

October 17, 2019

President Marybel Batjer
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102

President Batjer:

I am writing in response to your October 14 letter regarding Pacific Gas and Electric Company's (PG&E) recent Public Safety Power Shutoff (PSPS) event, which, as you noted, impacted more than 700,000 of our customers across Northern and Central California. I want to start by acknowledging the tremendous efforts and partnership of first responders, local agencies, the State of California, and the California Public Utilities Commission (CPUC) before, during and after this unprecedented event. These efforts were a demonstration of our collective goal to keep our communities safe.

We recognize the hardship that the recent PSPS event caused for millions of people and want to continue working with all key stakeholders to lessen this burden going forward. At the same time, we ask our customers, their families, and our local and state leaders to keep in mind the statistic that matters the most: there were no catastrophic wildfires. Had the company not made the difficult decision to move forward with a PSPS, a much different outcome could have occurred.

There are crucial lessons to learn from this event, and we are committed to learning and doing a better job across the board. We agree with many of the items listed in your letter and, as you will see from the attached matrix, we are acting now to implement improvements to make future PSPS events more seamless. Some of these improvements can occur in the near term, while others will need to unfold over the months and years to come.

One area of need for significant improvement is information flow to customers. Many customers were left without the critical information they needed during the PSPS event. PG&E's website was a major area of frustration during this event, and the company is committed to remedying that issue so that our customers are not faced with that problem again. Also, even with the significant outreach efforts that PG&E has conducted to date, coordination with our state, local and tribal government agency partners is an area where the company needs and is committed to improvement.



In addition to the requirements referenced in your letter, PG&E is reaching out to impacted communities to gather feedback on their experience. On Wednesday, October 16, we conducted two listening sessions with county agencies representatives; more of these sessions are planned in the coming weeks. We are also performing a detailed after-action review, which we will provide to the CPUC. Initial takeaways include:

- Enhancing our information sharing technology
- Bolstering external stakeholder coordination
- Expediting notification procedures
- Increasing internal situational awareness
- Refining our Community Resource Center mobilization, in close coordination with local agencies

We understand that the size and scope of this event is untenable in the long term. Events such as these cannot become the status quo in California, and PG&E remains committed to bettering its practices and system – beyond regulatory requirements in many cases – to address the enhanced wildfire risk so that we can further refine and reduce the size, duration, and frequency of future events. We also appreciate the CPUC’s offer to coordinate with other state agency partners to assist PG&E, as needed.

We look forward to meeting with you and your fellow Commissioners tomorrow and will be available to answer any additional questions about how PG&E, the CPUC and all stakeholders can better work to keep our customers and communities safe from the threat of wildfire.

Sincerely,

William D. Johnson
Chief Executive Officer and President
PG&E Corporation

Attachment.

CC: The Honorable Gavin Newsom
Governor of the State of California

Mark Ghilarducci, Director
California Governor’s Office of Emergency Services

Thomas Porter, Director
California Department of Forestry and Fire Protection (CAL FIRE)

Amy Tong, Director
California Department of Technology