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.

### 2020 vs. 2021 Distribution Model Improvements

<table>
<thead>
<tr>
<th><strong>2020 PSPS Models and Guidance</strong></th>
<th><strong>2021 PSPS Models and Guidance</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Large Fire Probability</strong></td>
<td><strong>Catastrophic Fire Probability</strong></td>
</tr>
<tr>
<td>A risk-based assessment of the probability of outages due to weather combined with the probability of large fires. It is the 2020 Outage Producing Wind Model (OPW) combined with the 2020 Fire Potential Index (FPI).</td>
<td>A risk-based assessment of the probability of fire ignitions due to weather combined with the probability of catastrophic fires by using the 2021 Ignition Probability Weather Model (IPW) combined with the 2021 Fire Potential Index (FPI).</td>
</tr>
<tr>
<td><strong>Black Swan Conditions</strong></td>
<td><strong>Catastrophic Fire Behavior</strong></td>
</tr>
<tr>
<td>Even if the probability of an outage is unlikely, we may still turn off power if the weather and fuel conditions reach criteria where fast spreading, catastrophic fires are likely.</td>
<td>Even if the probability of an ignition is unlikely, we may still turn off power where Technosylva fire spread modeling indicates catastrophic fire behavior is possible.</td>
</tr>
<tr>
<td><strong>Event Criteria</strong></td>
<td><strong>Event Criteria</strong></td>
</tr>
<tr>
<td>PSPS criteria above met for at least 0.5% of PG&amp;E’s High Fire Risk Area (HFRA). Red Flag Warnings considered.</td>
<td>PSPS criteria above met for at least 0.25% of PG&amp;E’s HFRA. Red Flag Warnings considered.</td>
</tr>
</tbody>
</table>

### Minimum Fire Potential Conditions

The minimum fire conditions (weather, fuels) required to consider a PSPS.

### Catastrophic Fire

A fire that is not easily controlled, has a rapid rate of spread and threatens lives and property.

### Bonus:

- **Additional Vegetation Criteria**
- **Electric Asset Criteria**

Locations where known high-priority trees and electric compliance tags are located based on guidance from the federal court.
Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

### Minimum Fire Potential Conditions
The minimum fire conditions are the initial criteria for deciding a PSPS, after meeting all the following criteria in a high fire risk areas:

- Sustained wind speeds above **19 mph**
- Dead Fuel Moisture 10hr less than **9%**
- Dead Fuel Moisture 100, 1,000 less than **11%**
- Relative humidity below **30%**
- Herbaceous Live Fuel Moisture below **65%**
- Shrub (Chamise) Live Fuel Moisture below **90%**
- Fire Potential Index (FPI) above **0.7**

Note: High risk warnings from Federal Agencies (ex. Red Flag Warnings) are also considered.

### Fire Potential Index (FPI)
The likelihood of an ignition causing a large or catastrophic wildfire, assessing:

- Weather (wind speed, turbulence, temperature, vapor pressure deficit)
- Dead and Live Fuel Moisture
- Topography (terrain, slope, alignment)
- Fuel Type (grass, shrubs, forests, etc.)

### Catastrophic Fire Probability
FPI is combined with the Ignition Probability Weather (IPW) to generate the Catastrophic Fire Probability (CFP_D) rating.

\[ CFP_D = FPI \times IPW \]

Outage and Ignition
An analysis of historical outage and ignition data on circuit segments to identify the ignition likelihood given an outage. IPW increases as winds increase.

### Catastrophic Fire Behavior
Even if probability of failure is unlikely, we may still turn off power if the fire behavior meets both of the following criteria of forecast Technosylva 8-hour fire simulations:

- **Flame Length**
  - above **8 ft**

- **Rate of Spread**
  - above **20 chains per hour**
  - 20 ch/hr = 0.25 mph

### Vegetation and Asset Hazard Considerations
Locations where known high priority asset hazards or trees that could strike power lines may require power shutoff. This would happen if severe weather was impacting an area where known high priority issues are located. PG&E will make every effort to clear these asset conditions and trees before a PSPS.

### Where would power be turned off?
Power is turned off if the criteria are met for more than **25 2x2 km grid cells**, 0.25% of PG&E’s High Fire Risk Area (HFRA).
Incorporating Tree Strike Potential into PSPS Event Modeling

For 2021, PG&E is replacing its Outage Producing Weather (OPW) model with Ignition Probability Weather (IPW) model.

IPW uses state-of-the-art machine learning models, local outage trends and 31 years of weather data to analyze the potential for an ignition from different types of system damage in a given weather event.

IPW weights data from recent years more heavily to predict system performance changes due to system hardening efforts.

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.

<table>
<thead>
<tr>
<th>Asset Health and Vegetation Risk</th>
<th>Induction Assessment</th>
<th>Enhanced Tree Strike Model</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 assessment based on vegetation and enhanced inspections for all T-line structures in HFRAs</td>
<td>Looking at lines that would create an induction risk</td>
<td>Looking at trees that are tall enough to potentially strike lines</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.
The chart below uses the last four years of hourly climatological weather data to show the number of potential PSPS events with the new 2021 models and guidance.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Event Frequency</td>
<td>~4.5 events per year</td>
<td>~6.5 events per year</td>
<td>~4.75 events per year</td>
</tr>
<tr>
<td>Average Event Duration</td>
<td>~35 hours</td>
<td>~39 hours</td>
<td>~39 hours</td>
</tr>
<tr>
<td>(excludes restoration time)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average Event Customer Count*</td>
<td>~120k customers</td>
<td>~140k customers</td>
<td>~100k customers</td>
</tr>
<tr>
<td>Largest Event Customer Count*</td>
<td>~350k customers</td>
<td>~370k customers</td>
<td>~360k customers</td>
</tr>
</tbody>
</table>

Reduced risk of catastrophic wildfires based on improved machine learning models

Slight increase in event count across lookback

Fewer customer impacts compared to 70th percentile overstrike data presented during 4/20 CPUC workshop

* Averages were calculated using all events from the 4-year historical baseline and the same number of events using the new criteria. All data is for planning purposes only and additional analysis is ongoing. The size and scope of actual PSPS events is dependent on weather.

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

<table>
<thead>
<tr>
<th>PROGRAM</th>
<th>WORK PRIOR TO 2021</th>
<th>2021 TARGET</th>
<th>STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enhanced Weather Modeling</td>
<td>High-resolution weather modeling for more precise events</td>
<td>Improvements that align forecasting with areas of highest risk</td>
<td>Forecasting improvements complete</td>
</tr>
<tr>
<td>Improved weather forecasting to more precisely target the location of severe threats</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>System Sectionalizing</td>
<td>1,000+ distribution and transmission sectionalizing devices installed</td>
<td>279 devices installed</td>
<td>176 devices installed</td>
</tr>
<tr>
<td>Devices installed to limit the size of outages</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>System Hardening</td>
<td>547 line miles completed</td>
<td>180 line miles hardened</td>
<td>71 line miles hardened</td>
</tr>
<tr>
<td>Making the electric system more resilient to severe weather threats with strong poles and lines</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>High Fire Risk Area (HFRA) Map</td>
<td>NEW for 2021</td>
<td>Re-examine HFTD boundaries to create refined HFRA map</td>
<td>Completed first round of updates for 2021</td>
</tr>
<tr>
<td>Align mapping with risk of catastrophic fire from offshore winds and PSPS operations</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Substation Microgrids</td>
<td>300+ MW set aside for energize substations</td>
<td>Pre-connect generation at 10 substations; Develop connection plans for 3 additional locations</td>
<td>9 locations complete</td>
</tr>
<tr>
<td>Temporary generation at substations to support customers that are in safe-to-energize locations and impacted by transmission-level events</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Distribution Microgrids</td>
<td>4 microgrids operational</td>
<td>5 additional microgrids</td>
<td>3 microgrids complete</td>
</tr>
<tr>
<td>Energizing “main street” corridors, central community resources and critical facilities</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Resources and Support
### What We Heard from Customers and What We’re Doing

<table>
<thead>
<tr>
<th>What We Heard</th>
<th>What We’re Doing</th>
</tr>
</thead>
</table>
| **PSPS Notifications:** experienced inaccurate or inconsistent information in some cases | • Improved customer mapping data to ensure appropriate notification  
• Refined and more concise messaging, drafted in consultation with customers; IVR message duration reduced approximately 24% |
| **PSPS Restoration Time:** customers requested more accurate restoration times | • Consistent information across all channels (e.g. notifications, website, social media)  
• Improved methodology for forecasting restoration times at the local level |
| **Customer Resources and Support:** build on partnerships with community-based organizations (CBOs) and explore other resource offerings | • Increased resources to help customers and communities before, during and after PSPS (e.g. Portable Battery Program Generator Rebate Program, Local food bank support)  
• Engaged with 42 new CBOs in 2021, resulting in 23 additional information-sharing partnerships and 17 potential new resource partnerships* |
| **Medical Baseline:** customers want additional support and information       | • Allowing customers to self-certify as vulnerable to increase outreach support  
• Conducted targeted acquisition mailing using propensity model to identify customers potentially eligible for Medical Baseline Program  
• Quarterly trainings with In-Home Support Services program managers to promote Medical Baseline Program awareness  
• Expanded Generator Rebate Program to serve vulnerable customers not eligible for the Portable Battery Program combined with targeted promotion of these programs |

*12 agreements executed, 5 pending

Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.
We continue to evolve our wildfire safety and PSPS programs based on lessons learned, new data and feedback received from our customers and communities.

<table>
<thead>
<tr>
<th>What We Heard</th>
<th>What We’re Doing</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PSPS Portal:</strong> provide more consistent, timely and accurate info on the PSPS Portal and other channels</td>
<td>Adjusting the layout so files and updates are easier to find and standing up a PSPS Portal Working Group to solicit feedback</td>
</tr>
<tr>
<td><strong>Customer Resources and Support:</strong> additional opportunities to partner with community-based organizations (CBOs)</td>
<td>Tracking suggestions and feedback from agency partners and conducting outreach to new CBOs</td>
</tr>
<tr>
<td><strong>Community Resource Centers:</strong> continued coordination around locations, offerings and signage</td>
<td>Providing quarterly updates on status of CRC locations and soliciting further input from agency partners</td>
</tr>
<tr>
<td><strong>Coordination with Telecom Providers:</strong> additional preparedness efforts re: phones still working during outages</td>
<td>Hosting telecom workshops to facilitate PSPS preparedness and sharing site specific impact analysis</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.

<table>
<thead>
<tr>
<th>Resource</th>
<th>2021 Improvements</th>
<th>Program Goal</th>
</tr>
</thead>
</table>
| **Customer Notifications** | • Address Alerts launched for non-account holders, tenants and mobile home park residents  
• 16 languages available (13 in 2020) for all customer notifications, including Address Alerts | All customers receive consistent, timely and accurate information about when power will be out in their preferred language, via multiple channels |
| **Portable Batteries** | • ~6,200 batteries distributed to low-income, Medical Baseline customers (~5,550 in 2020)  
• ~1,400 distributed to people with disabilities and independent living needs (~1,000 in 2020) | Batteries provided to all interested low-income Medical Baseline customers who either reside in HFTD areas or experienced 2+ PSPS events (~13,500 eligible) and support for AFN customers regardless of income |
| **Community Resource Centers** | • 380 locations identified (363 in 2020) | A comprehensive network of diverse, ADA-accessible resource centers developed in partnership with county and tribal agencies |
| **Generator Rebate Program** | • Rebate program launched for Medical Baseline customers residing in high fire-threat areas, customers relying on well water and small, essential businesses  
• Targeted outreach to eligible customers | Inform all customers in high fire-threat areas who may be eligible about the availability of rebates |
| **Community-Based Organization Partnerships** | • 270+ partnerships in place to amplify messaging to customers with access and functional needs and provide in-language information  
• 50 partnerships in place to provide support customers through portable batteries, hotel stays/food stipends, accessible transportation, food replacement and food delivery | Support available for all impacted customers with Access and Functional Needs (AFN) through a network of community-based organizations |
| **Food Resource Partnerships** | • Partnerships with 23 food banks covering 38 counties and 22 Meals on Wheels covering 18 counties | Meal replacement options during and after events in every county likely impacted by PSPS |
Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

New Interactive PSPS Planning Map Resource

We launched a new resource to help customers and public safety partners understand the impacts of potential PSPS outages in their communities.

Users are able to

- Enter address(es) or area into a search bar to view a popup with Past PSPS Event Count* and dates for the location
- View Past PSPS Event Count* as a heat map
- View Potential PSPS Area

This may be useful to answer

- Where in my community is more likely to be impacted by a PSPS?
- What has PG&E done to reduce the likelihood of PSPS in my community?
- What has PSPS looked like in different years?

Sample Potential PSPS Area

*Past PSPS Event Count for 2019 and 2020.

Please note: The information in this map is intended only to provide a general estimate regarding potential locations that may be impacted by a PSPS event should one become necessary. Conditions affecting a possible PSPS event can change quickly and the actual impact of a future PSPS event is uncertain.
Thank You

For more information, please:

• Visit pge.com/wildfiresafety
• Or contact us at 1-866-743-6589 or wildfiresafety@pge.com
Appendix
Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

Historical Analysis of PSPS Events Based on 2021 Modeling

The chart below uses the last four years of hourly climatological weather data to show the number of potential PSPS events against the new 2021 proposed models and guidance.

<table>
<thead>
<tr>
<th>Year</th>
<th>Actual PSPS Events</th>
<th>2020 Criteria</th>
<th>2020 PSPS Guidance + Tree Overstrike Criteria</th>
<th>Proposed 2021 Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>2018</td>
<td>7</td>
<td>4</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>2019</td>
<td>8</td>
<td>4</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>2020</td>
<td>7</td>
<td>4</td>
<td>5</td>
<td>5</td>
</tr>
</tbody>
</table>

2020 Models and Guidance + Tree Overstrike Criteria:
average of 6.5 events per year (2017-2020)

2021 Proposed Models and Guidance:
average of 4.75 events per year (2017 – 2020)
Building Our 2021 Machine Learning Models

Through partnerships with external experts, we developed our 2021 machine learning models to give us a better understanding of historical weather events and to improve our weather forecasting.

This Model Uses:

- ~190,000 2x2km cells with data per cell, per hour, looking back over 31-years of high-res weather and fuels climatology data
- Over 100 trillion overall data points and 20 trillion in PG&E’s service area
- Hourly weather data such as, temperature, relative humidity, wind speed, precipitation, pressure and dead and live moisture
- Data storage and processing via the PG&E-Amazon Web Services Cloud

How it Helps PSPS Decision-Making and Scoping:

- Determines the historical potential for ignitions from each analyzed weather event (Ignition Probability Weather - IPW)
- Assists with fire model development and calibration (Fire Potential Index - FPI)
- Data inputs improve fire spread modeling (Technosylva)
- Provides guidance for operation decision-making (PSPS models)

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### Fire Potential Index (FPI)

#### Weather
- Wind Speed
- Turbulence
- Temperature
- Vapor Pressure Deficit

#### Fuel Moisture
- Dead fuel moisture
- Woody live fuel moisture
- Herbaceous live fuel moisture

#### Topography
- Ruggedness
- Slope
- Wind-terrain alignment

#### Fuel Model Type
- Grass
- Shrub
- Timber
- Urban

### Key Model Components
- **Historical satellite fire detection data set** from Sonoma Technology Inc. that includes fire growth in California from 2012 - 2020
- **Data from PG&E’s 31-year weather climatology study**
- **Technosylva** fuel moistures and granular fuel type maps
- **Forecasting hourly** probability of large and catastrophic fires
- Maximizing predictive skill with state-of-the-art machine learning models
- Greater predictive skill than previous model confirmed by statistical evaluation and comparison of historical fires
Catastrophic Fire Probability Model

IPW and FPI are analyzed together to come up with Catastrophic Fire Probability (CFPd), which is what we use to determine whether a PSPS event is necessary.

Catastrophic Fire Probability (CFPd)

SCENARIO: WINTER STORM
- High outage probability
- Low probability of an ignition becoming a catastrophic fire

SCENARIO: WIND EVENT WITH DRY FUELS
- High outage and ignition probability
- High probability of an ignition becoming a catastrophic fire

SCENARIO: BLUE SKY DAY IN FEBRUARY/MARCH
- Low outage probability
- Low probability of an ignition becoming a catastrophic fire

SCENARIO: HOT/DRY SUMMER DAY
- Low outage probability
- High probability of an ignition becoming a catastrophic fire

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

### Event Coordination 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
Installing Sectionalizing Devices to Reduce the Scope of PSPS

We’re installing new sectionalizing devices to limit the number of customers impacted during a Public Safety Power Shutoff event.

Program By Year:

- **2018/2019**: Automate existing sectionalizing to activate remotely
- **2019**: 200+ devices added
- **2020**: 600+ devices added; ~15,000 customers removed from PSPS scope
- **2021**: 250 additional devices planned around boundaries of recurring PSPS polygons

Sectionalizing devices are installed at the edges of HFTDs to keep non-HFTD customers energized.

*Cumulative progress from 2019 through May 2021. †Location subject to change.

Some of the measures included in this presentation are contemplated as additional precautiorary measures intended to further reduce the risk of wildfires. Data as of May 2021.
Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

Engaging with Customers in Advance of Potential Events

PG&E customers receive communications through a variety of channels. These include:

- Letters, Brochures & Postcards
- Wildfire Safety Webinars & Town Halls
- Emails
- Radio Ads
- Emergency Preparedness Resources
- Television Ads
- Tenant Education Kits
- Social Media Posts
To identify which customers should receive outreach about additional resources before, during and after a PSPS, we leverage:

- Our enrollment data for the Medical Baseline Program
- Our low-income CARE and FERA programs
- Customers who self-identify for Vulnerable Customer status*
- Customers who select non-English as their preferred language for communications and notifications

This year, we are targeting our outreach efforts to focus on the locations that are more likely to be impacted by PSPS, while working on mitigation efforts that will lessen PSPS impacts in the long-term.

This outreach and support includes:

- Additional community-based organization informational and resource partnerships
- Additional food banks for local support
- County-specific webinars for locations that have historically seen higher amounts of events

*A customer who has a serious illness or condition that could become life threatening if service is disconnected for non-payment
In addition to PSPS notifications which all customers receive, we provide additional notification and outreach to customers in our Medical Baseline Program, including enrolled master meter tenants, and customers who self-certify for Vulnerable Customer status.

This includes:
- Hourly texts and calls until contact is made
- Doorbell rings if no positive contact is confirmed
- Leaving a door hanger if no contact is made

<table>
<thead>
<tr>
<th>Medical Baseline Program Enrollment Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>June 1, 2019</td>
</tr>
<tr>
<td>June 1, 2020</td>
</tr>
<tr>
<td>Current</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Account and Non-Account Holders Receiving Additional Notification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Baseline Program Master Meter Tenants</td>
</tr>
<tr>
<td>Self-certified Vulnerable Customer status</td>
</tr>
</tbody>
</table>
We are continuing to engage with Public Safety Partners, listening to their feedback and working to identify areas where we can improve.

<table>
<thead>
<tr>
<th>Outreach Channels</th>
<th>STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PSPS Advisory Committee</strong></td>
<td>3 out of 6 planned meetings complete</td>
</tr>
<tr>
<td>Obtain focused input from representatives of select county, city, tribal and state governments</td>
<td></td>
</tr>
<tr>
<td><strong>PSPS Regional Working Groups</strong></td>
<td>10 out of 20 planned meetings complete</td>
</tr>
<tr>
<td>Forum for regional and tribal stakeholders to learn and share feedback on wildfire safety work and PSPS</td>
<td></td>
</tr>
<tr>
<td><strong>Wildfire Safety Working Sessions</strong></td>
<td>All interested counties/tribes briefed; 25 sessions held</td>
</tr>
<tr>
<td>Meetings co-hosted with County and Tribal OES to plan for PSPS events</td>
<td></td>
</tr>
<tr>
<td><strong>PSPS Exercises</strong></td>
<td>3 out of 4 planned exercises complete</td>
</tr>
<tr>
<td>Simulating a PSPS event with external agencies and stakeholders</td>
<td></td>
</tr>
<tr>
<td><strong>Additional PSPS Briefings &amp; Workshops</strong></td>
<td>All interested stakeholders briefed; 200+ meetings held</td>
</tr>
<tr>
<td>Ad hoc meetings and workshops</td>
<td></td>
</tr>
<tr>
<td><strong>PSPS Listening Sessions</strong></td>
<td>All interested, PSPS impacted counties/tribes briefed; 35 sessions held</td>
</tr>
<tr>
<td>Forum for PG&amp;E to listen to county, tribal and critical facilities’ concerns and gather important feedback</td>
<td></td>
</tr>
</tbody>
</table>
Tribal Coordination

We have a dedicated team that engages with tribes within our service area before, during and after PSPS.

In addition, we work with federal agencies with trust responsibilities to tribes and other state agencies.

**TRIBAL SUPPORT**

✅ **Before and after a PSPS**
- Tribal Liaisons conduct ongoing tribal government outreach at the regional level

✅ **During a PSPS**
- Two Tribal Liaisons and five Cultural Resource Specialists act as agency representatives for tribes in scope to:
  - Host dedicated tribal calls
  - Answer questions and elevate issues
  - Provide real-time event updates
  - Coordinate support, as needed
  - Embed in tribal EOC, if requested
  - Coordinate GIS technical support, if requested

### Summary of Tribes by PG&E Region

<table>
<thead>
<tr>
<th>REGION</th>
<th>FEDERALLY RECOGNIZED TRIBES</th>
<th>NON-FEDERALLY RECOGNIZED TRIBES</th>
</tr>
</thead>
<tbody>
<tr>
<td>NORTH COAST</td>
<td>32*</td>
<td>5</td>
</tr>
<tr>
<td>NORTH VALLEY/ SERRA</td>
<td>16*</td>
<td>9</td>
</tr>
<tr>
<td>BAY AREA</td>
<td>1*</td>
<td>2</td>
</tr>
<tr>
<td>SOUTH BAY/ CENTRAL COAST</td>
<td>1</td>
<td>8</td>
</tr>
<tr>
<td>CENTRAL VALLEY</td>
<td>15</td>
<td>13</td>
</tr>
</tbody>
</table>

*Includes tribes that cross multiple counties

**TOTAL**

<table>
<thead>
<tr>
<th>FEDERALLY RECOGNIZED TRIBES</th>
<th>NON-FEDERALLY RECOGNIZED TRIBES</th>
</tr>
</thead>
<tbody>
<tr>
<td>62</td>
<td>37</td>
</tr>
</tbody>
</table>
We have conducted outreach to providers of over 99% of telecommunications facilities in our service area to discuss resiliency solutions and PSPS readiness.

This 99% represents the carriers with facilities considered more likely to be impacted by PSPS.

The remaining 1% of telecommunications facilities are considered less likely to be impacted by a PSPS event and we plan to conduct outreach to them by September 1.

Summary of Telecommunications Providers by PG&E Region

<table>
<thead>
<tr>
<th>REGION</th>
<th>NORTH COAST</th>
<th>NORTH VALLEY/SIERRA</th>
<th>BAY AREA</th>
<th>SOUTH BAY/CENTRAL COAST</th>
<th>CENTRAL VALLEY</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>16</td>
<td>17</td>
<td>11</td>
<td>11</td>
<td>20</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.
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 via phone or text in 16 languages** for customers and non-account holders

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

- Expanded relationships with 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.

*Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*
Providing Customers with Battery Storage Devices

We work to provide customers with the right sized battery to fit their needs. This includes providing customers with energy assessments ahead of sizing and battery delivery. In 2021, the goal is to deliver approximately 5,000 batteries. As of July 23, 2021, 20% of that goal has been achieved.

<table>
<thead>
<tr>
<th>PROGRAM</th>
<th>2020</th>
<th>2021</th>
<th>2020 and 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Portable Battery Program (PBP)</td>
<td>5,569</td>
<td>644</td>
<td>6,213</td>
</tr>
<tr>
<td>California Foundation for Independent Living Centers (CFILC)</td>
<td>1,004</td>
<td>381</td>
<td>1,385</td>
</tr>
<tr>
<td>Total*</td>
<td>6,573</td>
<td>1,025</td>
<td>7,598</td>
</tr>
</tbody>
</table>

Note: Approximately 765 batteries may not arrive until the fall due to global shipping delays and Covid-19 impacts affecting shipping ports in Southern China.

**Totals are incremental

**Performance in hours is driven by the customer’s critical load (medical device and other loads plugged into the battery) and the size of the battery (Wh). PG&E ensures that the resiliency assessment that is completed before a battery is provided looks at medical device electrical needs. PG&E and the other Electric IOUs have engaged EPRI to help to understand the critical load needs of vulnerable customers and to ensure that battery solutions can meet this need.

Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.
PG&E is offering eligible customers a rebate on the purchase of a qualifying product (generator or battery) to prepare for outages.

### Prior Program
- PG&E Customers in Tier 2/3 HFTDs and dependent on water well pumps

### New As of June 2021
- Available to PG&E customers in Tier 2/3 HFTDs who meet one of the following criteria:
  - Rely on well water pumping
  - Are enrolled in the Medical Baseline Program
  - Are a small/micro non-critical care essential business (i.e., Grocery Stores, Veterinarian Services, Urgent Care/Clinics, Food Banks)

### Eligibility
- **PRIOR PROGRAM**
  - PG&E Customers in Tier 2/3 HFTDs and dependent on water well pumps
- **NEW AS OF JUNE 2021**
  - Available to PG&E customers in Tier 2/3 HFTDs who meet one of the following criteria:
    - Rely on well water pumping
    - Are enrolled in the Medical Baseline Program
    - Are a small/micro non-critical care essential business (i.e., Grocery Stores, Veterinarian Services, Urgent Care/Clinics, Food Banks)

### Rebate Structure
- **PRIOR PROGRAM**
  - $300 if eligible
  - $500 if eligible and on CARE/FERA program
- **NEW AS OF JUNE 2021**
  - Tiered based on retail pricing:
    - **Level 1**: $0 - $500/product = $300
    - **Level 2**: $501 - $1,000/product = $500
    - **Level 3**: $1,001+/product = $1,000
  - *Each tier receives an additional $200 kicker if on CARE/FERA

### Product Offerings
- **PRIOR PROGRAM**
  - Portable Fuel Generators
- **NEW AS OF JUNE 2021**
  - Portable Fuel Generators (well pump, SMB)
  - Portable Backup Batteries (MBL)

Note: Product must be in the Qualified Product List

For more information, visit: [pge.com/backuppower](http://pge.com/backuppower)
In collaboration with counties and tribes, we have continued to build out and refine our CRC portfolio of ADA-accessible sites and offerings in 2021.

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

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

Reviewed portfolio of sites for gaps and opportunities for improvement

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

<table>
<thead>
<tr>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>98 INDOOR SITES</td>
<td>109 INDOOR SITES</td>
</tr>
<tr>
<td>265 OUTDOOR SITES</td>
<td>271 OUTDOOR SITES</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.