PG&E Safety Reporting Mobile App Pilot Proceeding Fact Sheet

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Authority: *D.20-10-003, D.20-12-001, D.21-01-021, D.25-01-008, I.19-06-015*

Proceeding No. / Status: *A.19-07-019 / Closed, January 16, 2025*

Effective Date: *October 8, 2020*

Sector: *Electric Utilities*

Assets Addressed: *Primarily poles, wires, and associated pole hardware within PG&E Service Territory, with emphasis on High Fire-Threat District Tiers 2 and 3*

Lead Commission Division: *[Safety Policy Division](), [Risk Assessment]() section*

Assigned Commissioner's Office: *Proceeding Closed*

Purpose: *Wildfire Prevention, Electric Utility Safety, Grid Resilience and Reliability*

How to Get Started
PG&E's mobile app allows users to submit a report of a potential electric safety hazard or view photos and safety reports submitted by others simply by pointing their web browser to PG&E's [mobile app homepage](). No download or visit to a mobile app story is necessary.

PG&E customers can make safety reports of problematic electric infrastructure observed in the field via the mobile app, if within range of internet service, from any smartphone or tablet device. PG&E's Mobile App *[Report It]() homepage* includes guidance and pointers on how to submit your report and how to make an informed distinction between energized overhead wires and telecommunications lines that support cable and phone service.

Additionally, one can fully observe and monitor existing safety reports submitted via PG&E's mobile app by clicking [HERE]().

Status of Regulatory Effort Overseeing the Mobile App Pilot
The Commission, with the approval of Decision [D.25-01-008](), closed this rulemaking, having addressed the issues for which the proceeding had been scoped.

Primary objectives achieved in the course of this rulemaking include:

- PG&E's launch and trial of both an Android- and Apple-based downloadable mobile app versions to allow the public to report observed deficiencies in the field implicating the utility's electrical assets; and

- Completion of an independent third-party evaluation to assess the rigor of PG&E's approach and the effectiveness of the mobile app as a tool to reduce safety risk surrounding operation of PG&E's electrical assets

Additional work on the mobile app effort lies ahead for Commission staff within the Safety Policy Division who are tasked with monitoring and oversight responsibility of PG&E's pilot, including ongoing regulatory reporting and anticipated near-term modifications to the program.

Background on Regulatory Process Supporting the Mobile App Pilot
The Commission's directives within D.25-01-008 were informed by the public record for this proceeding including requests and arguments put forward by PG&E, such as within the utility's straw proposal, comments, and supporting documentation, and the findings and recommendations of Safety Policy Division that encompass a Commission staff proposal.

PG&E, as directed by the Commission, sponsored an independent consultant evaluation of its mobile app pilot. The consultant's findings and recommendations were filed within an Evaluation Final Report in November 2023. The consultant and resulting report are a third source of data and expertise informing the public record for this rulemaking.

PG&E formally launched its pilot program by making its mobile app publicly available August 6, 2021, in accordance with Commission requirements, with a targeted emphasis on PG&E service territory having elevated wildfire risk, California High Fire-Threat District Tiers 2 and 3 (High and Very High risk).

PG&E's limited pilot concept to undertake the mobile app safety reporting program was approved with modifications by the Commission on October 8, 2020, in Decision D.20-10-003.

The regulatory rulemaking process, staffed by Safety Policy Division, was initiated on June 27, 2019, within Order Instituting Investigation I.19-06-015, which implicated electric utility responsibility in the 2017 Northern California Wildfires, and directed PG&E to "develop an open source, publicly available mobile app" to enable the public to

capture and transmit GPS-geocoded photos of potentially hazardous electrical hardware to the utility.

PG&E responded with its [Application](#) filed on July 29, 2019, seeking Commission approval within a Decision and proposing a limited-term pilot program to commence in 2020.

The Commission acknowledged PG&E's application on November 14, 2019, with an Assigned Commissioner [Ruling and Scoping Memo](#) that set forth a proceeding schedule to include public workshops.

FAQs

Q: Does PG&E have downloadable versions of the mobile app?

A: Yes, Android and Apple versions are available for download on line at the moment. PG&E is expected to phase out these options in the coming months as a cost-savings move to better focus on its "web-based" version.

Additional details on the Commission's efforts are available at the CPUC's [Mobile App Oversight Homepage](#) documenting the regulatory rulemaking to establish requirements for PG&E efforts to make the technology available to electric customers in Northern California.