Public Safety Power Shutoff
CPUC WORKSHOP

December 14, 2018
Following the wildfires in 2017 and 2018, some of the changes included in this presentation are contemplated as additional precautionary measures intended to further reduce future wildfire risk.

**Community Wildfire Safety Program**

### Real-time Monitoring and Intelligence
- Coordinating prevention and response efforts by monitoring wildfire risks in real time from our Wildfire Safety Operations Center
- Expanding our network of PG&E weather stations to enhance weather forecasting and modeling
- Supporting the installation of new high-definition cameras in high fire-threat areas

### New and Enhanced Safety Measures
- Further enhancing vegetation management efforts to increase focus on vegetation that poses a higher potential for wildfire risk
- Conducting accelerated safety inspections of electric infrastructure in high fire-threat areas
- Disabling automatic reclosing of circuit breakers and reclosers in high fire-risk areas during wildfire season
- Proactively turning off electric power for safety as a last resort when extreme fire danger conditions are forecasted

### Longer-Term Electric System Hardening
- Installing stronger and more resilient poles and covered power lines, along with targeted undergrounding
- Upgrading and replacing electric equipment and infrastructure to further reduce wildfire risks
- Working with communities to develop new resilience zones
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**Public Safety Power Shutoff**

1. **MONITOR**
   - PG&E continually monitors for extreme weather threats and high fire danger.

2. **INFORM**
   - If we need to turn off power, we will attempt to contact customers in advance to give time to prepare.

3. **SHUT OFF / RESTORE**
   - We know how much people rely on electric service and would only temporarily turn off power for safety as a last resort.

**We will consider several factors before shutting off power.**

**WEATHER FORECAST**
- Periods of increased risk are identified by wind speed, humidity and temperature.

**FUEL CONDITIONS**
- Conditions such as dry vegetation are factored in.

**OBSERVATIONS**
- On-the-ground, real-time observations are made.

**NOTICE**
- Inform CAL FIRE, Cal OES* and local agencies of conditions and potential Public Safety Power Shutoff.

**We will use a multi-faceted effort to inform communities.**

**AUTOMATED OUTREACH**
- PG&E will provide automated outreach through calls, texts and emails.

**DIRECT OUTREACH**
- We will take additional steps to reach customers who are enrolled in our Medical Baseline program, as needed.

**COORDINATION**
- Coordination will take place with first responders and local officials.

**We will take steps to keep you informed and get power restored as quickly as possible.**

**INSPECTIONS**
- PG&E crews will be in the field conducting safety inspections and determining when power can be safely restored.

**UPDATES**
- Customers will receive updates until power is restored.

**SAFELY RESTORE POWER**
- Power will be restored as soon as extreme weather conditions have passed and safety inspections are complete.

*California Governor’s Office of Emergency Services*
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Extreme weather threats can change quickly. When and where possible, we would provide customers with notice between one hour to 48 hours in advance of turning off the power. We will also provide updates until power is restored.

### Timing of Notifications (when possible)

- **~48 HOURS** before electricity is turned off
- **~24 HOURS** before electricity is turned off
- **~1 HOUR** before electricity is turned off
- **DURING THE PUBLIC SAFETY OUTAGE**
- **ONCE POWER HAS BEEN RESTORED**

### How We’ll Notify

We will attempt to reach customers through calls, texts and emails using the contact information we have on file.

- **AUTOMATED PHONE CALL**
- **SMS TEXT**
- **EMAIL**

We will also use social media channels and keep local news and radio outlets informed and updated.
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In the event that we need to turn off power for safety, we will take additional steps to attempt to reach customers who are enrolled in our Medical Baseline program, if conditions allow.

During an Event:

Automated calls, texts, and emails to Medical Baseline customer at 48-hrs and 24-hrs in advance, if possible

![Flowchart diagram]

CONFIRMED CUSTOMER CONTACT

PG&E rep will notify customer of Public Safety Power Shutoff and encourage them to spend time with a friend or family member, if needed. If customer is experiencing a medical emergency, PG&E rep will offer to dial 911 and wait with the customer until emergency services arrive.

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We will only restore power when we are certain it is safe to do so. For planning purposes, we suggest customers served by lines that run through high fire-threat areas prepare for multiple-day outages.

After the extreme weather has passed and it’s safe to do so, our crews begin patrols and inspections. Crews visually inspect every mile of the lines to look for potential weather-related damage to the lines, poles and towers. This is done by vehicle, foot and air.

Where damage is found, crews work to isolate the area so other parts of the system can be restored. Crews work safely and as quickly as possible to make repairs.

Once it is safe to energize, a call is made to the PG&E Control Center to complete the energization process. Power is then restored to customers.

Customers are notified that power has been restored.

For planning purposes, we suggest customers served by lines that run through high fire-threat areas prepare for multiple-day outages.

"WEATHER"
"ALL CLEAR"
"PATROL & INSPECT"
"ISOLATE & REPAIR DAMAGE"
"RESTORE POWER"
"NOTIFY CUSTOMERS"
Working Together with Our Customers

We want our customers and communities to be completely informed about our wildfire safety efforts and take steps to prepare:

☑ Conducted 450+ stakeholder meetings

☑ Sent letters, emails and postcards to 570,000+ homes and businesses served by lines in extreme fire-threat areas

☑ Reached out directly to 19,000+ Medical Baseline customers

☑ Provided master meter customers with in-language materials and information for tenants

☑ Launched a dedicated website (pge.com/wildfiresafety)

☑ Ongoing print, television, radio and digital ads on wildfire safety and preparedness

☑ Engaging with organizations that represent customers with disabilities to coordinate and share information

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**Medical Baseline Outreach**

- We know how important electric service is to our customers, especially those who depend on electricity for critical life-sustaining equipment.

- We are conducting additional outreach to customers enrolled in our Medical Baseline program to help ensure they are prepared for possible outages:
  - Direct mail and email campaign
  - Interactive Voice Response calls with connection to Customer Service Representative to update their contact information

- We are looking at additional outreach efforts targeting those not yet enrolled in our Medical Baseline program but who may be eligible to help ensure that everyone gets the support they need.
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For questions regarding PG&E’s Community Wildfire Safety Program:

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