BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA

Order Instituting Rulemaking to Examine Electric Utility De-Energization of Power Lines in Dangerous Conditions.	R.18-12-005 (Filed December 13, 2018)

PACIFIC GAS AND ELECTRIC COMPANY'S (U 39 E) PUBLIC SAFETY POWER SHUTOFF POST-EVENT REPORT FOR OCTOBER 23, 2026 TO OCTOBER 24, 2026

(ATTACHMENT A, TABLE A-1.2 FILED ON ARCHIVAL GRADE DVD)

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Dated: November 6, 2026

PACIFIC GAS AND ELECTRIC COMPANY'S (U 39 E)
PUBLIC SAFETY POWER SHUTOFF POST-EVENT REPORT FOR
OCTOBER 23, 2026 TO OCTOBER 24, 2026

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In compliance with California Public Utilities Commission Public Safety Power Shutoff (PSPS) Order Instituting Rulemaking Phase 1 Decision (D.) 19-05-042, Phase 2 D.20-05-051, Phase 3 D.21-06-034 and PSPS Order Instituting Investigation D.21-06-014, Pacific Gas and Electric Company (PG&E) hereby submits its Public Safety Power Shutoff Post-Event Report ("Report") for October 23, 2026 to October 24, 2026 hereto as Attachment A.

Attachment A, Table A.2 (filenames: *PGE_PSPS Post-Event Report _20261023 Tables.xlsx* and *PGE_PSPS_Polygons_of_De-energized_Areas_20261023.zip*) will be filed via archival grade DVDs with the Docket Office due to the format and file size of the document.

Pursuant to the October 14, 2021 email ruling of Administrative Law Judge Valerie Kao, PG&E hereby provides the following link to access and download the attachments and appendices to its Report: https://www.pge.com/en_US/residential/outages/public-safety-power-shuttoff/psps-reports.page

Respectfully Submitted,

By: */s/ Kenneth Lee*
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Dated: November 6, 2026

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ATTACHMENT A

(Attachment A, Table A-1.2 Filed on Archival Grade DVD due to format and size)

Spencer Olinek
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November 6, 2026 **VIA ELECTRONIC MAIL**

Koko Tomassian
Director, Safety Enforcement Division
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102

Dear Mr. Tomassian:

As required by Resolution Electric Safety and Reliability Branch-8 (ESRB-8) and in accordance with Ordering Paragraph 1 of California Public Utilities Commission (CPUC) Decision (D.) 19-05-042, Pacific Gas and Electric Company (PG&E) respectfully submits this report for the October 23, 2026, Public Safety Power Shutoff (PSPS). This report has been verified by a PG&E officer in accordance with Rule 1.11 of the Commission's Rules of Practice and Procedure.

Members of the public may submit both formal and informal comments on this report to the CPUC by following instructions on the CPUC's website (www.cpuc.ca.gov). The CPUC's Public Advisor's Office has established procedures for providing such comments, including via online form. Comments may also be submitted directly to the Director of the Safety and Enforcement Division (SED) of the CPUC using the contact information below.

If you have any questions, please do not hesitate to call.

Sincerely,



Spencer Olinek
Director of Liaison, Regulatory Operations and Engagement

Enclosures

cc: Anthony Noll, SED
ESRB_ComplianceFilings@cpuc.ca.gov
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Pacific Gas and Electric Company (PG&E)
Public Safety Power Shutoff (PSPS) Report to the
California Public Utilities Commission (CPUC)
October 23, 2026 De-energization

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PG&E PSPS Report to the CPUC
October 23, 2026 De-energization

Section 1 – Executive Summary

Section 1.1 - Brief description of the PSPS event starting from the time when the utility's Emergency Operation Center is activated until service to all customers has been restored. *(D.21-06-014, page 286, SED Additional Information.)*

Response:
High winds can cause tree branches and debris to contact energized electric lines and potentially lead to a wind-driven wildfire. As a result, we may need to turn off power during severe weather to help prevent wildfires. This is called a Public Safety Power Shutoff, or PSPS. We recognize that it is disruptive for our customers to be without power, therefore, we initiate a PSPS when the weather forecast is so severe that public safety, lives, homes and businesses may be in danger of wildfires. It is not a decision we take lightly. For the safety of our customers and communities, PSPS continues to be a necessary tool as a last resort.

Timeline
On October 21, 2026, our Meteorology Team identified weather in forecast models that could indicate potential for wildfire conditions. PG&E emergency response leadership was informed at this time. We entered readiness posture the same day and activated our Emergency Operations Center (EOC) for a potential PSPS between October 23 - 24. Our teams began notifying Public Safety Partners in the areas anticipated to be impacted, readied the grid, and prepared Community Resource Centers (CRCs) and other customer support resources.

Throughout October 21, 2026, we also defined the PSPS scope to include seven Time Places (TPs) across the higher elevations of the North Bay and northern Sierra based on changing weather and updated meteorological forecasts. We also began notifying customers in the areas anticipated to be impacted. We closely monitored weather conditions across seven TPs, as shown in Figure 1.

On October 23, at 18:40 PDT, we made the first decision to de-energize customers for safety, due to increased wind speeds, lowering relative humidity resulting in increased fire potential conditions.

- On October 23, we de-energized five of the seven TPs (TPs 2-5, 7).
- On October 24, we cancelled two of the seven TPs (TPs 1 and 6) and issued the Weather All-Clears for all five de-energized TPs, the last of which was declared on 12:34 PDT (TPs 2 and 4).

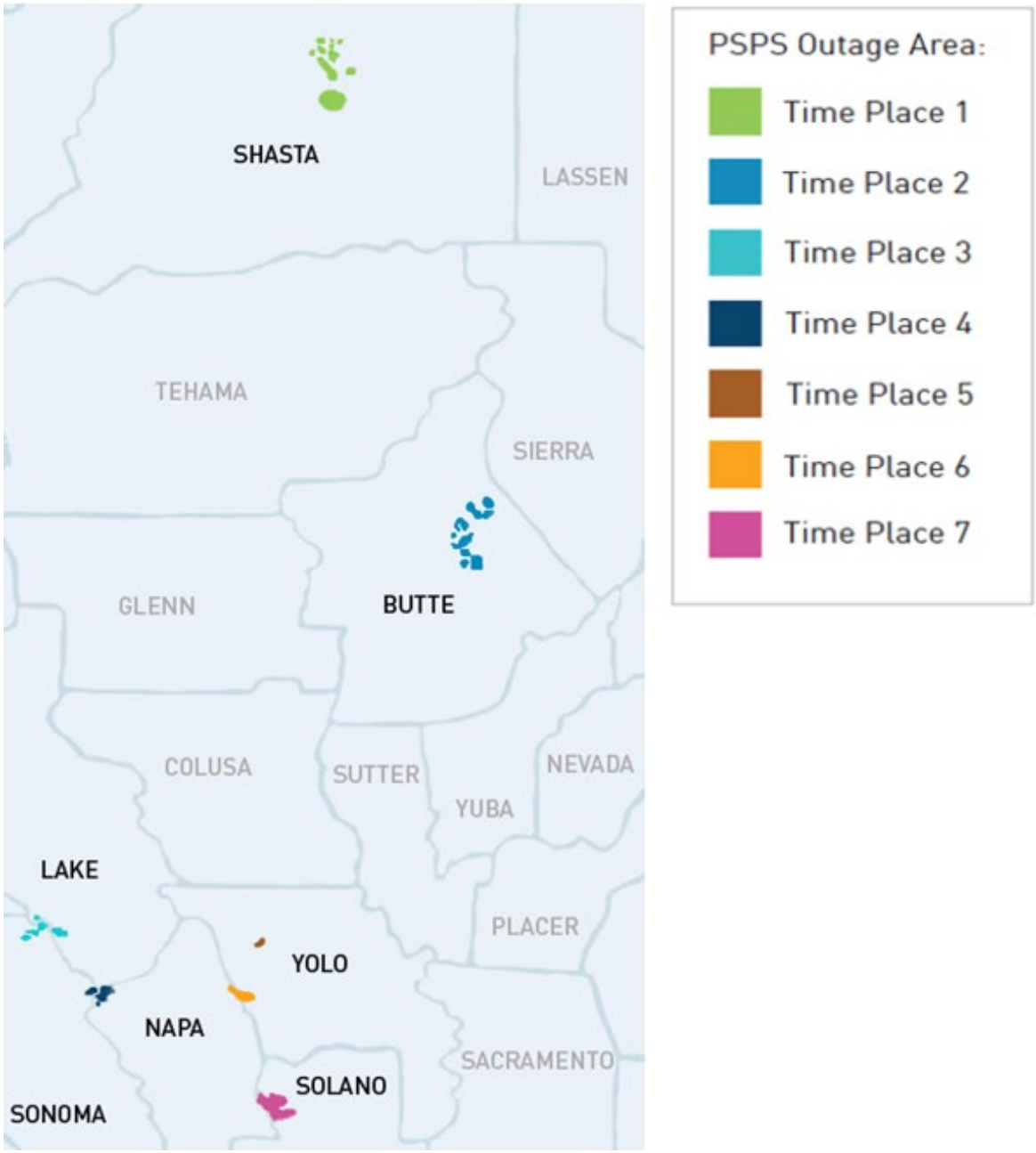
Through the course of the event, meteorological data, fuel moistures, and PSPS thresholds were monitored, and we ultimately de-energized 364 customers across six counties and five TPs between October 23-24.

Through various mitigation efforts, we avoided the de-energization of approximately 6,093 customers in the final scope for de-energization. For more information regarding our mitigation efforts for this PSPS, see Section 10.

Inspections
During patrol and inspections, we did not identify any damage or hazards caused by weather. For more information regarding damages and hazards, see Section 4.

Following patrol and inspections, customers were restored safely and as quickly as possible. Within 24 hours of the Weather All-Clear service to 100% of customers had been restored. The average restoration time was approximately 2.8 hours.

Figure 1: PSPS Timeline



Section 1.2 - A table including the maximum numbers of customers notified and actually de-energized; number of counties de-energized; number of tribes de-energized; number of Medical Baseline customers de-energized; number of transmission and distribution circuits de-energized; damage/hazard count; number of critical facilities and infrastructure de-energized. Hazards are conditions discovered during restoration patrolling or operations that might have caused damages or posed an electrical arcing or ignition risk had PSPS not been executed. Table 1 must contain unique data counts from event. *(D.21-06-034, Appendix A, page A15, SED Additional Information.)*

Response:
Table 1 identifies the maximum number of customers notified, de-energized and canceled; number of Medical Baseline (MBL) customers de-energized; number of counties de-energized; number of tribes de-energized; number of Critical Facilities and Infrastructure (CFI) de-energized; number of Transmission lines and Distribution circuits de-energized; and damage/hazard count.

Table 1: PSPS Event Summary[1]

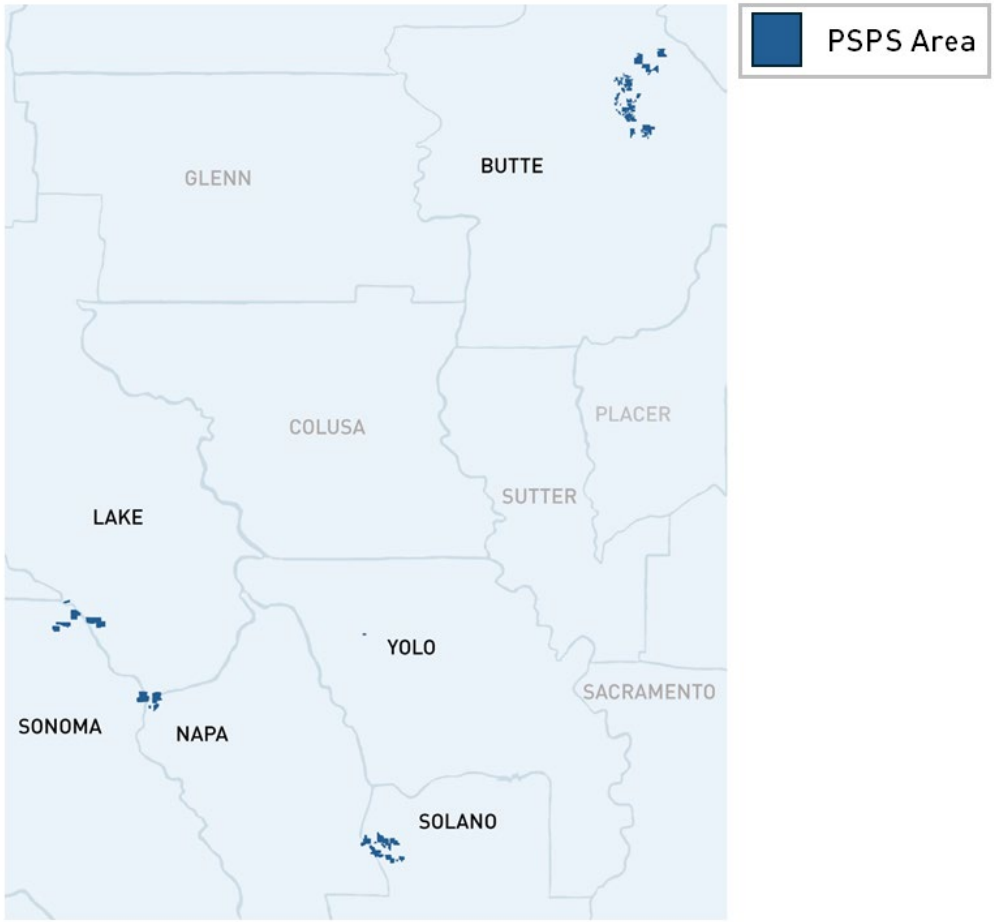
Total Customers Notified	Total Customers De-energized	Total Customers Canceled	MBL Customers De-energized	Counties De-energized	Tribes De-energized	CFI De-energized	Transmission De-energized	Unique Distribution Circuits in Scope	Distribution Circuits De-energized	Damage/ Hazard Count
642	364[2]	279	30	6	0	34	0	9	7	0 damages 0 hazards

[1] The information, times, and figures referenced in this report are based on the best available information available at the time of this report's submission. The information, times and figures herein are subject to revision based on further analysis and validation.
[2] Of the customers de-energized, one customer did not receive any notifications regarding planned de-energization. See Section 5.5 for more information.

Section 1.3 - A Portable Document Format (PDF) map depicting the de-energized area(s) *(SED Additional Information.)*

Response:
During the October 23, 2026, PSPS, we de-energized 364 customers in five TPs across six counties. The final de-energization footprint is shown in Figure 2.

Figure 2: PSPS De-Energization Footprint Map



Section 2 – Decision Making Process

Section 2.1 - A table showing all factors considered in the decision to shut off power for each circuit de-energized, including but not limited to, sustained and gust wind speeds, temperature, humidity, and moisture in the vicinity of the de-energized circuits *(Resolution ESRB-8, page 3, SED Additional Information.)*

Response:
Based on our understanding of the information requested in this prompt, Appendix A-1.1 in the attachment "*PGE_PSPS Post-Event Report Tables_20261023*" provides a list of factors considered in the decision to de-energize each of the circuits in scope for the October 23, 2026, PSPS.

Section 2.2 - Use the following format to provide decision-making criteria detailing circuit level analysis and comparison between threshold, forecast, and actual readings utilized during the scoping process and de-energization process. Also include a PSPS decision-making diagram(s)/flowchart(s) or equivalent along with narrative description *(D.19-05-042, Appendix A, page A22, D.21-06-014, page 284, SED Additional Information.)*

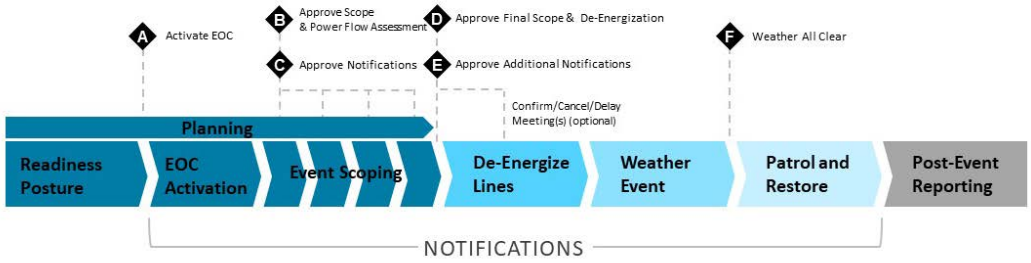
Response:
As the CPUC noted in ESRB-8, the decision to de-energize electric facilities for public safety is complex and dependent on many factors including but not limited to fuel moisture, aerial and ground firefighting capabilities, active fires that indicate fire conditions, situational awareness provided by fire agencies, the National Weather Service (NWS) and the United States Forest Service, and local meteorological conditions of humidity and winds.[3]

Based on our understanding of the information requested in this prompt, this section provides an overview of our decision-making criteria and threshold evaluation process that were used in the decision to de-energize customers during the October 23, 2026, PSPS. For event-specific thresholds and a list of factors considered in the decision to de-energize each of the circuits in scope for the October 23, 2026, PSPS, see Appendix A-1.1 in the attachment "*PGE_PSPS Post-Event Report Tables_20261023.*"

PSPS Preparation and Scoping Process
At a high level, Figure 3 shows the process used to prepare for a PSPS. PG&E utilized and referenced the following protocols and tools during the October 23, 2026 PSPS to determine the latest forecasted weather parameters versus actual weather. Appendix A-1.1 in the attachment "*PGE_PSPS Post-Event Report Tables_20261023*" includes anticipated parameters based on the latest forecast used to develop the planned de-energization scope versus actual weather parameters for each circuit.

[3] ESRB-8, pp. 8 – 9.

Figure 3: PG&E's High-Level PSPS Process Steps



We consider executing a PSPS when strong gusty winds, low humidity levels, and low fuel moisture levels pose an unacceptable risk of causing fast-spreading, catastrophic wildfires. Assessments begin several days before the weather event is forecasted to take place.

We identify weather conditions that could create high fire potential by using a combination of high outage and ignition potential, high-resolution internal and external weather forecasting models and data from federal agencies that include the following:

- *Ignition Probability Weather (IPW)*: Determines the potential of an outage due to weather conditions, and then for that outage to lead to an ignition.
- *Fire Potential Index (FPI)*: Determines the potential for catastrophic fire development.
- *Technosylva*: Provides fire spread modeling via data inputs.

Through partnerships with external experts, we developed our machine learning models using historic datasets and advanced forecast models that provide a better understanding of historical weather events and improve our weather forecasting. These models use the following:

- Data storage and processing via the PG&E-Amazon Web Services Cloud.
- Hourly weather data such as temperature, relative humidity, wind speed, precipitation, pressure, and dead and live fuel moisture.
- Over 100 trillion data points of historical weather and fuel.
- Precise location data points across our service area to conduct hourly weather analyses using high-resolution, historical data.

Our thresholds and guidance for identifying critical fire risk and outage/ignition potential are determined by analyzing and rigorously testing our current PSPS protocols and criteria against decades of historical weather data in and around California.

External forecast information from the NWS (e.g., Red Flag Warnings [RFWs]) and other forecast agencies are also examined carefully. Furthermore, we coordinate with these agencies during high-risk periods via daily conference calls to ultimately decide whether to de-energize portions of the grid for public safety.

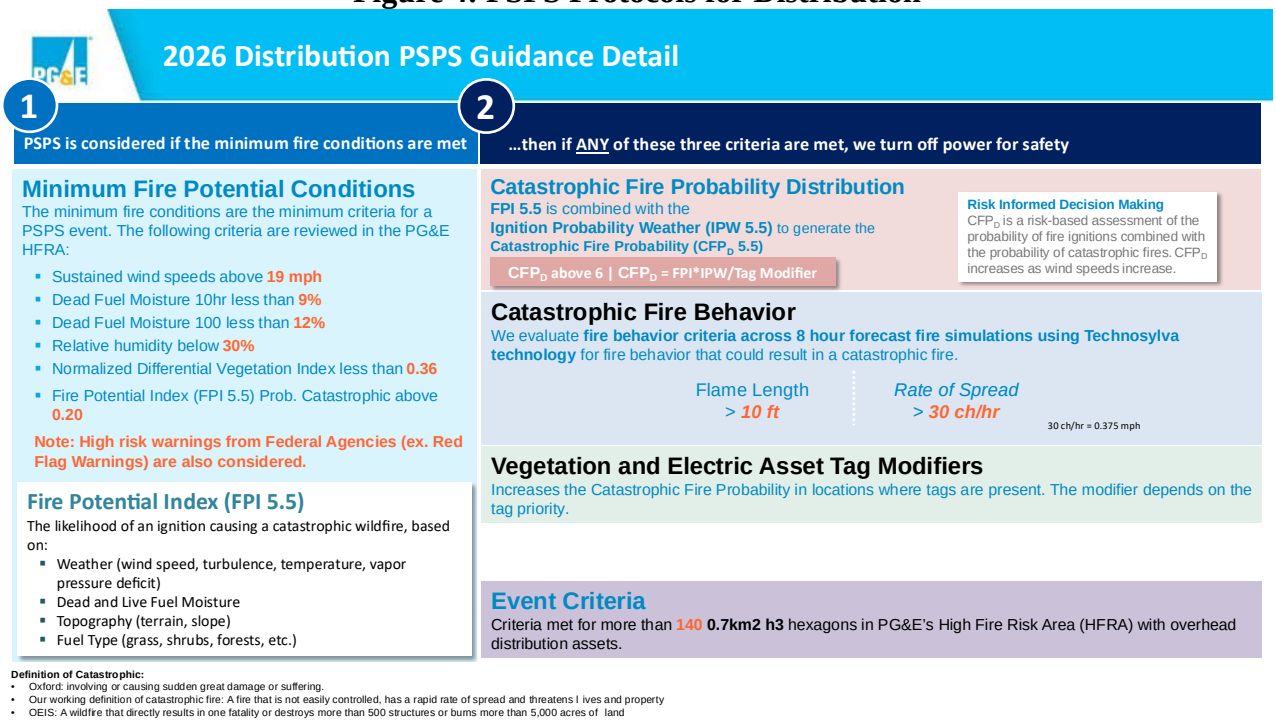
Tools and Technology

We partner with Technosylva, an external expert in the wildfire modeling field to test and deploy cloud-based wildfire spread model capabilities. This helps us to better understand where we might need to turn off power.

Each day, we deliver our weather and fuel moisture condition datasets to Technosylva, who then perform over 100 million fire spread simulations to provide fire spread scenarios that help to identify circuits that may be at risk during dry, windy weather. These are done every three hours, for the five days ahead.

Decision Criteria and Thresholds for Distribution PSPS Protocols
We begin determining whether to turn off power for safety by first evaluating the Distribution System. These powerlines are closer to communities and are generally more susceptible to dry, windy weather threats. Our process is outlined in Figure 4. The values presented in Figure 4 were developed using 31 years of PG&E's high-resolution climate data to help understand wildfire risk and the potential customer impacts of PSPS. We evaluate within a small geographic area (0.7 square kilometers) and if any of the measures are forecasted to be met, we scope the circuit segments within that region for de-energization. There is no single criterion or threshold that will require turning off power to a Distribution circuit. For event-specific thresholds and a list of factors considered in the decision to de-energize each of the circuits in scope, see Appendix A-1.1 in the attachment "*PGE_PSPS Post-Event Report Tables_20261023.*"

Figure 4: PSPS Protocols for Distribution



Step 1: Minimum Fire Potential Conditions (mFPC)
The first step to determine the scope of a PSPS is evaluating the mFPC. This ensures that PSPS is only executed during wind events when atmospheric conditions and fuels are dry. A PSPS is evaluated if the mFPC noted in Step 1 of Figure 4 above is met.

These values were established from a combination of analyses including:

- Historical fire occurrence in our service area.

- PSPS sensitivity studies how PSPS criteria impacted the frequency of PSPS events and total customer impact.
- Information published by federal agencies regarding fire behavior and criteria used to issue warnings to the public.

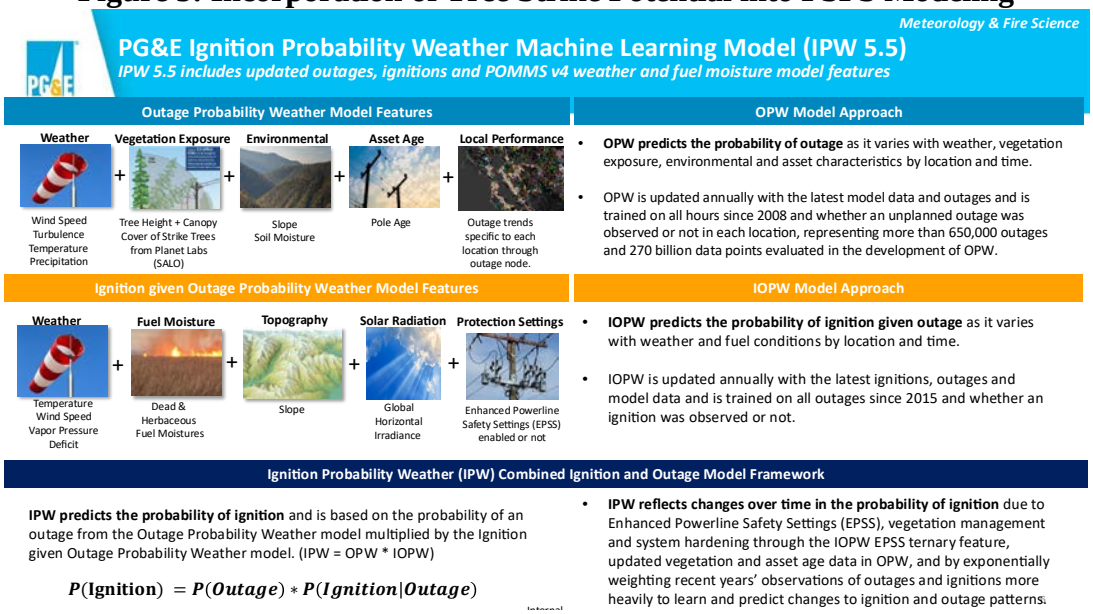
Fire Potential Index (FPI 5.5): FPI 5.5 is a machine-learning fire-consequence model that estimates, by location and hour, the probability that a fire will become small, moderate/large, critical, or catastrophic if an ignition occurs. FPI 5.5 has been operational since August 12, 2025, and uses updated fire-observation data and the POMMS v4 weather-model inputs.

Step 2: In-Depth Review of Fire Risk

If all minimum fire conditions are met, we conduct an in-depth review of fire risk using multiple separate measures. If the criteria for any of these measures are met, we may need to turn off power for safety. We evaluate all the factors below together, rather than isolating any specific factor to assess fire risk against the potential harms of de-energization. For event-specific thresholds and a list of factors considered in the decision to de-energize each of the circuits in scope for the October 23, 2026, PSPS, see Appendix A-1.1 in the attachment "*PGE_PSPS Post-Event Report Tables_20261023.*"

- *Catastrophic Fire Probability (CFP_D)*: This model combines the probability of fire ignitions due to weather impacting the electric system with the probability that a fire will be catastrophic if it starts. It is the combination of the IPW and the FPI. The CFP_D model accounts for changes over time based on actual performance data. Thus, the model will address positive and negative trends in grid performance and reliability year-over-year, incorporating grid improvements such as system hardening, and enhanced vegetation management based on their performance at mitigating outages over time.
    - IPW Model: A system comprised of two machine learning models. These models are used to evaluate the probability of outages across several outage classes (Outage Probability Weather [OPW] model) and the probability of that outage becoming an ignition (Ignition Given Outage Probability Weather Model [IOPW]). These models are combined for each location at each hour to ascertain the ignition probability. These machine learning models use 17 years of weather data to correlate approximately 650,000 outages occurring on PG&E's Distribution grid. The model analyzes the potential for several types of power outages in each weather event, as well as the potential for that outage to be the source of an ignition. IPW learns from and accounts for changes on the grid from year-to-year.
    - FPI Model: This model outputs the probability that a fire will become large or catastrophic and is used as a daily and hourly tool to drive operational decisions to reduce the risk of utility caused fires. It was enhanced in 2024 with additional data and improved analytic capabilities.
- *Tree Stike Considerations*: Our PSPS protocols utilize a machine learning model to integrate the potential for trees to strike the lines into our OPW Model and IPW Model. This helps our Meteorology Team more accurately analyze risk posed by trees and how that translates to increased ignition probability. For more information regarding OPW modeling, see Figure 5. Scenarios with a high risk of an IPW and a high FPI value will always warrant a PSPS. However, power may be turned off in other scenarios to avoid catastrophic wildfires.

Figure 5: Incorporation of Tree Strike Potential into PSPS Modeling



- *Catastrophic Fire Behavior (CFB)*: We also evaluate areas that are meeting mFPC (windy and dry conditions) but are not meeting our CFP guidance values by utilizing dynamic wildfire spread simulations from Technosylva. This allows us to consider potential ignition events that are rarer and more difficult to forecast such as animal and third-party contacts, or external debris impacting electrical lines. These locations are only considered once the mFPC are met, ensuring that conditions are sufficiently windy and dry.
- *Fireline Intensity*: The U.S. Forest Service Rocky Mountain Research Station did a study of fire line intensity which is determined by the size and components of flames. It is measured as the rate of heat energy released British Thermal Unit (Btu) per unit length of the fire line feet (ft) per unit(s). It is also calculated by estimating the flame length, the distance measured from the average flame tip to the middle of the fire's base. Internal studies that evaluated historical fire simulation outputs to actual fire events, damages, and fatalities showed that outputs of flame length and rate of spread were best correlated to historical fire outcomes. Studies, as mentioned above, have shown that more intense fires with higher flame lengths and higher rates of spread are more difficult to control. Thus, we evaluate fire simulation data that indicates where fast-spreading and intense fires could manifest and incorporate that into our PSPS decision making process.
- *Vegetation and Electric Asset Criteria Considerations*: We review locations from recent inspections where high-priority trees or electric compliance issues may increase the risk of ignition. If an area is forecasted to experience minimum fire conditions and there are known issues with equipment or vegetation that have not yet been addressed, we may need to turn off power.

PSPS Protocols for Transmission

In addition to analyzing Distribution circuits that may need to be de-energized for safety, we also review the Transmission lines and structures in areas experiencing dry and windy weather conditions. Transmission lines are like the freeways of the electric system, carrying high voltage energy across long distances. Similar to our Distribution protocols, there is no single factor or threshold that will require turning off power to a Transmission line. For event-specific thresholds and a list of factors considered in the decision to de-energize each of the circuits in scope, see Appendix A-1.2 in the attachment "*PGE_PSPS Post-Event Report Tables_20261023."*

Step 1: mFPC

When determining whether to turn off power for safety on Transmission lines, we review the same mFPC as with Distribution circuits. If these conditions are met, we will review the criteria below to determine whether a Transmission line must be turned off.

Fire Potential Index (FPI 5.5): FPI 5.5 is a machine-learning fire-consequence model that estimates, by location and hour, the probability that a fire will become small, moderate/large, critical, or catastrophic if an ignition occurs. FPI 5.5 has been operational since August 12, 2025 and uses updated fire-observation data and the POMMS v4 weather-model inputs.

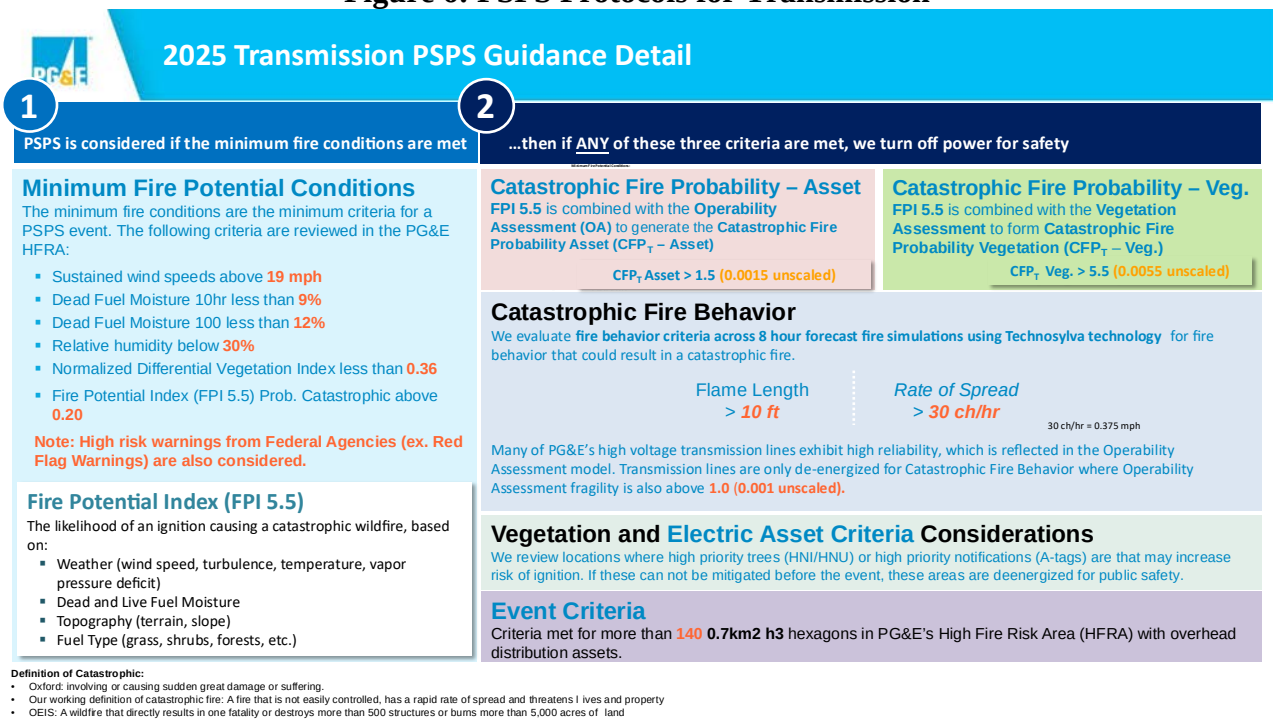
Step 2: In-Depth Review of Fire Risk

Once we identify the initial scope, we work with the California Independent System Operator (CAISO) to ensure the initial scope is appropriate. This includes analyzing whether it will compromise the power supply to other jurisdictions, utilities or facilities connected to our system. This important step can last several hours, which is why the potential scope of a PSPS may change as we get closer to the forecasted weather event.

- *Catastrophic Fire Probability – Asset (CFPT – Asset*): We use computer models to assess the likelihood of equipment failure during a given weather event, and the subsequent risk of catastrophic wildfires if a failure occurs. This model uses a combination of the Operability Assessment (OA) and FPI Models, both in time and space, at every Transmission structure to form the Transmission CFPT model for asset failures. The OA Model combines historical wind speeds for each structure, historical outage activity, Bayesian updating, and the condition of assets based on inspection programs to help understand the wind-related failure probability of each structure. The OA Model can be driven with forecast wind speeds to output the probability of failure at the structure level.
- *Catastrophic Fire Probability – Vegetation (CFPT – Veg):* The Transmission-specific vegetation risk model is a calibrated probability of vegetation risk built internally using data collected and managed by our Vegetation Management and external contractors such as NV5 and Formation Environmental. This model leverages aerial LiDAR (Light Detection and Ranging) data to map the location and attributes of trees near Transmission lines. The Transmission vegetation risk model is based on several factors such as overstrike, the amount of unobstructed fall paths to a wire, the slope between a tree and a conductor, and tree exposure. The Transmission vegetation risk model is combined with the FPI Model in space and time to form CFPT – Veg.
- *CFB:* We may de-energize customers where the consequence of a potential wildfire ignition would be extreme, even if the probability of a power line or equipment failure is low.

- *Vegetation and Electric Asset Criteria Considerations:* We review locations from recent inspections where high-priority trees or electric compliance issues are present that may increase the risk of ignition. Figure 6 provides a quantitative summary of our PSPS Protocols for Transmission.

Figure 6: PSPS Protocols for Transmission



Step 3: Determining the Outage Area

Transmission lines meeting the criteria above pass to the next stage of review. We conduct a Power Flow Analysis on the in-scope Transmission lines (if applicable) to analyze any potential downstream impacts of load shedding.

Reviewing Impact and Forecasted Weather

After determining the outage area both for Distribution and Transmission, we review the forecasted customer impacts of each circuit against the forecasted wildfire risk of each circuit. If there is reasonable risk for ignition on the Distribution circuits or Transmission lines during the forecasted weather event, it is included in the PSPS scope. During key decision-making points, we internally share this analysis to inform PSPS decision-making and further risk modeling.

Starting 12 hours before the forecasted PSPS de-energization time, we transition from evaluating forecast data to observing the weather in real-time. Based on real-time observations and analysis, we continually evaluate all the outage areas identified in the previous steps and use external tools and analysis to determine whether to initiate PSPS de-energization.

Decision-Making and Analysis to Validate if PSPS is Necessary

During high-risk periods, our Meteorologists participate in daily interagency conference calls that commonly include multiple NWS local offices, the NWS western region headquarters, and

representatives from the Geographic Area Coordination Center (GACC), also known as Predictive Services. This call is hosted by the Northern California and/or Southern California GACC offices.

During these calls, the external agencies present their expert assessment on the upcoming periods and locations of risk, wind speeds and fuel moisture levels, and any other relevant factors to consider.

During a PSPS, our Lead Meteorologist, called the Meteorologist-in-Charge (MIC), summarizes these forecasts and discussions for the Officer-in-Charge (OIC), who ultimately makes the decision to execute a PSPS.

The following sources and tools are considered before initiating a PSPS by the MIC:

- Daily interagency conference call with agencies during high-risk periods;
- External weather model data;
- Field observer information;
- Fire Weather Watches and RFW (NWS – Federal);
- Live weather data from weather stations;
- Location of existing fires;
- Significant fire potential for wind (GACC – Federal) and;
- Storm Prediction Center (SPC) (part of the National Oceanic and Atmospheric Administration (NOAA) – Federal).

Based on the analyses above, we can determine how many customers may be subject to de-energization, and further investigate mitigation options, such as advanced switching solutions, sectionalization, the use of islanding, alternative grid solutions and temporary generation, to support customers who could lose upstream power sources but are in areas that may be safe to keep energized.

We monitor and forecast weather over a multi-day horizon, so we can anticipate when a PSPS may be needed and activate our EOC as far in advance as possible. Our internal weather model and external modeling are updated multiple times per day. Our Meteorology Team constantly evaluates both internal and external weather models for changes in weather timing, strength, and potential locations impacted. We then incorporate these changes into a new weather scope generally once per day.

Weather shifts may force changes to PSPS scope and impacts at any point in time during PSPS planning and execution; this may allow us to avoid de-energization in some areas if fire-critical conditions lessen but can also cause some areas and customers to move into de-energization scope late in the process if forecasted fire-critical weather footprints change or increase. Possible changes in PSPS scope and impact are driven by the inherent uncertainty in weather forecast models.

Section 2.3 - A thorough and detailed description of the quantitative and qualitative factors it considered in calling, sustaining, or curtailing each de-energization event including any fire risk or PSPS risk modeling results and information regarding why the de-energization event was a last resort, and a specification of the factors that led to the conclusion of the de-energization event. *(D.20-05-051, Appendix A, page 9, SED Additional Information.)*

Response:
The quantitative factors that were used to determine de-energizing customers for safety are provided in Appendix A-1.1 in the attachment "*PGE_PSPS Post-Event Report Tables_20261023.*" Below, we outline a detailed description of the qualitative factors provided by our Meteorology Team when we were determining whether to de-energize customers.

As forecast weather models do not provide absolute certainty of the future, our Meteorologists evaluate several external forecasts, external models and machine learning wind speed modeling at a station-by-station basis to determine PSPS scope. Other factors include forecasts by the NWS such as RFWs.

PG&E Meteorology Team Review
On Wednesday, October 21, 2026, weather models indicated potential for strong winds and low relative humidity developing between October 23-24. Our Meteorology Team, Emergency Planning and Response Team, and EOC Commander met to discuss the potential need for a PSPS.

Based on the emerging risk of weather conditions, we entered readiness posture at 13:00 PDT and activated the EOC later that day at 16:00 PDT. Federal forecast agencies also began to highlight the upcoming weather conditions. All federal agencies kept this posture throughout the period of concern. See "External PSPS Decision Inputs" below for external agency forecasts.

The initial PSPS scope, which was developed the same day as activation, reflected the risk of strong winds and low relative humidity along portions of the North Bay hills and northern Sierra foothills. We continued to monitor the weather forecast and PSPS models.

Once winds subsided on October 24 at 09:37 PDT, the first Weather All-Clear was issued for all circuits segments in TP 5. The last Weather All-Clear was declared on October 24 at 12:34 PDT for TPs 2 and 4.

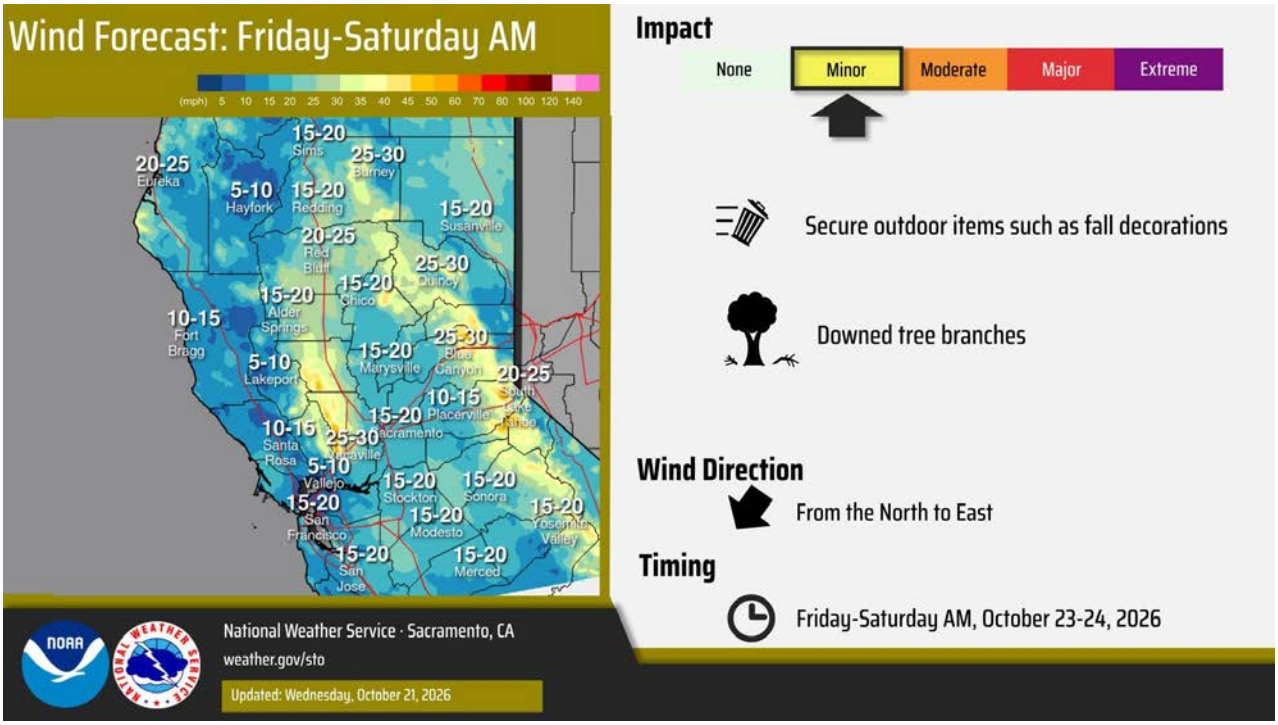
High Resolution PSPS Models Guidance
The tools and models outlined in Section 2.2 are part of the decision criteria that our Meteorologists consider when determining PSPS scope. Longer range weather forecast model data are used to determine the location and timing of a PSPS. Typically, these weather forecasts are less certain the farther they are from the observed date. This is akin to the well-known hurricane "cone of uncertainty" in which the potential track of a hurricane is represented by an area that expands farther out in time, which resembles an expanding cone. Therefore, there is an inherent tradeoff between the further out the forecasts are for a PSPS and the uncertainty in the PSPS scope and waiting until forecasts become more certain. Forecast uncertainty leads to changes in PSPS scope as weather forecast models are updated, and the scope is refined closer to the period of concern.

As the PSPS unfolds in real-time, our Meteorologists transition to real-time observations of weather stations, satellite data, pressure gradients, and live feeds from Alert Wildfire Cameras. These observations help to evaluate if the weather is behaving as expected. In many instances, models trend stronger or weaker with each model iteration leading up to a PSPS.

External PSPS Decision Inputs
Meteorological analyses establish that high winds in California create significant fire threat and exacerbate fire spread. The NWS issues a RFW to indicate critical fire weather conditions under which any fire that develops will likely spread rapidly. California Department of Forestry and Fire Protection (CAL FIRE) states, "the types of weather patterns that cause a watch or warning include low relative humidity, strong winds, dry fuels, the possibility of dry lightning strikes, or any combination of the above." As noted previously, our decision to initiate a PSPS consistently occurs during periods and in areas where federal, state, and local authorities have identified as having extreme fire risk including the presence of strong winds.

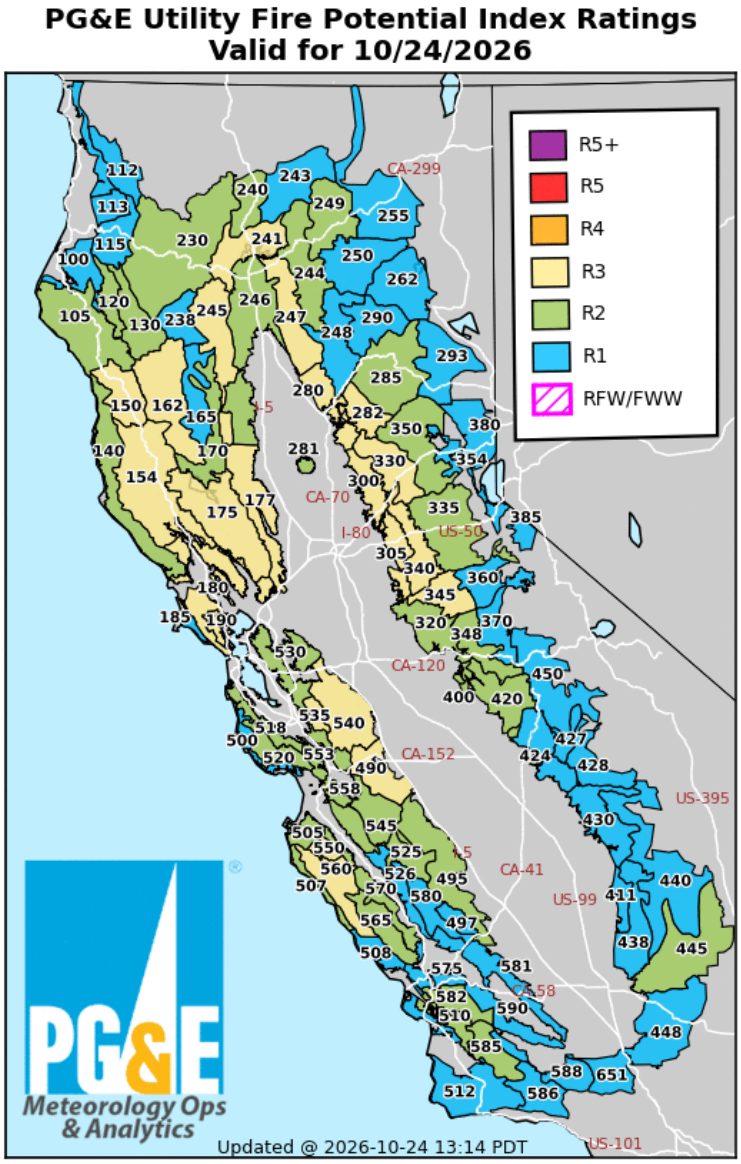
Several California NWS offices considered elevated fire conditions during the period of concern in their area forecast discussions, however, decided not to issue Fire Weather Watches or RFWs. See Figure 7 for the NWS Summary of Weather Conditions and Hazards for October 23-24.

Figure 7: NWS Summary of Weather Conditions and Hazards



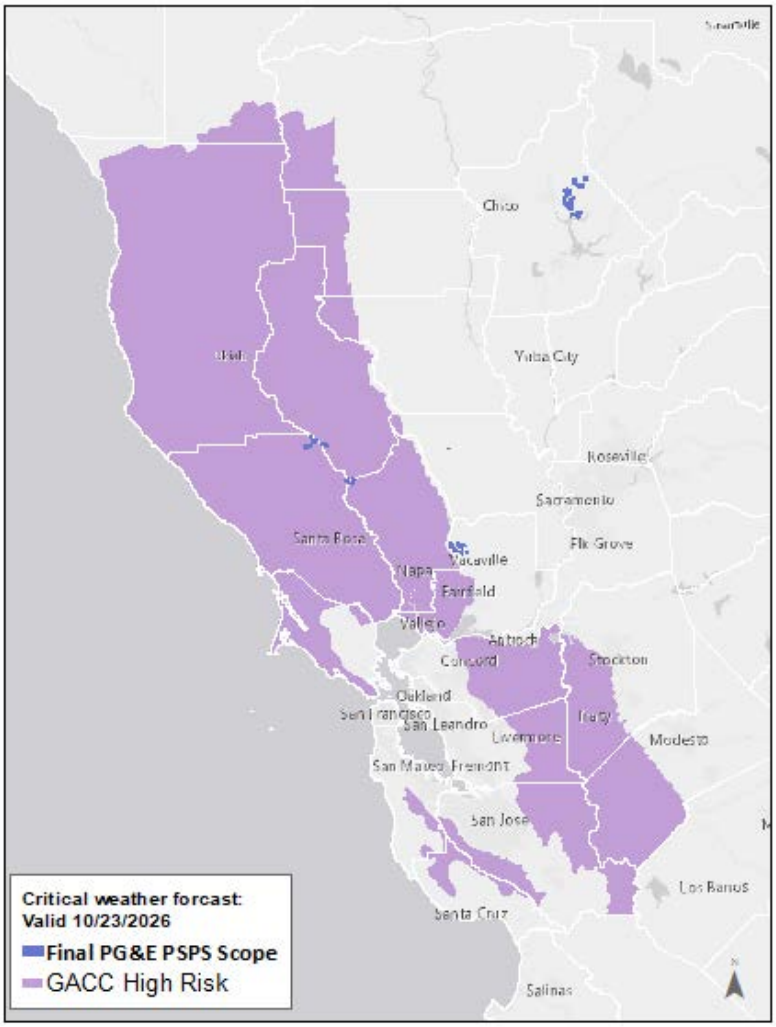
We also review forecasted wind speeds in the potentially impacted counties to evaluate the need for a PSPS. Figure 8 shows the Utility FPI Ratings for Fire Index Areas (FIAs) in our service area between October 23-24. We determine the scope for a PSPS within those FIAs with fire risk rating R5-Plus from PG&E's FPI model. Additionally, Figure 9 compares the PSPS scope with other agencies to vet the fire weather risk.

Figure 8: PG&E's Utility Fire Potential Index Ratings



PG&E's Fire Potential Index is intended for the exclusive use of PG&E and is proprietary to PG&E. PG&E, nor their parent corporations or affiliates, nor any person acting on their behalf (a) makes any warranty, expressed or implied, with respect to the use of PG&E's Fire Potential Index; or (b) assumes any liability with respect to the use of PG&E's Fire Potential Index. This forecast is intended and has been customized for PG&E utility operations and should not be used for any other purpose or by any other entity. Do not share this information without authorization.

Figure 9: Comparison of Federal Agency Fire Weather Warning and Final PSPS Scope
GACC High Risk Wind



Section 2.4 - An explanation of how the utility determined that the benefit of de-energization outweighed potential public safety risks, and analysis of the risks of de-energization against not de-energizing for each circuit or segment. The utility must identify and quantify customer, resident, and the general public risks and harms from de-energization and clearly explain risk models, risk assessment processes, and provide further documentation on how the power disruptions to customers, residents, and the general public is weighed against the benefits of a proactive de-energization *(D.19-05- 042, Appendix A, page A24, D.21-06-014, page 284, SED Additional Information.)*

Response:
For the October 23, 2026, PSPS, we used our PSPS Risk Model with the latest scope prior to making the decision to de-energization. For a list of factors considered in the decision to de-energize each of the circuits in scope, including risk factors, see Appendix A-1.1 in the attachment "*PGE_PSPS Post-Event Report Tables_20261023.*"

Our PSPS Risk-Benefit Tool addresses the CPUC's requirements presented in the 2019 PSPS OII.[4] This decision states California investor-owned utilities (IOUs) are required to quantify the risk/benefits associated with initiating or not initiating a PSPS for our customers.
We incorporated this risk-benefit analysis into our PSPS execution process to help inform our PSPS decision-making process. Our Risk-Benefit Tool aligns with the California IOUs Cost Benefit Approach (CBA) framework, as defined through the Safety Modeling Assessment Proceeding (SMAP), CPUC's Risk Based Decision-Making Framework (R.20-07-013), which specifies how various consequences are factored into a risk calculation. Utilizing this framework, we incorporate PSPS forecast information into the tool, which is further described in the "Risk Assessment" section below.

The output of the tool is a ratio that compares the calculated PSPS potential benefit from initiating de-energization (i.e., mitigation of catastrophic wildfire consequence) to the risks associated with PSPS (i.e., impact to customers resulting from a PSPS). Key inputs in the risk-benefit analysis include results from Technosylva wildfire simulations specific to the Distribution circuit and Transmission lines in scope for a potential de-energization, the number of customers forecasted to be de-energized, and the forecasted number of customer minutes across each identified circuit in scope for a potential de-energization.

After the potential de-energization scope is determined, including the potentially impacted circuits identified for the potential PSPS, this scope and the Technosylva wildfire simulation outputs are used as inputs into the Risk-Benefit Tool, which quantifies the potential public safety risk and wildfire risk resulting from the forecasted impacts of the pending PSPS. Note that the Wildfire Risk Score is based on an eight-hour simulation from Technosylva and while useful, in some cases this can significantly understate the risk. As a result, the MIC may still recommend to de-energize circuits where the Risk-Benefit Tool shows higher PSPS risk than wildfire risk.

Risk Assessment
As referenced above, PG&E's PSPS Risk-Benefit Tool follows California IOU agreed approach to utilize the CBA framework that captures the safety, reliability, and financial impact of identified potential risk events, as outlined in our Enterprise Risk Register.[5] The tool's calculations use a non-linear scaling of consequences reflecting our focus on low-frequency/high-consequence risk events without neglecting high-probability/low-consequence risk events. Developed by the PSPS Risk-Benefit Tool, CBA scores are used to compare the potential de-energization risk from a forecasted PSPS to the potential risk of catastrophic wildfires from keeping the circuits energized, specific to the potentially impacted circuits being considered for a PSPS.

The following inputs are used in calculations to build CBA risk scores for a PSPS and wildfires, which are ultimately weighed against one another:

- *Customer Category and Critical Customer Adjustment Factor*: The type of customer (e.g., MBL Program) using a "critical customer adjustment factor." This is applied to the customer outage duration to reflect a higher risk score for customers who are at a greater adverse risk of a potential PSPS.

[4] D. 21-06-014
[5] Full details of the CBA methodology are provided through the 2024 Risk Assessment and Mitigation Phase (RAMP) and 2027 General Rate Case (GRC) filings.

- *Customers Impacted*: Forecasted number of customers anticipated to be impacted by the potential PSPS.
- *Customer Minutes*: Forecasted outage duration the customers will experience during the potential PSPS.
- *Forecasted Circuits*: The final list of the Distribution circuits and Transmission lines identified to be in scope for a potential PSPS.
- *Technosylva Wildfire Simulation Data*: Fire simulation forecasts on the consequence of a potential wildfire's impact on customers, wildlife, and infrastructures on each circuit for every three hours. These values are based on Technosylva's wildfire modeling, using real-time weather, state-of-the-art fuel, and eight-hour fire spread modeling.

Once the data above is made available and incorporated into the tool, the modeling considerations described in Table 2 are used to estimate the consequence of the potential wildfire risk and PSPS risk at the per-circuit level. Within the tool, a variety of modeling considerations are made to facilitate calculations, included in Table 2 and summarized in Figure 10.

Table 2: 2026 PG&E's PSPS Risk-Benefit Consequence Modeling Considerations

Consequence Type	Wildfire Consequence Considerations	PSPS Consequence Considerations
Safety	Calculated based on maximum population impacts derived from Technosylva wildfire simulation models and a fatality ratio based on National Fire Protection Association (NFPA) data.	Calculated from an estimate of Equivalent Fatalities (EF) per Million Customer Minutes Interrupted (MMCI). The EF/MMCI ratio is estimated from previous PG&E PSPS outages and other large external outages.[6]
Reliability	None.	Calculated directly from the potential number of customers impacted and outage duration based on customer minutes interrupted.
Financial	Calculated based on maximum building impacts derived from Technosylva wildfire simulation models and a cost per structure burned previously evaluated in 2024 RAMP Report.[7]	Calculated based on two financial estimates, 1) distribution of a lump sum cost of execution across all relevant circuits and 2) an estimated proxy cost per customer in scope per PSPS.[8]

[6] Includes 2019-2021 PSPS outages, the 2003 Northeast Blackout in New York City, 2011 Southwest Blackout in San Diego, 2012 Derecho Windstorms, 2012 Superstorm Sandy, 2017 Hurricane Irma and 2021 Blackout event.
[7] A.24-05-008.
[8] The assumptions used in these calculations, including the proxy cost per customer per PSPS, are subject to be updated and are not intended to prejudge or create precedent with regard to the development of more precise values of resiliency or cost of PSPS metrics being considered in other ongoing proceedings at the CPUC, such as the Risk-Based Decision-Making Rulemaking [R.20.07.013] and the Microgrid and Resiliency Strategies.

Potential Wildfire Risk
Wildfire consequence impacts are calculated based on the outputs of the Technosylva simulations. Variables include 1) population impacted by wildfire and 2) structures impacted by wildfire used to calculate natural unit values for two consequence components:

- *Wildfire Safety Consequence:* Equivalent Fatalities (EF)
- *Wildfire Financial Consequence:* Financial Cost of Wildfire (in dollars)

Potential PSPS Risk
PSPS consequence impacts are based on the following values: duration of de-energization by circuit, and number of customers impacted by de-energization on each circuit. These input values are used to calculate natural unit values for three consequence components:

- *PSPS Safety Consequence:* EF as an output of Customer Minutes interrupted
- *PSPS Electric Reliability Consequence:* Customer Minutes Interrupted × Critical Customer Adjustment Factor
- *PSPS Financial Consequence:* Financial Cost of PSPS (in dollars) × Critical Customer Adjustment Factor

Once the consequence values (safety, reliability, financial) are estimated they are converted into CBA risk scores. Once the Risk-Benefit Tool calculates the impacts between the PSPS and a wildfire, it is summarized in Figure 10 and Figure 11 by indicating if the adverse impact from a PSPS outweighs the risk of a wildfire.

Figure 10: Representation of PG&E's PSPS Risk-Benefit Tool

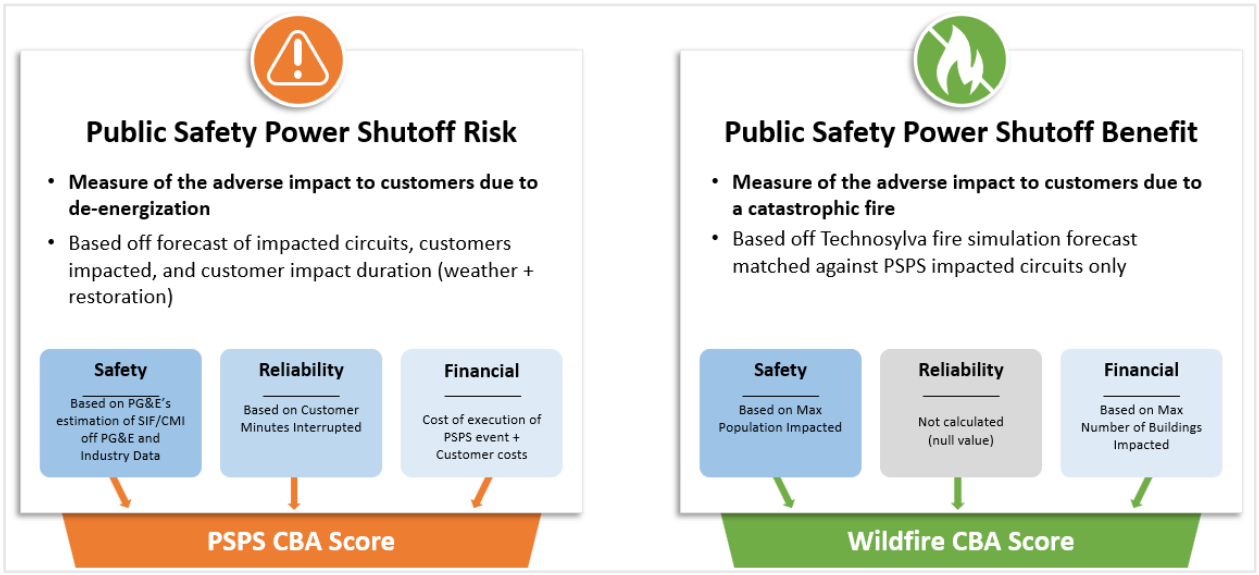
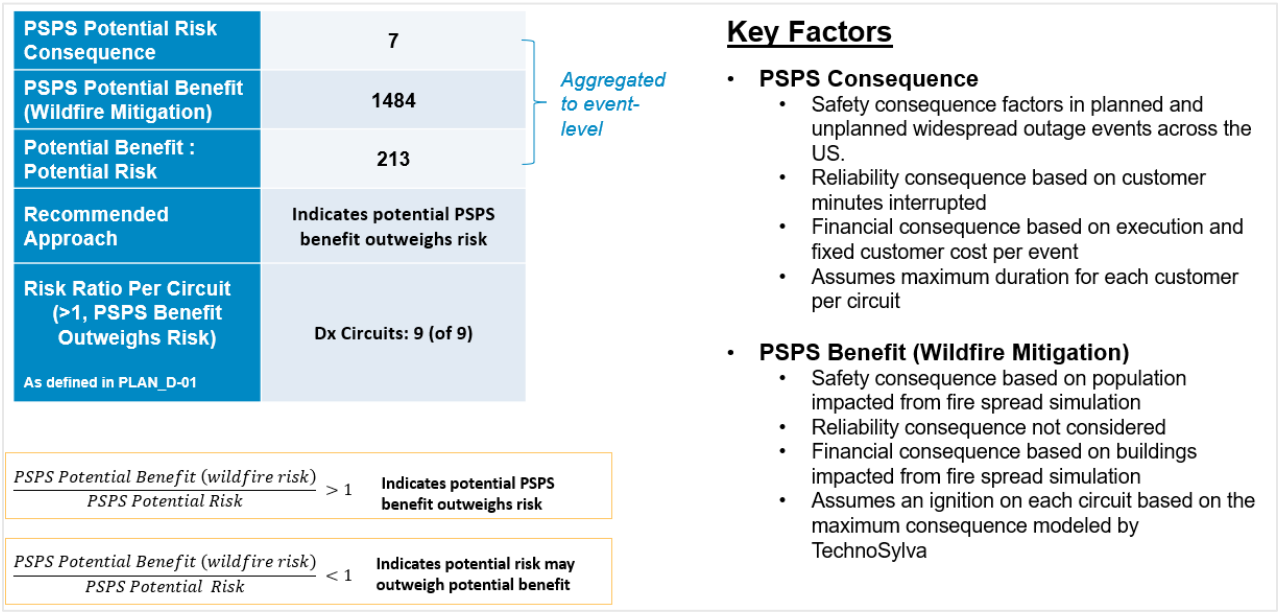


Figure 11: PSPS Potential Benefit Versus PSPS Potential Risk Consequence[9]



Our PSPS Risk Model supported initiating a PSPS based on the October 23, 2026, PSPS scope and forecasted impact information. The model indicated that each of the nine Distribution circuits in the latest scope surpassed the analysis threshold of "one" to support a PSPS.

Section 2.5 - Explanation of alternatives considered and evaluation of each alternative. *(D.19-05-042 Appendix A, page A22.)*

Response:
After reviewing the meteorological information that indicated potential for catastrophic wildfire and the impacts on customers through de-energization, we considered whether alternatives to de-energizing, such as additional vegetation management and disabling automatic reclosers, could adequately reduce the risk of catastrophic wildfire thus lowering the need for de-energization. We determined these measures alone did not reduce the risk of catastrophic wildfire in areas within the PSPS scope sufficiently to protect public safety.

[9] The risk values in Figure 11 represents associated costs.

Section 3 – De-energized Time, Place, Duration and Customers

Section 3.1 - The summary of time, place and duration of the event, broken down by phase if applicable *(Resolution ESRB-8 page 3, SED Additional Information.)*

Response:
The PSPS occurred on October 23, 2026, in five TPs across six counties.

Section 3.2 - A consolidated zipped geodatabase (.gdb) file that includes all PSPS event data requested in Section 3.2 and Section 4.3. Use World Geodectic System (WGS) 1984 Web Mercator Auxiliary Sphere projected coordinate system (WKID: Esri 3857) for the geodatabase. The geodatabase must include PSPS polygon feature classes of de-energized areas with items that are required in Section 3.3. In addition, the geodatabase must contain one consolidated event single polygon feature class with the following exact fields (dates will be formatted XX/XX/XX): (SED Additional Information.)

- **Event Name: [same PSPS Event Name used during the event and shared with public safety partners]**
- **First Date of POC: [first date of initial period of concern]**
- **IOU: [PGE, SCE, SDGE, Liberty, PacifiCorp, or BVES]**
- **De-energization Start Date: [XX/XX/XX]**
- **Full Restoration Date: [XX/XX/XX]**
- **Customers De-energized: [unique count matching Table 1]**
- **De-energization: [Yes or No]**

Response:
Based on our understanding of the information requested in this prompt, attachment "*PGE_ PSPS_Polygons_of_De-energized_Areas_20261023.gdb.zip*" provides a consolidated zipped geodatabase file that includes PSPS polygons of final de-energized areas combined with PSPS data.

Section 3.3 - A list of circuits de-energized, with the following information for each circuit. If a circuit is de-energized multiple times during an event, the following information must be provided for each de-energization. This information should be provided in both a PDF and excel spreadsheet *(Resolution ESRB-8, page 3, SED Additional Information.)*

- **County**
- **De-energization date/time**
- **Restoration date/time**
- **"All Clear" declaration date/time**
- **General Order (GO) 95, Rule 21.2-D Zone 1, Tier 2, or Tier 3 classification or non-High Fire Threat District**
- **Total customers de-energized**
- **Residential customers de-energized**
- **Commercial/Industrial Customers de-energized**
- **Medical Baseline (MBL) customers de-energized**
- **Access and Functional Needs (AFN) other than MBL customers de-energized**
- **Other Customers**
- **Distribution or transmission classification**

Response:
Based on our understanding of the information requested in this prompt, Appendix B provides a list of de-energized circuits and the relevant information relating to each circuit.

There were no Transmission lines de-energized during this PSPS.

Section 4 – Damages and Hazards to Overhead Facilities

Section 4.1 – Description of all found wind-related damages or hazards to the utility's overhead facilities in the areas where power was shut off. *(Resolution ESRB-8, page 3, SED Additional Information.)*

Response:
During this PSPS, weather stations near the areas in the de-energized scope recorded wind gusts as high as 63 mph. Recorded wind gusts are shown in Table 15 and Figure 17 in Section 12.

During patrols of the de-energized circuits prior to restoring power, we did not find any incidents of wind-related damages or hazards. Damages are conditions that occurred during the PSPS, likely wind-related, necessitating repair or replacement of PG&E's asset, such as a wire down or a fallen pole. Hazards are conditions that might have caused damages or posed an electrical arcing or ignition risk had PSPS not been executed, such as a tree limb found suspended in electrical wires.

Section 4.2 - A table showing circuit name and structure identifier (if applicable) for each damage or hazard, County that each damage or hazard is located in, whether the damage or hazard is in a High Fire-Threat District (HFTD) or non-HFTD, Type of damage/hazard of damage. *(SED Additional Information.)*

Response:
We did not locate any incidents of wind-related damages or hazards, therefore, Section 4.2 is not applicable.

Section 4.3 - The consolidated zipped geodatabase file from Section 3.2 must include the PSPS event damage and hazard points, if applicable. The file should include items that are required in Section 4.2. *(SED Additional Information.)*

Response:
We did not locate any incidents of wind-related damages or hazards, therefore, Section 4.3 is not applicable.

Section 4.4 - A PDF map identifying the location of each damage or hazard. *(SED Additional Information.)*

Response:
We did not locate any incidents of wind-related damages or hazards, therefore, Section 4.4 is not applicable.

Section 5 – Notifications

Section 5.1 - A description of the notice to California Independent System Operator (as needed), public safety partners, local/tribal governments, paratransit agencies that may serve all the known transit- or paratransit-dependent persons that may need access to a community resource center, multi-family building account holders/building managers in the AFN community, and all customers, including the means by which utilities provide notice to customers of the locations/hours/services available for CRCs, and where to access electricity during the hours the CRC is closed. *(Resolution ESRB-8, page 3 D19-05-042, page A26, D21-06-034, Appendix A, page A2, A9-A10, SED Additional Information.)*

Response:
Throughout the PSPS, we followed the Notification Plan included in our 2026 PSPS Pre-Season Report, Appendix C, pp. 57 – 67, and made significant efforts to notify tribal and local Governments, Public Safety Partners, Community Based Organizations (CBOs) (including paratransit agencies) and impacted customers in accordance with the CPUC PSPS Phase 1 Guidelines.[10] See Table 3 for a description of the notifications we sent to stakeholders in accordance with the minimum timelines set forth by the CPUC PSPS Phase 1 Guidelines.[11]

In accordance with D.21-06-034, we provide CRC information to customers in PSPS notifications via hyperlink to the PSPS Updates Page. This webpage includes up-to-date CRC locations, services available and hours of operation as well as how customers can find local CRCs and where to access electricity during the hours CRCs are closed. Due to text message character constraints and the dynamic nature of CRCs information, providing a link to the PSPS Updates Page ensures that all impacted customers and local agencies have access to the latest CRC information at all times. For more information on CRCs, see Section 9.

Multi-family building account holders/building managers in the AFN community are considered part of our All Customers (including MBL customers and Self-Identified Vulnerable (SIV) customers) recipient group. For information on our outreach and community engagement with master-metered owners, property managers, and building account holders, see PG&E's AFN Quarterly Progress Reports for activities between July 1, 2026, and September 30, 2026.

In addition to providing direct notifications to stakeholders, PG&E alerted the public in advance of de-energization via the media and PG&E's website.

[10] D.19-05-042.
[11] D.19-05-042.

Media Engagement
From the time we publicly announced the PSPS until power was restored, we engaged with the public through the media by:

- Responding to approximately six media inquiries, either from media outlets that contacted PG&E's 24-hour media line, or direct calls/emails to field media.
- Participating in 14 media interviews (i.e., live, recorded or unrecorded phone interviews) to provide situational updates and preparedness messages.
- Proactively issuing four local news releases and updates directly to news outlets.

As of October 28, 2026, we identified 38 unique print, online and broadcast stories.

PG&E Website
We placed an Informational Alert on the www.pge.com home page that directed the public to PG&E's PSPS site. From the start of the PSPS to full restoration, the PSPS emergency website received a total of 4,490,659 page views and 692,139 site visits.

Among other resources noted throughout this report, PG&E's PSPS emergency website includes information regarding Electric Vehicle (EV), American Sign Language (ASL), Independent Living Centers (ILCs), Backup Power, AFN customer resources, MBL Program information and more. Additionally, the address look-up tool and address-level alerts, are available on our website, in 16 languages, that allow non-PG&E-account holders to receive notifications for any address where they do not receive a bill (e.g., workplace, child's school, renters, mobile home parks, etc.).

We remain committed to the continuous improvement of our websites to better meet the needs of customers. As we launch new features to www.pge.com and to www.pgealerts.alerts.pge.com, we test to ensure compliance with Web Content Accessibility Guidelines (WCAG) 2.1AA standards and improve customer experience. Where possible, we remediate accessibility issues that customers or stakeholders have brought to our attention.

Table 3: Notification Descriptions

Type of Notification	Recipients	Description
PRIORITY NOTIFICATION: 48-72 hours in advance of anticipated de-energization	Public Safety Partners and CBOs[12]	On October 21, our Meteorology Team noted a potential PSPS and updated the weather forecast on pge.com/weather to "elevated" in certain parts of the service area. At this time, agency representatives called each County Office of Emergency Services (OES) in PG&E's electrical service area and select tribes and cities to inform them that PG&E was monitoring an increased potential for a PSPS. Following the EOC activation, we completed the following: • Notified CAISO of the potential PSPS on October 22 at 12:25 PDT via email. • Submitted a PSPS Notification Form to Cal OES and sent an e-mail to the CPUC notifying them that PG&E's EOC has been activated and that PG&E is monitoring for a potential PSPS. • Agency representatives called potentially impacted County OES and select tribes and cities to inform them that PG&E is monitoring a potential PSPS. • Sent notifications to other Public Safety Partners,[13] via call, text and e-mail, which included information such as: o Estimated window of the de-energization time. o When weather is anticipated to pass. o Estimated Time of Restoration (ETOR). o For agency partners and distribution level customers: Links to the PSPS Data Portal where PSPS-specific maps and information are available. o For Transmission-level customers only: Transmission Substation Name and Line name serving substation.
WATCH NOTIFICATION: 24-48 hours in advance of Advanced Notice of	Public Safety Partners, CBOs, and All Customers (including MBL	During this time, we completed the following: • Submitted a PSPS Notification Form to Cal OES and sent an e-mail to the CPUC notifying them that PG&E's EOC has been activated and that PG&E is monitoring for a potential PSPS.

[12] D.21-06-034, Appendix A, page A9, Section G. MBL Program and AFN Communities, No. 4, Each electric investor-owned utility must provide proactive notification and impacted zip code information to paratransit agencies that may serve all the known transit- or paratransit-dependent persons that may need access to a CRC during a PSPS.

[13] Other Public Safety Partners refers to first/emergency responders at the local, state, and federal level, water, wastewater, and communication service providers, affected CCAs, publicly owned utilities/electrical cooperatives, the CPUC, the California Governor's Office of Emergency Services, and the CAL FIRE.

Type of Notification	Recipients	Description
anticipated de-energization	and SIV customers)	• Sent notifications to other Public Safety Partners,[14] and customers via call, text and e-mail, which included information such as: o Estimated window of the de-energization time. o When weather is anticipated to pass. o Estimated Time of Restoration (ETOR). o For Public Safety Partners Only: Links to the PSPS Data Portal where PSPS-specific maps and information are available. o For customers only: Potentially impacted addresses, links to PSPS Update Page with CRC information, and resources for AFN customers, including but not limited to information on the MBL Program, language support, and the Portable Battery Program (PBP). • Sent notifications to MBL customers, including tenants of master metered accounts, and SIV customers. For more information regarding MBL Program notifications, see Section 5.3. Customer notifications are provided in English, with information on how to receive PSPS information in translated languages. Customers with their language preference selected in their PG&E accounts received in-language (translated) notifications. Public Safety Partner notifications are provided in English.
WARNING NOTIFICATION: 1-4 hours in advance of anticipated de-energization, if possible	Public Safety Partners, CBOs, and All Customers (including MBL and SIV customers)	During this time, we completed the following: • Submitted a PSPS Notification Form to Cal OES and sent an e-mail to the CPUC notifying them that PG&E has made the decision to de-energize. • Sent notifications to Public Safety Partners and customers which included the same key information and resources as Watch Notifications. • Sent notifications to MBL customers, including tenants of master metered accounts, and SIV customers. For more information regarding MBL Program notifications, see Section 5.3. • Sent Cancellation Notifications to Public Safety Partners and customers within two hours of being removed from scope to inform them that their power would not be shut off.

[14] Other Public Safety Partners refers to first/emergency responders at the local, state, and federal level, water, wastewater, and communication service providers, affected CCAs, publicly owned utilities/electrical cooperatives, the CPUC, the California Governor's OES and the CAL FIRE.

Type of Notification	Recipients	Description
		Customer notifications are provided in English, with information on how to receive PSPS information in translated languages. Customers with their language preference selected in their PG&E accounts received in-language (translated) notifications. Public Safety Partner notifications are provided in English.
POWER OFF NOTIFICATION: When de-energization is initiated	Public Safety Partners, CBOs, and All Customers (including MBL and SIV customers)	When de-energization was initiated, we completed the following: • Submitted a PSPS State Notification Form to Cal OES and sent an e-mail to the CPUC to notify them that de-energization has been initiated. • Sent notifications to Public Safety Partners and customers via call, text messages and e-mail, which included: o De-energization time. o When weather is anticipated to pass. o For customers only: Impacted addresses. o For customers only: Links to the PSPS Updates Page with CRC information, and resources for AFN customers, including but not limited to information on the MBL Program, Meals on Wheels, language support, and the PBP. • Sent notifications to MBL customers, including tenants of master metered accounts, and SIV customers. For more information regarding MBL Program notifications, see Section 5.3. Customer notifications are provided in English, with information on how to receive PSPS information in translated languages. Customers with their language preference selected in their PG&E accounts received in-language (translated) notifications. Public Safety Partner notifications are provided in English.
WEATHER "ALL-CLEAR"/ETOR UPDATE NOTIFICATION: Immediately before re-energization begins	Public Safety Partners, CBOs, and All Customers (including MBL and SIV customers)	After weather conditions had passed and areas were deemed safe to begin patrols and restoration, we completed the following: • Submitted a PSPS State Notification Form to Cal OES and sent an e-mail to the CPUC notifying them that PG&E is initiating re-energization patrols. • Sent notifications to other Public Safety Partners and customers, via call, text message and e-mail, which included the ETOR. • Sent "update" notifications to customers if their ETOR changed. Two ways that an ETOR may change include:

Type of Notification	Recipients	Description
		o New field or meteorology conditions. o Damage found during patrols and repair was needed. Customer notifications are provided in English, with information on how to receive PSPS information in translated languages. Customers with their language preference selected in their PG&E accounts received in-language (translated) notifications. Public Safety Partner notifications are provided in English.
RESTORATION NOTIFICATION: When re-energization is complete	Public Safety Partners, CBOs, and All Customers (including MBL and SIV customers)	Once all customers were restored, we completed the following: • Sent a notification to Public Safety Partners via call, text and e-mail. • Submitted the final PSPS State Notification Form to Cal OES. • Sent an e-mail to the CPUC confirming restoration of PSPS outages and reclassification of customers if applicable. Once customers, including MBL and SIV customers, were restored, they received automated notifications via call, text, and e-mail. Customer notifications are provided in English, with information on how to receive PSPS information in translated languages. Customers with their language preference selected in their PG&E accounts received in-language (translated) notifications. Public Safety Partner notifications are provided in English.

Section 5.2 – Notification timeline including prior to de-energization or Period of Concern (if no de-energization), initiation, restoration, and cancellation, if applicable, for each circuit or circuit segment. The timeline should include the required minimum timeline and approximate time notifications were sent for each de-energization if a circuit was de-energized multiple times. *(D.19-05-042, Appendix A, page A8-A9, D.21-06-034, page A11)*

Response:
Based on our understanding of the information requested in this prompt, Table 4 in the attachment "*PGE_PSPS Post-Event Report Tables_20261023*" provides the time notifications were sent in accordance with the minimum timelines set forth by the CPUC PSPS Phase 1 Guidelines,[15] to tribal/local Governments, Public Safety Partners, and all customers prior to de-energization, initiation, cancellation, and restoration. The advanced notification guidelines set forth in the Phase 1 Guidelines are not based on a strict liability standard and state that "recognizing that there may

[15] D.19-05-042.

be times when advanced notice is not possible due to emergency conditions beyond the electric investor owned utilities' control, the electric investor-owned utilities should, whenever possible, provide advance notification to all populations potentially affected by a de-energization event."[16]

Table 4: Notification Timeline Summary

See Table 4 in the attachment "*PGE_PSPS Post-Event Report Tables_20261023.*"

Section 5.3 - For those customers where positive or affirmative notification was attempted, use the following template to report the accounting of the customers (which tariff and/or access and functional needs population designation), the number of notification attempts made, the timing of attempts, who made the notification attempt (utility or public safety partner) and the number of customers for whom positive notification was achieved. *(D.19-05-042, Appendix A, page A23, SED Additional Information.)*

"Notification attempts made" and "Successful positive notification" must include the unique number of customer counts. When the actual notification attempts made is less than the number of customers in scope, the utility must explain the reason. In addition, the utility must explain the reason of any unsuccessful positive notifications. Utilities may not mark N/A and must answer 5.3 regardless if the utility did not de-energize customers. *(SED Additional Information.)*

Response:

Based on our understanding of the information requested in this prompt, Table 5 includes metrics associated with notifications PG&E provided to customers where positive or affirmative notification was attempted. PG&E interprets the number of customers that need positive or affirmative notification as customers the company seeks confirmation from, namely MBL and SIV customers. PG&E tracks positive confirmation from MBL/SIV customers via text, phone call, email, doorbell rings, live agent phone calls or door hanger at all stages of notifications. If a notification is acknowledged at any stage and/or a door hanger is left, that is considered a successful positive notification. For more information, see PG&E's AFN Quarterly Progress Reports.

Table 5: Positive Notification

Designation	Total Number of Customers	Number of Notification Attempts Made[17]	Timing of Attempts	Who Made the Notification Attempt	Successful Positive Notification
MBL in scope[18]	56	56	Daily	PG&E	56

[16] D.19-05-042, Appendix A

[17] Count of "Notification Attempts Made" includes doorbell rings and Live Agent phone calls.

[18] Residential tenants of master-metered customers can also qualify for MBL quantities. The MBL category for the purposes of Table 5 includes MBL customers who are master meter tenants.

Designation	Total Number of Customers	Number of Notification Attempts Made[17]	Timing of Attempts	Who Made the Notification Attempt	Successful Positive Notification
SIV	27	27	Daily	PG&E	26

As informed by our ongoing discussions with SED to clarify reporting requirements, the counts reported in Table 5 include both 1) MBL or SIV customers scoped for this event and 2) MBL or SIV customers who were de-energized but not included in planned scope. This PSPS event did not de-energize any MBL or SIV customers who were not previously in scope.

As shown in Table 5 one SIV customer received attempted notifications but did not receive successful positive notification. PG&E attempted to notify this customer via email – when these did not achieve successful positive notification, PG&E then attempted to notify this customer with a doorbell ring. Upon reaching this customer's location, the PG&E employee performing this doorbell ring determined that the SIV customer was a non-residential cell tower and therefore could not complete the doorbell ring because there was no residential building to contact or leave a door hanger at. PG&E does not consider this a notification failure because there was no residential SIV customer who would be negatively impacted by the lack of successful positive notification.

For this PSPS, MBL and SIV customers received automated calls, texts, and emails at the same intervals as the general customer notifications. PG&E provided unique PSPS Watch and PSPS Warning Notifications to MBL customers[19] and SIV customers.

These customer groups also received additional calls and texts at hourly intervals until the customer confirmed receipt of the automated notifications by either answering the phone, responding to the text, or opening the email. If confirmation was not received, a PG&E representative visited the customer's home to check on the customer (referred to as the "doorbell ring" process) while hourly notification retries continued. If the customer did not provide confirmation to PG&E following the check-in, the PG&E representative left a door hanger providing additional PSPS notification and information at the home to indicate PG&E had visited. In each case, the additional door hanger notification was considered a positive successful notification.[20]

At times, PG&E also made Live Agent phone calls in parallel to the automated notifications and doorbell rings, as an additional attempt to reach the customer prior to and/or after de-energization.

PG&E shared the lists of the MBL and SIV customers who had not confirmed receipt of their notifications with the appropriate county and tribal emergency managers twice daily via the PSPS Portal. PG&E proactively notified agencies that the data was available on the PSPS Data Portal

[19] Including MBL customers who are master-metered tenants (e.g., renters or tenants in mobile home park).
[20] For MBL and SIV customers, an in-person door ring visit where a door hanger is left, but no contact is made with the customer is considered "successful contact," but not "received." If the PG&E representative makes contact with the customer, then it is considered "received."

and encouraged them to inform these customers of the resources available to them. PG&E is unable to track and report on notifications made by Public Safety Partners, as notification systems and/or platforms used by Public Safety Partners are out of PG&E's purview; PG&E encourages Public Safety Partners to include PSPS messages on all of their platforms. PG&E describes its engagement with Public Safety Partners in Section 6.

Section 5.4 - A copy or scripts of all notifications with a list of all languages that each type of notification was provided in, the timing of notifications, the methods of notifications and who made the notifications (the utility or local public safety partners). *(D.19-05-042, Appendix A, page A23, SED Additional Information.)*

Response:
For a copy of the notification templates, the timing of the notifications and methods of notifications that PG&E sent during the October 23, 2026, PSPS, see attachment "*PGE_PSPS_Notifications _20261023.pdf.*" For additional information on the timing of notifications sent during this PSPS, see Table 4 in the attachment *"PGE_PSPS Post-Event Report Tables_20261023."*

PG&E provides tribal, county, city, CCAs, Public Safety Partner and Transmission-level customer notifications in English only. All other customer notifications are delivered in-language if a customer's language preference is on file. If there is no language preference on file, the notification is delivered in English, with information on how to access and receive PSPS information in translated languages. Spanish was the only non-English language requested for this PSPS.

Section 5.5 - If the utility fails to provide notifications according to the minimum timelines set forth in D.19-05-042 and D.21-06-034, using the following template to report a breakdown of the notification failure and an explanation of what caused the failure. This applies to both de-energization and non de-energization events. For non-de-energization event, the starting time of the first Period of Concern is the anticipated de-energization time to assess notification failure. If a circuit is de-energized multiple times during an event, the utility must include notification failures for the multiple de-energizations. The explanation must be specific. *(D.21-06-014 page 286, SED Additional Information.)*

Response:
PG&E makes a substantial effort to provide notifications whenever possible and to the extent it is operationally feasible in accordance with the PSPS Phase 1, Phase 3 and 2019 PSPS OII guidelines within the CPUC's minimum timeline requirements, weather and other factors permitting.[21] The notification guidelines set forth in the Phase 1 Guidelines are not a strict liability standard and state that "the electric investor owned utilities should, whenever possible, adhere to the following minimum notification timeline…" Additionally, pursuant to ESRB-8, the CPUC has stated that it is not practicable to have an absolute requirement that electric IOUs provide advanced notifications to customers prior to a PSPS and that "it is an impossible feat of anticipating every emergency situation resulting in pro-active de-energization."[22]

Table 6: Breakdown of Notification Failure

Notifications Sent to	Notification Failure Description	Number of Entities or Customer Account	Explanation of Failure
Public Safety Partners excluding CFI[23]	**Entities who did not receive 48-to 72-hour priority notification**	0	No failures.
	Entities who did not receive 24-48 hour advance notification	0	No failures.
	Entities who did not receive 1-4-hour imminent notification	0	No failures.
	Entities who did not receive any notifications before de-energization	0	No failures.
	Entities who were not notified at de-energization initiation	18*	See Table 6D for explanations.
	Entities who were not notified immediately before re-energization	0	No failures.

[21] D.19-05-042, D.21-06-034.
[22] ESRB-8, p. 5, D.19-05-042, pp. 84-86, Finding of Fact 22 at p. 118.
[23] Only includes tribes, cities, counties, and CCAs.

Notifications Sent to	Notification Failure Description	Number of Entities or Customer Account	Explanation of Failure
	Entities who were not notified when re-energization is complete	0	No failures.
	Entities who did not receive cancellation notification within two hours of the decision to cancel	0	No failures.
CFI[24]	**Facilities who did not receive 48-72-hour priority notification**	0	No failures.
	Facilities who did not receive 24-48 hour advance notification	0	No failures.
	Facilities who did not receive 1-4-hour imminent notification	0	No failures.
	Facilities who did not receive any notifications before de-energization	0	No failures.
	Facilities who were not notified at de-energization initiation	3*	See Table 6D for explanations.
	Facilities who were not notified immediately before re-energization	0	No failures.
	Facilities who were not notified when re-energization is complete	0	No failures.
	Facilities who did not receive cancellation notification within two hours of the decision to cancel	0	No failures.
All other affected customers	**Customers who did not receive 24-48-hour advance notifications**	3*	See Table 6A for explanations.
	Customers who did not receive 1-4-hour imminent notifications	3*	See Table 6B for explanations.
	Customers who did not receive any notifications before de-energization	1* **	See Table 6C for explanations.

[24] Includes Public Safety Partners who are CFI customers.

Notifications Sent to	Notification Failure Description	Number of Entities or Customer Account	Explanation of Failure
	Customers who were not notified at de-energization initiation	5*	See Table 6D for explanations.
	Customers who were not notified immediately before re-energization	2*	See Table 6E for explanations.
	Customers who were not notified when re-energization is complete	2*	See Table 6F for explanations.
	Customers who did not receive cancellation notification within two hours of the decision to cancel	0	No failures.

*PG&E does not consider these to be notification failures as we operated within the discretionary parameters prescribed in the CPUC's PSPS guidelines for utilities. (See D.19-05-042, D.21-06-034.)

**This category is duplicative with other notification failure categories in this report, meaning all customers reported in this category are already included in the count of notification failures PG&E reported for the more specific notification categories. As a result, the count from this category should not be included in the sum of total notification failures for this PSPS.

Table 6A: Explanation of Failures for All Other Affected Customers Who Did Not Receive 24-to 48-Hour Watch Notification.

Total Customers	Explanation
3	These customers did not receive notifications during this PSPS as no valid contact information for the main customer of record was provided to PG&E.*

*PG&E does not consider these to be notification failures as we operated within the discretionary parameters prescribed in the CPUC's PSPS guidelines for utilities. (See D.19-05-042, D.21-06 034.)

Table 6B: Explanation of Failures for All Other Affected Customers Who Did Not Receive 1-4 Hour Imminent Notifications.

Total Customers	Explanation
3	These customers did not receive notifications during this PSPS as no valid contact information for the main customer of record was provided to PG&E.*

*PG&E does not consider these to be notification failures as we operated within the discretionary parameters prescribed in the CPUC's PSPS guidelines for utilities. (See D.19-05-042, D.21-06 034.)

Table 6C: Explanation of Failures for All Other Affected Customers Who Did Not Receive Any Notifications Before De-Energization.

Total Customers	Explanation
1	This customer did not receive notifications during this PSPS as no valid contact information for the main customer of record was provided to PG&E.*

*PG&E does not consider these to be notification failures as we operated within the discretionary parameters prescribed in the CPUC's PSPS guidelines for utilities. (See D.19-05-042, D.21-06 034.)

Table 6D: Explanation of Failures for Agency Entities, CFI, and All Other Affected Customers Who Did Not Receive Power Off Notification.

Total Agency Entities	Total CFI	Total Non-CFI Customers	Explanation
18	3	3	These agency entities and customers received a late Power Off notification because their de-energization was initiated by a third party, and PG&E was not informed of de-energization in time to meet Power Off notifications requirements.* We are only able to manually report their de-energization in PG&E's internal outage management system to trigger Power Off notifications after PG&E is informed by the non-PG&E party. As a result, the Power Off notification was sent approximately 2.4 hours after de-energization initiation.
0	0	2	These customers did not receive notifications during this PSPS as no valid contact information for the main customer of record was provided to PG&E.*

*PG&E does not consider these to be notification failures as we operated within the discretionary parameters prescribed in the CPUC's PSPS guidelines for utilities. (See D.19-05-042, D.21-06 034.)

Table 6E: Explanation of Failures for All Other Affected Customers Not Notified Immediately Before Re-energization.

Total Customers	Explanation
2	These customers did not receive notifications during this PSPS as no valid contact information for the main customer of record was provided to PG&E.*

*PG&E does not consider these to be notification failures as we operated within the discretionary parameters prescribed in the CPUC's PSPS guidelines for utilities. (See D.19-05-042, D.21-06 034.)

Table 6F: Explanation of Failures for All Other Affected Customers Who Did Not Receive Restore Notification.

Total Customers	Explanation
2	These customers did not receive notifications during this PSPS as no valid contact information for the main customer of record was provided to PG&E.*

*PG&E does not consider these to be notification failures as we operated within the discretionary parameters prescribed in the CPUC's PSPS guidelines for utilities. (See D.19-05-042, D.21-06 034.)

Section 5.6 - Explain how the utility will correct the notification failures. *(D.21-06-014, page 286.)*

Response:
We did not identify any cases of notification failures for this PSPS. Therefore, Section 5.6 is not applicable.

Section 5.7 - Enumerate and explain the cause of any false communications citing the sources of changing data. Describe the situations at-issue, which involve the level of perceived defect in notice, in specific detail. *(D.20-05-051, Appendix A, page 4.)*

Response:
We did not identify any cases of false positives or false negative communications for this PSPS. Therefore, Section 5.7 is not applicable.

Section 6 – Local and State Public Safety Partner Engagement

Section 6.1 – List the organization names of public safety partners including, but not limited to, local governments, tribal representatives, first responders and emergency management, and critical facilities and infrastructure the utility contacted in anticipation to de-energization of Period of Concern, the date and time on which they were contacted, and whether the areas affected by the de-energization are classified as Zone 1, Tier 2, or Tier 3 as per the definition in CPUC General Order 95, Rule 21.2-D. *(Resolution ESRB-8, page 5, SED Additional Information.)*

Response:
For a list of Public Safety Partners including tribal representatives, local governments, first responders and emergency management, and critical facilities notified with the date and time of the initial notification, and whether the areas affected by the de-energization are classified as Zone 1, Tier 2 or Tier 3, see Appendix C in the attachment "*PGE_PSPS Post-Event Report Tables_ 20261023.*"

We use a High Fire Risk Area (HFRA) classification which we utilize in addition to HFTD to determine PSPS scope. In Appendix C in the attachment "*PGE_PSPS Post-Event Report Tables_20261023,*" we begin by identifying HFTD area assigned to Public Safety Partners. Any area outside of HFTD is re-classified as HFRA. Our circuits can run miles long and span across multiple jurisdictions. Some Public Safety Partners outside of HFRA and HFTD were also in the potentially impacted scope in order to de-energize areas within HFRA and HFTD for safety.

Section 6.2 - List the names of all entities invited to the utility's Emergency Operations Center for a PSPS event, the method used to make this invitation, and whether a different form of communication was preferred by any entity invited to the utility's emergency operation center. *(D.21-06-014, page 289.)*

Response:
We invited the CPUC via email to virtually embed in the EOC for the duration of the activation on October 21, 2026, at 16:09 PDT.

Additionally, telecommunications service providers are appointed a dedicated 24/7 PG&E contact in the EOC, the Critical Infrastructure Lead (CIL), who shared up-to-date PSPS information and answered individual questions. We proactively reached out to six telecommunications service providers[25] via email or phone as weather changes or new information regarding the PSPS became available.

As part of our PSPS Pre-Season outreach,[26] we provide water infrastructure entities and communication services in our electrical service area with information on how to request representation at PG&E's EOC, when activated for PSPS. Alternatively, some partners may also request PG&E representation at their jurisdiction's activated Operations Emergency Center

[25] AT&T Mobility LLC, American Tower Corporation, Verizon, Frontier Communications, T-Mobile USA Inc, Crown Castle International
[26] See PG&E's 2026 PSPS Pre-Season Report, pp. 59 – 60.

(OEC).[27] None of the entities invited to embed into our EOC indicated a preference for a different form of communication other than the ones already utilized.

Section 6.3 - A statement verifying the availability to public safety partners of accurate and timely geospatial information, and real time updates to the Geographic Information System (GIS) shapefiles in preparation for an imminent PSPS event and during a PSPS event. In addition, list any accuracy or timeliness issues in making available the GIS shapefiles to public safety partners during the PSPS event from activation to full restoration. *(D.21-06-014, page 289.)*

Response:
In preparation for a potential PSPS, we sent automated notifications with links to the PSPS Data Portal, which provides PDF maps and Geographic Information System (GIS) data to Public Safety Partners at the times outlined in Table 7 in the attachment "*PGE_PSPS Post-Event Report Tables_20261023.*"

In addition, when PDF maps and GIS data were updated on the PSPS Data Portal due to scope changes, users were notified via e-mail at the times outlined in Table 7. PDF maps and GIS data on the PSPS Data Portal were determined to be accurate and updated in a timely manner following changes to geographic scope or customer impacts.

Table 7: PSPS Data Portal Map Sharing (Date and Time)

Date	Time PDF and GIS Maps Shared (PDT)
10/21/2026	17:19
10/22/2026	12:33
10/24/2026	08:25

Section 6.4 - A description and evaluation of engagement with local and state public safety partners in providing advanced outreach and notification during the PSPS event. *(D.19-05-042, Appendix, page A23.)*

Response:
Below is a description of the engagement with state CPUC, Cal OES, CAL FIRE, and local (i.e., tribes, counties and cities) Public Safety Partners:

- Submitted the PSPS Notification Form to Cal OES twice a day (07:00 PDT and 15:00 PDT), if there was a significant change to scope and at least once for each of the five PSPS stages: Activating PSPS Protocols/Potential to De-energize (Stage 1), Decision to De-energize (Stage 2), De-energization Initiated (Stage 3), Initiating Re-energization Patrols (Stage 4) and All PSPS Lines Re-energized (Stage 5). See Table 8 for the date and time of notifications submitted to Cal OES.

[27] D.19-05-042.

Table 8: Notifications Submitted to Cal OES (Date and Time)

Date	Time Submitted (PDT)
10/21/2026	16:26
10/22/2026	06:36
10/22/2026	14:58
10/23/2026	06:19
10/23/2026	14:33
10/23/2026	19:29
10/23/2026	20:16
10/24/2026	00:04
10/24/2026	07:52
10/24/2026	08:30
10/24/2026	14:58
10/24/2026	16:58

- Sent e-mails to the CPUC at least once for each of the five PSPS stages listed above. See Table 9 for the date and time of notifications submitted to the CPUC.

Table 9: Notifications Submitted to CPUC (Date and Time)

Date	Time Submitted (PDT)
10/21/2026	16:09
10/23/2026	15:05
10/23/2026	16:50
10/23/2026	19:44
10/24/2026	07:57
10/24/2026	09:41
10/24/2026	16:35

- Distributed a presentation deck with key PSPS information to agencies including Cal OES, CPUC, CAL FIRE, the Governor's Office, and other federal and state agencies. Due to an event scope under 1,000 customers for this PSPS, State Executive Briefings were not hosted per Cal OES guidance.
- Hosted a daily Systemwide Cooperators Call, where all Public Safety Partners in the service area were invited to join for situational awareness.
- Hosted tribal Cooperators Calls with potentially impacted tribes to provide the latest PSPS information and answer questions.
- Hosted Operational Areas Cooperators Communication Calls to provide situational awareness updates and answer questions.[28]
- Conducted ongoing coordination with tribal and local county OES contacts through dedicated Agency Representatives. This includes but is not limited to providing the latest PSPS information, coordinating CRC locations, and resolving local issues in real-time.

[28] May vary in cadence and type based on County OES.

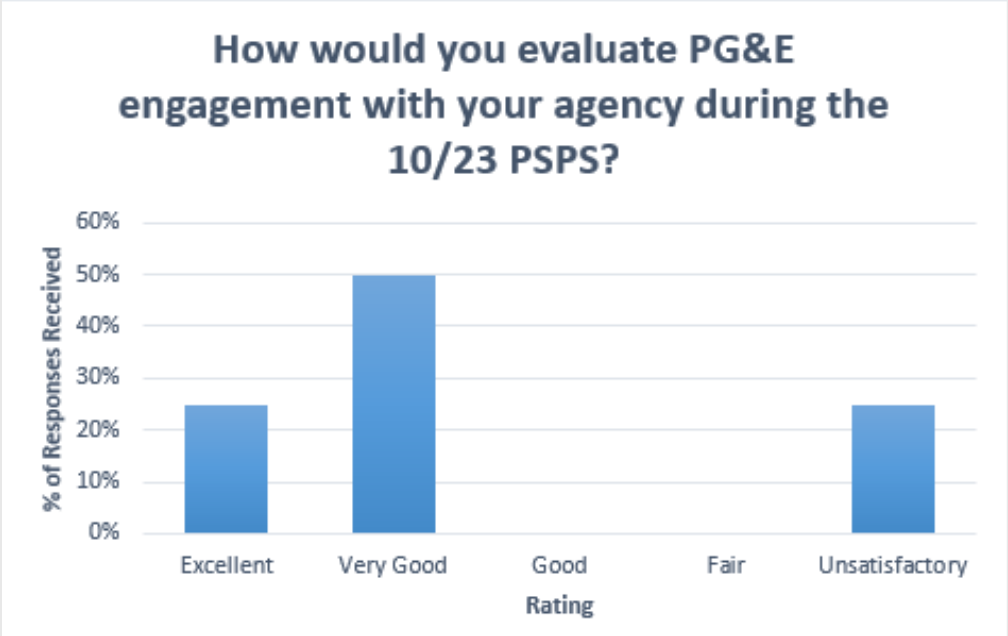
- Provided links to the PSPS Data Portal that included planning and event-specific maps, situation reports, critical facility lists and MBL customer lists at each notification and when scope changed. The Situation Report was provided twice a day and at scope changes prior to de-energization and hourly once restoration began.
- Sent automated and live call notifications to agency partners before, during and after de-energization.
- Offered state and local agencies to be embedded in PG&E's EOC and offered PG&E Agency Representatives to embed virtually in local EOCs.

We consider our level of engagement with local and state Public Safety Partners during this EOC activation to be successful. This evaluation is based on the number and various types of outreach conducted (see list above), the feedback received from Public Safety Partners through the post-PSPS survey and the success rate of automated agency notifications. The following is a subset of comments PG&E received from in-scope Public Safety Partners regarding PSPS outreach:

- "You send too many text messages. Usually 3 or 4 about any event. Warning, before during and after."
- "overall, good communication during the 10/23 PSPS"

Figure 12 shows the post-PSPS survey results when Public Safety Partners were asked to "evaluate PG&E engagement with your agency during the outage." We received four responses to the survey. We will report any late submissions to the survey in our 2026 PSPS Post-Season Report. We continue to look for opportunities for improvement and refine agency notifications to ensure accuracy and timely information sharing.

Figure 12: Evaluation of Public Safety Partner Engagement



Section 6.5 - Specific engagement with local communities regarding the notification and support provided to the AFN community. *(D.20-05-051, Appendix A, page 8, SED Additional Information)*

Response:
To ensure PG&E provides adequate support to AFN customers, we engage with local communities through paratransit agencies, media partnerships and CBOs to share coordination efforts, notifications plans, CRC information, PSPS-specific information and more. See below for details on this engagement.

Engagement with Paratransit Agencies
In accordance with the Phase 3 Guidelines,[29] PG&E provided proactive notifications and impacted zip code information to paratransit agencies that may serve all the known transit- or paratransit-dependent persons that may need access to a CRC during the PSPS. All notifications included a link to PG&E's PSPS Updates Page, and an "Additional Resources" link to maps showing potentially affected areas. For more information on Americans with Disabilities Act (ADA) compliant CRC locations, see Section 9.

Community Engagement
We engaged with approximately 367 "information-based" CBOs during this PSPS, sharing courtesy notification updates, fact sheets, and other relevant information to share with their constituents to expand our reach of communications, including videos, social media and other relevant PSPS support services, that organizations could use to educate their consumers.

CBO resource partners were invited to the daily cooperator calls provided to Public Safety Partners. These calls are hosted by members from PG&E who provided a situational update about the latest scope of the PSPS and an overview of the services available to customers. We hosted additional daily coordination calls with CBO resource partners supporting the PSPS to provide an open forum to answer questions, offer suggestions regarding how they can best support their consumer supports and facilitate more localized coordination among the partners.

Programs/Support for AFN Customers
We are dedicated to providing a variety of resources and programs to AFN customers before and during a PSPS through several partnerships and contracts maintained by PG&E. For more information about these resources and partnerships, see the 2026 AFN Plan.

See Table 10 for the support provided during the October 23, 2026, PSPS.

[29] D.21-06-034.

Table 10: AFN Customer Programs and Support

Resource/Program	Resources Provided
Disability Disaster Access and Resource Program (DDAR)	Partnered with three local ILCs across seven counties to provide aid to 130 customers who rely on power for medical or independent living needs, including: • 1 generator fuel voucher • 6 batteries previously distributed in impacted counties Although PG&E partners with DDAR to provide hotel accommodations, food vouchers, batteries, and accessible transportation, we did not receive any requests for these services during this PSPS.
PBP	Supported 21 customers in scope by providing batteries through the PBP. Since July 2020, over 30,641 battery units have been delivered through the PBP across our service area.
Food Bank Partnerships	Partnered with seven local food banks that serve six counties to provide boxes of food for families.
Meals on Wheels Partnerships	Partnered with 10 Meals on Wheels Organizations in six counties to provide services to customers in scope for the de-energization.
California 211 (CA 211) Providers Network	Partnered with seven CA 211 network centers across seven counties to assist 59 customers with resources. The direct assistance resources provided during this activation included: • 22 food voucher(s) • 6 hotel accommodations • 3 generator fuel voucher(s) Although PG&E partners with CA 211 to provide water bladders and accessible transportation, we did not receive any requests for these services during this PSPS.
Accessible Transportation Partnerships	Partnered with two organizations across three counties in preparation for the possibility of any transportation needs.[30] However, we did not receive any transportation requests for this PSPS. Any area that was not in scope for our accessible transportation partners is deferred as AFN transportation requests to our DDAR and CA 211 Network Providers, who also provide transportation assistance.
Ad-Hoc AFN Backup Generation Solutions	We granted temporary generation exceptions to one AFN customers experiencing critical circumstances. This included transportation limitations and medical device requirements that CBO resources were unable to resolve during this PSPS. After exploring all viable options, PG&E delivered backup generation to these individuals who rely on power for their health and safety. These specific situations do not meet our typical temporary generation process and

[30] PG&E partnered with Dignity Health Connected Living and Vivalon during this PSPS.

Resource/Program	Resources Provided
	procedures standards. However, given the unique circumstances, we went beyond our usual practices to ensure safety for our customers.

Communications to Customers with Limited English Proficiency

We provided translated customer support through our customer notifications, website, call center, social media, engagement with CBOs, and multicultural media partnerships. Customers with their language preference set received in-language (translated) notifications. For customers with no language preference set, notifications were provided in English with information on how to receive PSPS information in 15 non-English languages. Customers with limited English proficiency have access to translation phone numbers on our PSPS website, highlighting that translation services are available in over 200 languages.

We will provide the number of requests we received for information in non-English languages supported by our Call Center Translation Services in our 2026 PSPS Post-Season Data Report.

We engaged with multi-cultural media organizations and in-language CBOs during PSPS events to maximize the reach of in-language communications to the public. Prior to the PSPS, we reached out to 1 multicultural media organization to provide outreach in translated languages throughout the impacted counties. Additionally, we also shared information and updates on PSPS with these media outlets, including news releases and social media infographics in English, translated languages and ASL, for their use and distribution. Our PSPS Language Resources page (available in 16 languages) was also provided to organizations to share with their constituents.

Section 6.6 - Provide the following information on backup power (including mobile backup power) with the name and email address of a utility contact for customers for each of the following topics: *(D.21-06-014, page 300.)*

Response:

The information requested is included in Sections 6.6a – 6.6f. For questions related to backup power, customers can email TempGenPSPSSupport@pge.com.

Section 6.6a. Description of the backup generators available for critical facility and infrastructure customers before and during the PSPS.

Response:

Table 11 lists the generators available for CFI customers before and during this PSPS.

Table 11: Generators Available for CFI Customers

Number of Units	Individual Size (MW)	Run Time (Hrs.)[31]	Description
2	0.032	37.6	Two units on reserve in Sacramento
1	0.036	37.6	One unit on reserve in Sacramento
1	0.056	50.0	One unit on reserve in Sacramento
3	0.065	31.0	Three units on reserve in San Leandro
6	0.100	25.3	Six units on reserve in Sacramento
1	0.125	25.0	One unit on reserve in San Leandro
3	0.150	30.3	Three units on reserve in Sacramento
4	0.200	22.9	Four units on reserve in San Leandro
1	0.230	22.9	One unit on reserve in San Leandro
1	0.275	26.0	One unit on reserve in Sacramento
3	0.500	24.1	Three units on reserve in Sacramento
7	1.00	35.0	Seven units on reserve in Sacramento
10	1.140	24.0	Ten units on reserve in San Leandro
5	1.500	10.0	Five units on reserve in Benicia
12	2.00	27.7	Nine units on reserve in San Leandro; three units on reserve in Sacramento

Section 6.6b. The capacity and estimated maximum duration of operation of the backup generators available for critical facility and infrastructure customers before and during the PSPS.

Response:
Table 11 lists the power capacity and maximum duration of operation of the generators available for CFI customers before and during this PSPS.

[31] Estimated based on a 75% load. Barring mechanical failure and refueling the temporary generators have the ability to operate continuously throughout a typical PSPS.

Section 6.6c. The total number of backup generators provided to critical facility and infrastructure customer's site immediately before and during the PSPS.

Response:
No backup generators were requested by CFI customers for this PSPS due to previously established mitigation plans.

Section 6.6d. How the utility deployed this backup generation to the critical facility and infrastructure customer's site.

Response:
As a general policy, PG&E does not offer backup generation to individual facilities. However, PG&E's policy grants exceptions for critical facilities when a prolonged outage could have a significant adverse impact to public health or safety.

Deployment of temporary generation is contingent upon the following circumstances: the expected duration to perform permanent repairs is significantly longer than the expected duration to install backup generation, the expected customer outage is collectively 50,000 or more customer minutes, and the outage affects a Distribution circuit serving multiple customers without a functional back-tie.[32]

PG&E has pre-arranged commitments with critical facility and infrastructure customers to provide temporary generation in case of a PSPS and evaluated requests received during this PSPS according to the prioritization described in Section 6.6e.

Section 6.6e. An explanation of how the utility prioritized how to distribute available backup generation.

Response:
PG&E prioritizes the deployment of available generation by first meeting existing commitments to individual facilities in the following order:

- High Risk to Public Safety (Examples):
  - Facilities that support public safety, such as but not limited to, first/emergency responders at the tribal, local, state, and federal level, water, wastewater assets, and city or county EOC.
- High Risk of Environmental Hazard (Examples):
  - Chemical plants which may risk spilling into a local river.
- High Risk to Essential Emergency Response and Supporting Facilities (Examples).
  - 911 call center.
  - Water pump availability compromises active firefighting by emergency service personnel.
  - Critical telecommunications equipment or other support businesses that directly affect emergency services provisions.

[32] 50,000 customer minutes is approximately equivalent to 100 customers for about eight hours.

- Affected community choice aggregators, publicly owned utilities/electrical cooperatives, the CPUC, the California Governor's OES, city or county EOC, and the CAL FIRE.

Deployment of available generation is then followed by customers with special needs in the following order:

- Life support, MBL Program, and temperature sensitivity.
- Large customers, economic damage customers, and danger to health and safety customers.

Deployment of available generation is then followed by other customers based on maximizing relief based on the number of customers times expected duration.

Section 6.6f. Identify the critical facility and infrastructure customers that received backup generation.

Response:
No backup generators were requested by CFI customers for this PSPS due to previously established mitigation plans.

Section 7 – Complaints & Claims

Section 7.1 - The number and nature of complaints received as the result of the de-energization event and claims that are filed against the utility because of de-energization. The utility must completely report all the informal and formal complaints, meaning any expression of grief, pain, or dissatisfaction, from various sources, filed either with CPUC or received by the utility as a result of the PSPS event. *(Resolution ESRB-8, page 5, D.21-06- 014, page 304.)*

Response:
Table 12 provides the number and nature of complaints received from customers and Public Safety Partners, submitted to both the CPUC and PG&E, for the October 23, 2026 PSPS.[33] Any complaints received after October 30, 2026 will be included in the 2026 PSPS Post-Season Report.

Table 12: Number and Nature of Complaints

Nature of Complaints	Number of Complaints
Communications/Notifications Including, but not limited to complaints regarding lack of notice, excessive notices, confusing notice, false alarm notice, problems with getting up-to-date information, inaccurate information provided, not being able to access information in the prevalent languages and/or information accessibility, complaints about website, Public Safety Partner Portal, Representational State Transfer (REST)/Digital Asset Manager (DAM) sites (as applicable).	5
PSPS Frequency/Duration Including, but not limited to complaints regarding the frequency and/or duration of PSPS, including delays in restoring power, scope of PSPS and dynamic of weather conditions.	6
Safety/Health Concern Including, but not limited to complaints regarding difficulties experienced by AFN/MBL populations, traffic accidents due to non-operating traffic lights, inability to get medical help, well water or access to clean water, inability to keep property cool/warm during outage raising health concern.	2
General PSPS Dissatisfaction/Other Including, but not limited to complaints about being without power during PSPS and related hardships such as food loss, income loss, inability to work/attend school, plus any PSPS-related complaints that do not fall into any other category.	11
Outreach/Assistance Including, but not limited to complaints regarding CRCs, community crew vehicles, backup power, hotel vouchers, and other assistance provided by utility to mitigate impact of PSPS.	1

[33] PG&E's PSPS Post-Event Reports are based on the required CPUC-issued template. Additional information regarding complaints and claims will be provided in subsequent PSPS Post-Season Reports.

Claims

As of October 29, 2026, we did not receive any claims for the October 23, 2026, PSPS.

Section 8 – Power Restoration

Section 8.1 - A detailed explanation of the steps the utility took to restore power *(Resolution ESRB-8 page 5)*

Response:
During this PSPS, PG&E's EOC Command and Meteorology teams monitor real-time and forecasted weather conditions based on weather models, weather station data, and field observations while patrol crews and helicopters are pre-positioned in anticipation of the Weather All-Clear to begin patrols. Weather All-Clears are called based on circuit segments.

This allows us to issue Weather All-Clears more granularly so we can restore power faster in areas less prone to wind gusts or adverse conditions. We monitor the conditions for each impacted circuit segment and as they fall below our mFPC to consider areas for restoration.

As Weather All-Clears are issued, restoration crews patrol electrical facilities to identify and repair or clear any damage or hazard before restoring power. Using the Incident Command System (ICS) as a base response framework, each circuit is assigned a taskforce consisting of supervisors, crews, trouble men and inspectors. This structure allows us to patrol and perform step restoration in alignment with the centralized control centers.

During restoration, we issued four Weather All-Clears and deployed approximately 63 personnel and three helicopters to patrol the lines in advance of restoration. Patrols were conducted on approximately 115 miles of Distribution circuits that had been de-energized. Power was restored to customers as patrol completion verified the safe condition of each line.

Section 8.2 - The timeline for power restoration, broken down by phase if applicable *(D.19-05-042, Appendix A, page A24, SED Additional Information.)*

Response:
For detailed information on restoration on each circuit, including restoration date, restoration time and total customer count on each circuit, see Appendix B.

Section 8.3 - For any circuits that require more than 24 hours to restore, the utility shall use the following template to explain why it was unable to restore each circuit within this timeframe, using the format below. *(D.20-05-051, Appendix A, page 6.)*

Response:
PG&E was able to restore all impacted customers within 24 hours of the Weather All-Clear.

Table 13: Circuits Requiring More than 24 Hours to Restore

Circuit Name	Reason the Utility was Unable to Restore the Circuit Within 24 Hours
None	None

Section 9 – Community Resource Centers

Section 9.1 - The address (including city and zip code) of each location during a de-energization event, the location (in a building, a trailer, etc.), the assistance available at each location, the days and hours that it was open, and attendance (i.e., number of visitors) *(Resolution ESRB-8, page 5, SED Additional Information.)*

Response:
During the October 23, 2026, PSPS, one CRC was opened. The CRC served 44 visitors, of which 43 did not remain on site and were provided "Grab and Go" bags. "Grab and Go" bags include a PSPS information card, water, non-perishable snacks, mobile battery charger and a blanket. For a list of CRC locations, assistance available, operating days and hours, and attendance, see Appendix D in the attachment "*PGE_PSPS Post-Event Report Tables_20261023.*"

Visitors were provided with PSPS information by dedicated staff, ADA-compliant restrooms, tables and chairs, power strips to meet basic charging needs for personal medical devices and other electronics, snacks, bottled water, Wi-Fi and cellular service access. Bags of ice and privacy screens were also available at indoor locations.

Some visitors may request and are provided with information regarding how to obtain hotel vouchers. In these instances, visitors are referred to CA 211 to confirm eligibility and are connected with local resources.

PG&E coordinates with county Offices of Emergency Management to determine the best locations for CRCs for all PSPS events. For this PSPS, in agreement with counties, CRCs were not opened in Lake, Napa, Shasta, Solano, Sonoma, and Yolo due to low customer impact.

For our CRC Plan and more information regarding CRC operations, including coordination with tribal and local governments, CRC types and resources, see PG&E's 2026 PSPS Pre-Season Report, Appendix A, pp. 42-55.

Section 9.2 - Any deviations and explanations from the CRC requirement including operation hours, ADA accessibility, and equipment. *(SED Additional Information.)*

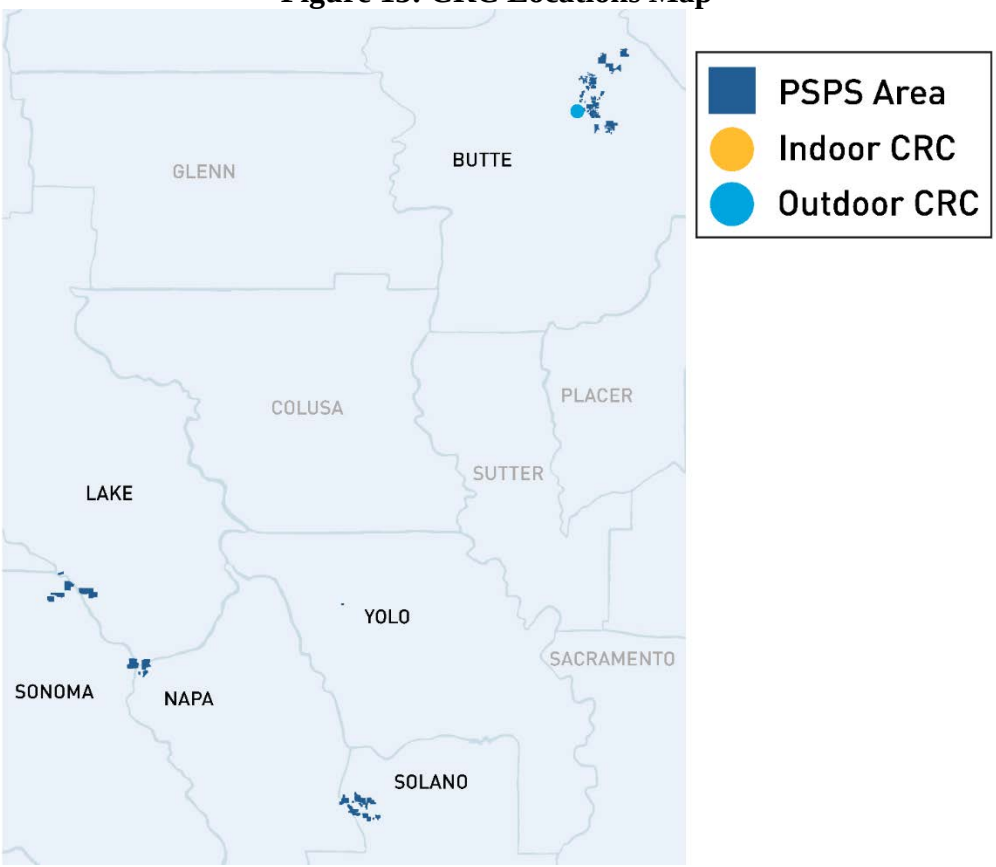
Response:
Due to the timing of de-energization and restoration, CRC hours of operation, listed in Appendix D, deviated from the standard operating hours of 08:00 PDT to 22:00 PDT.

Section 9.3 - A map identifying the location of each CRC and the de-energized areas *(SED Additional Information.)*

Response:
See Figure 13 for a map of the CRC location opened during this PSPS. Based on the CRC survey conducted for this PSPS, most respondents traveled approximately less than 5 miles to the nearest CRC location.

Additional CRC location information can be found at PG&E Emergency Site – View Outage Map where customers can find specific information using the 'Address Search' or 'City/County Search' functions.

Figure 13: CRC Locations Map



Section 10 – Mitigations to Reduce Impact

Section 10.1 - A description of how sectionalization, i.e. separating loads within a circuit, was considered and implemented and the extent to which it impacted the size and scope of the de-energization event *(D.19-05-042, page A23.)*

Response:
PG&E utilized Distribution Sectionalization to avoid de-energizing approximately 6,093 customers during the October 23, 2026, PSPS.

Backup Power Support
Backup power support provides temporary generation to select devices (i.e. medical equipment) or limited areas. However, it does not mitigate PSPS impacts completely given its segmented scope. For more information on backup power support, see www.pge.com/backuppower.

For this PSPS, we did not deploy temporary generation as there were not any identified opportunities to serve our customers within the de-energization scope.

Distribution Sectionalization
We have installed new Distribution sectionalization devices near the borders of the CPUC-designated HFTDs or HFRAs to reduce the number of customers affected by PSPS. During this PSPS, Distribution sectionalization was considered and utilized on 3 circuits to mitigate approximately 6,093 customers based on PSPS scope and available resources.

We considered but did not utilize the following mitigation measures below as there were no identified opportunities to avoid de-energizing customers using these efforts during this PSPS.

Community Microgrids
A community microgrid is a group of customers and Distributed Energy Resources (DERs) within clearly defined electrical boundaries with the ability to disconnect from and reconnect to the grid. These microgrids are typically designed to serve the portions of communities that include community resources, like hospitals, police and fire stations, and gas stations and markets. We continue to own and operate the Distribution system within the microgrid. For more information about PG&E's microgrid solutions or how to begin developing a community microgrid, see www.pge.com/cmep.

For this PSPS, we did not deploy community microgrids as there were not any identified opportunities to serve our customers within the de-energization scope.

Distribution Switching
Depending on fire risk patterns, Distribution switch locations and switching plans maintain service to customers on lines that fall outside the high-risk area but are served by lines that pass through the fire risk area. Depending on PSPS scope, we may be able to use back-tie switching to bypass the Distribution circuits that pass through the de-energization area to keep customers energized from a different set of lines.

For this PSPS, we did not deploy Distribution switching as there were not any identified opportunities to serve our customers within the de-energization scope.

Transmission Line Sectionalization

Transmission lines are segmented using switches enabled with Supervisory Control and Data Acquisition (SCADA), when possible, if only a portion of a line is required to be de-energized due to PSPS. Leaving segments of Transmission lines energized allows us to still reduce fire risk where needed and provide service to stations fed off the non-impacted segments during PSPS events.

For this PSPS, we did not deploy Transmission line sectionalization as there were not any identified opportunities to serve our customers within the de-energization scope.

Transmission Islanding

In some cases, we can leverage islanding capabilities to keep some customers islanded apart from the rest of PG&E's Transmission system and energized by generation located within the island.

For this PSPS, we did not deploy Transmission islanding as there were not any identified opportunities to serve our customers within the de-energization scope.

Temporary Substation Generation

Temporary substation generation can enable some community resources to continue serving the surrounding population during a PSPS at Distribution substations resulting from Transmission line outages. An interconnection is made at the substation, energizing entire circuits where downstream assets are not at weather risk and generator capacity is sufficient. If there are downstream assets at risk, this mitigation is combined with Distribution sectionalization to energize only safe areas. For reporting purposes, customers mitigated in the latter case will be documented in this category and not in sectionalization to avoid duplication. On average, customers served by temporary substation generation experience de-energization periods of under 30 minutes.

For this PSPS, PG&E did not deploy Temporary substation generation as there were not any identified opportunities to serve our customers within the de-energization scope.

Temporary Microgrids

Temporary microgrids can enable some community resources to continue serving the surrounding population during a PSPS where it is safe to do so, using pre-installed interconnection hubs to safely and rapidly interconnect temporary generation. While temporary microgrids do not often support large numbers of customers, the community resources served by temporary microgrids include fire stations, local water and waste companies, markets, post offices, and medical facilities. On average, when utilized, customers served by temporary microgrids experience de-energization periods of under 30 minutes. Currently, there are 12 temporary microgrid sites that are currently ready for immediate operation in PG&E's service area.

PG&E temporary Distribution microgrids were not in scope for this PSPS. The objective of temporary microgrids is to enable some community resources to continue serving the surrounding population during PSPS outages where it is safe to do so, using pre-installed interconnection hubs to safely and rapidly interconnect temporary generation.

Covered Conductor
The effects of grid-hardening and covered conductors are accounted for in our IPW model, which predicts the probability of utility-caused ignitions. Overhead system hardening is expected to reduce the probability of outages and ignitions in recently hardened sections. The IPW model more heavily weighs ignition and outage rates in recent years which will result in areas with fewer ignitions (e.g., areas that may have been recently hardened, being less likely to be de-energized for PSPS as there is a lower chance of ignition based on historical ignitions and outages).

Section 10.2 - Mitigation actions and impacts (both waterfall graph and map) including: sectionalization devices, temporary generation, microgrids, permanent backup generations, transmission switching, covered conductor, and any other grid hardening that mitigated the impact of the event *(D.21-06-014, page 285, SED Additional Information.)*

Response:
Figure 14 depicts the impact each mitigation measure had on the total number of customers. Customer locations where mitigation efforts were utilized are mapped in Figure 15.

Figure 14: Reduction of Impacted Customers Due to Mitigation Efforts

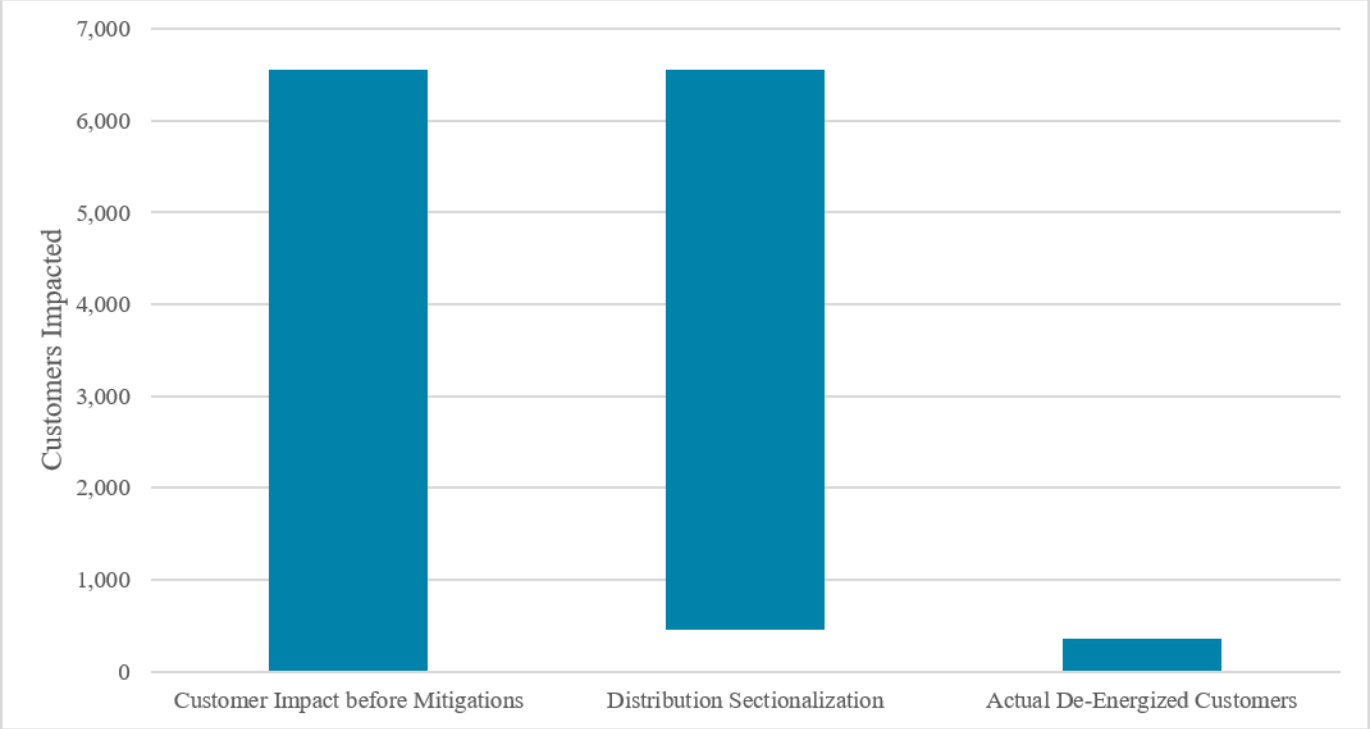
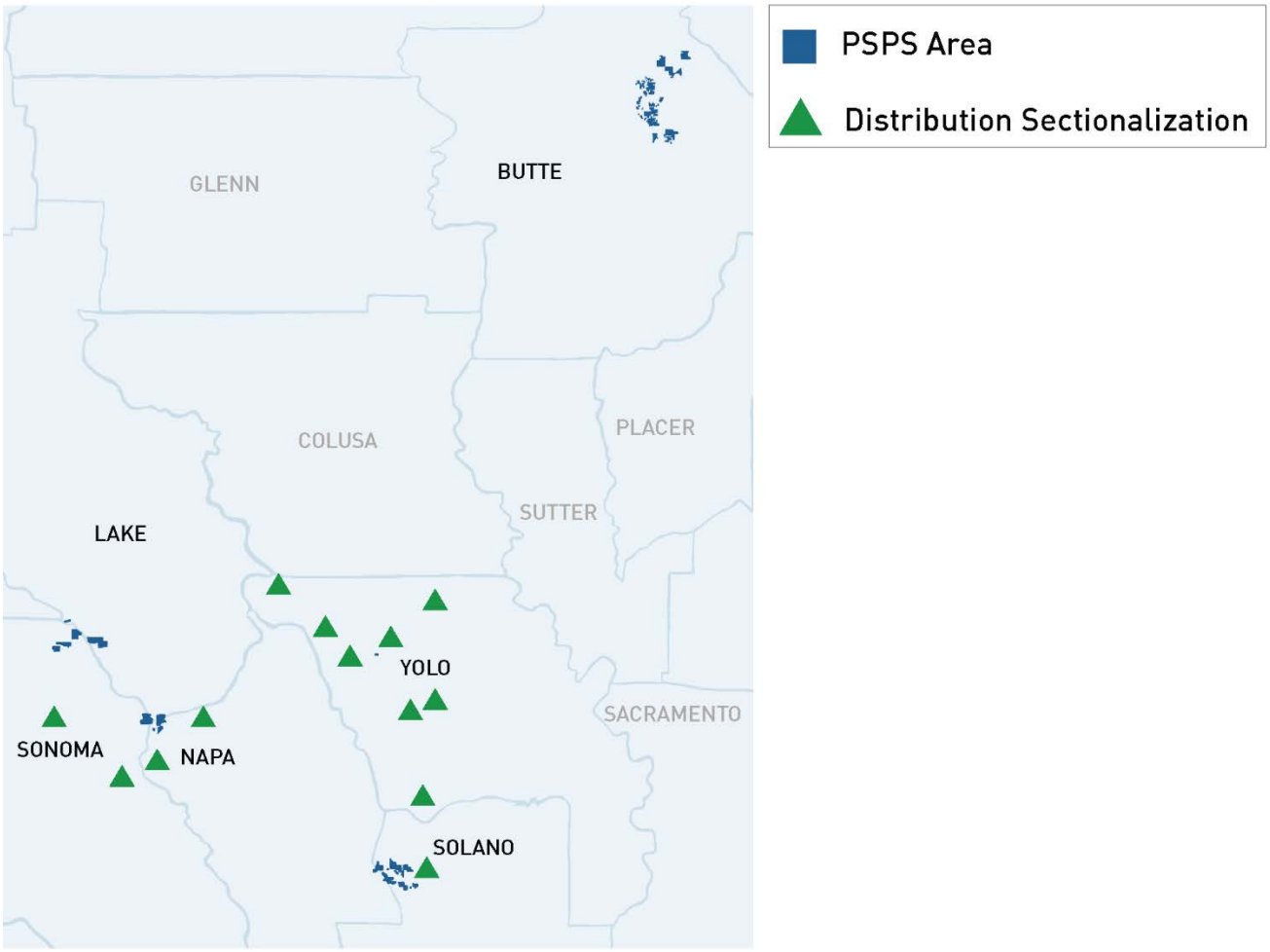


Figure 15: Mitigation Locations Map



Section 11 – Lessons Learned from this Event

Section 11.1 - Threshold analysis and the results of the utility's examination of whether its thresholds are adequate and correctly applied in the de-energized areas. The utility must include specific information pertaining to the event. *(D.21-06-014, page 305-306.)*

Response:
This section addresses our examination of the adequacy of our PSPS protocols, criteria and guidance thresholds. As a preliminary matter, the CPUC recognizes the statutory authority of the IOUs to de-energize electric facilities when necessary for public safety and further acknowledges that such decision-making is complex and dependent on many factors.[34] As prescribed in ESRB-8, the decision to de-energize electric facilities for public safety is based on the best judgment of the IOU and is dependent on many factors, including but not limited to, fuel moisture, aerial and ground firefighting capabilities, active fires that indicate fire conditions, situational awareness provided by agencies and local meteorological conditions of humidity and winds.[35] The CPUC has declined to establish a minimum windspeed threshold below which an IOU would be prohibited from shutting off power and instead left the decision-making to the IOU's discretion on the basis that the IOU has the detailed knowledge of its facilities necessary to make this decision in real time given contemporaneous weather conditions.[36]

Based on our current PSPS modeling, guidance and criteria as applied in this PSPS and explained in Section 2.3, our current PSPS guidance continues to be adequate and was effectively applied for the October 23, 2026, PSPS. For detailed information on our PSPS criteria and thresholds, see Appendix A-1.1 in the attachment "*PGE_PSPS Post-Event Report Tables_20261023.*"

For each PSPS, we begin our threshold evaluation with a robust historical analysis that is described in detail below. This analysis establishes the guidance values to be applied for a PSPS, which has been optimized to capture data from past catastrophic fires to mitigate customer impacts. To do so, our Meteorology Team uses internal and external tools and subject matter expertise to support their recommendations on when and where to de-energize for public safety. For the October 23, 2026, PSPS, our Meteorologists observed conditions including gusty winds, low humidity and live and dead fuels which were receptive to ignition and fire spread. These additional factors were evaluated through advanced weather modeling systems from our network of more than 1,600 weather stations that forecasted and tracked weather conditions in real-time.

Before de-energization, customer risk was also evaluated against wildfire risk on a per circuit basis to further evaluate the adequateness of the PSPS. See Section 2.4 above for more information.

Establishing Threshold through Historical Analysis
Our PSPS guidance was established by calibrating a granular, historical dataset. We built our verification dataset by creating, or "backcasting," the PSPS guidance through our historical dataset. We extracted values for all recent fires that have occurred in PG&E's service area from 2012 to 2023. We aimed to capture as many historical fires as possible that were caused by PG&E equipment during high wind events (e.g., Camp, Nuns, Kincade, Zogg) while limiting the

[34] ESRB-8
[35] See Resolution ESRB-8, p. 8-9.
[36] D.12-04-024

number of historical PSPS outages to minimize customer impacts. Our analysis included:

- Hourly review of past incidents
- Verification of hypothetical PSPS dates
- PSPS guidance values testing
- A robust guidance sensitivity and calibration analysis

Historical Analysis: CFP_D Quantification

Based on this historical analysis and as described in Section 2.3 above, PG&E uses a CFP_D value of six as the quantitative threshold guidance value to consider for PSPS on PG&E's Distribution system.

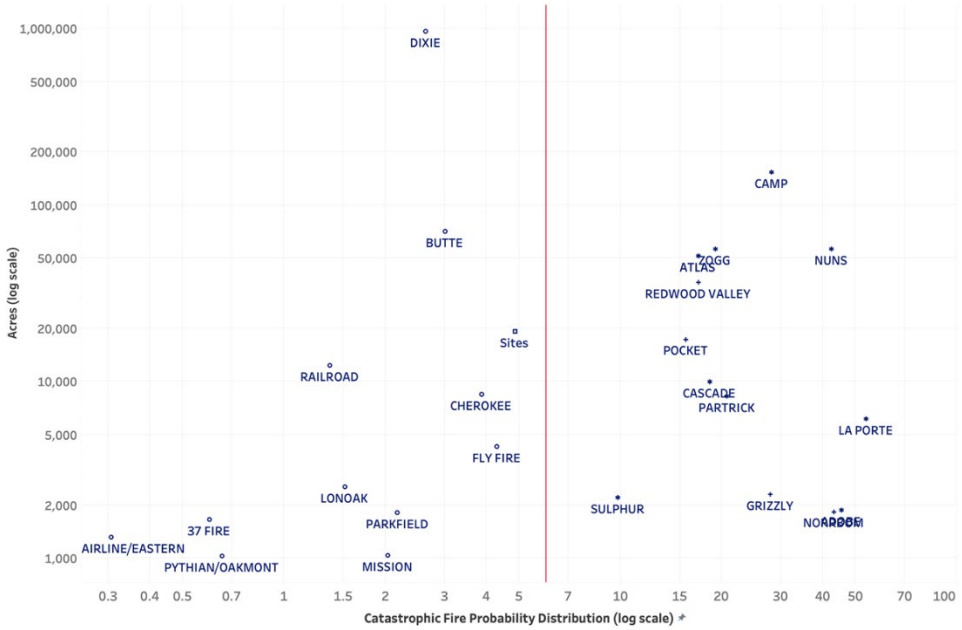
To establish the CFP_D threshold, we performed multiple sensitivity studies in "backcast" mode for calibration and validation. This involved running 68 different versions of the combined Distribution PSPS guidance through hourly historical data throughout multiple years to calibrate PSPS guidance. This included simulating and learning from more than 2,500 virtual PSPS events. Through this "lookback" analysis, we evaluated:

- Potential customer impacts
- The potential size, scope, and frequency of PSPS outages
- Whether utility infrastructure would have qualified for de-energization
- Avoided historical catastrophic fires

The CFP_D guidance value of six is shown in Figure 16 with respect to recent large fires since 2012. Fires to the right of the CFP_D 6 line tend to be wind driven fires, while non-wind driven fires tend to exist left of the CFP_D 6 line. Any fires above six that meet mFPC indicate PSPS would have been executed, had these models and guidance been in use during these historic events. The results show that deployment of this model could have prevented such wildfires as the Camp, Nuns, Atlas, and Zogg, if implemented in 2012.[37]

[37] Note that the inclusion of a fire in this analysis does not indicate that PG&E is directly responsible for or caused a fire. Instead, the fires are included for the purpose of analyzing the impact of PG&E's current PSPS Protocols.

Figure 16: CFP_D Guidance



This analysis was a critical step to ensure the most catastrophic wind-driven historical incidents are identified by PSPS guidance while considering the significant impacts to customers from PSPS outages across multiple dimensions (e.g., duration and frequency). This ensures that future PSPS outages will capture conditions similarly during the most catastrophic fires while also balancing impacts to customers. It also illuminates that PSPS would not have eliminated all historical fires as they can occur during low-wind scenarios (e.g., Dixie, Butte). Therefore, other mitigations must also be considered.

Historical Analysis: Execution

To execute the analysis at this scale, we utilized cloud computing resources to run PSPS model guidance for every hour at every 2 x 2 km grid cell across the historical data set to determine the number of times and locations PSPS guidance is exceeded. Each location exceeding guidance is then grouped into events to determine the location and size of each PSPS given the weather and fuels present at that time under the parameters of the study version. This allows us to determine if synoptic-driven events (e.g., Diablo wind events) are being identified, and if historical fires attributable to PG&E equipment may have been mitigated.

Verification of PSPS Protocols

In addition to these sensitivity studies, PG&E performed extensive verification of the PSPS protocols using several internal and external datasets. The goal of these analyses was to first determine if certain weather events are being captured (e.g., Diablo and offshore wind events), and second, to determine if power lines that have been implicated in historic catastrophic fires would have been identified by the guidance.

The following internal datasets were used in the analysis:

- Climatology of Diablo wind events
- Distribution and Transmission outage history
- Exploratory and dynamic dashboards created with internal and external data
- Hourly high-resolution wind maps from the climatology data set
- The weather signal database

The following external datasets were used in the analysis:

- High risk of potential large fires due to wind from the GACC
- Historical fire occurrence data compiled by federal agencies
- The fifth generation of the European Centre for Medium-Range Weather Forecasts atmospheric reanalysis of the global climate V5 (ERA5)
- RFWs from NWS

The paragraphs below explain how we leveraged external and internal data to verify our PSPS protocols guidance thresholds.

ERA5 Archives
PG&E works with San Jose State University to acquire, process and make available the ERA5 archive data dating back to 1940[38]. Millions of maps that can be utilized to study past events. These maps are also useful to study the past events leading up to a PSPS, such as the extent of precipitation events and heat waves. When the PSPS models are run through the climatology, each PSPS identified is compared against the archive by our Meteorology Team to determine the large-scale atmospheric features present for each event.

Climatology of Diablo Wind Events
PG&E also leverages the latest academic research on Diablo wind events that use surface-based observations to create a climatology of Diablo wind events. We adapted the criteria and processed it hour-by-hour through the 30+ year weather climatology to determine the frequency, magnitude, and timing of Diablo winds. The output of this analysis was a 30+ year calendar of Diablo wind events experienced in the PG&E service area. As it relates to PSPS directly, the strongest Diablo wind events were evaluated to verify if PSPS guidance also selects these days for potential PSPS outages. Using the days identified by PSPS guidance and the Diablo PSPS list, a high-level comparison was completed to evaluate overlap of the events.

Any events that did not meet PSPS guidance were further evaluated using additional data sources described in this section. For example, the ERA5 archive proved useful, as antecedent conditions such as rainfall before a PSPS and the magnitude of the PSPS could be evaluated.

[38] https://www.met.sjsu.edu/weather/wirc-dev/archive/era5-viewer/current-monthly.html

PG&E's Weather Signal Database
PG&E's Meteorology Team built, and continues to maintain, a "weather signal" database that flags each day from January 1, 1995, to present that experienced any weather-related outages on the Distribution system. It also lists the main weather driver (e.g., heat, low-elevation snow, northeast wind, winter storm, etc.) for these outages. If Distribution outage activity is not driven by weather, the day is classified as a "Blue Sky"[39] day. This dataset combines weather and Distribution outage activity that allows rapid filtering of events based on the main weather drivers. To validate PSPS guidance, we used a combination of "Northeast" wind days and "Blue-Sky" days.

The PSPS guidance was validated against all Northeast wind days in the database. This is similar, but complementary to the Diablo PSPS analysis as it also accounts for outage activity observed on those days. Events were also compared against "Blue Sky" days to ensure that PSPS would not be recommended for a high percentage of non-weather-impact days where little to no outage activity was observed.

RFWs from the NWS
PG&E also validates PSPS guidance against RFWs from the NWS. RFWs mean warm temperatures, very low humidity, and stronger winds are expected to combine and produce an increased risk of fire danger. Historical RFWs were collected and used to evaluate the timing and spatial extent of historical RFWs against our PSPS guidance. It should be noted that each NWS office in the PG&E service area has different RFW criteria, making direct and quantifiable comparisons challenging. However, this dataset is used to evaluate whether RFWs were issued when PSPS guidance was met. Based on historical PSPS analysis, RFWs are expected to occur more frequently and cover a broader area than the area covered by PSPS outages.

High Risk of Potential Large Fires due to Wind from GACC
PG&E also validated PSPS guidance against historical "High Risk" days from the GACC. The GACCs issues High Risk Day alerts when fuel and weather conditions are predicted which historically have resulted in a significantly higher than normal chance for a new large fire or for significant growth on existing fires. Examples of critical weather conditions are high winds, low humidity, an unstable atmosphere, and very hot weather. Similar to the RFW analysis, this dataset was used to evaluate if High Risk days were issued when PSPS guidance was high. Blue Sky Day is defined as "The same as a non-weather impact day (no or very limited impacts due to weather)." Similar to RFWs, based on historical PSPS analysis, High Risk Days are expected to occur more frequently and cover a broader area than PSPS.

Hourly High-Resolution Wind Maps from PG&E Climatology Data Set
PG&E created hourly maps from high-resolution climatology and a web-based application to display any hour across 30 years. For each PSPS that meets PSPS guidance in the climatology, these maps were evaluated by a Meteorologist to better understand the nature of the event, wind speeds, antecedent conditions, and the spatial extent of strong winds. It's important to note forecast wind speeds are available in the same exact format, allowing Operational Meteorologists to put forecast events in perspective with historical events using the same model.

[39] A "Blue Sky Day" is defined the same as a non-weather impact day (no or very limited impacts due to weather).

Detailed PSPS Dashboards
To evaluate the PSPS thresholds, our Meteorology Team and data scientists utilized the data sources described above to evaluate historical PSPS hour-by-hour to verify the locations and times that are being flagged as meeting PSPS guidance. These dashboards determine if historical fire events would have been flagged by PSPS guidance. Our Meteorologists evaluated these data sources hourly to verify model performance of the IPW model and suitability for operations. The PSPS guidance can be evaluated spatially using the dashboard map integration, while the size and timing of the PSPS can be evaluated using the time series integration.

The analysis described above includes evaluating locations that were just below verbatim PSPS protocols as determined and reported by our high-resolution forecast model and data set included in this PSPS Post-Event Report. For example, this may include evaluating areas where the wind speed is -two mph below guidance if all other mFPC or RFW are met. It is well documented that high resolution weather model forecasts of wind speed from Weather Research and Forecasting model (WRF) tend to underpredict at high wind speeds.[40] Thus it is within reason to anticipate that the actual wind speed could be one mph higher than model forecast. If these areas are not scoped for PSPS and the winds materialize stronger than forecast, it could lead to PSPS execution with very little to no advanced notifications to customers and Public Safety Partners. Therefore, as explained in detail above, not one single factor or threshold is determinative of our final PSPS scoping. Based on multiple factors, data and analysis, the final PSPS scope is ultimately based on the judgement of our OIC.

Section 11.2 - Use the below format to report any lessons learned that will lead to future improvement for the utility *(SED Additional Information.)*

Response:
PG&E collects lessons learned input from staff during and after every PSPS EOC activation to identify best practices and opportunities for improvement. See Table 14 for lessons learned from the October 23, 2026, PSPS.

Table 14: Lessons Learned

Issue	Discussion	Resolution
None	None	None

[40] https://doi.org/10.1016/j.atmosres.2021.105673; https://doi.org/10.3390/atmos15050533; https://doi.org/10.3390/atmos15101244; https://doi.org/10.1016/j.ecoinf.2024.102898

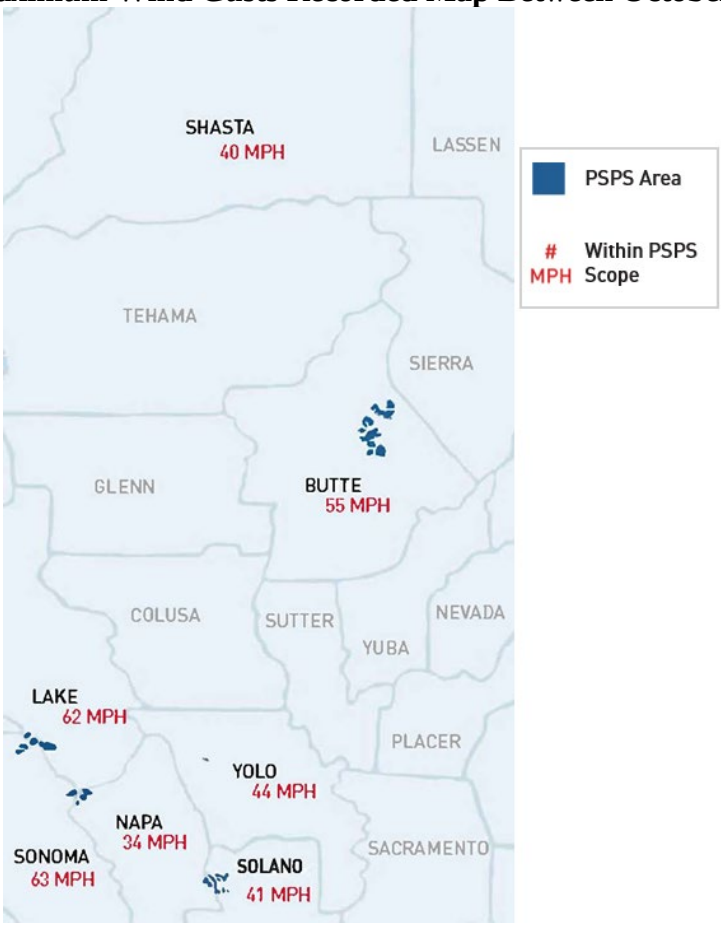
Section 12 – Other Relevant Information

Response:
Table 15 and Figure 17 show the maximum wind gust speeds recorded by weather stations in each county within PSPS scope.

Table 15: Maximum Wind Gusts Recorded During October 23 – 24, 2026

County	Maximum Wind Gust (mph)	Station Name
Sonoma	63	Mt. St. Helena West
Lake	62	Santa Fe Geothermal
Butte	55	Jarbo Gap
Yolo	44	Bald Mountain Tower
Shasta	40	Terry Mill Road
Solano	41	Blue Ridge Road South
Napa	34	Mt. Hood

Figure 17: Maximum Wind Gusts Recorded Map Between October 23 –24, 2026



APPENDIX

APPENDIX A

SECTION 2 – DECISION MAKING PROCESS

See Appendix A-1.1 in the attachment, "*PGE_PSPS Post-Event Report Tables_20261023*."

See Appendix E for the description of each column header, as well as the unit and value provided.

APPENDIX B
SECTION 3 – DE-ENERGIZED TIME, PLACE, DURATION AND CUSTOMERS

APPENDIX B: DE-ENERGIZED TIME, PLACE, DURATION AND CUSTOMERS

Circuits De-Energized During the October 23, 2026, PSPS

Circuits labeled as “non-HFTD” are located outside of the CPUC High Fire-Threat District (HFTD). We use a High Fire Risk Area (HFRA) classification which PG&E utilizes in addition to HFTD to determine PSPS scope – these circuits intersected PG&E's HFRA despite not entering HFTD Tier 2 or Tier 3.

Distribution / Transmission	Circuit Name	De-Energization Date and Time (PDT)	All-Clear Date and Time (PDT)	Restoration Date and Time (PDT)	Key Counties	HFTD Tier(s)	Total Customers	Residential Customers	Commercial / Industrial Customers	MBL Program Customers	AFN other than MBL Program Customers	Other Customers
Distribution	BIG BEND 1101	10/23/2026 23:46	10/24/2026 12:34	10/24/2026 15:38	Butte	Tier 2, Tier 3	278	253	23	26	99	2
Distribution	CALISTOGA 1101	10/23/2026 18:59	10/24/2026 12:34	10/24/2026 14:00	Sonoma, Napa, Lake	Tier 3	9	0	8	0	0	1
Distribution	CALPINE 1144	10/23/2026 17:13	10/24/2026 10:34	10/24/2026 16:03	Sonoma, Lake	Tier 2, Tier 3	5	2	3	0	0	0
Distribution	CALPINE 1146	10/23/2026 17:13	10/24/2026 10:34	10/24/2026 16:03	Lake	Tier 3	1	0	1	0	0	0
Distribution	CRESTA 1101	10/23/2026 23:49	10/24/2026 12:34	10/24/2026 16:08	Butte	Tier 2, Tier 3	6	1	3	0	0	2
Distribution	MADISON 2101	10/23/2026 19:48	10/24/2026 9:37	10/24/2026 10:52	Yolo	Tier 2	9	0	9	0	0	0
Distribution	VACAVILLE 1108	10/23/2026 19:56	10/24/2026 10:35	10/24/2026 13:07	Solano, Napa	Partially Outside HFTD, Tier 2	56	27	24	4	4	5
Total							**364**	**283**	**71**	**30**	**103**	**10**

APPENDIX C
SECTION 6 – PUBLIC SAFETY PARTNERS CONTACTED

See Appendix C in the attachment "*PGE_PSPS Post-Event Report Tables_20261023.*"

APPENDIX D
SECTION 9 – COMMUNITY RESOURCE CENTER LOCATIONS

See Appendix D in the attachment "*PGE_PSPS Post-Event Report Tables_20261023.*"

Appendix E: DEFINITIONS

Term	Unit/Value	Definition
Access and Functional Needs (AFN) Populations	None	Includes individuals who have developmental or intellectual disabilities, physical disabilities, chronic conditions, injuries, limited English proficiency or who are non-English speaking, older adults, children, people living in institutionalized settings, or those who are low income, homeless, or transportation disadvantaged, including, but not limited to, those who are dependent on public transit or those who are pregnant.
AFN Characteristics	None	Includes blind/low vision, deaf/hard of hearing, senior, non-English speaking, durable medical equipment, assistive technology, low income, or life support. In accordance with D.21-06-034, PG&E includes customers who have voluntarily indicated they are "dependent on electricity for durable medical equipment or assistive technology" in an effort to identify customers "above and beyond those in the medical baseline population" or self-identified vulnerable population to include persons reliant on electricity to maintain necessary life functions including for durable medical equipment and assistive technology. This includes Assistive Technology, Blind, Disabled, Durable Medical Equipment, Hearing Disability–Deaf or Hard of Hearing, Senior or Vision Disability-Low Vision.
Benefit to Risk Ratio	Fraction – Max (Threshold, Forecast Factor)	Adverse impact to customers due to a catastrophic fire prevented by PSPS de-energization divided by adverse impact to customers due to PSPS de-energization. No observed value is available for this factor.
California Alternate Rates for Energy (CARE)	None	A state mandated program. As determined by PU Code Section 739.1(a), annual household must be no greater than 200% of the federal poverty guideline levels.
Catastrophic Fire Probability Distribution (CFP_D)	Scaled Probability – Max (Threshold, Forecast, Observed Factor)	The probability of fire ignitions due to weather impacting the Distribution electric system combined with the probability that a fire will be catastrophic if it starts. In Appendix A-1.1, this is the product of catastrophic fire (Prob Cat) and Ignition Probability Weather (IPW) minus probability of ignition (Prob Ignition). Scaled by 1000 to convert to an integer value.

Term	Unit/Value	Definition
Catastrophic Fire Probability Transmission (CFP_T)	Scaled Probability – Max (Threshold, Forecast and Observed Factor)	In Appendix A-2.1, this is the product of probability of catastrophic fire (Prob Cat) and Operability Assessment Probability of Failure. This product is called the (CFP_T) Catastrophic Fire Probability Transmission model. Scaled by 1000 to convert to an integer value.
Critical Facilities and Infrastructure (CFI)	None	"Critical Facilities" and "Critical Infrastructure" refer to facilities and infrastructure that are essential to public safety and require additional assistance and advance planning to ensure resiliency during de-energization. The CPUC adopted the following interim list of CFI, as aligned with Department of Homeland Security's Critical Infrastructure Sectors: • **Emergency Services Sector**: Police Stations, Fire Stations, Emergency Operations Centers • **Government Facilities Sector**: Schools, Jails and Prisons • **Healthcare and Public Health Sector**: Public Health Departments, Medical facilities, including hospitals, skilled nursing facilities, nursing homes, blood banks, health care facilities, dialysis centers and hospice facilities • **Energy Sector**: Public and private utility facilities vital to maintaining or restoring normal service, including, but not limited to, interconnected publicly owned utilities and electric cooperatives • **Water and Wastewater Systems Sector**: Facilities associated with the provision of drinking water or processing of wastewater including facilities used to pump, divert, transport, store, treat and deliver water or wastewater • **Communications Sector**: Communication carrier infrastructure including selective routers, central offices, head ends, cellular switches, remote terminals and cellular sites • **Chemical Sector**: Facilities associated with the provision of manufacturing, maintaining, or distributing hazardous materials and chemicals • Note: Some customers meet the criteria of being both a Public Safety Partner & Critical Facility, which include Emergency services sector, water and wastewater providers, communication service providers and emergency hospitals.

Term	Unit/Value	Definition
Customer or Customer Accounts	None	Active service points or meter.
Dead Fuel Moisture Content (DFM) 10hr	Fuel Moisture Fraction – Min (Threshold, Forecast, Observed Factor)	The amount of moisture in dead vegetation (i.e. fallen leaves, tree branches, and logs). In Appendix A-1.1, "DFM 10hr" is Dead Fuel Moisture provided in 10-hour fuel moisture class. Can be scaled to percentage by multiplying by 100.
Dead Fuel Moisture Content (DFM) 100hr	Fuel Moisture Fraction – Min (Threshold, Forecast Factor)	The amount of moisture in dead vegetation (i.e. fallen leaves, tree branches, and logs). In Appendix A-1.1, "DFM 100hr" is Dead Fuel Moisture provided in 100-hour moisture class. Can be scaled to percentage by multiplying by 100. No observed value is available for this factor.
Emergency Operations Center (EOC)	None	A central command and control facility responsible for carrying out the principles of emergency preparedness and emergency management, or disaster management functions at a strategic level during an emergency and ensuring the continuity of operation of a company.
EV charging station levels	None	• **Level 1 Charging:** 120-Volt; Connectors Used: J1772, NACS/J3400; Charging Speed: 3 to 5 Miles Per Hour • **Level 2 Charging:** 208-Volt to 240-Volt; Connectors Used: J1772, NACS/J3400; Charging Speed: 12 to 80 Miles Per Hour • **Level 3 Charging:** 400-Volt to 900-Volt (DC Fast Charge & Supercharging); Connectors Used: Combined Charging System (Combo), CHAdeMO & NACS/J3400; Charging Speed: 3 to 20 Miles Per Minute
Family Electric Rate Assistance Program (FERA)	None	CPUC established program for households of any size with incomes between 200% and 250% of federal poverty guidelines. (PU Code Section 739.12)
Fire Index Area (FIA)	None	Boundaries originally designated by the California Department of Forestry and Fire Protection and United States Forest Service for the purpose of establishing a fire-danger rating for that area based on local conditions. There are 109 rating areas in PG&E's service area.

Term	Unit/Value	Definition
Fire Index Rating	None	A rating used by fire agencies to determine the risk of fire and its likely behavior. Its calculation considers fuel moisture, humidity, wind speed, air temperature, and historical fire occurrence. These ratings are as follows: • **R1:** Very little or no fire danger • **R2:** Moderate fire danger • **R3:** When fire danger is so high that care must be taken using fire-starting equipment. Local conditions may limit the use of machinery and equipment to certain hours of the day • **R4:** Fire danger is critical. The use of equipment and open flames are limited to specific areas and times • **R5:** Fire danger is so critical that the use of equipment and open flames are not allowed at any time • **R5-Plus:** Fire danger is at R5 "plus" high risk weather trigger of strong wind
First/Emergency Responders	None	Individuals who, in the early stages of an incident, are responsible for the protection and preservation of life, property, evidence, and the environment, including emergency response providers. The term “emergency response providers” includes federal, state, and local governmental and nongovernmental public safety, fire, law enforcement, emergency response, emergency medical services providers (including hospital emergency facilities), and related personnel, agencies and authorities.
Flame Length ft 8hr	Feet – Max (Threshold, Forecast Factor)	Flame length in feet on fire front for first eight hours of fire spread simulation from Technosylva. No observed value is available for this factor.
Full-Scale Exercise (FSE)	None	A complex, resource-intensive operations-based exercise often involving multiple agencies, jurisdictions/organizations, and real-time movement of resources.
Functional Exercise (FE)	None	An operations-based exercise designed to test and evaluate capabilities and functions in a realistic, real-time environment. Movement of resources is usually simulated.
Geographic Area Coordination Center (GACC)	Yes/No During PSPS (Qualitative Factor)	High fire risk issued by the Federal North or South Operations Predictive Services.
Hazard Awareness and Center (HAWC)	None	The operations center that monitors for wildfires. HAWC leadership communicates and informs other PG&E Business Units and Executive Leadership about threats from wildfires in the service area.

Term	Unit/Value	Definition
High Fire Risk Area (HFRA)	None	Area where risk factors for the potential of catastrophic fire from utility infrastructure ignition during offshore wind events is higher than others. HFRA boundaries were developed based on the CPUC's HFTD boundaries.
High Fire Threat Districts (HFTDs)	None	Per D.17-01-009, areas of the State designated by the CPUC and California Department of Forestry & Fire Protection (CAL FIRE) to have elevated wildfire risk, indicating where utilities must take additional action (per GO 95, GO 165, and GO 166) to mitigate wildfire risk. The districts have three levels: • **Zone 1:** High Hazard Zones on the U.S. Forest Service-California Department of Forestry and CAL FIRE joint map of Tree Mortality High Hazard Zones • **Tier 2:** Elevated risk for utility-associated wildfires • **Tier 3:** Extreme risk for utility-associated wildfires
High Impact Critical Customers	None	Non-residential customers that may present a significant community impact in the event they experience a sustained outage but do not meet the CPUC criteria for a Critical Facility Customer.
High Priority Vegetation Tag	None	**"**Priority 1" and "Priority 2" vegetation tags are created when trained vegetation inspectors identify trees or limbs that currently present elevated risk and must be worked on an expedited basis. Inspectors use Priority 1 tags for vegetation (i) in contact or showing signs of previous contact with a primary conductor; (ii) actively failing or at immediate risk of failing and which could strike PG&E's facilities; or (iii) presenting an immediate risk to PG&E's facilities. Inspectors use Priority 2 tags for vegetation that does not rise to the level of Priority 1 but has encroached within the PG&E minimum clearance requirements or has an identifiable potential safety issue requiring expedited work.
High Wind Advisory	Yes/No During PSPS (Qualitative Factor)	Advisory of high winds issued by the Federal National Weather Service.
High Wind Warning (HWW)	Yes/No During PSPS (Qualitative Factor)	Warning of high winds issued by the Federal National Weather Service.
Life Support	None	Customers that require critical life support equipment in their home.

Term	Unit/Value	Definition
Medical Baseline (MBL) Program	None	This program assists residential customers who rely on power for certain medical needs, as certified by a licensed medical practitioner. Eligible customers receive an extra monthly allotment of energy or discount, depending on their current rate plan. The program also includes additional notifications in advance of a PSPS.
Monitoring Stage	None	The seven days ahead of a weather event when weather patterns are being monitored. Utility provides seven-day proactive de-energization potential rolling forecast or implements an escalating notification system similar to the National Weather Service's "weather watch" and "weather warning" system on its public website.
National Oceanic and Atmospheric Administration (NOAA)	Yes/No During PSPS (Qualitative Factor)	Fire weather forecast issued by NOAA (SPC).
Officer-in-Charge (OIC)	None	A position specific to PSPS to engage higher-level management accountability in the decision to de-energize and restore power while also enabling rapid decision-making during real-time. The OIC approves all PSPS Decision Records and associated documentation following a PSPS.
Open PSPS Tags	Yes/No During PSPS (Qualitative Factor)	PSPS-Qualified Tags include P1 (tree represents an immediate risk) and P2 (tree is damaged or diseased and could fall into nearby power lines) tree tags and Electric Corrective tags (Priority A - emergency, B - urgent, and E/F - risk-based).
Page View	None	The number of times a web page was viewed by individual users.
Patrol Inspection	None	In accordance with GO 165, a visual inspection of applicable utility equipment and structures that is designed to identify obvious structural problems and hazards. Patrol inspections may be carried out during other company business.
Prob Cat	Probability Outputs – Max (Threshold, Forecast, Observed Factor)	Fire Potential Index (FPI) Model Output minus Probability of a catastrophic fire if an ignition were to occur. FPI component of the CFPD model.

Term	Unit/Value	Definition
PSPS Mitigation	None	The efforts taken to avoid de-energization including backup generation, backup storage, distribution microgrid, islanding, patrols, sectionalization, switching, temporary substation microgrid, Transmission switching and vegetation management (expedite priority trees that prevent circuit from being removed from scope).
Public Safety Partner	None	First/emergency response providers at the federal, state and local levels including, water, wastewater and communication service providers, affected community choice aggregators, publicly owned utilities/electrical cooperatives, the CPUC, the California Governor's Office of Emergency Services (OES) and the California Department of Forestry and Fire Protection. The term "emergency response providers" includes federal, state, and local governmental and nongovernmental public safety, fire, law enforcement, emergency response, emergency medical services providers (including hospital emergency facilities), and related personnel, agencies and authorities.
Rate of Spread Chhr 8hr	Chains/Hour – Max (Threshold, Forecast Factor)	Rate of fire spread in chains per hour for first eight hours of fire spread simulation from Technosylva. No observed value is available for this factor.
Red Flag Warning (RFW)	Yes/No During PSPS (Qualitative Factor)	Red Flag Warning from the Federal National Weather Service.
Relative Humidity (RH)	Percentage – Min (Threshold, Forecast, Observed Factor)	Relative Humidity in percent at two meters above ground level. For observed values, this is the minimum relative humidity recorded by all weather stations mapped to each circuit from planned de-energization time to anticipated All-Clear time.

Term	Unit/Value	Definition
Self-Identified Vulnerable (SIV)	None	Customers who have indicated they are "dependent on electricity for durable medical equipment or assistive technology" as well as customers that are not enrolled or qualify for the MBL Program and "certify that they have a serious illness or condition that could become life threatening if service is disconnected." In accordance with D.21-06-034, PG&E includes customers who have indicated they are "dependent on electricity for durable medical equipment or assistive technology" in an effort to identify customers "above and beyond those in the medical baseline population" to include persons reliant on electricity to maintain necessary life functions including for durable medical equipment and assistive technology. This designation remains on their account for one year, at which a customer can recertify their SIV Status.
Site Visit	None	A continuous session that begins when a user arrives on a site and ends after either 30 minutes of inactivity or 12 hours of continuous activity.
SIV Program	None	A PG&E program inclusive of customers who have indicated they are "dependent on electricity for durable medical equipment or assistive technology" as well as customers that are not enrolled or qualify for the MBL Program and "certify that they have a serious illness or condition that could become life threatening if service is disconnected." In accordance with D.21-06-034, PG&E includes customers who have indicated they are "dependent on electricity for durable medical equipment or assistive technology" in an effort to identify customers "above and beyond those in the medical baseline population" to include persons reliant on electricity to maintain necessary life functions including for durable medical equipment and assistive technology. This designation remains on their account for one year, at which a customer can recertify their SIV Status.
Sustained Wind	None	The average observed wind speed value over a two-minute period.
Tabletop Exercise (TTX)	None	A discussion-based exercise in response to a scenario, intended to generate a dialogue of various issues to facilitate a conceptual understanding, identify strengths and areas for improvement, and/or achieve changes in perceptions about plans, policies, or procedures.

Term	Unit/Value	Definition
Time Place (TP)	None	A portion of the PG&E grid that is electrically and geographically coherent and is forecast to experience consistent timing for severe fire weather. TPs are identified for each PSPS and receive consistent treatment for notifications and de-energization. Once actual weather conditions occur, Weather "All-Clear" and service restoration times may vary due to actual weather conditions across various TPs as well as within a TP.
Transmission (Tx) Impacts	Yes/No During PSPS (Qualitative Factor)	Distribution lines that would have been de-energized due to de-energization of upstream Transmission lines, regardless of whether those Distribution lines would have also been de-energized due to direct Distribution PSPS.
Vulnerable Populations	None	Individuals who have physical, developmental, intellectual disabilities; chronic conditions or injuries, are limited English proficient or non-English speaking; older adults, children, people living in institutionalized settings, low-income, homeless and/or transportation-disadvantaged (i.e., dependent on public transit) and pregnant women. This term is also used interchangeable with AFN.
Weather "All-Clear"	None	When severe weather has passed, the OIC gives approval to start patrols and restoration for all impacted areas at once or for specific areas.
Wind Gust	None	A rapid fluctuation of wind speed with variations of ten knots or more between peaks and lulls, typically, determined by averaging observed values over a three-second period.
WS MPH	MPH – Max (Threshold, Forecast, Observed Factor)	Sustained windspeed in miles per hour at 10 meters above ground level. The observed values show the maximum sustained wind speed recorded by weather stations mapped to each circuit from planned de-energization time to anticipated All-Clear time.

VERIFICATION

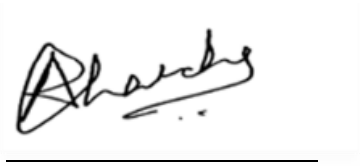
I, undersigned, say:

I am an officer of PACIFIC GAS AND ELECTRIC COMPANY, a corporation, and am authorized to make this verification for that reason.

I have read the foregoing "PG&E Public Safety Power Shutoff Report to the CPUC" for the October 23, 2026 PSPS and I am informed and believe the matters stated therein to be true.

I declare under penalty of perjury that the foregoing is true and correct.

Executed at Oakland, California this 6th day of November 2026.



ANDREW ABRANCHES
VICE PRESIDENT
WILDFIRE MITIGATION

Public Safety Power Shutoff
Event Notifications



October 2026

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*Public Safety Partners, communication providers, water agencies, emergency hospitals and publicly-owned utilities receive this advanced notification.

**Medical Baseline Program Customers and Self-Identified Vulnerable Customers receive unique PSPS Watch and PSPS Warning notifications, but all other notifications align with all other customers.

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PUBLIC SAFETY POWER SHUTOFF OVERVIEW

High winds can cause tree branches or debris to contact energized electric lines, which could damage our equipment and cause a wildfire. As a result, we may need to turn off power during severe weather to help prevent wildfires. This is called a Public Safety Power Shutoff (PSPS).

PG&E will not take any chances with customer safety. The sole focus of a PSPS is to keep our customers safe. For the safety of our customers and communities, PSPS continues to be a necessary tool as a last resort.

This document includes the notifications scripts that PG&E may send to potentially impacted Public Safety Partners, critical facilities and customers at key intervals before, during and after a potential PSPS. Please note these are samples only, subject to change and do not include all potential notifications. These scripts do not include planned outreach to the California Office of Emergency Services, California Public Utilities Commission, Office of the Governor and other key emergency service providers. In-language PSPS customer notifications are currently available in 16 languages, including: English, Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong, Thai, Hindi and Portuguese. We also pre-record general notification messaging in American Sign Language to serve those who are deaf and hard of hearing. Refer to **page 121-122** for a more detailed description of PG&E's in-language PSPS notification practices.

PSPS Event Notifications

When possible, PG&E will provide notifications to potentially impacted customers two days, one day and just prior to shutting off power. Customers will also be notified when their power has been restored. Advanced notifications are also made to Public Safety Partners as soon as PG&E's Emergency Operations Center (EOC) is activated.

PSPS notifications will be provided via call, text and/or email both day and night, as needed. This includes "Warning," "Cancellation," "Power Off," "Restoration" and "All Clear" notifications.

PRIORITY
WHEN EMERGENCY OPERATIONS CENTER (EOC) IS ACTIVATED

WATCH
ONE OR TWO DAYS BEFORE POWER IS TURNED OFF

WARNING
ONE TO FOUR HOURS BEFORE POWER IS TURNED OFF

PENDING DELAY
WHEN A PSPS IS DELAYED BUT IS STILL POSSIBLE

CANCELLATION
ANY TIME A PSPS IS CANCELED

POWER OFF
ONCE POWER IS TURNED OFF

OUTAGE UPDATE
WHEN WEATHER CONDITIONS CHANGE, THE ESTIMATED TIME OF RESTORE CHANGES OR DIFFERENT AREAS WILL BE IMPACTED

WEATHER ALL CLEAR
AFTER SEVERE WEATHER HAS PASSED

POWER RESTORATION
WITHIN 24 HOURS AFTER SEVERE WEATHER HAS PASSED

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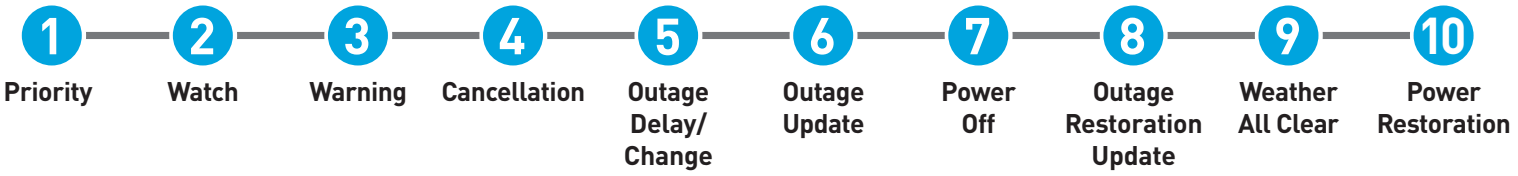
City, County, Tribal and Community Choice Aggregator (CCA) Notifications

PG&E will make every attempt to provide notice to cities, counties, Tribes, CCAs, first responders and other agencies in advance of notifying customers through:

- Calls
- Text Messages
- Emails

These notifications are sent based on potential PSPS impacts to PG&E electric service within an agencies jurisdiction and are not tied to a specific PG&E account. Agencies will also receive notifications specific to their accounts if their service may be interrupted during a PSPS.

The following outlines the various notifications PG&E will send prior to, during and after a PSPS:



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City, County, Tribal and CCA

1 Priority
2 Watch
3 Warning
4 Cancellation
5 Outage Delay/ Change
6 Outage Update
7 Power Off
8 Outage Restoration Update
9 Weather All Clear
10 Power Restoration

PHONE/VOICE

This is P G and E calling on [DATE] at [TIME] with a Public Safety Power Shutoff alert. Due to current weather forecasts, portions of [CUSTOMER NAME] are estimated to shut off starting [TIME] on [DATE] through [TIME] on [DATE]. Restoration for your area is estimated on [DATE] by [TIME]. Actual shutoff and restoration times may vary depending on weather or equipment conditions. We will provide daily updates until the severe weather has passed or power has been restored. Visit p g e dot com forward slash p s p s portal for more information. This link is for public safety partner use only.

TEXT

PSPS PSPS Alert: We may turn off power for safety in [CUSTOMER NAME]. Shutoff estimated starting [TIME] on [DATE] through [TIME] on [DATE]. Restoration for your area is estimated on [DATE] by [TIME]. Weather can affect these times. More info: **pge.com/pspsportal**.

EMAIL

SUBJECT: PG&E PSPS Alert: Power shutoffs may be required for safety in [CUSTOMER NAME].

Due to current weather forecasts, your area is currently under a Watch for a PSPS.

- **AREA**: Portions of [CUSTOMER NAME].
- **ESTIMATED SHUTOFF**: Starting [TIME] on [DATE] through [TIME] on [DATE]. We expect weather to improve beginning [TIME] on [DATE]. After severe weather has passed, we will inspect equipment before restoring power.
- **ESTIMATED RESTORATION**: [DATE] by [TIME].

Actual shutoff and restoration times may vary depending on weather and equipment conditions.This is an advanced alert for public safety partner use only. Please do not share this information before it is publicly available. We will provide daily updates until the severe weather has passed or power has been restored. Visit **pge.com/pspsportal** for more information.

Message sent at [SYSTEM DATE / TIME]

NOTE: To protect against spam, some email providers may delay delivery.

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City, County, Tribal and CCA

1 Priority — 2 Watch — 3 Warning — 4 Cancellation — 5 Outage Delay/ Change — 6 Outage Update — 7 Power Off — 8 Outage Restoration Update — 9 Weather All Clear — 10 Power Restoration

PHONE/VOICE

This is P G and E calling on [DATE] with a Public Safety Power Shutoff alert. Due to current weather forecasts, portions of [CUSTOMER NAME] are estimated to shut off starting [TIME] on [DATE] through [TIME] on [DATE]. Restoration for your area is estimated on [DATE] by [TIME]. Actual shut off and restoration times may vary depending on weather or equipment conditions. We will provide daily updates until the severe weather has passed or power has been restored. Visit p g e dot com forward slash p s p s portal or p g e dot com forward slash p s p s updates for more information.

TEXT

PSPS PSPS Alert: We may turn off power for safety in [CUSTOMER NAME]. Shutoff estimated starting [TIME] on [DATE] through [TIME] on [DATE]. Restoration for your area is estimated on [DATE]by [TIME]. Weather can affect these times. More info: **pge.com/pspsportal** or **pge.com/pspsupdates**.

EMAIL

SUBJECT: PG&E PSPS Alert: Power shutoffs may be required for safety in [CUSTOMER NAME].

Due to current weather forecasts, your area is currently under a Watch for a PSPS.

- **AREA**: Portions of [CUSTOMER NAME].
- **ESTIMATED SHUTOFF**: Starting [TIME] on [DATE] through [TIME] on [DATE]. We expect weather to improve beginning [TIME] on [DATE]. After severe weather has passed, we will inspect equipment before restoring power.
- **ESTIMATED RESTORATION**: [DATE] by [TIME].

Actual shutoff and restoration times may vary depending on weather and equipment conditions. We recommend all potentially affected communities plan for an extended outage. We will provide daily updates until the severe weather has passed or power has been restored. Visit **pge.com/pspsportal** or **pge.com/pspsupdates** for more information.

Message sent at [SYSTEM DATE / TIME]

NOTE: To protect against spam, some email providers may delay delivery.

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City, County, Tribal and CCA

1 Priority — 2 Watch — 3 Warning — 4 Cancellation — 5 Outage Delay/ Change — 6 Outage Update — 7 Power Off — 8 Outage Restoration Update — 9 Weather All Clear — 10 Power Restoration

PHONE/VOICE

This is P G and E calling on [DATE] at [TIME] with a Public Safety Power Shutoff alert. High temperatures, low humidity levels, extreme dryness and high winds will require us to turn off power to help prevent a wildfire. Portions of [CUSTOMER NAME] are estimated to shut off starting [TIME] on [DATE] through [TIME] on [DATE]. Restoration for your area is estimated on [DATE] by [TIME]. Actual shutoff and restoration times may vary depending on weather or equipment conditions. We will provide daily updates until the severe weather has passed or power has been restored. Visit p g e dot com forward slash p s p s portal or p g e dot com forward slash p s p s updates for more information.

TEXT

PG&E PSPS Alert: We will turn off power for safety in [CUSTOMER NAME]. Shutoff estimated starting [TIME] on [DATE] through [TIME] on [DATE]. Restoration is estimated on [DATE] by [TIME]. Weather can affect these times. More info: **pge.com/pspsportal** or **pge.com/pspsupdates**.

EMAIL

SUBJECT: PG&E PSPS Alert: Power shutoff expected in [CUSTOMER NAME]

To protect public safety, PG&E has upgraded the PSPS to a Warning. High temperatures, low humidity levels, extreme dryness and high winds will require us to turn off power to help prevent a wildfire.

- **AREA**: Portions of [CUSTOMER NAME].
- **ESTIMATED SHUTOFF**: Starting [TIME] on [DATE] through [TIME] on [DATE]. We expect weather to improve beginning [TIME] on [DATE]. After severe weather has passed, we will inspect equipment before restoring power.
- **ESTIMATED RESTORATION**: [DATE] by [TIME].

Actual shutoff and restoration times may vary depending on actual weather and equipment conditions. We recommend all affected communities plan for an extended outage. We will provide daily updates until the severe weather has passed or power has been restored. Visit **pge.com/pspsportal** or **pge.com/pspsupdates** for more information.

Message sent at [SYSTEM DATE / TIME]

NOTE: To protect against spam, some email providers may delay delivery.

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City, County, Tribal and CCA

1 Priority — 2 Watch — 3 Warning — 4 Cancellation — 5 Outage Delay/ Change — 6 Outage Update — 7 Power Off — 8 Outage Restoration Update — 9 Weather All Clear — 10 Power Restoration

PHONE/VOICE

This is P G and E calling on [DATE] at [TIME] with a Public Safety Power Shutoff alert. Forecasted weather conditions have improved, and we are not planning to turn off power for public safety in [CUSTOMER NAME] on [DATE]. We are continuing to monitor weather conditions. It is still important to continue to be prepared for extended outages. Visit p g e dot com forward slash p s p s portal or p g e dot com forward slash p s p s updates for more information.

TEXT

PG&E PSPS Alert: Forecasted weather conditions have improved, and we are not turning off power for public safety in [CUSTOMER NAME] on [DATE]. More info: **pge.com/pspsportal** or **pge.com/pspsupdates**.

EMAIL

SUBJECT: PG&E PSPS Alert: Power shutoff cancelled in [CUSTOMER NAME]

Forecasted weather conditions have improved, and we are **NOT** planning to turn off power for public safety in [CUSTOMER NAME] on [DATE].

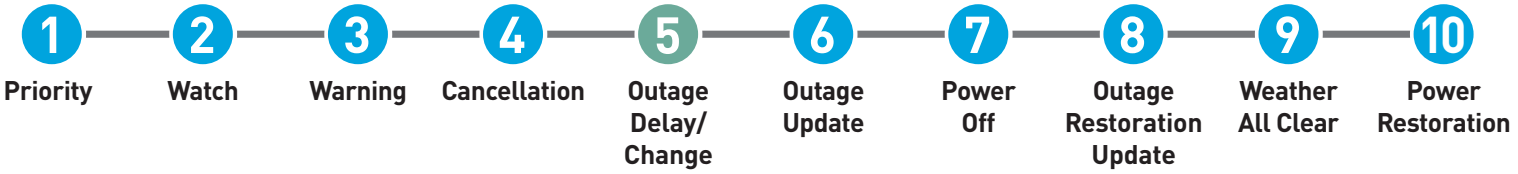
We are continuing to monitor weather conditions. It is still important to continue to be prepared for extended outages. Visit **pge.com/pspsportal** or **pge.com/pspsupdates** for more information.

Message sent at [SYSTEM DATE / TIME]

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PHONE/VOICE

This is P G and E calling on [DATE] at [TIME] with a Public Safety Power Shutoff alert. Weather conditions have changed and the PSPS outage in [CUSTOMER NAME] will be delayed. We are monitoring conditions and will share updates, as soon as possible. We will also provide daily updates until the severe weather has passed or power has been restored. Visit p g e dot com forward slash p s p s portal or p g e dot com forward slash p s p s updates for more information.

TEXT

PG&E PSPS Alert: Forecasted weather conditions have changed and the outage in [CUSTOMER NAME] will be delayed. We are monitoring conditions and will share updates, as soon as available. More info: **pge.com/pspsportal** or **pge.com/pspsupdates**.

EMAIL

SUBJECT: PG&E PSPS Alert: Power shutoff delayed in [CUSTOMER NAME]

Weather conditions have changed and the PSPS outage in [CUSTOMER NAME] will be delayed. We are closely monitoring the weather conditions in your area and will share an updated shutoff and estimated restoration time, as soon as available.

We will provide daily updates until the severe weather has passed or power has been restored. Visit **pge.com/pspsportal** and **pge.com/pspsupdates** for more information.

Message sent at [SYSTEM DATE / TIME]

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City, County, Tribal and CCA

1 Priority — 2 Watch — 3 Warning — 4 Cancellation — 5 Outage Delay/ Change — 6 Outage Update — 7 Power Off — 8 Outage Restoration Update — 9 Weather All Clear — 10 Power Restoration

PHONE/VOICE

This is P G and E calling on [DATE] at [TIME] with a Public Safety Power Shutoff alert. Weather conditions have changed and the PSPS outage in [CUSTOMER NAME] will be delayed. Shutoff is now estimated starting [TIME] on [DATE] through [TIME] on [DATE]. Restoration for your area is estimated on [DATE] by [TIME]. Weather can affect these times. We will provide daily updates until the severe weather has passed or power has been restored. Visit p g e dot com forward slash p s p s portal or p g e dot com forward slash p s p s updates for more information.

TEXT

PG&E PSPS Alert: Weather conditions have changed in [CUSTOMER NAME]. Shutoff is now estimated starting [TIME] on [DATE] through [TIME] on [DATE]. Restoration estimated on [DATE] by [TIME] . Weather can affect these times. More info: **pge.com/pspsportal** or **pge.com/pspsupdates**.

EMAIL

SUBJECT: PG&E PSPS Alert: Updated timing of power shutoffs in [CUSTOMER NAME]

Weather conditions have changed for your area.

- **AREA**: Portions of [CUSTOMER NAME].
- **ESTIMATED SHUTOFF**: Starting [TIME] on [DATE] through [TIME] on [DATE]. We expect weather to improve beginning [TIME] on [DATE]. After severe weather has passed, we will inspect equipment before restoring power.
- **ESTIMATED RESTORATION**: [DATE] by [TIME].

Actual shutoff and restoration times may vary depending on actual weather and equipment conditions Visit **pge.com/pspsportal** or **pge.com/pspsupdates** for more information.

Message sent at [SYSTEM DATE / TIME]

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City, County, Tribal and CCA

1 Priority — 2 Watch — 3 Warning — 4 Cancellation — 5 Outage Delay/ Change — 6 Outage Update — 7 Power Off — 8 Outage Restoration Update — 9 Weather All Clear — 10 Power Restoration

PHONE/VOICE

This is P G and E calling on [DATE] With a Public Safety Power Shutoff alert. For safety, power has been shut off in portions of [CUSTOMER NAME]. Restoration for your area is estimated on [DATE] by [TIME]. Actual restoration times may vary depending on weather or equipment conditions. We will provide updates until power has been safely restored. Visit p g e dot com forward slash p s p s portal or p g e dot com forward slash p s p s updates for more information.

TEXT

PG&E PSPS Alert: For safety, power has been shut off in [CUSTOMER NAME]. Restoration for your area is estimated on [DATE] by [TIME]. Weather can affect these times. More info at **pge.com/pspsportal** or **pge.com/pspsupdates**.

EMAIL

SUBJECT: PG&E PSPS Alert: Power is shut off in [CUSTOMER NAME]

Due to current weather conditions, we have turned off power for safety to help prevent a wildfire.

- **AREA**: Portions of [CUSTOMER NAME].
- **ESTIMATED SHUTOFF**: We expect weather to improve beginning [TIME] on [DATE]. After severe weather has passed, we will inspect equipment before safely restoring power.
- **ESTIMATED RESTORATION**: [DATE] by [TIME].

Actual shutoff and restoration times may vary depending on weather and equipment conditions. We will continue to provide updates until power has been safely restored.

Visit **pge.com/pspsportal** for more information.

Message sent at [SYSTEM DATE / TIME]

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City, County, Tribal and CCA

1 Priority — 2 Watch — 3 Warning — 4 Cancellation — 5 Outage Delay/ Change — 6 Outage Update — 7 Power Off — 8 Outage Restoration Update — 9 Weather All Clear — 10 Power Restoration

PHONE/VOICE

This is P G and E calling on [DATE] at [TIME] with a Public Safety Power Shutoff alert. Power remains off in portions of [CUSTOMER NAME] to help prevent a wildfire. Crews will restore power as soon as it is safe to do so. Restoration for your area is estimated on [DATE] by [TIME]. Restoration times may vary depending on weather conditions and equipment damage. We will provide daily updates until your power has been restored. Visit p g e dot com forward slash p s p s portal or p g e dot com forward slash p s p s updates for more information.

TEXT

PG&E PSPS Alert. Power remains off in [CUSTOMER NAME] to help prevent wildfires. Restoration is estimated on [DATE] by [TIME]. Weather can affect these times. More info at **pge.com/pspsportal** or **pge.com/pspsupdates**.

EMAIL

SUBJECT: PG&E PSPS Alert: Updated estimated restoration time for [CUSTOMER NAME]

Power remains off in your area to help prevent a wildfire. We apologize for the disruption, and we appreciate your patience. Crews will restore power as soon as it is safe to do so.

In [CUSTOMER NAME], we expect weather to improve by [TIME] on [DATE]. After the severe weather has passed and it is safe to do so, we will inspect equipment before restoring power. The estimated restoration is on [DATE] by [TIME].

Actual restoration times may vary depending on actual weather and equipment conditions. Visit **pge.com/pspsportal** or **pge.com/pspsupdates** for more information.

Message sent at [SYSTEM DATE / TIME]

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1 Priority — 2 Watch — 3 Warning — 4 Cancellation — 5 Outage Delay/ Change — 6 Outage Update — 7 Power Off — 8 Outage Restoration Update — 9 Weather All Clear — 10 Power Restoration

PHONE/VOICE

This is P G and E calling on [DATE] at [TIME] with a Public Safety Power Shutoff alert. Weather conditions have improved, and crews are inspecting equipment in [CUSTOMER NAME]. Restoration for your area is estimated on [DATE] by [TIME]. Restoration times may vary depending on equipment damage. We will provide daily updates until power in your area has been restored. Visit at p g e dot com forward slash p s p s portal or p g e dot com forward slash p s p s updates for more information.

TEXT

PG&E PSPS Alert: Weather conditions have improved, crews are inspecting equipment in [CUSTOMER NAME]. Restoration is estimated on [DATE] by [TIME]. Equipment damage can affect these times. More info: **pge.com/pspsportal** or **pge.com/pspsupdates**.

EMAIL

SUBJECT: PG&E PSPS Alert: Crews are inspecting equipment in [CUSTOMER NAME]

Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power. We apologize for the disruption, and we appreciate your patience.

In [CUSTOMER NAME], the estimated restoration is [DATE] by [TIME]. Actual restoration times may vary depending on equipment damage. Visit **pge.com/pspsportal** or **pge.com/pspsupdates** for more information.

Message sent at [SYSTEM DATE / TIME]

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City, County, Tribal and CCA

1 Priority — 2 Watch — 3 Warning — 4 Cancellation — 5 Outage Delay/ Change — 6 Outage Update — 7 Power Off — 8 Outage Restoration Update — 9 Weather All Clear — 10 Power Restoration

PHONE/VOICE

This is P G and E calling on [DATE] at [TIME] with a Public Safety Power Shutoff alert. Crews have successfully restored power to all customers in [CUSTOMER NAME]. If you are still receiving reports of outages, please instruct customers to visit p g e dot com forward slash outages or call 1-800-743-5002. We apologize for the disruption, and we appreciate your patience.

TEXT

PG&E PSPS Alert. Crews have successfully restored power in [CUSTOMER NAME]. If you are still receiving reports of outages, please instruct customers to visit **pge.com/outages** or call 1-800-743-5002.

EMAIL

SUBJECT: PG&E PSPS Alert: Power restored in [CUSTOMER NAME]

Crews have successfully restored power to all customers in [CUSTOMER NAME]. We apologize for the disruption, and we appreciate your patience.

While PSPS outages have been fully restored, crews may be working to quickly address damages that are causing other service outages. If you are still receiving reports of outages, please instruct customers to visit **pge.com/outages** or call 1-800-743-5002. Visit **pge.com/pspsportal** or **pge.com/pspsupdates** for more information.

Message sent at [SYSTEM DATE / TIME]

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Customer-Owned Lines, Publicly-Owned Utilities, Transmission and Wholesale Customers

PG&E will make every attempt to provide notifications to Publicly-Owned Utilities, Transmission-level customers and Wholesale Customers through automated calls, texts and emails, as well as live calls. PG&E will continue to support these customers through two PG&E contacts:

- Critical Infrastructure Lead (CIL) automated notification and/or Customer Relationship Manager leading up to the de-energization
- Grid Control Center (GCC) operators during de-energization and re-energization

The following outlines the various notifications PG&E will send prior to, during and after a PSPS:



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Customer-Owned Lines, Publicly-Owned Utilities, Transmission and Wholesale Customers

1 Watch
2 ISL Watch & Fault Duty
3 Warning
4 Cancellation
5 Weather All Clear
6 Fault Duty - CIL Live Calls
7 Power Restoration

PHONE/VOICE

Hello, this message is from Pacific Gas and Electric regarding [SERVICE DESCRIPTOR] line serving [CIRCUIT] substation. Gusty winds and dry conditions are forecasted to begin around [TIME] on [DATE] with the peak period of fire risk forecasted to last until [TIME] on [DATE]. The estimated restoration is [DATE] by [TIME]. When de-energization is imminent, the Transmission Grid Control Center will notify your transmission operators and be available to answer questions. You can reach the Transmission Grid Control Center at 707-449-6700, for operational questions. For non-operational questions, reach out to 415-973-4760.

We are continuing to monitor conditions and will only turn off power for safety if conditions warrant.

We will continue to keep you informed.
Press # to repeat this message.

Thank you.
Pacific Gas and Electric Emergency Operations Center
Critical Infrastructure Lead

TEXT

PG&E PSPS Outage Alert [SYSTEM DATE]: PG&E may need to turn power off for safety at [INDUSTRY CLASSIFICATION] substation served by [SERVICE DESCRIPTOR] line. When de-energization is imminent, PG&E Transmission Grid Control Center (GCC) will notify your transmission operators and be available to answer questions. You can reach PG&E's GCC by calling 707-449-6700 for operational questions.

SAMPLE BELOW IS 307 CHARACTERS (FITS 320 CHARACTER LIMIT), WITH 25 CHARACTERS MAX FOR THE ADDRESS VARIABLE

PG&E PSPS Outage Alert 11/12/20: PG&E may need to turn power off for safety at Schuller SUB substation served by Logan Creek Line. When de-energization is imminent, PG&E Transmission Grid Control GCC will notify your transmission operators and be available to answer questions. You can reach the Transmission Grid Control Center by calling 707-449-6700 for operational questions.

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Customer-Owned Lines, Publicly-Owned Utilities, Transmission and Wholesale Customers

1 Watch — 2 ISL Watch & Fault Duty — 3 Warning — 4 Cancellation — 5 Weather All Clear — 6 Fault Duty - CIL Live Calls — 7 Power Restoration

EMAIL

SUBJECT: PG&E Transmission PSPS Watch: On [DATE] power shutoffs may be required for safety for [INDUSTRY CLASSIFICATION] substation.

[PG&E Logo] Public Safety Power Shutoff (PSPS)

[Exclamation Logo] PSPS Outage Watch

Due to current weather forecasts, your substation is currently in scope for a Public Safety Power Shutoff (PSPS) Watch.

When de-energization is imminent, PG&E's Transmission Grid Control Center (GCC) will notify your transmission operators and be available to answer questions. You can reach the GCC at 707-449-6700 for operational questions. For non-operational questions, reach out to **eoc-cso-cil-support@pge.com**.

Impacted Substation:
[INDUSTRY CLASSIFICATION] substation served by [SERVICE DESCRIPTOR] line

ESTIMATED SHUT OFF: Starting between [TIME] on [DATE] and [TIME] on [DATE]. We expect weather to improve beginning at [TIME] on [DATE]. After severe weather has passed, we will inspect equipment before restoring power.

ESTIMATED RESTORATION: [DATE] by [TIME]. Actual shutoff and restoration times may be delayed depending on weather and equipment conditions.

We recommend all potentially affected facilities plan for an extended period.

Thank you,
PG&E Critical Infrastructure Lead

PSPS RESOURCES
- To learn more about PSPS, including the criteria used to turn off power, visit **pge.com/psps**.
- For a 7-day PSPS forecast, visit **pge.com/pspsweather**.

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

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Customer-Owned Lines, Publicly-Owned Utilities, Transmission and Wholesale Customers

1 Watch
2 ISL Watch & Fault Duty
3 Warning
4 Cancellation
5 Weather All Clear
6 Fault Duty - CIL Live Calls
7 Power Restoration

PHONE/VOICE

Hello This is Pacific Gas & Electric calling regarding grid conditions expected to commence around [TIME] on [DATE] due to Public Safety Power Shutoff events. We do NOT expect your facility to lose power during the current event, but we do anticipate a fault duty drop that should be evaluated for your protective equipment to continue to operate as designed. These events will cause significant power flow deviations that may have a significant impact on the fault duty at [INDUSTRY CLASSIFICATION] substation.

Please have your facility's Protection Engineer or 3rd party protection contractor contact PG&E System Protection Engineering at 925.328.5090 as soon as possible. PG&E's Protection Engineering will give your protection specialist the anticipated fault duty needed for protection settings during this event.

Thank you.
P G and E Critical Infrastructure Lead

TEXT

PG&E PSPS Outage Alert [SYSTEM DATE]: We do NOT expect [INDUSTRY CLASSIFICATION] substation to lose power, but we do anticipate a fault duty drop. Please have your facility's Protection Engineer contact PG&E System Protection Engineering at 925.328.5090 as soon as possible.

SAMPLE BELOW IS 261 CHARACTERS (FITS 320 CHARACTER LIMIT), WITH 50 CHARACTERS MAX FOR THE INDUSTRY_CLASSIFICATION VARIABLE

PG&E PSPS Outage Alert 11/12/20: We do not expect Blue Lake Power substation to lose power, but we do anticipate a fault duty drop. Please have your facility's Protection Engineer contact PG&E System Protection Engineering at 925.328.5090 as soon as possible.

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Customer-Owned Lines, Publicly-Owned Utilities, Transmission and Wholesale Customers

1 Watch — 2 ISL Watch & Fault Duty — 3 Warning — 4 Cancellation — 5 Weather All Clear — 6 Fault Duty - CIL Live Calls — 7 Power Restoration

EMAIL

SUBJECT: PG&E Transmission PSPS Alert: Fault Duty impact for [INDUSTRY CLASSIFICATION] substation on [DATE].

[PG&E Logo] Public Safety Power Shutoff (PSPS)
[Exclamation Logo] PSPS Outage Watch

Due to current weather forecasts, your substation is currently under a Watch for a Public Safety Power Shutoff (PSPS).

We do NOT expect your facility to lose power during the current PSPS event, but we do anticipate a fault duty drop that should be evaluated for your protective equipment to continue to operate as designed. These events will cause significant power flow deviations that may have a significant impact on the fault duty at your point of interconnection.

Impacted Substation:
[INDUSTRY CLASSIFICATION] substation served by [SERVICE DESCRIPTOR] line.

CONTACT PG&E SYSTEM PROTECTION: Please have your facility's Protection Engineer or 3rd party protection contractor contact PG&E System Protection Engineering at 925.328.5090 as soon as possible to obtain the anticipated fault duty needed for protection settings during this event.

We recommend all potentially affected facilities plan for an extended period.

Thank you.
PG&E Critical Infrastructure Lead

PSPS RESOURCES

- To learn more about PSPS, including the criteria used to turn off power, visit **pge.com/psps**.
- For a 7-day PSPS forecast, visit **pge.com/pspsweather**.

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

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Customer-Owned Lines, Publicly-Owned Utilities, Transmission and Wholesale Customers

1 Watch — 2 ISL Watch & Fault Duty — 3 Warning — 4 Cancellation — 5 Weather All Clear — 6 Fault Duty - CIL Live Calls — 7 Power Restoration

PHONE/VOICE

This is P G and E calling with a Public Safety Power Shutoff Outage Warning. To replay this message at any time, press#. Current weather forecasts, including high winds and dry conditions, will require us to turn off the power to your facility to help prevent a wildfire. [AD HOC1 IVR] We will turn off power for safety at [PREMISE ADDRESS] between [TIME] on [DATE] and [TIME] on [DATE]. We estimate power will be restored: [DATE], by [TIME].

[AD HOC1 IVR] TX Only: When de energization is imminent, the Transmission Grid Control Center will make every attempt to notify your operators. You can reach the Grid Control Center at 7 0 7 4 4 9 6 7 0 0 for operational questions. For non operational questions, reach out to 4 1 5 9 7 3 4 7 6 0.

[AD HOC1 IVR] COL Only: As a reminder, once we have given the weather All Clear, you can begin the process to ensure your electric equipment is safe to re energize.

We recommend your facility plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored.

TEXT

PG&E PSPS Outage Warning [SYSTEM DATE]: Current weather forecasts require us to turn off the power at [PREMISE ADDRESS] to help prevent a wildfire. When de-energization is imminent, the Transmission Grid Control Center will notify your operators and be available to answer questions.

TEXT (COL ONLY)

PG&E PSPS Outage Warning [SYSTEM DATE]: Current weather forecasts, including high winds and dry conditions, will require us to turn off the power at [PREMISE ADDRESS] to help prevent a wildfire. As a reminder, once we have given the weather All Clear, you can begin the process to assess your electric equipment to ensure it is safe to re-energize.

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Customer-Owned Lines, Publicly-Owned Utilities, Transmission and Wholesale Customers

1 Watch | 2 ISL Watch & Fault Duty | 3 Warning | 4 Cancellation | 5 Weather All Clear | 6 Fault Duty - CIL Live Calls | 7 Power Restoration

EMAIL

SUBJECT: PG&E Transmission PSPS Alert: Warning Notification

[PG&E Logo] Public Safety Power Shutoff (PSPS)

[Exclamation Logo] PSPS Outage Warning

Current weather forecasts, including high winds and dry conditions, will require us to turn off the power to your facility to help prevent a wildfire. We will turn off power for safety at [PREMISE ADDRESS] between [TIME] on [DATE] and [TIME] on [DATE]. We estimate power will be restored: [DATE], by [TIME].

[AD HOC1 EMAIL] TX Only: When de-energization is imminent, the Transmission Grid Control Center will notify your operators. You can reach the Grid Control Center at 707-449-6700 for operational questions. For non-operational questions, reach out to 415-973-4760 or **eoc-cso-cil-support@pge.com**.

[AD HOC1 EMAIL] COL Only: As a reminder, once we have given the weather All Clear, you can begin the process to assess your electric equipment to ensure it is safe to re-energize.

We recommend your facility plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored.

Thank you,
PG&E Critical Infrastructure Lead

[COUNTY]

Message sent at [DATE, TIME]

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Customer-Owned Lines, Publicly-Owned Utilities, Transmission and Wholesale Customers

1 Watch | 2 ISL Watch & Fault Duty | 3 Warning | 4 Cancellation | 5 Weather All Clear | 6 Fault Duty - CIL Live Calls | 7 Power Restoration

PHONE/VOICE

This is Pacific Gas & Electric calling to let you know that forecasted weather conditions have improved and [INDUSTRY CLASSIFICATION] substation is not expected to be de-energized on [TIME] on [DATE].

Thank you.
P G and E Critical Infrastructure Lead

TEXT

PG&E PSPS Outage Alert [SYSTEM DATE]: Power shutoff for [INDUSTRY_CLASSIFICATION] substation is canceled. Forecasted weather conditions have improved and we are NOT planning to turn off power for public safety for [INDUSTRY CLASSIFICATION] substation.

EMAIL

SUBJECT: PG&E Transmission PSPS Alert: Power shutoff for [INDUSTRY CLASSIFICATION] substation is canceled.

[PG&E Logo] Public Safety Power Shutoff (PSPS)
[Exclamation Logo] PSPS Outage Cancellation

[AD HOC1 EMAIL]
Forecasted weather conditions have improved and we are NOT planning to turn off power for public safety for [INDUSTRY CLASSIFICATION] substation on [DATE] at [TIME].

Thank you,
PG&E Critical Infrastructure Lead

Message sent at [DATE, TIME]

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Customer-Owned Lines, Publicly-Owned Utilities, Transmission and Wholesale Customers

1 Watch | 2 ISL Watch & Fault Duty | 3 Warning | 4 Cancellation | 5 Weather All Clear | 6 Fault Duty - CIL Live Calls | 7 Power Restoration

PHONE/VOICE

This is P G and E calling with a P S P S outage alert. Weather conditions have improved, and crews are inspecting P G and E power lines and equipment to determine when we can safely restore power to [PREMISE ADDRESS]. [AD HOC1 IVR] We estimate power will be restored: [DATE] by [TIME]. Restoration time may change depending on equipment damage.

[AD HOC1 IVR] TX Only: When P G and E is ready to restore power to your facility, Transmission Grid Control Center will contact your operators to confirm if your equipment is safe to restore. You can reach the Grid Control Center at 7 0 7 4 4 9 6 7 0 0 for operational questions. For non operational questions contact P G & E Critical Infrastructure Lead at 4 1 5 9 7 3 4 7 6 0.

[AD HOC1 IVR] COL Only: Please click on the Chat URL sent today acknowledging your equipment is safe to re energize, or more time is needed to assess your equipment and make repairs. We will continue to attempt to reach you until acknowledgement is received. If you did not receive an email, please call 4 1 5 9 7 3 4 7 6 0. We will continue to attempt to reach you until acknowledgement is received. Delay in your response will hinder power restoration to you and potentially other customers.

To replay this message press#.

TEXT

PG&E PSPS Outage Alert [SYSTEM DATE]: Weather conditions have improved. Crews are inspecting PG&E power lines and equipment to determine when we can safely restore power to [PREMISE ADDRESS]. When PG&E is ready to restore power to your facility, Transmission Grid Control Center will contact your operators to confirm if your equipment is safe to restore.

TEXT (COL ONLY)

PG&E PSPS Outage Alert [SYSTEM DATE]: Weather conditions have improved. Crews are inspecting PG&E power lines and equipment to determine when we can safely restore power to [PREMISE ADDRESS]. Acknowledge your electric equipment is safe to re-energize, or more time is needed to assess and make repairs by clicking on the Chat URL: **https://url.ly/Wn2Xdz+**.

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Customer-Owned Lines, Publicly-Owned Utilities, Transmission and Wholesale Customers

1 Watch | 2 ISL Watch & Fault Duty | 3 Warning | 4 Cancellation | 5 Weather All Clear | 6 Fault Duty - CIL Live Calls | 7 Power Restoration

EMAIL

FROM: **eoc-cso-cil-support@pge.com** (subject to change)

SUBJECT: PG&E PSPS Alert: ALL CLEAR [ADDRESS, CITY, COUNTY] County

[PG&E Logo] Public Safety Power Shutoff (PSPS)

[Exclamation Logo] PSPS All Clear

Weather conditions have improved, and crews are inspecting PG&E power lines and equipment to determine when we can safely restore power to [PREMISE ADDRESS]. [AD HOC1 EMAIL] We estimate power will be restored: [DATE] by [TIME]. Restoration time may change depending on equipment damage.

[AD HOC1 EMAIL] TX Only: When PG&E is ready to restore power to your facility, Transmission Grid Control Center will contact your operators to confirm if your equipment is safe to restore. You can reach the Grid Control Center at 707-449-6700 for operational questions. For non-operational questions, contact PG&E's Critical Infrastructure Lead at 415-973-4760 or **eoc-cso-cil-support@pge.com**.

[AD HOC1 EMAIL] COL Only: Please click on the [CHAT] and follow the prompts to acknowledge if your equipment is safe to re-energize, or more time is needed to assess your equipment and make repairs. We will continue to attempt to reach you until acknowledgement is received. Delay in your response will hinder power restoration to you and potentially other customers.

Thank you,
PG&E Critical Infrastructure Lead

[COUNTY]

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

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Customer-Owned Lines, Publicly-Owned Utilities, Transmission and Wholesale Customers

1 Watch
2 ISL Watch & Fault Duty
3 Warning
4 Cancellation
5 Weather All Clear
6 Fault Duty - CIL Live Calls
7 Power Restoration

PHONE/VOICE

This is [CUSTOMER NAME] at PG&E calling regarding grid conditions expected to commence [TIME], [DATE] due to a Public Safety Power Shutoff event. These events will cause significant power flow deviations that may have a significant impact on the fault duty at your point of interconnection. We do not expect your facility to lose power during the current event, but we do anticipate a fault duty drop that should be evaluated for your protective equipment to continue to operate as designed. Please have your facility's Protection Engineer or 3rd party protection contractor contact PG&E System Protection Engineering at 925-328-5090 as soon as possible. PG&E's Protection Engineering will give your protection specialist the anticipated fault duty needed for protection settings during this event. Thank you.

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Customer-Owned Lines, Publicly-Owned Utilities, Transmission and Wholesale Customers

1 Watch | 2 ISL Watch & Fault Duty | 3 Warning | 4 Cancellation | 5 Weather All Clear | 6 Fault Duty - CIL Live Calls | 7 Power Restoration

PHONE/VOICE

This is P G and E calling on [DAY, DATE] at [TIME] with a P S P S outage alert. Crews have successfully restored power at [ADDRESS].

[AD HOC1 IVR] TX Only: If your power is still out in this location, please contact the Grid Control Center at 7 0 7 4 4 9 6 7 0 0.

[AD HOC1 IVR] COL Only: If your power is still out in this location, please contact P G & E Critical Infrastructure Lead at 4 1 5 9 7 3 4 7 6 0.

We apologize for the disruption, and we appreciate your patience.

TEXT

PG&E PSPS Outage Alert [SYSTEM DATE]: Crews have successfully restored power at your location, [PREMISE ADDRESS]. If your power is still out in this location, please contact the Grid Control Center at 707-449-6700.

TEXT (COL ONLY)

PG&E PSPS Outage Alert [SYSTEM DATE]: Crews have successfully restored power at your location, [PREMISE ADDRESS]. If your power is still out in this location, please contact PG&E's Critical Infrastructure Lead at 415-973-4760.

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Customer-Owned Lines, Publicly-Owned Utilities, Transmission and Wholesale Customers

1 Watch | 2 ISL Watch & Fault Duty | 3 Warning | 4 Cancellation | 5 Weather All Clear | 6 Fault Duty - CIL Live Calls | 7 Power Restoration

EMAIL

SUBJECT: PG&E PSPS Alert: RESTORED [ADDRESS, CITY, COUNTY] County
[PG&E Logo] Public Safety Power Shutoff (PSPS)
[Exclamation Logo] Power Restored

Crews have successfully restored power at: [ADDRESS, CITY, STATE, COUNTY]. We apologize for the disruption, and we appreciate your patience.

[AD HOC1 EMAIL] TX Only: If your power is still out in this location, please contact the Grid Control Center at 707-449-6700.

[AD HOC1 EMAIL] COL Only: If your power is still out in this location, please contact PG&E's Critical Infrastructure Lead at 415-973-4760.

Thank you,
PG&E Critical Infrastructure Lead

[COUNTY]

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

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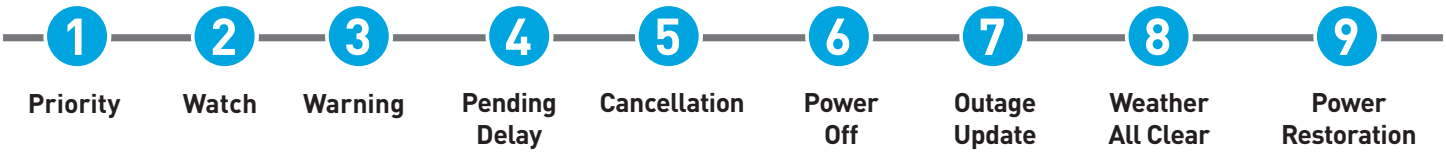
General Customer, Critical Facility, and Medical Baseline Notifications

We will attempt to reach potentially impacted customers through automated calls, texts and emails using all contact information we have on file. We will also post event-specific information on pge.com and social media channels, as well as keep local news, radio outlets and community based organizations informed and updated.

Public Safety Partner Customers that have a facility identified as potentially affected will receive an advance notification with facility information (in addition to the notifications sent to agencies as described in the previous section). This includes police and fire facilities, communication providers, water agencies, emergency hospitals and publicly-owned utilities.

Medical Baseline Program customers will also receive unique PSPS Watch and PSPS Warning notifications. These messages include customized phone, text and email messages that request confirmation that the notification was received. If previous alerts are not acknowledged, we will make additional attempts to notify the customer. This will continue hourly, or be conducted in person, until we are able to reach them.

The following outlines the various notifications PG&E will send prior to, during and after a PSPS:



KEY:

- Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities
- Microgrid Watch Notification (General and Medical Baseline Customers)
- Medical Baseline Program Customers
- All Customers
- General Customers

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Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities

1 Priority
2 Watch
3 Warning
4 Pending Delay
5 Cancellation
6 Power Off
7 Outage Update
8 Weather All Clear
9 Power Restoration

PHONE/VOICE (SINGLE PREM)

This is P G and E calling Public Safety Partners with an important message. We are issuing an advance-notice Outage Watch for a Public Safety Power Shutoff. On [DATE], power MAY be shut off for safety. To replay this message at any time, press #. Due to current weather forecasts, [ADDRESS] is under a Watch for a Public Safety Power Shutoff. Weather forecasts including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. ESTIMATED SHUTOFF START TIME: [DAY], [DATE] between [TIME] and [TIME]. ESTIMATED RESTORATION TIME: [DAY], [DATE] by [TIME]. Maps showing the areas potentially affected by a shutoff are at **pge.com/pspsportal**. Login is required. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. If this is not the correct phone number for [ADDRESS], press 2. Press # to repeat this message. Thank you.

PHONE/VOICE (MULTI PREM)

This is P G and E calling Public Safety Partners with an important message. We are issuing an advance-notice Outage Watch for a Public Safety Power Shutoff. On [ESTIMATED SHUTOFF START DATE], power MAY be shut off for safety. To replay this message at any time, press #. Due to current weather forecasts, [NUMBER of SPIDs FOR MULTI PREM] of your meters are under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. The estimated shutoff time for [ADDRESS #1] will begin [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return [DAY], [DATE] by [TIME]. The estimated shutoff time for [ADDRESS #2] will begin [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return [DAY], [DATE] by [TIME]. Please get ready to write down the following information. Details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters can be found online at **pge.com/myaddresses**. On the website you will be asked to enter your phone number [XXX-XXX-XXXX] plus a 4-digit PIN. Your PIN number is: [ZZZ] To repeat instructions, press *. Maps showing the areas potentially affected by a shutoff are at **pge.com/pspsportal**. Login is required. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. If this is not the correct phone number for the addresses provided, press 2. Press # to repeat this message. Thank you.

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Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

TEXT (SINGLE PREM)

PG&E Advance-Notice PSPS Outage Watch for Public Safety Partners, [SYSTEM DATE]: We MAY turn off power for safety at [ADDRESS] on [DATE]. Estimated shutoff: [TIME]–[TIME]. Estimated restoration: [DATE] by [TIME]. Maps for public safety partners at **pge.com/pspsprioritynotice** or log in at **pge.com/pspsportal**.

TEXT (MULTI PREM)

PG&E Advance-Notice PSPS Outage Watch for Public Safety Partners, [DATE]: We MAY turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est. shutoff as early as: [DATE] [TIME]-[TIME]. Est. restoration: [DATE] by [TIME]. Meter list: [pge.bz/12345] Safety partner maps: **pge.com/pspsprioritynotice** or log in @ **pge.com/pspsportal**.

EMAIL (SINGLE PREM)

SUBJECT: Advance-Notice PSPS Outage Watch issued for [DATE]

HEADLINE: Public Safety Power Shutoff - Advance Notice

SUBHEAD: PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

ADDRESS: [ADDRESS, CITY, STATE, COUNTY]

ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]
Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power.

ESTIMATED RESTORATION: [DAY], [DATE] by [TIME].
Restoration time may change depending on weather and equipment damage.

Maps showing the areas potentially affected by a shutoff can be found at **pge.com/pspsprioritynotice**. PSPS Portal users can log in at **pge.com/pspsportal**. These are for public safety partner use only. **PLEASE DO NOT SHARE THESE LINKS**.

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Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (SINGLE PREM CONT)

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage. If this is not the correct email address for [ADDRESS], please call 1-866-743-6589.

RESOURCES TO HELP YOU PREPARE:

- Maps showing the areas potentially affected by a shutoff can be found at **pge.com/pspsprioritynotice**. **These are for public safety partner use only**. **PLEASE DO NOT SHARE THIS LINK**.
- PSPS Portal users can log in at **pge.com/pspsportal**. **These are for public safety partner use only**. **PLEASE DO NOT SHARE THIS LINK**.
- To learn more about Public Safety Power Shutoffs, including the criteria used to turn off power, visit **pge.com/psps**.
- For a 7-day Public Safety Power Shutoff forecast, visit **pge.com/pspsweather**.
- If you see a downed powerline, assume it is energized and extremely dangerous. Report it immediately by calling 911.

Thank you,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]
NOTE: To protect against spam, some email providers may delay delivery.

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Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (MULTI PREM)

SUBJECT: Advance-Notice PSPS Outage Watch issued for [DATE].

HEADLINE: Public Safety Power Shutoff - ADVANCE NOTICE

SUBHEAD: PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. Maps showing the areas potentially affected by a shutoff can be found at **pge.com/pspsprioritynotice**. PSPS Portal users can log in at **pge.com/pspsportal**. **These are for public safety partner use only**.

PLEASE DO NOT SHARE THESE LINKS.

NUMBER OF METERS AFFECTED: [NUMBER of SPIDs FOR MULTI PREM]

****Due to email size limits a maximum of 50 meter locations is shown****

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.

(Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

If this is not the correct email address for the addresses provided, please call 1-866-743-6589.

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Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (MULTI PREM CONT)

RESOURCES TO HELP YOU PREPARE:

- Maps showing the areas potentially affected by a shutoff can be found at **pge.com/pspsprioritynotice**. **These are for public safety partner use only**. **PLEASE DO NOT SHARE THIS LINK.**
- PSPS Portal users can log in at **pge.com/pspsportal**. **These are for public safety partner use only**. **PLEASE DO NOT SHARE THIS LINK.**
- To learn more about Public Safety Power Shutoffs, including the criteria used to turn off power, visit **pge.com/psps**.
- For a 7-day Public Safety Power Shutoff forecast, visit **pge.com/pspsweather**.
- If you see a downed powerline, assume it is energized and extremely dangerous. Report it immediately by calling 911.

Thank you,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]
NOTE: To protect against spam, some email providers may delay delivery.

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Medical Baseline Program Customers

1 Priority
2 Watch
3 Warning
4 Pending Delay
5 Cancellation
6 Power Off
7 Outage Update
8 Weather All Clear
9 Power Restoration

IVR LIVE (SINGLE PREM)

This is P G and E calling with an important message for Medical Baseline customers. We are issuing an Outage Watch for a Public Safety Power Shutoff. To continue in English, press 1. To replay this message at any time, press #. Severe weather MAY require us to turn off power at [ADDRESS] to help prevent a wildfire. IF WE TURN OFF POWER, WE ESTIMATE THE SHUTOFF WILL BEGIN: [DAY, DATE] between [TIME] and [TIME].WE ESTIMATE POWER WILL BE TURNED BACK ON: [DAY, DATE] by [TIME]. We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. For more information on Community Resource Centers, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. If this is not the correct phone number for [ADDRESS], press 2. Press # to repeat this message. Thank you and please stay safe.

IVR LIVE (MULTI PREM)

This is P G and E calling Medical Baseline customers with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. To continue in English, press 1. To replay this message at any time, press #. Severe weather MAY require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. If we turn off power, we estimate the shutoff at [PREMISE ADDRESS #1] will begin [DAY, DATE] between [TIME] and [TIME]. We estimate power will return: [DAY, DATE] by [TIME]. We estimate the shutoff at [PREMISE ADDRESS #2] will begin [DAY, DATE] between [TIME] and [TIME]. We estimate power will return: [DAY, DATE] by [TIME]. To get shutoff details for all of your affected meters, visit **pge.com/myaddresses**. On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ]. To repeat instructions, press*. We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. For more information on Community Resource Centers, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, **visit pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. If this is not the correct phone number for the addresses provided, press 2. Press # to repeat this message. Thank you and please stay safe.

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Medical Baseline Program Customers



Priority | Watch | Warning | Pending Delay | Cancellation | Power Off | Outage Update | Weather All Clear | Power Restoration

IVR VOICE MESSAGE (SINGLE PREM)

This is P G and E calling with an important message for Medical Baseline customers. We are issuing an Outage Watch for a Public Safety Power Shutoff. On [DATE], power MAY be shut off for safety. Your response is required. To hear this message in another language, call 1-833-208-4167. Severe weather MAY require us to turn off power at [ADDRESS] to help prevent a wildfire. IF WE TURN OFF POWER, WE ESTIMATE THE SHUTOFF WILL BEGIN: [DAY, DATE] between [TIME] and [TIME]. WE ESTIMATE POWER WILL BE TURNED BACK ON: [DAY, DATE] by [TIME]. As a Medical Baseline customer, we ask that you call 1-800-687-6302 to confirm you have received this message. Again, please call 1-800-687-6302. We will continue to attempt to reach you and may visit your home if you do not call. For more information on Community Resource Centers, including information for customers who rely on power for medical or independent living needs, or who need food replacement, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. If this is not the correct phone number for [ADDRESS], call 1-866-743-6589. Thank you and please stay safe.

IVR VOICE MESSAGE (MULTI PREM)

This is P G and E calling with an important message for Medical Baseline customers. We are issuing an Outage Watch for a Public Safety Power Shutoff. Your response is required. To hear this message in another language, call 1-833-208-4167. Severe weather MAY require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. If we turn off power, we estimate the shutoff at [ADDRESS #1]will begin [DAY, DATE] between [TIME] and [TIME]. We estimate power will return: [DAY, DATE] by [TIME]. We estimate the shutoff at [ADDRESS] will begin [DAY, DATE] between [TIME] and [TIME]. We estimate power will return: [DAY, DATE] by [TIME].To get shutoff details for all of your affected meters, visit **pge.com/myaddresses**. On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ]. As a Medical Baseline customer, we ask that you call 1-800-687-6302 to confirm you have received this message. Again, please call 1-800-687-6302. We will continue to attempt to reach you and may visit your home if you do not call. For more information on Community Resource Centers, including information for customers who rely on power for medical or independent living needs, or who need food replacement, visit pge.com/pspsupdates or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. If this is not the correct phone number for the addresses provided, call 1-866-743-6589. Thank you and please stay safe.

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Medical Baseline Program Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

TEXT (SINGLE PREM)

PG&E PSPS Outage Watch - [SYSTEM DATE]: PG&E may turn off power for safety at [ADDRESS] on [DATE]. Est Shutoff: [TIME]-[TIME]. Est Restoration: [DATE] by [TIME]. Weather can affect shutoff & restoration times. View current outage status [URL] PSPS info, other languages & Community Resource Centers: **pge.com/pspsupdates**. Call 211 for support needs. View in ASL **pge.com/aslwatch**. Reply w/ "1" to verify receipt.

TEXT (MULTI PREM)

PG&E PSPS Outage Watch – [SYSTEM DATE]: PG&E may turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est shutoff: [DATE] [TIME]-[TIME]. Est restoration: [DATE] by [TIME]. Weather can affect these times. Meter list: [pge.bz/12345] PSPS information, other languages & Community Resource Centers: **pge.com/pspsupdates**. Call 211 for service/support. View in ASL **pge.com/aslwatch**. Reply w/ "1" to verify receipt.

EMAIL (SINGLE PREM)

SUBJECT: PSPS Outage Watch issued for [DATE]

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык Hmoob عربي ਪੰਜਾਬੀ فارسی 日本語 ខ្មែរ ไทย Português हिंदी

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

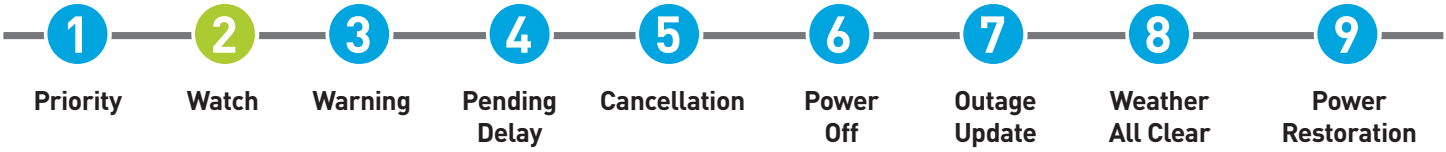
ADDRESS: [ADDRESS, CITY, STATE, COUNTY]

ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]
Shutoff times may be delayed if winds arrive later than forecast.

ESTIMATED RESTORATION: [DAY], [DATE] by [TIME].
Restoration time may change depending on weather and equipment damage.

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Medical Baseline Program Customers



EMAIL (SINGLE PREM) CONT.

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage. If this is not the correct email address for [ADDRESS], please call 1-866-743-6589. For current outage status visit **pge.com/outagestatus**. For more PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit **www.pge.com/aslwatch**.

RESOURCES TO HELP YOU PREPARE:

- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at **pge.com/afn**.
- To view city/county level information, visit **pge.com/pspsupdates**.
- To look up additional addresses that may be affected, visit **pge.com/addresslookup**.
- To view a general area map of the potential outage area, visit **pge.com/pspsmaps**.
- Get outage tips and a sample emergency plan at **pge.com/outageprep**.
- For generator safety tips, visit **pge.com/generatorsafety**.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit **pge.com/psps**.
- For a 7-day Public Safety Power Shutoff forecast, visit **pge.com/pspsweather**.
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: **pge.com/pspsupdates**.

Thank you,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]
NOTE: To protect against spam, some email providers may delay delivery.

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Medical Baseline Program Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (MULTI PREM)

SUBJECT: PSPS Outage Watch issued for [DATE]

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык Hmoob عربي ਪੰਜਾਬੀ فارسی 日本語 ខ្មែរ ไทย Português हिंदी

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

NUMBER OF METERS AFFECTED: [NUMBER of SPIDs FOR MULTI PREM]

****Due to email size limits a maximum of 50 meter locations is shown****

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.

(Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage. If this is not the correct email address for the addresses provided, please call 1-866-743-6589. For more PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit **www.pge.com/aslwatch**.

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Medical Baseline Program Customers



Priority | Watch | Warning | Pending Delay | Cancellation | Power Off | Outage Update | Weather All Clear | Power Restoration

EMAIL (MULTI PREM) CONT.

RESOURCES TO HELP YOU PREPARE:

- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at **pge.com/afn**.
- To view city/county level information, visit **pge.com/pspsupdates**.
- To look up additional addresses that may be affected, visit **pge.com/addresslookup**.
- To view a general area map of the potential outage area, visit **pge.com/pspsmaps**.
- Get outage tips and a sample emergency plan at **pge.com/outageprep**.
- For generator safety tips, visit **pge.com/generatorsafety**.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit **pge.com/psps**.
- For a 7-day Public Safety Power Shutoff forecast, visit **pge.com/pspsweather**.
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: **pge.com/pspsupdates**.

Thank you,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]
NOTE: To protect against spam, some email providers may delay delivery.

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General Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

PHONE/VOICE (SINGLE PREM)

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. To continue in English, press 1. To replay this message at any time, press #. Severe weather MAY require us to turn off power at [ADDRESS] to help prevent a wildfire. IF WE TURN OFF POWER, WE ESTIMATE THE SHUTOFF WILL BEGIN: [DAY] [DATE] between [TIME] and [TIME]. We estimate power will be turned back on: [DAY], [DATE] by [TIME]. We will provide daily updates including an Outage Warning if it becomes necessary to turn off power. For more information on Community Resource Centers, including medical device charging resources, food replacement and other support, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. If this is not the correct phone number for [ADDRESS], press 2. Press # to repeat this message. Thank you and please stay safe.

PHONE/VOICE (MULTI PREM)

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. To continue in English, press 1. To replay this message at any time, press #. Severe weather MAY require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. If we turn off power, we estimate the shutoff at [ADDRESS #1] will begin [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return: [DAY] [DATE] by [TIME]. We estimate the shutoff at [ADDRESS #2] will begin [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return: [DAY] [DATE] by [TIME]. To get shutoff details for all of your affected meters, visit **pge.com/myaddresses**. On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code: [ZZZZ]. To repeat instructions, press *. We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. For more information on Community Resource Centers, including medical device charging resources, food replacement and other support, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. If this is not the correct phone number for the addresses provided, press 2. Press # to repeat this message. Thank you and please stay safe.

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General Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

TEXT (SINGLE PREM)

PG&E PSPS Outage Watch [SYSTEM DATE]: Due to weather PG&E may turn off power for safety at [ADDRESS] on [DATE]. Est shutoff: [TIME]-[TIME]. Est restoration: [DATE] by [TIME]. Weather can affect shutoff & restoration. View current outage status [URL]. PSPS info, other languages & Community Resource Centers: **pge.com/pspsupdates**. Call 211 for support needs. View in ASL **pge.com/aslwatch**. Reply w/ "1" to verify receipt.

TEXT (MULTI PREM)

PG&E PSPS Outage Watch [SYSTEM DATE]: PG&E may turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est shutoff: [DATE] [TIME]-[TIME]. Est restoration: [DATE] by [TIME]. Weather can affect shutoff & restoration times. Meter list: [pge.bz/12345]. PSPS info, other languages & Community Resource Centers: **pge.com/pspsupdates**. Call 211 for support needs. View in ASL **pge.com/aslwatch**. Reply w/ "1" to verify receipt.

EMAIL (SINGLE PREM)

SUBJECT: PSPS Outage Watch issued for [DATE]

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык Hmoob عربي ਪੰਜਾਬੀ فارسی 日本語 ខ្មែរ ไทย Português हिंदी

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

ADDRESS: [ADDRESS, CITY, STATE, COUNTY]

ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]

Shutoff times may be delayed if winds arrive later than forecast.

We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power.

ESTIMATED RESTORATION: [DAY], [DATE] by [TIME].

Restoration time may change depending on weather and equipment damage.

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

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General Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (SINGLE PREM) CONT.

If this is not the correct email address for [ADDRESS], please call 1-866-743-6589. For current outage status visit **pge.com/outagestatus**. For more PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit **www.pge.com/aslwatch**.

RESOURCES TO HELP YOU PREPARE:

- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at **pge.com/afn**.
- To view city/county level information, visit **pge.com/pspsupdates**.
- To look up additional addresses that may be affected, visit **pge.com/addresslookup**.
- To view a general area map of the potential outage area, visit **pge.com/pspsmaps**.
- Get outage tips and a sample emergency plan at **pge.com/outageprep**.
- For generator safety tips, visit **pge.com/generatorsafety**.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit **pge.com/psps**.
- For a 7-day Public Safety Power Shutoff forecast, visit **pge.com/pspsweather**.
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: **pge.com/pspsupdates**.

Thank you,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]
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General Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (MULTI PREM)

SUBJECT: PSPS Outage Watch issued for [DATE]

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык Hmoob عربي ਪੰਜਾਬੀ فارسی 日本語 ខ្មែរ ไทย Português हिंदी

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

NUMBER OF METERS AFFECTED: [NUMBER of SPIDs FOR MULTI PREM]

****Due to email size limits a maximum of 50 meter locations is shown****

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.

(Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

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General Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (MULTI PREM) CONT.

If this is not the correct email address for the addresses provided, please call 1-866-743-6589.
For more PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit **www.pge.com/aslwatch**.

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- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at **pge.com/afn**.
- To view city/county level information, visit **pge.com/pspsupdates**.
- To look up additional addresses that may be affected, visit **pge.com/addresslookup**.
- To view a general area map of the potential outage area, visit **pge.com/pspsmaps**.
- Get outage tips and a sample emergency plan at **pge.com/outageprep**.
- For generator safety tips, visit **pge.com/generatorsafety**.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit **pge.com/psps**.
- For a 7-day Public Safety Power Shutoff forecast, visit **pge.com/pspsweather**.
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.
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Thank you,
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Message sent at [SYSTEM DATE, SYSTEM TIME]
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Microgrid Watch Notification - General and Medical Baseline Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

PHONE/VOICE (SINGLE PREM)

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. On [DATE], your power MAY be shut off for safety. To hear this message in another language, call 1-833-208-4167. Severe weather MAY require us to turn off power in your area on [DAY, DATE] to help prevent a wildfire. If a shutoff is required, microgrid backup power will be provided to [ADDRESS] to shorten your outage time. We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. For information about microgrids, power for medical or independent living needs, food replacement and more, visit **pge.com/pspsupdates** or call 1-800-743-5002. If this is not the correct phone number for [ADDRESS], call 1-866-743-6589. Thank you and please stay safe.

PHONE/VOICE (MULTI PREM)

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. On [DATE], power MAY be shut off for safety. To hear this message in another language, call 1-833-208-4167.Severe weather MAY require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. If a shutoff is required, microgrid backup power will be provided to one or more of your meters to shorten outage times. To get outage details for all of your affected meters, visit **pge.com/myaddresses**. Then, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZ] . We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. For information about microgrids, power for medical or independent living needs, food replacement and more, visit **pge.com/pspsupdates** or call 1-800-743-5002. If this is not the correct phone number for the addresses provided, call 1-866-743-6589. Thank you and please stay safe.

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Microgrid Watch Notification - General and Medical Baseline Customers

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

IVR LIVE (SINGLE PREM)

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. On [DATE], your power MAY be shut off for safety. To continue in English, press 1. Para continuar en Espanol, oprima el numero 3. To continue in Cantonese, press 5. For all other languages, press *. To replay this message at any time, press #. Severe weather MAY require us to turn off power in your area on [DAY, DATE] to help prevent a wildfire. If a shutoff is required, microgrid backup power will be provided to [ADDRESS] to shorten your outage time.

ONE OUTAGE

This address will experience an outage of up to 4 hours when microgrid backup power is removed.

OUTAGE START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

TWO OUTAGES

This address will experience two outages of up to 4 hours each, once when microgrid backup power is installed and again when it is removed.

OUTAGE #1 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]
OUTAGE #2 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. For more information on Community Resource Centers, which includes information about microgrids, medical device charging, food replacement, and other support services, visit **pge.com/pspsupdates** or call 1-800-743-5002

Dial 211 for medical, health, and safety support resources. If this is not the correct phone number for [ADDRESS], press 2. Press # to repeat this message. Thank you and please stay safe.

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Microgrid Watch Notification - General and Medical Baseline Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

IVR LIVE (MULTI PREM)

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IVR VOICE MESSAGE (SINGLE PREM)

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. On [DATE], your power MAY be shut off for safety. To hear this message in another language, call 1-833-208-4167.

Severe weather MAY require us to turn off power in your area on [DAY] [DATE] to help prevent a wildfire. If a shutoff is required, microgrid backup power will be provided to [ADDRESS] to shorten your outage time.

ONE OUTAGE

This address will experience an outage of up to 4 hours when microgrid backup power is removed.

OUTAGE START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

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Microgrid Watch Notification - General and Medical Baseline Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

IVR VOICE MESSAGE (SINGLE PREM) CONT.

TWO OUTAGES

This address will experience two outages of up to 4 hours each, once when microgrid backup power is installed and again when it is removed.

OUTAGE #1 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]
OUTAGE #2 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power.

For more information on Community Resource Centers, which includes information about microgrids, medical device charging, food replacement, and other support services, visit **pge.com/pspsupdates** or call 1-800-743-5002.

Dial 211 for medical, health, and safety support resources.

If this is not the correct phone number for [ADDRESS], call 1-866-743-6589.

Thank you and please stay safe.

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Microgrid Watch Notification - General and Medical Baseline Customers



Priority | Watch | Warning | Pending Delay | Cancellation | Power Off | Outage Update | Weather All Clear | Power Restoration

IVR VOICE MESSAGE (MULTI PREM)

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. On [DATE], power MAY be shut off for safety. To hear this message in another language, call 1-833-208-4167.

Severe weather MAY require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. If a shutoff is required, microgrid backup power will be provided to one or more of your meters to shorten outage times. To get outage details for all of your affected meters, visit **pge.com/myaddresses**. Then, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ].

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power.

For more information on Community Resource Centers, which includes information about microgrids, medical device charging, food replacement, and other support services, visit **pge.com/pspsupdates** or call 1-800-743-5002.

Dial 211 for medical, health, and safety support resources.

If this is not the correct phone number for the addresses provided, call 1-866-743-6589.

Thank you and please stay safe.

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Microgrid Watch Notification - General and Medical Baseline Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

TEXT (SINGLE PREM)

PG&E PSPS Outage Watch: [SYSTEM DATE]. Power may be turned off in your area [DATE] to prevent a wildfire. If a shutoff is required, we will provide microgrid backup power to [ADDRESS] to shorten your outage time. View current outage status [URL]. Microgrid info, other languages & Community Resource Centers: **pge.com/pspsupdates**. Call 211 for support needs. To view in ASL visit **pge.com/aslwatch**. Reply w/ "1" to verify receipt.

ONE OUTAGE

OUTAGE START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

TWO OUTAGES

OUTAGE #1 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

OUTAGE #2 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

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Microgrid Watch Notification - General and Medical Baseline Customers

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

TEXT (MULTI PREM)

PG&E PSPS Outage Watch: [SYSTEM DATE]. PG&E may turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters on [DATE] to prevent a wildfire. If a shutoff is required, we will provide microgrid backup power to one or more of those locations to shorten outage times. Get outage details for all affected meters: [pge.bz/12345] Microgrid info, other languages & Community Resource Centers: **pge.com/pspsupdates**. Call 211 for support needs. To view in ASL visit **pge.com/aslwatch**. Reply w/ "1" to verify receipt.

EMAIL (SINGLE PREM)

SUBJECT: PSPS Outage Watch issued for [DAY] [DATE]

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык Hmoob عربي ਪੰਜਾਬੀ فارسی 日本語 ខ្មែរ ไทย Português हिंदी

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Outage Watch

Your area is under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off power in your area on [DAY], [DATE] to help prevent a wildfire.

BACKUP POWER WILL BE PROVIDED

If a shutoff is required, microgrid backup power will be provided to your address to shorten your outage time.

ADDRESS: [ADDRESS, CITY, STATE, COUNTY] County

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Microgrid Watch Notification - General and Medical Baseline Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (SINGLE PREM) CONT.

If a shutoff is required:

ONE OUTAGE

This address will experience an outage of up to 4 hours when microgrid backup power is removed.

OUTAGE START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

TWO OUTAGES

This address will experience two outages of up to 4 hours each, once when microgrid backup power is installed and again when it is removed.

OUTAGE #1 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]
OUTAGE #2 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. For current outage status visit **pge.com/outagestatus**. If this is not the correct email address for [ADDRESS], please call 1-866-743-6589. For more PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit **www.pge.com/aslwatch**.

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Microgrid Watch Notification - General and Medical Baseline Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (SINGLE PREM) CONT.

RESOURCES TO HELP YOU PREPARE:

- For a microgrid backup power overview and FAQ, visit **pge.com/microgrids**.
- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at **www.pge.com/afn**.
- To view city/county level information, visit **pge.com/pspsupdates**.
- To look up additional addresses that may be affected, visit **pge.com/addresslookup**.
- To view a general area map of the potential outage area, visit **pge.com/pspsmaps**.
- Get outage tips and a sample emergency plan at **pge.com/outageprep**.
- For generator safety tips, visit **pge.com/generatorsafety**.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit **pge.com/psps**.
- For a 7-day Public Safety Power Shutoff forecast, visit **pge.com/pspsweather**.
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: **pge.com/pspsupdates**.

Thank you and please stay safe,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]
NOTE: To protect against spam, some email providers may delay delivery.

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Microgrid Watch Notification - General and Medical Baseline Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (MULTI PREM)

SUBJECT: PSPS Outage Watch issued for [DAY] [DATE]

EMAIL PREVIEW TEXT: High winds and dry conditions may require that we turn off power at your location to help prevent a wildfire.

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык Hmoob عربي ਪੰਜਾਬੀ فارسی 日本語 ខ្មែរ ไทย Português हिंदी

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Outage Watch

Your area is under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off power on [DAY], [DATE] to help prevent a wildfire.

BACKUP POWER WILL BE PROVIDED TO ONE OR MORE OF YOUR METERS

If a shutoff is required, the list below indicates which of your meters will experience an extended PSPS outage and which will receive microgrid backup power to shorten the outage. Note that there are two types of microgrid backup power. One requires a single outage of up to 4 hours, the other requires two outages of up of 4 hours each.

NUMBER OF METERS AFFECTED: [NUMBER of SPIDs FOR MULTI PREM]

****Due to email size limits a maximum of 50 meter locations is shown****

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

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Microgrid Watch Notification - General and Medical Baseline Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (MULTI PREM) CONT.

ONE OUTAGE

1.	This address will experience an outage of up to 4 hours when microgrid backup power is removed. ADDRESS: [ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] OUTAGE START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]
2.	This address will experience an outage of up to 4 hours when microgrid backup power is removed. ADDRESS: [ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] OUTAGE START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

(Repeat for first 50 premises that would be affected)

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Microgrid Watch Notification - General and Medical Baseline Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (MULTI PREM) CONT.

TWO OUTAGES

1.	This address will experience two outages of up to 4 hours each, once when microgrid backup power is installed and again when it is removed. METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] OUTAGE #1 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME] OUTAGE #2 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]
2.	This address will experience two outages of up to 4 hours each, once when microgrid backup power is installed and again when it is removed. ADDRESS: [ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] OUTAGE #1 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME] OUTAGE #2 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

(Repeat for first 50 premises that would be affected)

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. If this is not the correct email address for the addresses provided, please call 1-866-743-6589.

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Microgrid Watch Notification - General and Medical Baseline Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (MULTI PREM) CONT.

For more PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit **www.pge.com/aslwatch**.

RESOURCES TO HELP YOU PREPARE:

- For a microgrid backup power overview and FAQ, visit **pge.com/microgrids**.
- If someone in your household has Access and Functional Needs and relies on power for a medical device or assistive technology, or you experience food loss, additional support may be available at **www.pge.com/afn**.
- To view city/county level information, visit **pge.com/pspsupdates**.
- To look up additional addresses that may be affected, visit **pge.com/addresslookup**.
- To view a general area map of the potential outage area, visit **pge.com/pspsmaps**.
- Get outage tips and a sample emergency plan at **pge.com/outageprep**.
- For generator safety tips, visit **pge.com/generatorsafety**.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit **pge.com/psps**.
- For a 7-day Public Safety Power Shutoff forecast, visit **pge.com/pspsweather**.
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: **pge.com/pspsupdates**.

Thank you and please stay safe,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]
NOTE: To protect against spam, some email providers may delay delivery.

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Medical Baseline Program Customers

1 Priority
2 Watch
3 Warning
4 Pending Delay
5 Cancellation
6 Power Off
7 Outage Update
8 Weather All Clear
9 Power Restoration

IVR LIVE (SINGLE PREM)

This is PG&E calling Medical Baseline customers with an important message. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power for safety between [TIME] and [TIME]. To continue in English, press 1. To replay this message at any time, press #. Severe weather WILL require us to turn off power at [ADDRESS] to help prevent a wildfire. WE ESTIMATE THE SHUTOFF WILL BEGIN: [DAY, DATE] between [TIME] and [TIME]. WE ESTIMATE THE POWER WILL RETURN: [DAY], [DATE] by [TIME]. We'll continue to send updates. For more information on Community Resource Centers, including information for customers who rely on power for medical or independent living needs, or who need food replacement, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. Press # to repeat this message. Thank you and please stay safe.

IVR LIVE (MULTI PREM)

This is P G and E calling with an important message for Medical Baseline customers. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power between [TIME] and [TIME]. To continue in English, press 1. To replay this message at any time, press #. Severe weather WILL require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. We estimate the shutoff at [ADDRESS #1] will begin [DAY, DATE] between [TIME] and [TIME]. We estimate power will return: [DAY], [DATE] by [TIME]. We estimate the shutoff at [ADDRESS #2] will begin [DAY], [DATE] between [TIME] and [TIME]. We estimate power will return: [DAY], [DATE] by [TIME]. To get shutoff details for all of your affected meters, visit **pge.com/myaddresses**. On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ]. To repeat instructions, press *. We'll continue to send updates. For more information on Community Resource Centers, including information for customers who rely on power for medical or independent living needs, or who need food replacement, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. Press # to repeat this message. Thank you and please stay safe.

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Medical Baseline Program Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

IVR VOICE MESSAGE (SINGLE PREM)

This is PG&E calling Medical Basline customers with an important safety message. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power for safety between [TIME] and [TIME]. Your response is required. To hear this message in another language, call 1-833-208-4167. Severe weather WILL require us to turn off power at [ADDRESS] to help prevent a wildfire. WE ESTIMATE THE SHUTOFF WILL BEGIN: [DAY] [DATE] between [TIME] and [TIME]. WE ESTIMATE POWER WILL RETURN: [DAY], [DATE] by [TIME]. As a Medical Baseline customer, we ask that you call [1-800-687-6302] to confirm you have received this message. Again, please call 1-800-687-6302. We will continue to attempt to reach you and may visit your home if you do not call. For more information on Community Resource Centers, including information for customers who rely on power for medical or independent living needs, or who need food replacement, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. Thank you and please stay safe.

IVR VOICE MESSAGE (MULTI PREM)

This is PG&E calling Medical Basline customers with an important safety message. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power for safety between [TIME] and [TIME]. Your response is required. To hear this message in another language, call 1-833-208-4167. Severe weather WILL require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. We estimate the shutoff at [ADDRESS #1] will begin [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return [DAY], [DATE] by [TIME]. TWe estimate the shutoff at [ADDRESS #2] will begin [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return: [DAY], [DATE] by [TIME]. To get shutoff details for all of your affected meters, visit **pge.com/myaddresses**. On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ]. As a Medical Baseline customer, we ask that you call 1-800-687-6302 to confirm you have received this message. Again, please call 1-800-687-6302. We will continue to attempt to reach you and may visit your home if you do not call. For more information on Community Resource Centers, including information for customers who rely on power for medical or independent living needs, or who need food replacement, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. Thank you and please stay safe.

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Medical Baseline Program Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

TEXT (SINGLE PREM)

PG&E PSPS Outage Warning - [SYSTEM DATE]: We will turn off power for safety at [ADDRESS]. Est shutoff: [DATE] [TIME]-[TIME]. Est restoration: [DATE] by [TIME] depending on weather & damage. View current outage status [URL]. PSPS information, other languages & Community Resource Centers: **pge.com/pspsupdates**. Call 211 for support needs. To view in ASL visit **pge.com/aslwarning**. Reply w/ "1" to verify receipt.

TEXT (MULTI PREM)

PG&E PSPS Outage Warning – [SYSTEM DATE]: We will turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est shutoff as early as: [DATE] [TIME]-[TIME]. Est restoration: [DATE] by [TIME] depending on weather & damage. Meters: [pge.bz/12345]. PSPS information, other languages & Community Resource Centers: **pge.com/pspsupdates**. Call 211 for support needs. To view in ASL visit pge.com/aslwarning. Reply w/ "1" to verify receipt.

EMAIL (SINGLE PREM)

SUBJECT: PSPS Outage Warning: Shutoffs start between [TIME]-[TIME] for safety

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык Hmoob عربي ਪੰਜਾਬੀ فارسی 日本語 ខ្មែរ ไทย Português हिंदी

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Outage Warning

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Current weather forecasts, including high winds and dry conditions, will require us to turn off your power to help prevent a wildfire.

ADDRESS: [ADDRESS, CITY, STATE, COUNTY]

ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]

Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power.

ESTIMATED RESTORATION: [DAY], [DATE] by [TIME].

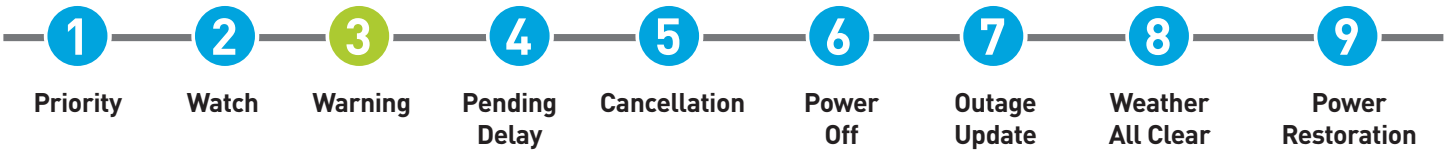
Restoration time may change depending on weather and equipment damage.

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored.

For current outage status visit **pge.com/outagestatus**. For more PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit **www.pge.com/aslwarning**.

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Medical Baseline Program Customers



EMAIL (SINGLE PREM) CONT.

RESOURCES TO HELP YOU PREPARE:

- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at **www.pge.com/afn**.
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- To look up additional addresses that may be affected, visit **pge.com/addresslookup**.
- To view a general area map of the potential outage area, visit **pge.com/pspsmaps**.
- Get outage tips and a sample emergency plan at **pge.com/outageprep**.
- For generator safety tips, visit **pge.com/generatorsafety**.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit **pge.com/psps**.
- For a 7-day Public Safety Power Shutoff forecast, visit **pge.com/pspsweather**.
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: **pge.com/pspsupdates**.

Thank you,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]
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Medical Baseline Program Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (MULTI PREM)

SUBJECT: PSPS Outage Warning: Shutoffs start between [TIME]-[TIME] for safety

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык Hmoob عربي ਪੰਜਾਬੀ فارسی 日本語 ខ្មែរ ไทย Português हिंदी

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Outage Warning

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Current weather forecasts, including high winds and dry conditions will require us to turn off your power to help prevent a wildfire.

NUMBER OF METERS AFFECTED: [NUMBER of SPIDs FOR MULTI PREM]

****Due to email size limits a maximum of 50 meter locations is shown****

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.

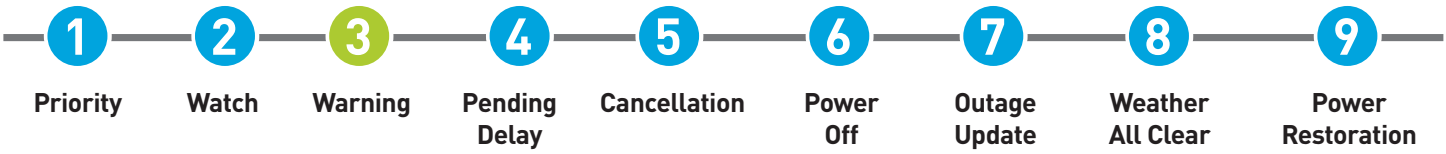
(Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. Weather forecasts change frequently.

For more PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL, visit **www.pge.com/aslwarning**.

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Medical Baseline Program Customers



EMAIL (MULTI PREM) CONT.

RESOURCES TO HELP YOU PREPARE:

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- To view city/county level information, including Community Resource Centers where you can charge devices, visit **pge.com/pspsupdates**.
- To look up additional addresses that may be affected, visit **pge.com/addresslookup**.
- To view a general area map of the potential outage area, visit **pge.com/pspsmaps**.
- Get outage tips and a sample emergency plan at **pge.com/outageprep**.
- For generator safety tips, visit **pge.com/generatorsafety**.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit **pge.com/psps**.
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- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.
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PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]
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General Customer

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

PHONE/VOICE (SINGLE PREM)

This is P G and E calling with an important message. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power for safety between [TIME] and [TIME]. To continue in English, press 1. To replay this message at any time, press #. Severe weather WILL require us to turn off power at [ADDRESS] to help prevent a wildfire. WE ESTIMATE THE SHUTOFF WILL BEGIN: [DAY] [DATE] between [TIME] and [TIME]. WE ESTIMATE POWER WILL RETURN: [DAY], [DATE] by [TIME]. We'll continue to send updates. For more information on Community Resource Centers, including medical device charging resources, food replacement and other support, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. Press # to repeat this message. Thank you and please stay safe.

PHONE/VOICE (MULTI PREM)

This is P G and E calling with an important message. We are issuing an Outage Warning for a Public Safety Power Shutoff. To hear this message in another language, call 1-833-208-4167. Severe weather WILL require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. We estimate the shutoff at [ADDRESS #1] will begin [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return: [DAY] [DATE] by [TIME]. We estimate the shutoff at [ADDRESS #2] will begin [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return: [DAY] [DATE] by [TIME]. To get shutoff details for all of your affected meters, visit **pge.com/myaddresses**. On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ]. To repeat instructions, press *. We'll continue to send updates. For more information on Community Resource Centers, including medical device charging resources, food replacement and other support, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. Press # to repeat this message. Thank you and please stay safe.

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General Customer

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

TEXT (SINGLE PREM)

PG&E PSPS Outage Warning [SYSTEM DATE]: PG&E will turn off power for safety at [ADDRESS] on [DATE]. Est. shutoff: [TIME]-[TIME] Est. restoration: [DATE] by [TIME] depending on weather & equipment damage. View current outage status [URL]. PSPS info, other languages & Community Resource Centers: **pge.com/pspsupdates**. Call 211 for support needs. To view in ASL visit **pge.com/aslwarning**. Reply w/ "1" to verify receipt.

TEXT (MULTI PREM)

PG&E PSPS Outage Warning [SYSTEM DATE]: PG&E will turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est. shutoff as early as: [DATE] [TIME]-[TIME]. Est. restoration: [DATE] by [TIME] depending on weather & equipment damage. Meter list: [pge.bz/12345] PSPS info, other languages & Community Resource Centers: **pge.com/pspsupdates**. Call 211 for support needs. To view in ASL visit **pge.com/aslwarning**. Reply w/ "1" to verify receipt.

EMAIL (SINGLE PREM)

SUBJECT: PSPS Outage Warning: Shutoffs start between [TIME]-[TIME] for safety

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык Hmoob عربي ਪੰਜਾਬੀ فارسی 日本語 ខ្មែរ ไทย Português हिंदी

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Outage Warning

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Current weather forecasts, including high winds and dry conditions, will require us to turn off your power to help prevent a wildfire.

ADDRESS: [ADDRESS, CITY, STATE, COUNTY]

ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]

Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power.

ESTIMATED RESTORATION: [DAY], [DATE] by [TIME].

Restoration time may change depending on weather and equipment damage.

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. For current outage status visit **pge.com/outagestatus**. For more PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit **www.pge.com/aslwarning**.

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General Customer

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (SINGLE PREM) CONT.

RESOURCES TO HELP YOU PREPARE:

- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at **pge.com/afn**.
- To view city/county level information, including Community Resource Centers where you can charge devices, visit **pge.com/pspsupdates**.
- To look up additional addresses that may be affected, visit **pge.com/addresslookup**.
- To view a general area map of the potential outage area, visit **pge.com/pspsmaps**.
- Get outage tips and a sample emergency plan at **pge.com/outageprep**.
- For generator safety tips, visit **pge.com/generatorsafety**.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit **pge.com/psps**.
- For a 7-day Public Safety Power Shutoff forecast, visit **pge.com/pspsweather**.
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: **pge.com/pspsupdates**

Thank you,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]
NOTE: To protect against spam, some email providers may delay delivery.

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General Customer

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

EMAIL (MULTI PREM)

SUBJECT: PSPS Outage Warning: Shutoffs start between [TIME]-[TIME] for safety

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык Hmoob عربي ਪੰਜਾਬੀ فارسی 日本語 ខ្មែរ ไทย Português हिंदी

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Outage Warning

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Current weather forecasts, including high winds and dry conditions will require us to turn off your power to help prevent a wildfire.

NUMBER OF METERS AFFECTED: [NUMBER of SPIDs FOR MULTI PREM]

****Due to email size limits a maximum of 50 meter locations is shown****

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.

(Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. Weather forecasts change frequently.
For more PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit **www.pge.com/aslwarning**.

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General Customer

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (MULTI PREM) CONT.

RESOURCES TO HELP YOU PREPARE:

- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at **pge.com/afn**.
- To view city/county level information, including Community Resource Centers where you can charge devices, visit **pge.com/pspsupdates**.
- To look up additional addresses that may be affected, visit **pge.com/addresslookup**.
- To view a general area map of the potential outage area, visit **pge.com/pspsmaps**.
- Get outage tips and a sample emergency plan at **pge.com/outageprep**.
- For generator safety tips, visit **pge.com/generatorsafety**.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit **pge.com/psps**.
- For a 7-day Public Safety Power Shutoff forecast, visit **pge.com/pspsweather**.
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.
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Thank you and please stay safe,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]
NOTE: To protect against spam, some email providers may delay delivery.

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Microgrid Warning Notification - General and Medical Baseline Customers

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

IVR LIVE (SINGLE PREM)

This is P G and E calling with an important message. We are issuing an Outage Warning for a Public Safety Power Shutoff. On [DAY], [DATE], power WILL be shut off for safety. To continue in English, press 1. Para continuar en Espanol, oprima el numero 3.
To continue in Cantonese, press 5. For all other languages, press *. To replay this message at any time, press #.

Severe weather WILL require us to turn off power on [DAY], [DATE] to help prevent a wildfire. However, microgrid backup power will be provided to [ADDRESS] to shorten your outage time.

ONE OUTAGE

This address will experience an outage of up to 4 hours when microgrid backup power is removed.

OUTAGE START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

TWO OUTAGES

This address will experience two outages of up to 4 hours each, once when microgrid backup power is installed and again when it is removed.

OUTAGE #1 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]
OUTAGE #2 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

For more information on Community Resource Centers, which includes information about microgrids, medical device charging, food replacement, and other support services, visit **pge.com/pspsupdates** or call 1-800-743-5002.

Dial 211 for medical, health, and safety support resources. If this is not the correct phone number for [ADDRESS], press 2. Press # to repeat this message.

Thank you and please stay safe.

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Microgrid Warning Notification - General and Medical Baseline Customers

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

IVR LIVE (MULTI PREM)

This is P G and E calling with an important message. We are issuing an Outage Warning for a Public Safety Power Shutoff. On [DAY], [DATE], power WILL be shut off for safety. To continue in English, press 1. Para continuar en Espanol, oprima el numero 3. To continue in Cantonese, press 5. For all other languages, press *. To replay this message at any time, press #.

Severe weather WILL require us to turn off power on [NUMBER of SPIDs FOR MULTI PREM], of your meters on [DAY] [DATE] to help prevent a wildfire. However, microgrid backup power will be provided to one or more of your meters to shorten outage times. To get outage details for all of your affected meters, visit **pge.com/myaddresses**. Then, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ]. To repeat instructions, press *.

For more information on Community Resource Centers, which includes information about microgrids, medical device charging, food replacement, and other support services, visit **pge.com/pspsupdates** or call 1-800-743-5002.

Dial 211 for medical, health, and safety support resources. If this is not the correct phone number for the addresses provided, press 2.

Press # to repeat this message.

Thank you and please stay safe.

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Microgrid Warning Notification - General and Medical Baseline Customers

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

IVR VOICE MESSAGE (SINGLE PREM)

This is P G and E calling with an important message. We are issuing an Outage Warning for a Public Safety Power Shutoff. On [DAY], [DATE], power WILL be shut off for safety. To hear this message in another language, call 1-833-208-4167.

Severe weather WILL require us to turn off power in your area on [DAY], [DATE] to help prevent a wildfire. However, microgrid backup power will be provided to [ADDRESS] to shorten your outage time.

ONE OUTAGE

This address will experience an outage of up to 4 hours when microgrid backup power is removed.

OUTAGE START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

TWO OUTAGES

This address will experience two outages of up to 4 hours each, once when microgrid backup power is installed and again when it is removed.

OUTAGE #1 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]
OUTAGE #2 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

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Microgrid Warning Notification - General and Medical Baseline Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

IVR VOICE MESSAGE (SINGLE PREM) CONT.

For more information on Community Resource Centers, which includes information about microgrids, medical device charging, food replacement, and other support services, visit **pge.com/pspsupdates** or call 1-800-743-5002.

Dial 211 for medical, health, and safety support resources.

If this is not the correct phone number for [ADDRESS], call 1-866-743-6589.

Thank you and please stay safe.

IVR VOICE MESSAGE (MULTI PREM)

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. On [DAY] [DATE], power WILL be shut off for safety. To hear this message in another language, call 1-833-208-4167.

Severe weather WILL require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. However, microgrid backup power will be provided to one or more of your meters to shorten outage times. To get outage details for all of your affected meters, visit **pge.com/myaddresses**. Then, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ].

For more information on Community Resource Centers, which includes information about microgrids, medical device charging, food replacement, and other support services, visit **pge.com/pspsupdates** or call 1-800-743-5002.

Dial 211 for medical, health, and safety support resources.

If this is not the correct phone number for the addresses provided, call 1-866-743-6589.

Thank you and please stay safe.

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Microgrid Warning Notification - General and Medical Baseline Customers

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

TEXT (SINGLE PREM)

PG&E PSPS Outage Warning: [SYSTEM DATE]. PG&E will turn off power in your area on [DATE] to prevent a wildfire. We will provide microgrid backup power to [ADDRESS] to shorten your outage time.

ONE OUTAGE

OUTAGE START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

TWO OUTAGES

OUTAGE #1 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

OUTAGE #2 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

View current outage status [URL]. Microgrid information, other languages & Community Resource Centers: **pge.com/pspsupdates**. Call 211 for support needs. To view in ASL visit **pge.com/aslwarning**. Reply w/ "1" to verify receipt.

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Microgrid Warning Notification - General and Medical Baseline Customers

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

TEXT (MULTI PREM)

PG&E PSPS Outage Warning: [SYSTEM DATE]. PG&E will turn off power to [NUMBER of SPIDs FOR MULTI PREM] of your meters on [DATE] to prevent a wildfire. However, we will provide microgrid backup power to one or more of those locations to shorten outage times.
Get outage details for all affected meters: [pge.bz/12345]. Microgrid information, other languages & Community Resource Centers: **pge.com/pspsupdates**. Call 211 for support needs. To view in ASL visit **pge.com/aslwarning**. Reply w/ "1" to verify receipt.

EMAIL (SINGLE PREM)

SUBJECT: PSPS Outage Warning: Shutoffs start on [DAY], [DATE]

EMAIL PREVIEW TEXT: High winds and dry conditions require that we turn off power to help prevent a wildfire.

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык Hmoob عربي ਪੰਜਾਬੀ فارسی 日本語 ខ្មែរ ไทย Português हिंदी

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Outage Warning

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Current weather forecasts, including high winds and dry conditions, will require us to turn off power in your area to help prevent a wildfire.

BACKUP POWER WILL BE PROVIDED
Microgrid backup power will be provided to your address to shorten your outage time. After weather conditions have improved and we have completed necessary inspections and repairs, we will remove the backup power and restore your regular service.

ADDRESS: [ADDRESS, CITY, STATE, COUNTY] County

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Microgrid Warning Notification - General and Medical Baseline Customers

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

EMAIL (SINGLE PREM) CONT.

ONE OUTAGE

This address will experience an outage of up to 4 hours when microgrid backup power is removed.

OUTAGE START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

TWO OUTAGES

This address will experience two outages of up to 4 hours each, once when microgrid backup power is installed and again when it is removed.

OUTAGE #1 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]
OUTAGE #2 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

If this is not the correct email address for [ADDRESS], please call 1-866-743-6589. For current outage status visit **pge.com/outagestatus**. For more PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL **visit pge.com/aslwarning**.

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Microgrid Warning Notification - General and Medical Baseline Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (SINGLE PREM) CONT.

RESOURCES TO HELP YOU PREPARE:

- For a microgrid backup power overview and FAQ, visit **pge.com/microgrids**.
- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at **www.pge.com/afn**.
- To view city/county level information, visit **pge.com/pspsupdates**.
- To look up additional addresses that may be affected, visit **pge.com/addresslookup**.
- To view a general area map of the potential outage area, visit **pge.com/pspsmaps**.
- Get outage tips and a sample emergency plan at **pge.com/outageprep**.
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- For a 7-day Public Safety Power Shutoff forecast, visit **pge.com/pspsweather**.
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.
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Thank you and please stay safe,
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Microgrid Warning Notification - General and Medical Baseline Customers

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

EMAIL (MULTI PREM)

SUBJECT: PSPS Outage Warning: Shutoffs start on [DAY], [DATE]

EMAIL PREVIEW TEXT: High winds and dry conditions will require that we turn off power to help prevent a wildfire.

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык Hmoob عربي ਪੰਜਾਬੀ فارسی 日本語 ខ្មែរ ไทย Português हिंदी

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Outage Warning

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Current weather forecasts, including high winds and dry conditions will require us to turn off power to help prevent a wildfire.

BACKUP POWER WILL BE PROVIDED TO ONE OR MORE OF YOUR METERS

The list below indicates which of your meters will experience an extended PSPS outage and which will receive microgrid backup power to shorten the outage. Note that there are two types of microgrid backup power. One requires a single outage of up to 4 hours, the other requires two outages of up of 4 hours each.

NUMBER OF METERS AFFECTED: [NUMBER of SPIDs FOR MULTI PREM]

****Due to email size limits a maximum of 50 meter locations is shown****

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

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Microgrid Warning Notification - General and Medical Baseline Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (MULTI PREM) CONT.

ONE OUTAGE

1.	This address will experience an outage of up to 4 hours when microgrid backup power is removed. ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] OUTAGE START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]
2.	This address will experience an outage of up to 4 hours when microgrid backup power is removed. ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] OUTAGE START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

(Repeat for first 50 premises that would be affected)

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Microgrid Warning Notification - General and Medical Baseline Customers

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EMAIL (MULTI PREM) CONT.

TWO OUTAGES

1.	This address will experience two outages of up to 4 hours each, once when microgrid backup power is installed and again when it is removed. ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] OUTAGE #1 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME] OUTAGE #2 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]
2.	This address will experience two outages of up to 4 hours each, once when microgrid backup power is installed and again when it is removed. ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] OUTAGE #1 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME] OUTAGE #2 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

(Repeat for first 50 premises that would be affected)

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Microgrid Warning Notification - General and Medical Baseline Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (MULTI PREM) CONT.

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. Weather forecasts change frequently.

If this is not the correct email address for the addresses provided, please call 1-866-743-6589.

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RESOURCES TO HELP YOU PREPARE:

- For a microgrid backup power overview and FAQ, visit **pge.com/microgrids**.
- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at **www.pge.com/afn**.
- To view city/county level information, visit **pge.com/pspsupdates**.
- To look up additional addresses that may be affected, visit **pge.com/addresslookup**.
- To view a general area map of the potential outage area, visit **pge.com/pspsmaps**.
- Get outage tips and a sample emergency plan at **pge.com/outageprep**.
- For generator safety tips, visit **pge.com/generatorsafety**.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit **pge.com/psps**.
- For a 7-day Public Safety Power Shutoff forecast, visit **pge.com/pspsweather**.
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: **pge.pspsupdates**.

Thank you and please stay safe,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]
NOTE: To protect against spam, some email providers may delay delivery.

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General Customer

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

PHONE/VOICE (SINGLE PREM)

This is PG&E calling on [SYSTEM DAY], [SYSTEM DATE] at [SYSTEM TIME] with an important outage update. Your Public Safety Power Shutoff time at your location has been delayed. However, a shutoff is still possible. To hear this message in another language, call 1-833-208-4167. We are reviewing weather conditions to determine if a Public Safety Power Shutoff is still required at [ADDRESS]. Please REMAIN PREPARED for a SHUTOFF. If a shutoff is required, we estimate power will return [DAY], [DATE] by [TIME] We will continue to send updates. For more information on Community Resource Centers, including medical device charging resources, food replacement and other support, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources.. Press # to repeat this message. Thank you and please stay safe.

PHONE/VOICE (MULTI PREM)

This is PG&E calling on [SYSTEM DAY], [SYSTEM DATE] at [SYSTEM TIME] with an important outage update. Your Public Safety Power Shutoff time at your location has been delayed. Your Public Safety Power Shutoff time at your location has been delayed. To hear this message in another language, call 1-833-208-4167. We are reviewing weather conditions to determine if a Public Safety Power Shutoff is still required to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Please REMAIN PREPARED for a SHUTOFF. The Public Safety Power Shutoff time has been delayed for the meters at the following addresses: [ADDRESS #1], [ADDRESS #2], [ADDRESS #3]. If a shutoff is still required, we estimate power will return [DAY], [DATE] by [TIME].
To get details of each [NUMBER of SPIDs FOR MULTI PREM] of your affected meters: 1) Visit **pge.com/myaddresses**; 2) Enter this phone number [XXX-XXX-XXXX]; and 3) When prompted, enter the following 4-digit PIN [ZZZZ]. We will continue to send updates. For more information on Community Resource Centers, including medical device charging resources, food replacement and other support, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. Press # to repeat this message. Thank you and please stay safe.

IVR LIVE (SINGLE PREM)

This is PG&E calling with an important outage update. The Public Safety Power Shutoff time at one or more of your meter locations has been delayed. However, a shutoff is still possible. To continue in English, press 1. We are reviewing weather conditions to determine if a Public Safety Power Shutoff is still required at [ADDRESS]. Please REMAIN PREPARED for a SHUTOFF. If a shutoff is required, we estimate power will return [DAY], [DATE] by [TIME]. We will continue to send updates. For more information on Community Resource Centers, including medical device charging resources, food replacement and other support, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. Press # to repeat this message. Thank you and please stay safe.

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General Customer

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

IVR LIVE (MULTI PREM)

This is PG&E calling with an important outage update. The Public Safety Power Shutoff time at one or more of your meter locations has been delayed. However, a shutoff is still possible. To continue in English, press 1. We are reviewing weather conditions to determine if a Public Safety Power Shutoff is still required to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Please REMAIN PREPARED for a shutoff. A shutoff is still POSSIBLE. The Public Safety Power Shutoff time has been delayed for the meters at the following addresses: [ADDRESS #1], [ADDRESS #2], [ADDRESS #3]. If a shutoff is required, we estimate power will return [DAY], [DATE] by [TIME]. To get details for each [NUMBER of SPIDs FOR MULTI PREM] of your affected meters: 1) Visit **pge.com/myaddresses**; 2) Enter this phone number [XXX-XXX-XXXX]; and 3) When prompted, enter the following 4-digit PIN [ZZZZ]. We will continue to send updates. For more information on Community Resource Centers, including medical device charging resources, food replacement and other support, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. Press # to repeat this message.Thank you and please stay safe.

TEXT (SINGLE PREM)

PG&E PSPS Outage Alert: [SYSTEM DATE]. We are reviewing conditions to determine if a shutoff is still required at [ADDRESS] on [DATE]. REMAIN PREPARED until you receive a cancel notification. Call 211 for services/support. For current outage status visit [URL]. PSPS information, other languages & Community Resource Centers: **pge.com/pspsupdates**. Call 211 for support needs. To view in ASL visit **pge.com/asldelayed**.

TEXT (MULTI PREM)

PG&E PSPS Outage Alert: [SYSTEM DATE]. We are reviewing conditions to determine if a shutoff is still required to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Meter list: [pge.bz/12345]. REMAIN PREPARED for a shutoff. Call 211 for services/support. PSPS information, other languages & Community Resource Centers: **pge.com/pspsupdates**. Call 211 for support needs. To view in ASL visit **pge.com/asldelayed**.

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General Customer



Priority | **Watch** | **Warning** | **Pending Delay** | **Cancellation** | **Power Off** | **Outage Update** | **Weather All Clear** | **Power Restoration**

EMAIL (SINGLE PREM)

SUBJECT: Your PSPS outage has been delayed. A shutoff is still possible.

EMAIL PREVIEW TEXT: We are reviewing weather conditions to determine if a Public Safety Power Shutoff is still required.

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык Hmoob عربي ਪੰਜਾਬੀ فارسی 日本語 ខ្មែរ ไทย Português हिंदी

HEADLINE: Public Safety Power Shutoff

SUBHEAD: Public Safety Power Shutoff still possible

Your Public Safety Power Shutoff (PSPS) outage is delayed. We continue to closely monitor weather conditions. Please REMAIN PREPARED for a SHUTOFF. If weather conditions improve and we do not plan to turn off power for public safety, we will send you a cancel notification.

ADDRESS: [ADDRESS, CITY, STATE, COUNTY]
NEW SHUTOFF TIME: TBD
ESTIMATED RESTORATION: [DAY], [DATE] by [TIME].

This is an estimated time. Factors such as weather conditions and equipment damage can delay restoration.

All customers should have a plan for an extended PSPS outage. Weather forecasts and conditions change frequently. We will provide daily updates until the risk has passed or power is restored. Call 211 for medical device charging resources, food replacement and other support such as charging stations. For PSPS outage info, visit **pge.com/pspsupdates** or call 1-800-743-5002. For current outage status visit **pge.com/outagestatus**. For more PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit **pge.com/asldelayed**.

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General Customer

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (SINGLE PREM) CONT.

RESOURCES TO HELP YOU PREPARE:

- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available. You can also call 211 to find resources available in your community. These centers provide medical equipment and device charging, Wi-Fi, bottled water, and snacks. Additional help may be available at **pge.com/afn**.
- **View a list of community resource centers**. These centers provide medical equipment and device charging, Wi-Fi, bottled water and snacks.
- **Find information on generator or portable battery rebates**, plus generator safety tips.
- **Look up additional addresses that may be affected**. View a general area map of the potential PSPS outage area.
- **Find PSPS outage tips**, plus a sample emergency plan.
- **Learn more about PSPS outages**, including how the decision to shut off the power is made.
- **View the 7-day Public Safety Power Shutoff forecast**.
- If you see a downed powerline, assume it is energized and extremely dangerous. Report it immediately by calling 911.

Thank you,
PG&E Customer Service

Message sent at [DATE, TIME]
NOTE: To protect against spam, some email providers may delay delivery.

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General Customer

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (MULTI PREM)

SUBJECT: Your PSPS outage has been delayed. A shutoff is still possible.

EMAIL PREVIEW TEXT: We are reviewing weather conditions to determine if a Public Safety Power Shutoff is still required.

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык Hmoob عربي ਪੰਜਾਬੀ فارسی 日本語 ខ្មែរ ไทย Português हिंदी

HEADLINE: Public Safety Power Shutoff

SUBHEAD: Public Safety Power Shutoff still possible

Your Public Safety Power Shutoff (PSPS) outage has been delayed. We continue to closely monitor weather conditions. Please REMAIN PREPARED for a SHUTOFF. If weather conditions improve and we do not plan to turn off power for public safety, we will send you a cancel notification.

NUMBER OF METERS AFFECTED: [NUMBER of SPIDs FOR MULTI PREM]

****Due to email size limits a maximum of 50 meter locations is shown****

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.

(Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended PSPS outage. We will provide daily updates until the risk has passed or power is restored. For more PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit **pge.com/asldelayed**.

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General Customer

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (MULTI PREM) CONT.

RESOURCES TO HELP YOU PREPARE:

- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available. You can also call 211 to find resources available in your community. These centers provide medical equipment and device charging, Wi-Fi, bottled water, and snacks. Additional help may be available at **pge.com/afn**.
- **View a list of community resource centers**. These centers provide medical equipment and device charging, Wi-Fi, bottled water and snacks.
- **Find information on generator or portable battery rebates**, plus generator safety tips.
- **Look up additional addresses that may be affected**. View a general area map of the potential PSPS outage area.
- **Find PSPS outage tips**, plus a sample emergency plan.
- **Learn more about PSPS outages**, including how the decision to shut off the power is made.
- **View the 7-day Public Safety Power Shutoff forecast**.
- If you see a downed powerline, assume it is energized and extremely dangerous. Report it immediately by calling 911.

Thank you,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]
NOTE: To protect against spam, some email providers may delay delivery.

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All Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

PHONE/VOICE (SINGLE PREM)

This is PG&E calling with an important message. The Public Safety Power Shutoff at some locations is canceled. To continue in English press 1. Forecasted weather conditions have improved and we are NOT planning to turn off power for public safety at [ADDRESS] on [DAY] [DATE]. For more information on Community Resource Centers, including medical device charging resources, food replacement and other support, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. Press # to repeat this message. Thank you. Goodbye

PHONE/VOICE (MULTI PREM)

This is PG&E calling with an important message. The Public Safety Power Shutoff at some locations is canceled. To continue in English press 1. Forecasted weather conditions have improved and we are not planning to turn off power for public safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. The meters at the following addresses: [ADDRESS #1], [ADDRESS #2], [ADDRESS #3] will not be turned off.

Please get ready to write down the following information. To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your canceled meters, visit **pge.com/myaddresses** and enter this phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ]. To repeat how to get details for all of your affected meters, press *. Weather forecasts can change quickly. We recommend that you are always ready with an outage plan. Outages can happen at any time without warning. For more information on Community Resource Centers, including medical device charging resources, food replacement and other support, visit **pge.com/pspsupdates** or call 1-800-743-5002.

Dial 211 for medical, health, and safety support resources. Press # to repeat this message. To repeat how to get details for all of your affected meters, press *. Thank you.

TEXT (SINGLE PREM)

PG&E PSPS Outage Cancellation: [SYSTEM DATE]. Forecasted weather conditions have improved. We are not turning off power for public safety at [ADDRESS] on [DATE]. However, weather forecasts can change quickly. We recommend that you are always ready with an outage plan. View current outage status [URL]. PSPS information, other languages & Community Resource Centers: **pge.com/pspsupdates**. Call 211 for support needs. To view in ASL visit **pge.com/aslcancelled**.

TEXT (MULTI PREM)

PG&E PSPS Outage Cancellation: [SYSTEM DATE]. Forecasted weather conditions have improved. We are not turning off power for public safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. However, weather forecasts can change quickly. We recommend that you are always ready with an outage plan. Meter list: [pge.bz/12345]. PSPS information, other languages & Community Resource Centers: **pge.com/pspsupdates**. Call 211 for support needs. To view in ASL visit **pge.com/aslcancelled**.

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All Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (SINGLE PREM)

SUBJECT: PSPS Outage Alert: Your power shutoff is canceled

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык Hmoob عربي ਪੰਜਾਬੀ فارسی 日本語 ខ្មែរ ไทย Português हिंदी

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Outage Cancellation

Forecasted weather conditions have improved. We are **NOT** planning to turn off power for public safety at: [ADDRESS, CITY, STATE, COUNTY] County on [DAY], [DATE]. However, weather forecasts can change quickly. We recommend that you are always ready with an outage plan. Outages can happen at any time without warning.For current outage status visit **pge.com/outagestatus**. For more PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit **www.pge.com/aslcancelled**.

ADDRESS: [ADDRESS, CITY, STATE, COUNTY]

RESOURCES TO HELP YOU PREPARE:

- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at **pge.com/afn**.
- Get outage tips and a sample emergency plan at **pge.com/outageprep**.
- For generator safety tips, visit **pge.com/generatorsafety**.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit **pge.com/psps**.
- For a 7-day Public Safety Power Shutoff forecast, visit **pge.com/pspsweather**.
- If you see a downed powerline, assume it is energized and extremely dangerous, and report it immediately by calling 911. If you see a downed powerline, assume it is energized and extremely dangerous. Report it immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: **pge.pspsupdates**.

Thank you,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]
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All Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (MULTI PREM)

SUBJECT: PSPS Outage Alert: Your power shutoff is canceled

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык Hmoob عربي ਪੰਜਾਬੀ فارسی 日本語 ខ្មែរ ไทย Português हिंदी

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Outage Cancellation

Forecasted weather conditions have improved and we are **NOT** planning to turn off power for public safety at the locations listed below. However, weather forecasts can change quickly. We recommend that you are always ready with an outage plan. Outages can happen at any time without warning.

NUMBER OF METERS CANCELED: [NUMBER of SPIDs FOR MULTI PREM]

****Due to email size limits a maximum of 50 meter locations is shown****

[VIEW ALL CANCELED LOCATIONS/DOWNLOAD A LIST OF ALL CANCELED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.

(Repeat for first 50 premises that would be affected).

For more PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit **www.pge.com/aslcancelled**.

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All Customers

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EMAIL (MULTI PREM) CONT.

RESOURCES TO HELP YOU PREPARE:

- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at **pge.com/afn**.
- Get outage tips and a sample emergency plan at **pge.com/outageprep**.
- For generator safety tips, visit **pge.com/generatorsafety**.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit **pge.com/psps**.
- For a 7-day Public Safety Power Shutoff forecast, visit **pge.com/pspsweather**.
- If you see a downed powerline, assume it is energized and extremely dangerous, and report it immediately by calling 911. If you see a downed powerline, assume it is energized and extremely dangerous. Report it immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: **pge.com/pspsupdates**.

Thank you,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]
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General Customer

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

PHONE/VOICE (SINGLE PREM)

This is PG and E calling on [SYSTEM DAY, SYSTEM DATE] at [SYSTEM TIME] with a PSPS Outage Alert. To hear this message in another language call 1 833 208 4167. Power is now off at your location at [ADDRESS] to help prevent wildfires. Crews will restore power as soon as it is safe to do so. All customers should plan for an extended outage. Status is available 24/7 at **pge.com/outages** or by calling 1-800-743-5002. For community resources such as charging stations, call 211. If you rely on power for life-sustaining medical devices, assistive technology, or independent living needs. There are additional support options available, including information on Community Resource Centers. Please visit **pge.com/pspsresources** to learn more. Dial 211 for medical, health, and safety support resources. We apologize for the disruption and appreciate your patience. Goodbye.

PHONE/VOICE (MULTI PREM)

This is PG and E calling on [SYSTEM DAY, SYSTEM DATE] at [SYSTEM TIME] with a PSPS Outage Alert. To hear this message in another language call 1-833-208-4167. The power is off for [NUMBER OF SPIDS FOR MULTI PREM] of your meters to help prevent wildfires. Crews will restore power as soon as it is safe to do so. To view details for each [NUMBER of SPIDs FOR MULTI PREM] of your affected meters: 1) Visit **pge.com/myaddresses**; 2) Enter this phone number [XXX-XXX-XXXX]; and 3) When prompted, enter the following 4-digit PIN [ZZZZ]. All customers should plan for an extended outage. Status is available 24 7 at **pge.com/outages** or by calling 1 800 743 5002. For community resources such as charging stations, call 211. If you rely on power for life-sustaining medical devices, assistive technology, or independent living needs. There are additional support options available, including information on Community Resource Centers. Please visit **pge.com/pspsresources** to learn more. Dial 211 for medical, health, and safety support resources. We apologize for the disruption and appreciate your patience. Goodbye.

IVR LIVE (SINGLE PREM)

This is PG and E calling with a PSPS Outage Alert. To continue in English, press 1. The power is off at your location at [ADDRESS] to help prevent wildfires. Crews will restore power as soon as it's safe to do so. All customers should plan for an extended outage. Status is available 24 7 at **pge.com/outages** or by calling 1-800-743-5002. For community resources such as charging stations, call 211. If you rely on power for life-sustaining medical devices, assistive technology, or independent living needs. There are additional support options available, including information on Community Resource Centers. Please visit **pge.com/pspsresources** to learn more. Dial 211 for medical, health, and safety support resources. We apologize for the disruption and appreciate your patience. Press # to repeat this message. Goodbye.

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General Customer

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

IVR LIVE (MULTI PREM)

This is P G & E calling with a P S P S Outage Alert. To continue in English, press 1. To replay this message at any time, press #. Power is off for [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent wildfires. Crews will restore power as soon as it's safe to do so. Get ready to write down some information. Here's how to view details for each [NUMBER of SPIDs FOR MULTI PREM] of your affected meters: 1) Visit **pge.com/myaddresses**; 2) Enter this phone number [XXX-XXX-XXXX]; and 3) When prompted, enter the following 4-digit PIN [ZZZZ]. To repeat how to get details for each of your affected meters, press *. All customers should plan for an extended outage. Status is available 24 7 at **pge.com/outages** or by calling 1 800 743 5002. For community resources such as charging stations, call 211. If you rely on power for life-sustaining medical devices, assistive technology, or independent living needs. There are additional support options available, including information on Community Resource Centers. Please visit **pge.com/pspsresources** to learn more. Dial 211 for medical, health, and safety support resources. We apologize for the disruption and appreciate your patience. Press # to repeat this message. To repeat how to get details for each of your affected meters, press *. Goodbye.

TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: Power is off at [ADDRESS]. Weather & equipment damage can delay restoration. Dial 211 for support needs. PSPS information, other languages & Community Resource Centers: **pge.com/pspsupdates**.

TEXT (MULTI PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: Power is off at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent wildfires. Weather & equipment damage can delay restoration. Meter list: [pge.bz/12345]. Dial 211 for support needs. PSPS information, other languages & Community Resource Centers: **pge.com/pspsupdates**.

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General Customer

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

EMAIL (SINGLE PREM)

SUBJECT: PSPS outage alert: Power is off

EMAIL PREVIEW TEXT: Power is off to help prevent wildfires

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык Hmoob عربي ਪੰਜਾਬੀ فارسی 日本語 ខ្មែរ ไทย Português हिंदी

HEADLINE: Public Safety Power Shutoff

SUBHEAD: Outage update

The power is off at your location to help prevent wildfires. We apologize for the disruption and appreciate your patience. Crews will restore power as soon as it's safe to do so.

ADDRESS: [ADDRESS, CITY, STATE, COUNTY]

Please plan for an extended outage. Weather forecasts change frequently. Outage status is available 24/7 at **pge.com/outages** or by calling 1-800-743-5002. For more PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources.

RESOURCES TO HELP YOU PREPARE:

- **Resources for medical device users, assistive technology or independent living needs**. You'll find information on continuous power, accessible transportation, hotel accommodations or food replacement options. You can also dial 211 to find resources available in your community.
- **View a list of community resource centers**. These centers provide medical equipment and device charging, Wi-Fi, bottled water and snacks.
- **Find information on generator or portable battery rebates**, plus generator safety tips.
- **Look up additional addresses that may be affected**. View a general area map of the potential PSPS outage area.
- **Find outage tips**, plus a sample emergency plan.
- **Learn more about Public Safety Power Shutoffs**, including how the decision to shut off the power is made.
- **View the 7-day Public Safety Power Shutoff forecast**.
- If you see a downed powerline, assume it is energized and extremely dangerous. Report it immediately by calling 911.

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General Customer

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

EMAIL (SINGLE PREM) CONT.

Thank you,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]
NOTE: To protect against spam, some email providers may delay delivery.

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General Customer

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

EMAIL (MULTI PREM)

SUBJECT: PSPS outage alert: Power is off

EMAIL PREVIEW TEXT: Power is off to help prevent wildfires.

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык Hmoob عربي ਪੰਜਾਬੀ فارسی 日本語 ខ្មែរ ไทย Português हिंदी

HEADLINE: Public Safety Power Shutoff

SUBHEAD: Outage update

To help prevent wildfires, the power's off at one or more of your locations. We apologize for the disruption and appreciate your patience. Crews will restore power as soon as it's safe to do so. Below, find the most current information we have on power restoration for each of your meter locations.

NUMBER OF METERS AFFECTED: [NUMBER of SPIDs FOR MULTI PREM]

****Due to email size limits a maximum of 50 meter locations is shown****

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] Factors such as weather and equipment damage can delay restoration time.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] Factors such as weather and equipment damage can delay restoration time.

(Repeat for first 50 premises that would be affected).

Please plan for an extended outage. Weather forecasts change frequently. Outage Status is available 24/7 at **pge.com/outages** or by calling 1-800-743-5002. For more PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources.

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General Customer

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

EMAIL (MULTI PREM) CONT.

RESOURCES TO HELP YOU PREPARE:

- **Resources for medical device users, assistive technology or independent living needs**. You'll find information on continuous power, accessible transportation, hotel accommodations or food replacement options. You can also dial 211 to find resources available in your community.
- **View a list of community resource centers**. These centers provide medical equipment and device charging, Wi-Fi, bottled water and snacks.
- **Find information on generator or portable battery rebates**, plus generator safety tips.
- **Look up additional addresses that may be affected**. View a general area map of the potential PSPS outage area.
- **Find outage tips**, plus a sample emergency plan.
- **Learn more about Public Safety Power Shutoffs**, including how the decision to shut off the power is made.
- **View the 7-day Public Safety Power Shutoff forecast**.
- If you see a downed powerline, assume it is energized and extremely dangerous. Report it immediately by calling 911.

Thank you,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]
NOTE: To protect against spam, some email providers may delay delivery.

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All Customers



Priority | **Watch** | **Warning** | **Pending Delay** | **Cancellation** | **Power Off** | **Outage Update** | **Weather All Clear** | **Power Restoration**

PHONE/VOICE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1. Power remains off at your location at [ADDRESS] to help prevent a wildfire. Crews will restore power as soon as it is safe to do so. ESTIMATED RESTORATION TIME: [DAY] [DATE] by [TIME]. This restoration time may change depending on weather conditions and equipment damage. We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information on Community Resource Centers, including medical device charging resources, food replacement and other support, visit **pge.com/pspsupdates** or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit **pge.com/disabilityandaging**. Dial 211 for medical, health, and safety support resources. We apologize for the disruption and we appreciate your patience. Press # to repeat this message. Thank you. Goodbye.

PHONE/VOICE (MULTI PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1. To replay this message at any time, press #. Power remains off for [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. Crews will restore power as soon as it is safe to do so. The estimated restoration time for [ADDRESS #1] is [DAY], [DATE] by [TIME]. The estimated restoration time for [ADDRESS #2] is [DAY], [DATE] by [TIME]. Restoration times may change depending on weather conditions and equipment damage. Please get ready to write down the following information. To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters, visit pge.com/myaddresses and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted. To repeat how to get details for all of your affected meters, press *. We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information on Community Resource Centers, including medical device charging resources, food replacement and other support, visit **pge.com/pspsupdates** or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit **pge.com/disabilityandaging**. Dial 211 for medical, health, and safety support resources. We apologize for the disruption, and we appreciate your patience. Press # to repeat this message. To repeat how to get details for all of your affected meters, press *. Thank you. Goodbye.

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All Customers



Priority | **Watch** | **Warning** | **Pending Delay** | **Cancellation** | **Power Off** | **Outage Update** | **Weather All Clear** | **Power Restoration**

TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: Power remains off at [ADDRESS] to help prevent a wildfire. Estimated restoration: [DATE] by [TIME] depending on weather & equipment damage. View current outage status [URL]. PSPS information, other languages & Community Resource Centers: **pge.com/pspsupdates**. Call 211 for support.

TEXT (MULTI PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: Power remains off at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. Estimated restoration: [DATE] by [TIME] depending on weather & equipment damage. Meter list: [pge.bz/12345]. PSPS information, other languages & Community Resource Centers: **pge.com/pspsupdates**. Call 211 for support.

EMAIL (SINGLE PREM)

SUBJECT: PSPS Outage Alert: Estimated restoration time

HEADER LINKS:

español | 中文 | tiếng việt | Tagalog | 한국어 | русский язык | Hmoob | عربي | ਪੰਜਾਬੀ | فارسی | 日本語 | ខ្មែរ | ไทย | Português | हिंदी

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Outage update

Power remains off at your location to help prevent a wildfire. We apologize for the disruption and weappreciate your patience. Crews will restore power as soon as it is safe to do so.

ADDRESS: [ADDRESS, CITY, STATE, COUNTY]
ESTIMATED RESTORATION: [DAY], [DATE] by [TIME]

Restoration time may change depending on weather and equipment damage.

We recommend all customers plan for an extended outage. We will provide daily updates until your power has been restored. Weather forecasts change frequently. For current outage status visit **pge.com/outagestatus**. For more PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources.

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All Customers

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

EMAIL (SINGLE PREM) CONT.

ADDITIONAL RESOURCES:

- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at **pge.com/afn**.
- To view city/county level information, including Community Resource Centers where you can charge devices, visit **pge.com/pspsupdates**.
- To look up additional addresses that may be affected, visit **pge.com/addresslookup**.
- To view a general area map of the potential outage area, visit **pge.com/pspsmaps**.
- Get outage tips and a sample emergency plan at **pge.com/outageprep**.
- For generator safety tips, visit **pge.com/generatorsafety**.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit **pge.com/psps**.
- For a 7-day Public Safety Power Shutoff forecast, visit **pge.com/pspsweather**.
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: **pge.com/pspsupdates**.

Thank you,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]
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All Customers

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

EMAIL (MULTI PREM)

SUBJECT: PSPS Outage Alert: Estimated restoration time

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык Hmoob عربي ਪੰਜਾਬੀ فارسی 日本語 ខ្មែរ ไทย Português हिंदी

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Outage update

Power remains off at the locations below to help prevent a wildfire. We apologize for the disruption andwe appreciate your patience. Crews will restore power as soon as it is safe to do so. Get the latest restoration information for each of your locations below.

NUMBER OF METERS AFFECTED: [NUMBER of SPIDs FOR MULTI PREM]

****Due to email size limits a maximum of 50 meter locations is shown****

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY],[DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY],[DATE] by [TIME] Restoration time may change depending on weather and equipment damage.

(Repeat for first 50 premises that would be affected).

We recommend all customers plan for an extended outage. We will provide daily updates until your power has been restored. Weather forecasts change frequently. For more PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources.

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All Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (MULTI PREM) CONT.

ADDITIONAL RESOURCES:

- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at **pge.com/afn**.
- To view city/county level information, including Community Resource Centers where you can charge devices, visit **pge.com/pspsupdates**.
- To look up additional addresses that may be affected, visit **pge.com/addresslookup**.
- To view a general area map of the potential outage area, visit **pge.com/pspsmaps**.
- Get outage tips and a sample emergency plan at **pge.com/outageprep**.
- For generator safety tips, visit **pge.com/generatorsafety**.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit **pge.com/psps**.
- For a 7-day Public Safety Power Shutoff forecast, visit **pge.com/pspsweather**.
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: **pge.com/pspsupdates**.

Thank you,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]
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All Customers

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

PHONE/VOICE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1. Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power at your location [ADDRESS]. ESTIMATED RESTORATION TIME: [DAY] [DATE] by [TIME]. This restoration time may change depending on equipment damage. We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information on Community Resource Centers, including medical device charging resources, food replacement and other support, visit **pge.com/pspsupdates** or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit **pge.com/disabilityandaging**. Dial 211 for medical, health, and safety support resources. We apologize for the disruption and we appreciate your patience. Press # to repeat this message. Thank you. Goodbye.

PHONE/VOICE (MULTI PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1. To replay this message at any time, press #. Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power to [NUMBER of SPIDs FOR MULTI PREM] of your meters. The estimated restoration time for [ADDRESS #1] is [DAY], [DATE] by [TIME]. The estimated restoration time for [ADDRESS #2] is [DAY], [DATE] by [TIME]. These restoration times may change depending on equipment damage. Please get ready to write down the following information. To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters, visit **pge.com/myaddresses** and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted. To repeat how to get details for all of your affected meters, press *. We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information on Community Resource Centers, including medical device charging resources, food replacement and other support, **visit pge.com/pspsupdates** or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit **pge.com/disabilityandaging**. Dial 211 for medical, health, and safety support resources. We apologize for the disruption and we appreciate your patience. Press # to repeat this message. To repeat how to get details for all of your affected meters, press *. Thank you. Goodbye.

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All Customers

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: Weather has improved and crews are inspecting equipment to safely restore power at [ADDRESS]. Est restoration: [DATE] by [TIME] depending on equipment damage. View current outage status [URL]. PSPS information, other languages & Community Resource Centers: **pge.com/pspsupdates**. Call 211 for support needs. To view in ASL visit **pge.com/aslinspect**.

TEXT (MULTI PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: Weather has improved and crews are inspecting equipment to safely restore power to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est restoration: [DATE] by [TIME] depending on equipment damage. Meter list: [pge.bz/12345]. PSPS information, other languages & Community Resource Centers: **pge.com/pspsupdates**. Call 211 for support needs. To view in ASL visit **pge.com/aslinspect**.

EMAIL (SINGLE PREM)

SUBJECT: PSPS Outage Alert: Crews are inspecting equipment

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык Hmoob عربي ਪੰਜਾਬੀ فارسی 日本語 ខ្មែរ ไทย Português हिंदी

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Equiptment Inspections

Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power. We apologize for the disruption and we appreciate your patience.

We expect your service at: [ADDRESS, CITY, STATE, COUNTY] to be fully restored by [DAY], [DATE] by [TIME] depending on if any repairs are needed.

We will provide daily updates until your power has been restored.

For current outage status visit **pge.com/outagestatus**. For more PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit **pge.com/aslinspect**.

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All Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (SINGLE PREM) CONT.

ADDITIONAL RESOURCES:

- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at **pge.com/afn**.
- To view city/county level information, including Community Resource Centers where you can charge devices, visit **pge.com/pspsupdates**.
- To look up additional addresses that may be affected, visit **pge.com/addresslookup**.
- To view a general area map of the potential outage area, visit **pge.com/pspsmaps**.
- Get outage tips and a sample emergency plan at **pge.com/outageprep**.
- For generator safety tips, visit **pge.com/generatorsafety**.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit **pge.com/psps**.
- For a 7-day Public Safety Power Shutoff forecast, visit **pge.com/pspsweather**.
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: **pge.com/pspsupdates**.

Thank you,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]
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All Customers

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

EMAIL (MULTI PREM)

SUBJECT: PSPS Outage Alert: Crews are inspecting equiptment

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык Hmoob عربي ਪੰਜਾਬੀ فارسی 日本語 ខ្មែរ ไทย Português हिंदी

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Equiptment Inspections

Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power. We apologize for the disruption and we appreciate your patience.

NUMBER OF METERS AFFECTED: [NUMBER of SPIDs FOR MULTI PREM]

****Due to email size limits a maximum of 50 meter locations is shown****

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY],[DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY],[DATE] by [TIME] Restoration time may change depending on weather and equipment damage.

(Repeat for first 50 premises that would be affected).

We will provide daily updates until your power has been restored. For more PSPS information including Community Resource Centers and other support options, visit **pge.com/pspsupdates** or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit **pge.com/aslinspect**.

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All Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (MULTI PREM) CONT.

ADDITIONAL RESOURCES:

- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at **pge.com/afn**.
- To view city/county level information, including Community Resource Centers where you can charge devices, visit **pge.com/pspsupdates**.
- To look up additional addresses that may be affected, visit **pge.com/addresslookup**.
- To view a general area map of the potential outage area, visit **pge.com/pspsmaps**.
- Get outage tips and a sample emergency plan at **pge.com/outageprep**.
- For generator safety tips, visit **pge.com/generatorsafety**.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit **pge.com/psps**.
- For a 7-day Public Safety Power Shutoff forecast, visit **pge.com/pspsweather**.
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: **pge.com/pspsupdates**.

Thank you,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

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All Customers

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

PHONE/VOICE (SINGLE PREM)

This is PG&E calling on [SYSTEM DAY, SYSTEM DATE] at [SYSTEM TIME] with a PSPS outage alert. To continue in English press 1. Crews have successfully restored power at [ADDRESS]. If your power is still out in this location, please visit **pge.com/outages** or call 1-800-743-5002.

We apologize for the disruption and we appreciate your patience. Press # to repeat this message. Thank you. Goodbye.

PHONE/VOICE (MULTI PREM)

This is PG&E calling on [SYSTEM DAY, SYSTEM DATE] at [SYSTEM TIME] with a PSPS outage alert. To continue in English press 1. Crews have successfully restored power to [NUMBER of SPIDs FOR MULTI PREM] of your meters. The meters at the following addresses: [ADDRESS #], [ADDRESS #2], [ADDRESS #3] have been restored. Please get ready to write down the following information. To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters, visit pge.com/myaddresses and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted. To repeat how to get details for all of your affected meters, press *. If your power is still out at any of these locations, please visit **pge.com/outages** or call 1-800-743-5002.

We apologize for the disruption and we appreciate your patience. Press # to repeat this message.

To repeat how to get details for all of your affected meters, press *. Thank you. Goodbye.

TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: Crews have successfully restored power at your location, [ADDRESS]. If your power is still out in this location, please visit pge.com/outages or call 1-800-743-5002. For other languages: **pge.com/pspsupdates**.

TEXT (MULTI PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: Crews have successfully restored power to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Meter list: [pge.bz/12345]. For other languages: **pge.com/pspsupdates**.

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All Customers

1 Priority — 2 Watch — 3 Warning — 4 Pending Delay — 5 Cancellation — 6 Power Off — 7 Outage Update — 8 Weather All Clear — 9 Power Restoration

EMAIL (SINGLE PREM)

SUBJECT: PSPS Outage Alert: Power restored

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык Hmoob عربي ਪੰਜਾਬੀ فارسی 日本語 ខ្មែរ ไทย Português हिंदी

HEADLINE: Public Safety Power Shutoff

SUBHEAD: Power Restored

Crews have successfully restored power at: [ADDRESS, CITY, STATE, COUNTY]. We apologize for the disruption and we appreciate your patience. If your power is still out in this location, please visit **pge.com/outages** or call 1-800-743-5002.

Thank you,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]
NOTE: To protect against spam, some email providers may delay delivery.

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All Customers

1 Priority | 2 Watch | 3 Warning | 4 Pending Delay | 5 Cancellation | 6 Power Off | 7 Outage Update | 8 Weather All Clear | 9 Power Restoration

EMAIL (MULTI PREM)

SUBJECT: PSPS Outage Alert: Power restored

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык Hmoob عربي ਪੰਜਾਬੀ فارسی 日本語 ខ្មែរ ไทย Português हिंदी

HEADLINE: Public Safety Power Shutoff

SUBHEAD: Power Restored

Crews have successfully restored power at the following locations:

NUMBER OF METERS RESTORED: [NUMBER of SPIDs FOR MULTI PREM]

Due to email size limits a maximum of 50 meter locations is shown

[VIEW ALL RESTORED LOCATIONS/DOWNLOAD A LIST OF ALL RESTORED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY],[DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY],[DATE] by [TIME] Restoration time may change depending on weather and equipment damage.

(Repeat for first 50 premises that would be affected).

We apologize for the disruption and we appreciate your patience. If your power is still out, please visit **pge.com/outages** or call 1-800-743-5002.

Thank you,
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]
NOTE: To protect against spam, some email providers may delay delivery.

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Agency Resources/Tools

Newsletters, Websites, Nixle, Social Media, Common Alerting Protocol (CAP), In-Language Notifications

Included on the following pages are sample notifications that external parties can use to help communities prepare for, and stay informed during, PSPS events. These include:

- Newsletters and/or Websites Content
- Nixle
- Sample Social Media Posts
- PG&E Media and Social Media Overview
- Common Alerting Protocol (CAP) Message Templates
- In-Language Notifications

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Newsletter, Website, Nixle

NEWSLETTERS & WEBSITES

If severe weather threatens a portion of the electric system serving your community, it may be necessary for PG&E to turn off electricity in the interest of public safety. This is called a Public Safety Power Shutoff (PSPS). PG&E is asking all of its electric customers to be prepared for these possible public safety power outages. For planning purposes, PG&E suggests customers prepare for multiple-day outages.

We share what we know about the weather and our equipment as soon as we can. While weather conditions can be uncertain, we aim to send you notifications via calls, texts and emails two days ahead, one day ahead, just before shutting off power, once power is turned off and daily until power is restored. Make sure PG&E has your current contact information by visiting **pge.com/mywildfirealerts** or calling 1-866-743-6589. You can also find tips for evaluating your home and preparing an emergency plan to be ready for the threat of wildfire and possible power outages at **pge.com/wildfiresafety**.

NIXLE

PG&E Safety Notification: Forecasted weather conditions could cause power outages in your area. Prepare a plan. More info: **pge.com** or 1-800-743-5002.

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Newsletter, Website, Nixle

FACEBOOK & INSTAGRAM

Are you prepared for power outages? PG&E may need to turn off electricity in the interest of public safety. This is called a Public Safety Power Shutoff. **@pacificgasandelectric** wants all of its electric customers to be prepared for these possible public safety power outages. For planning purposes, PG&E suggests customers prepare for multiple-day outages.

@pacificgasandelectric goal, dependent on weather, is to send customer notifications 48 hours in advance, 24 hours in advance and just prior to shutting off power. They will do so through automated calls, texts and emails. Make sure PG&E has your current contact information by visiting **pge.com/mywildfirealerts** or calling 1-866-743-6589. You can also find tips for evaluating your home and preparing an emergency plan to be ready for the growing threat of wildfire and possible power outages at **pge.com/wildfiresafety**.

X

@PGE4Me may turn off electricity for safety if severe weather threatens a portion of the electric system. This is called a Public Safety Power Shutoff. Visit **pge.com/wildfiresafety** for more info. #PSPS

@PGE4Me is asking customers to prepare for a possible Public Safety Power Shutoff due to severe weather conditions. Visit **pge.com/wildfiresafety** to learn more. #PSPS

@PGE4Me invites every electric customer to review preparedness tips at **pge.com/wildfiresafety** & learn more about its Public Safety Power Shutoff program. Even customers outside of a high fire-threat area could be impacted. #PSPS

@PGE4Me is will provide notice to customers in advance of a Public Safety Power Shutoff. To ensure you receive the notifications, visit **pge.com/mywildfirealerts** to update your contact information with PG&E. #PSPS

Before, during and after a PSPS, PG&E posts information on Facebook, Instagram, X and Nextdoor. Cities, counties and agencies are encouraged to repost information as it becomes available.

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Newsletter, Website, Nixle

NEXTDOOR

IMPORTANT SAFETY Notification: Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Portions of your community are estimated to be shut off beginning [DATE] between [TIME] and [TIME] on [DATE]. Estimated restoration for your area is on [DATE] by [TIME]. Actual shutoff and restoration times may be delayed depending on weather and equipment conditions. If these conditions persist, PG&E may need to turn off power in your neighborhood. If we do need to turn off power for safety, we will work to restore power as soon as it is safe to do so.

If you see a downed powerline, assume it is energized and extremely dangerous. Do not touch or try to move it — and keep children and animals away. Report downed powerlines immediately by calling 911.

Please have your emergency plan ready. For more information, visit **pge.com** or call 1-800-PGE-5002.

Before, during and after a PSPS, PG&E posts information on Facebook, Instagram, X and Nextdoor. Cities, counties and agencies are encouraged to repost information as it becomes available.

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PG&E Media and Social Media Overview

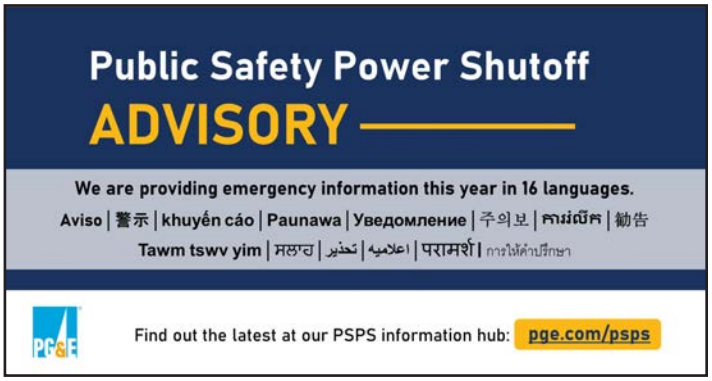
MEDIA ENGAGEMENT

During a PSPS, PG&E distributes daily news releases about weather conditions, Customer Resource Center (CRC) hours, infrastructure damages and restoration times. PG&E also engages multicultural media to inform the public in multiple languages. During a large PSPS, we also hold press conferences to help inform the public.

SOCIAL MEDIA ENGAGEMENT

Before, during and after a PSPS, PG&E posts updates on Facebook, Nextdoor and X. Upon request, we can also provide the content of our customer notifications to share via city or county websites, Nixle and Reverse 911.

SAMPLE POSTS









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Common Alerting Protocol (CAP) Messaging Templates

1 Watch
2 Warning
3 Cancellation
4 Outage Update
5 Weather All Clear
6 Power Restoration

EMERGENCY NOTIFICATION SYSTEM (EAS)

A CIVIL AUTHORITY HAS ISSUED A [TEXT FROM EVENT CODE] FOR THE FOLLOWING COUNTIES/ AREAS: [TEXT FROM COUNTY CODE(S)] AT [DATE/TIME] ON [DATE/TIME] EFFECTIVE UNTIL [DATE/TIME]. Message from [TEXT OF SENDER NAME]. Due to current weather forecasts, PG&E may determine it is necessary to turn off your electricity to prevent wildfires. Estimated shutoff time [TIME RANGE ON DATE]. Estimated restoration [DATE BY TIME]. Changes in weather can affect shutoff and restoration times, preparedness information available at **pge.com/psps**.

WIRELESS EMERGENCY NOTIFICATION (WEA)

PG&E may turn off your power to prevent wildfires. Est. shutoff time [TIME/DATE].

NOVA WEATHER RADIO (NWR)

THE FOLLOWING MESSAGE IS TRANSMITTED AT THE REQUEST OF THE [TEXT FROM SENDER NAME]. PG&E has issued a Public Safety Power Shutoff Watch. Due to current forecasts, PG&E may turn off your electricity to prevent wildfires. Est. shutoff time [DATE/TIME]. Est. restoration [DATE/TIME]. Changes in weather can affect shutoff and restoration times, preparedness information available at **pge.com/psps**.

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EMERGENCY NOTIFICATION SYSTEM (EAS)

A CIVIL AUTHORITY HAS ISSUED A [TEXT FROM EVENT CODE] FOR THE FOLLOWING COUNTIES/ AREAS: [TEXT FROM COUNTY CODE(S)] AT [DATE/TIME] EFFECTIVE UNTIL [DATE/TIME]. Message from [TEXT OF SENDER NAME]. Due to current weather forecasts, PG&E has upgraded the Public Safety Power Shutoff to a Warning and will turn off power to prevent wildfire. Estimated shutoff time [TIME RANGE ON DATE]. Estimated restoration [DATE/TIME]. Changes in weather can affect shutoff and restoration times, preparedness and event info available at **pge.com/pspsupdates**.

WIRELESS EMERGENCY NOTIFICATION (WEA)

PG&E may turn off your power to prevent wildfires. Est. shutoff time [TIME/DATE].

NOVA WEATHER RADIO (NWR)

THE FOLLOWING MESSAGE IS TRANSMITTED AT THE REQUEST OF THE [TEXT FROM SENDER NAME]. Due to current forecasts, PG&E has upgraded the Public Safety Power Shutoff to a Warning and will soon turn off power to prevent wildfire. Est. shutoff [TIME] on [DATE]. Est. restoration [DATE/TIME]. Changes in weather can affect shutoff and restoration times, preparedness and event info available at **pge.com/pspsupdates**.

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Common Alerting Protocol (CAP) Messaging Templates

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EMERGENCY NOTIFICATION SYSTEM (EAS)

A CIVIL AUTHORITY HAS ISSUED A [TEXT FROM EVENT CODE] FOR THE FOLLOWING COUNTIES/ AREAS: [TEXT FROM COUNTY CODE(S)] AT [DATE/TIME] EFFECTIVE UNTIL [DATE/TIME]. Message from [TEXT OF SENDER NAME]. Forecasted weather conditions have improved and PG&E will not be turning off power to prevent wildfires. For more information visit **pge.com/pspsupdates**.

WIRELESS EMERGENCY NOTIFICATION (WEA)

Forecasted weather conditions have improved, power will not be turned off in [TEXT FROM COUNTY CODE(S)].

NOVA WEATHER RADIO (NWR)

THE FOLLOWING MESSAGE IS TRANSMITTED AT THE REQUEST OF THE [TEXT FROM SENDER NAME]. Forecasted weather conditions have improved and PG&E will not be turning off power to prevent wildfires in [TEXT FROM COUNTY CODE(S)]. For more information visit **pge.com/pspsupdates**.

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Common Alerting Protocol (CAP) Messaging Templates

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EMERGENCY NOTIFICATION SYSTEM (EAS)

A CIVIL AUTHORITY HAS ISSUED A [TEXT FROM EVENT CODE] FOR THE FOLLOWING COUNTIES/ AREAS: [TEXT FROM COUNTY CODE(S)] AT [DATE/TIME] EFFECTIVE UNTIL [DATE/TIME]. Message from [TEXT OF SENDER NAME]. Due to current weather forecasts, power remains off in your area to help prevent wildfires. Estimated restoration [DATE/TIME]. Changes in weather can affect restoration times, more information available at **pge.com/pspsupdates**.

WIRELESS EMERGENCY NOTIFICATION (WEA)

Power remains off in your area for safety. Est. restoration time [DATE/TIME].

NOVA WEATHER RADIO (NWR)

THE FOLLOWING MESSAGE IS TRANSMITTED AT THE REQUEST OF THE [TEXT FROM SENDER NAME]. Power remains off in [TEXT FROM COUNTY CODE(S)] to help prevent a wildfire. Est. restoration [DATE/TIME]. Changes in weather can affect restoration times, more information available at **pge.com/pspsupdates**.

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Common Alerting Protocol (CAP) Messaging Templates

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EMERGENCY NOTIFICATION SYSTEM (EAS)

A CIVIL AUTHORITY HAS ISSUED A [TEXT FROM EVENT CODE] FOR THE FOLLOWING COUNTIES/ AREAS: [TEXT FROM COUNTY CODE(S)] AT [DATE/TIME] ON [DATE/TIME] EFFECTIVE UNTIL [DATE/ TIME]. Message from [TEXT OF SENDER NAME]. Weather conditions have improved and crews are inspecting equipment to determine how quickly power can be safely restored. Estimated restoration [DATE/TIME]. Changes in weather can affect restoration times, more information available at **pge.com/pspsupdates**.

WIRELESS EMERGENCY NOTIFICATION (WEA)

Weather conditions have improved in your area. Est. restoration [DATE/TIME].

NOVA WEATHER RADIO (NWR)

THE FOLLOWING MESSAGE IS TRANSMITTED AT THE REQUEST OF THE [TEXT FROM SENDER NAME]. Weather conditions have improved and crews are inspecting equipment to determine how quickly we can safely restore power. Est. restoration [DATE/TIME]. Changes in weather can affect shutoff and restoration times, more information available at **pge.com/pspsupdates**.

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EMERGENCY NOTIFICATION SYSTEM (EAS)

A CIVIL AUTHORITY HAS ISSUED A [TEXT FROM EVENT CODE] FOR THE FOLLOWING COUNTIES AREAS: [TEXT FROM COUNTY CODE(S)]. Message from [TEXT OF SENDER NAME]. PG&E crews have successfully restored power to all customers in your area. If your power is still out please visit **pge.com/outages** or call 1-800-743-5002.

WIRELESS EMERGENCY NOTIFICATION (WEA)

PG&E has successfully restored in your area. Thank you for your patience.

NOVA WEATHER RADIO (NWR)

THE FOLLOWING MESSAGE IS TRANSMITTED AT THE REQUEST OF THE [TEXT FROM SENDER NAME]. Power has successfully been restored to all customers in [TEXT FROM COUNTY CODE(S)]. If your power is still out please visit **pge.com/outages** or call 1-800-743-5002.

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In-Language Notifications

OVERVIEW

Information on PSPS outages will be offered in 15 non-English languages, including: Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong, Thai, Hindi and Portuguese. You can choose to receive alerts in one of these languages at **pge.com/myalerts**.

You can also call 1-866-743-6589 for translated support in more than 240+ languages. We also pre-record general notification messaging in American Sign Language to serve those who are deaf and hard of hearing.

There will be some variation in the overall customer experience of in-language notifications on two factors: (1) the specific languages for the automated phone call notifications and (2) if a language preference has been set by the customer.

	Language Preference Set by Customer		**Language Preference Not Set by Customer**	
	Language		**Language**	
	▪ Spanish ▪ Chinese ▪ Vietnamese ▪ Tagalog ▪ Russian ▪ Korean ▪ Arabic ▪ Punjabi ▪ Farsi ▪ Japanese ▪ Khmer ▪ Hmong ▪ Thai ▪ Hindu ▪ Portuguese		▪ Spanish ▪ Chinese ▪ Vietnamese ▪ Tagalog ▪ Russian ▪ Korean ▪ Arabic ▪ Punjabi ▪ Farsi ▪ Japanese ▪ Khmer ▪ Hmong ▪ Thai ▪ Hindu ▪ Portuguese	
Automated Calls	Receives in-language message that mirrors the English notification	See next section	Initial message provided in English. To continue in English customer must press 1 or will be provided prompts for other languages to listen **to in-language personalized notification (same as English version)**	Initial message provided in English. To continue in English customer must press 1 or will be provided prompts for other languages. Once language is selected, **general outage message will play with option to speak to agent or use in-language web content**
TEXT Texts	Receives in-language message that mirrors the English notification	See next section	**Text message includes link to PG&E's PSPS website where users can select their language** for translated PSPS event information	**Text message includes link to PG&E's PSPS website where users can select their language** for translated PSPS event information
Emails	Receives in-language message that mirrors the English notification	See next section	**Email message includes language icon in header of email for customers to select, which directs customers to** translated PSPS event information on PG&E's website	**Email message includes language icon in header of email for customers to select, which directs customers to** translated PSPS event information on PG&E's website

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In-Language Notifications Continued

WEBSITE

At **pge.com/psps**, materials are translated in 15 non-English languages, including Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong, Thai, Hindi and Portuguese.

CALL CENTER

PG&E's call center providers translation services in 240+ languages, including 10 indigenous languages.

INDIGENOUS LANGUAGE SUPPORT

PG&E is engaging with Community-Based Organizations (CBOs) and multi-cultural media organizations to provide translated communications in a variety of languages spoken by Indigenous communities that occupy significant roles in California's agricultural economy (e.g., Mixteco, Zapoteco). This includes outreach and preparedness messaging and/or PSPS event updates, such as providing Facebook Live updates, messages on radio stations serving indigenous communities, and/or community events/meetings.

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