditions are present		✓
Customers/Agencies are notified before power is shut off	✓	
Updates provided on expected restoration times	✓	✓

Gathering operational data and mitigating risk



Planned Customer Education and Outreach for EPSS and PSPS

We are educating customers about both PSPS and EPSS using a multi-channel approach that includes direct mail/email, social media, customer events and expanded educational resources.

Customer Outreach and Engagement

Letters and Emails

- Awareness Emails
- Educational Brochures
- Customer Postcards
- Local Progress Updates
- Targeted Medical Baseline Outreach

Educational Materials

- Expanded Website Resources
- Educational Videos
- Fact Sheets
- Infographics
- Regional Progress Summaries

Social Media Engagement

- EPSS/PSPS Awareness
- Local EPSS Impacts
- PSPS Announcements
- Customer Support Resources
- Weather Updates
- System Improvement Information

Customer Events

- Safety Town Halls
- Regional Events
- In-language
- Schools and educators
- Critical Customers/Hospitals
- Access and Functional Needs



HOW CAN YOU PREPARE FOR PUBLIC SAFETY POWER SHUTOFFS?

For public safety, we may need to turn off power during severe weather to prevent wildfires. This is called a Public Safety Power Shutoff or PSPS. Even if you don't have a PG&E account, you can still be affected by power shutoffs.

What Factors Lead to a PSPS?
As each weather situation is unique, we review a combination of factors to decide if power must be turned off. These include:

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

We may also need to turn off power if there are tall trees that could strike a power line during severe weather.

How Will You Be Informed?
We will share what we know as soon as we can, keeping in mind that weather conditions can be uncertain.

Notifications will be sent to primary account holders including landlords through calls, texts and emails.

For safety, please update your contact information with your landlord/property manager.

NEW FOR 2021 | ADDRESS ALERTS
Sign up for Address Alerts, even if you do not have a PG&E account.

Address Alerts can notify you about a potential PSPS at any address that is important to you—such as your home, work or school.

Visit pge.com/addressalerts

Stay up to Date | Find event maps and Community Resource Center locations: pge.com/pssupdates

PG&E shares real-time updates on social media. Follow us at:

- @PG&E
- @pacificgasandelectric
- @pacificgasandelectric

Discover additional tools and resources: pge.com/psssupport

For more information on our wildfire safety efforts, visit pge.com/wildfiresafety

Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires. PG&E refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. ©2021 Pacific Gas and Electric Company. All rights reserved. C01-121-0228 11/16/2021



Learn About BACKUP POWER Options

We know how important power is to you.

That is why we are offering additional resources to help support you and your medical device power needs.

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Q&A



Appendix



Resources for Customers with Access and Functional Needs

Outreach and resources for customers who could be more acutely impacted by PSPS continues to be a primary focus for preparedness and in-event support.

Offseason Preparedness

- Contact Info Acquisition
- Understanding Support Options
- Pre-PSPS Event Support



In-Event Notifications

- Watch and Warning Notifications
- Acknowledgement Required
- Hourly Retries
- Doorbell Rings



In-Event Support

- CBO Partnerships
 - CFILC DDAR support
 - 211
 - Meals on Wheels in-event food delivery and food bank post-event food replacement
- Community Resource Centers



Resource Referral Process

- MBL Escalation Process
- 2021 Event Examples
 - Hotel accommodations and food stipend
 - In-event portable backup battery delivery
 - Delivery of fuel gift card





Portable Battery and Backup Power Solutions

We exceeded our program goals for portable batteries and generator rebates and will continue to expand our customer offerings in 2022.

Program	2021 Goal	2021 Performance	Program to Date	2022 Goals	
Portable Battery Program	4,000 BATTERIES	5,135 BATTERIES	10,704 BATTERIES	5,000 BATTERIES	▪ Expand eligibility to non-income qualified Medical Baseline customers in HFTDs or impacted by two or more PSPS outages.
Generator and Battery Rebate Program	700 REBATES	1,223 REBATES	1,327 REBATES	1,300 REBATES	▪ Support eligible customers with rebates and devices and expand to customers on EPSS circuits.
Disability Disaster Access & Resource Program	1,000 BATTERIES	1,371 BATTERIES	2,375 BATTERIES	1,000 BATTERIES	▪ Expand program eligibility to support customers who use durable medical equipment and assistive technology.
Self Generation Incentive Program	2,100 BATTERY PROJECTS	2,112 BATTERY PROJECTS	6,840 BATTERY PROJECTS	Dependent on customer need	▪ Work with stakeholders to improve program's ability to support AFN customers.

Expanding Resource Partnerships for Vulnerable Customers

We expanded our support for customers with Access and Functional Needs, with more partnerships and resources.

California Foundation for Independent Living Centers (CFILC)	16 centers serving 48 counties
Meals on Wheels	25 organizations serving 22 counties
Food Banks	23 organizations serving 37 counties
Portable Battery Program Providers	6 providers serving 42 counties
In-Language and Additional Partnerships	12 services serving 21 counties

2021 PSPS Support

CBO RESOURCE PARTNERS	JAN 19 – 21	AUG 17 – 19	SEPT 20-21	OCT 11-12	OCT 14-16
FOOD BANKS	525	404	87	549	0
MEALS ON WHEELS	300	100	0	107	2
OTHER	0	10	0	0	1

DDAR Program | 2021 Totals

Hotel Stays	Food Vouchers	Transportation	Fuel Card for Generator
267	348	2	36

Providing Hometown Support and Resources

Community Resource Centers (CRC) provide customers a safe location to meet their basic power needs and access resources.

In 2021, we opened **92 CRCs** to support customers during PSPS Outages.

PSPS OUTAGE DATE	CRCS OPENED	ATTENDANCE
January 19	14	2,199
August 17	34	3,376
September 20	9	265
October 11	24	5,534
October 14	11	347
GRAND TOTAL	92	11,721

RESOURCES PROVIDED INCLUDE:



Charging for medical equipment and electronic devices



Up-to-date outage information



Water and Snacks



Other essential items





Supporting Critical Facility Customers

We engage with and support facilities that provide services that are essential to public safety.

Throughout 2021 PSPS events, we provided temporary backup generation that supported **~1,760 customers across 8 counties** within our service territory.

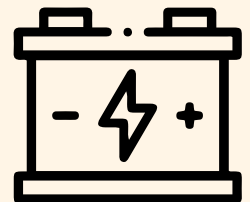
Key Customer Coordination

- PG&E and **Telecommunications Providers Resiliency Collaborative**
- Partnership with the **Hospital Council of Northern and Central California**
- Collaborating with the **Association of California Water Agencies (ACWA)** and individual water agencies

	2021 PSPS Event Support				
	JAN. 19-21	AUG. 17-19	SEPT. 20-21	OCT. 11-12	OCT. 14-16
Requests for backup power	0	4	2	7	4
Percent of requests met	100%	100%	100%	86%	100%
Total MW capacity supplied	0	2.2	0.056	1.125	0.456

Critical facility support includes:

- Backup power evaluations
- Prioritized restoration
- Additional communications
- Other resources, as needed





Agency/Tribal Outreach and Education

Throughout 2021, we listened to public safety partners and gathered feedback on how we could improve and identified areas for further cooperation.

Engagement		Completed
PSPS Tabletop and Full-Scale Exercise	Testing our policies and procedures and gathering feedback from stakeholders in real-time	4 (June)
Post-Season CWSP Engagement	Outreach to gather lessons learned and areas for improvement	10 (Nov. – Dec.)
Wildfire Safety Working Sessions	Local wildfire safety, PSPS, resiliency and AFN information and support resources	26 (Apr. – Jun.)
PSPS Advisory Committee	Gathering feedback and coordinating on areas for improvement	4 (Quarterly)
Regional Working Groups	A regional forum for collaborating on wildfire safety, resiliency and temporary generation	20 (5 per quarter)
Undergrounding Advisory Group	Sharing undergrounding plans and gathering input from key stakeholders and industry experts	5 (Ad-Hoc)
Joint IOU Statewide AFN Advisory Council and People with Disabilities and Aging Advisory Council	Gathering feedback on our approaches for communicating with and serving customers	8 (Quarterly)

Temporary Distribution Microgrid Support



We use distribution microgrids to reduce the number of customer impacts by PSPS outages, when safe to do so.

13 sites will be ready to operate in 2022

8 Sites were ready to operate in 2021

5 Distribution Microgrid sites are planned in 2022

- Colfax
- Lucerne
- Clearlake North
- Arnold
- Groveland

5 Distribution Microgrid sites were new in 2021

- Georgetown
- Foresthill
- Middletown
- Pollock Pines
- Magalia

3 Distribution Microgrid sites from 2019-2020

- Angwin
- Calistoga
- Shingletown



Public Safety Power Shutoff and System Improvements Map

See where wildfire safety improvements are taking place with our **NEW** planning map tool.

Search ANY location to find:

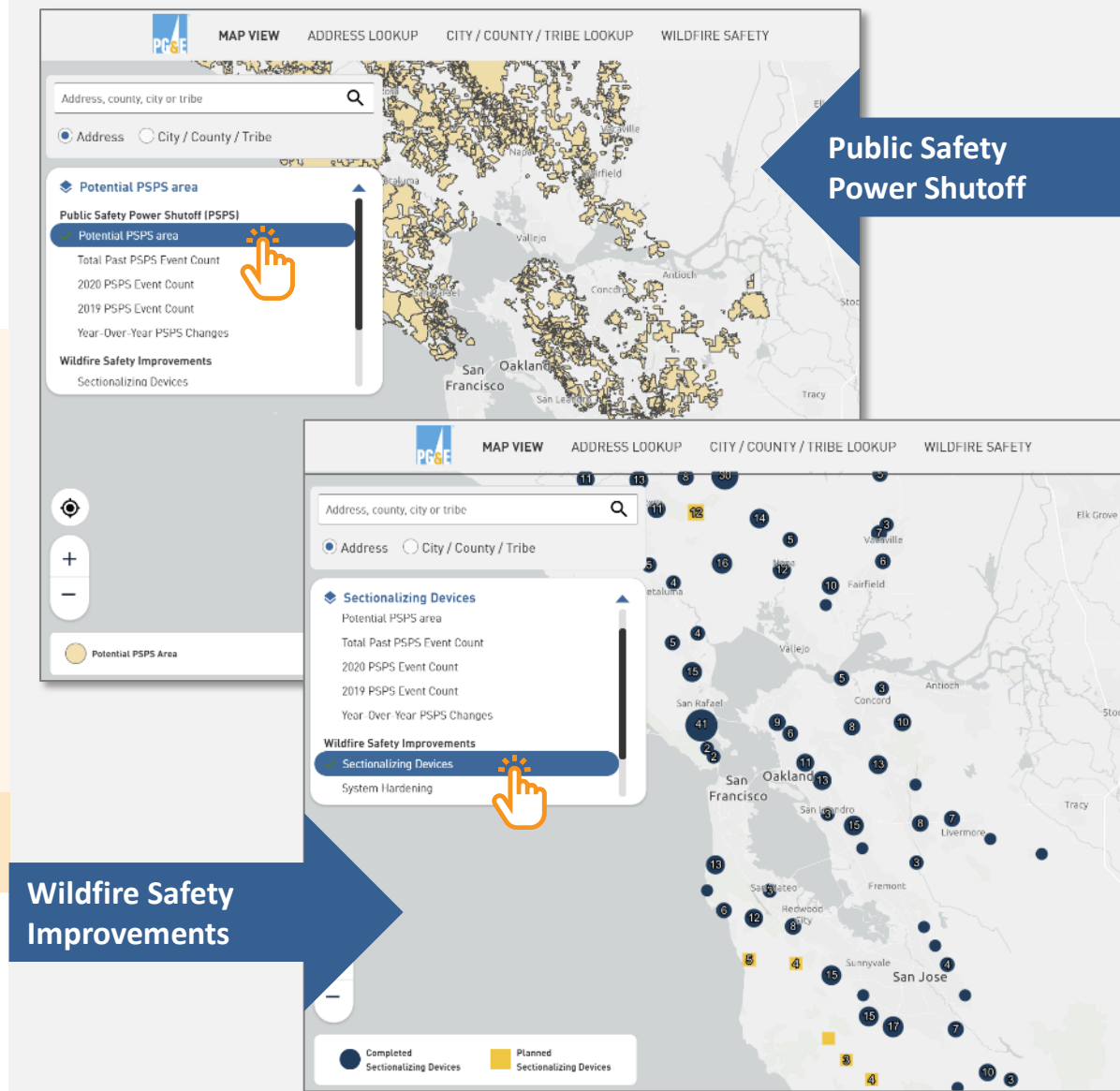
- ✓ The likelihood of being impacted by a PSPS
- ✓ The number of past PSPS outages per year
- ✓ Completed and planned wildfire safety improvements such as system hardening, enhanced vegetation management, sectionalizing devices and temporary microgrids

Information is available by individual address and by county, city and tribe, including federally recognized tribes with land in trust.

To learn more, visit:

pge.com/customerpspsplanningmaps

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



*Locations are approximate and subject to change. Map is not intended to determine the exact location of future PSPS outages.



More Information and Tools For Customers to Prepare

BEFORE PSPS AND EPSS OUTAGES

- **See if you qualify for backup power support** at pge.com/backuppower.
Generator rebates for customers who rely on well water **Portable batteries** for Medical Baseline customers in high fire risk areas
- **Apply for the Medical Baseline Program** to receive energy savings and extra outreach before a PSPS at pge.com/medicalbaseline.
- **Self-identify for Vulnerable Customer Status** if your life or health would be at risk should electric or gas service be disconnected at pge.com/vulnerable.

DURING PSPS OUTAGES

- **Find Community Resource Centers** to charge devices and get basic supplies during a PSPS event at pge.com/crc.
- **Find meal replacements** at your local food bank during and up to three days after an outage, visit pge.com/disabilityandaging.
- **Learn about accessible transportation resources and hotel stays** at CFILC.org.

Visit PG&E's YouTube Channel

To view more safety information, tips to be prepared and other resources

www.youtube.com/user/pgevideo



To view webinar slides and recordings, visit

pge.com/firesafetywebinars



For more
information

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



**Translated support available*

Enhanced Powerline Safety Settings Background and Overview

To help prevent wildfires during the hot and dry season, we adjust the sensitivity settings on our equipment to quickly and automatically turn off power if the system detects a problem.

1 When an **object strikes the line** or a fault occurs...

2 ...protective devices detect the change in current and **shut off power within one-tenth of a second.**

3 We check the lines for **damage before safely restoring power.** This process can take several hours, depending on terrain.

Patrols are done by helicopter, truck or on foot during daylight hours.

For illustrative purposes only. Graphic is not to scale.

Enhanced Powerline Safety Settings make our system devices more responsive to wildfire risks by...

Faster Fault Detection

Faster trip settings detect distribution primary faults more quickly to reduce incident fault energy

Reduce Fuse Single Phase Operation

Detect faults beyond fuses to clear across all three-phases

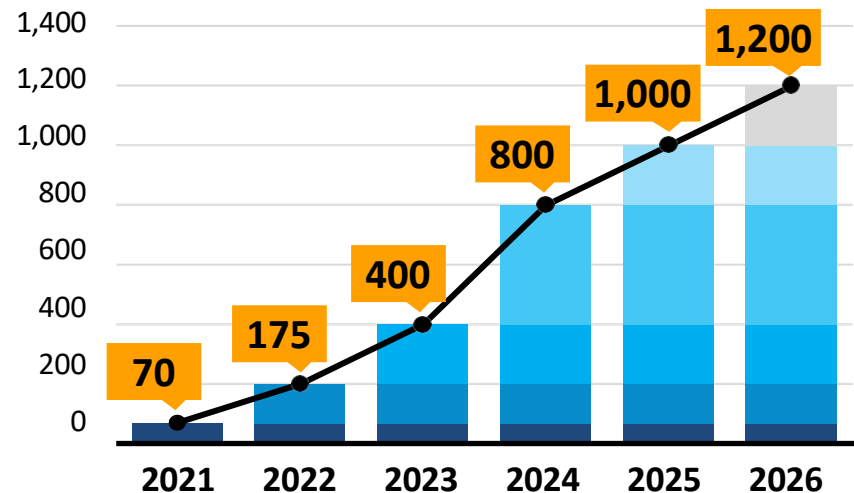
Higher Impedance Fault Detection

Sensitive earth fault (SEF) elements implemented to help isolate for higher impedance faults

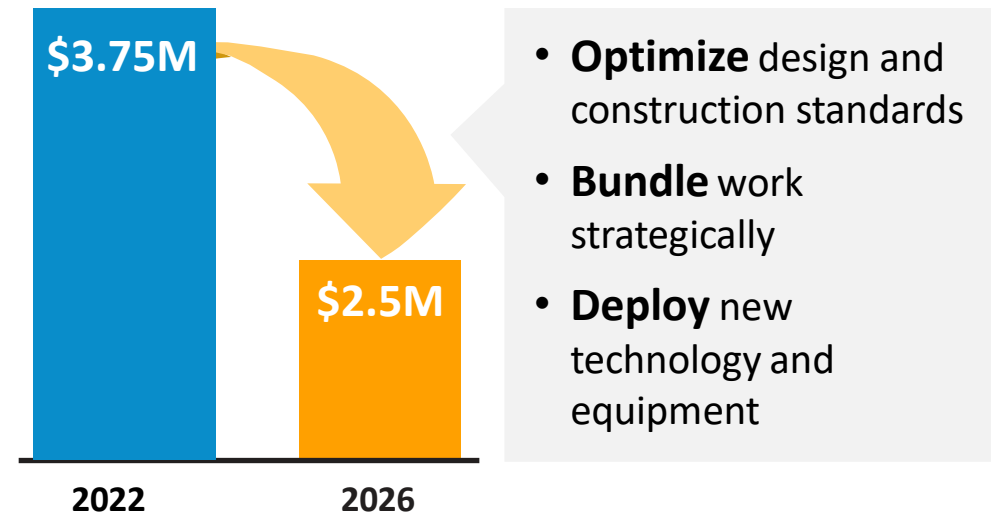
Undergrounding 10,000 Miles

PG&E is undertaking a major new initiative to underground approximately **10,000 miles of power lines** in high fire risk areas.

Target Miles Per Year



Target Cost Per Mile



This commitment represents the largest effort in the U.S. to underground power lines as a wildfire risk mitigation measure.

Safe



Mitigates
Risk

Dependable



Reduces PSPS and EPSS
Improves Reliability

Sustainable



Saves Trees and Beautifies
our Hometowns