



FOR IMMEDIATE RELEASE

PRESS RELEASE

Media Contact: Terrie Prosper, 415.703.1366, news@cpuc.ca.gov

**CPUC PRESIDENT DIRECTS PG&E TO TAKE
IMMEDIATE CORRECTIVE ACTIONS AFTER UNPRECEDENTED
POWER SHUT-OFF EVENT IN NORTHERN CALIFORNIA**

SAN FRANCISCO, October 14, 2019 – California Public Utilities Commission (CPUC) President Marybel Batjer today ordered Pacific Gas and Electric Company (PG&E) to take a multitude of immediate corrective actions after it encountered significant problems with communication, coordination, and management during the largest Public Safety Power Shut-off (PSPS) event in the history of California.

“Failures in execution, combined with the magnitude of this PSPS event, created an unacceptable situation that should never be repeated,” said President Batjer. PG&E’s decision to shut off power during the week of October 7, 2019, affected more than 700,000 customers and impacted an estimated 2 million people. “The scope, scale, complexity, and overall impact to people’s lives, businesses, and the economy of this action cannot be understated,” she said.

In an urgent [letter](#) to PG&E Chief Executive Officer William Johnson on Monday, President Batjer and CPUC officials outlined seven major areas where immediate corrective actions are required. CPUC staff and experts at state and PG&E operations centers witnessed problems unfolding during the event and received input from other state and local agencies to identify the immediate corrective actions required.

Some of the corrective actions outlined in the President’s letter include accelerating the restoration of power with a goal of less than 12 hours, similar to what is required after major storms; enhancing efforts to minimize the size and magnitude of future PSPS events; developing systems and protocols to ensure public information through call centers and PG&E’s website is available during high-



volume, critical times; establishing a more effective communication structure with county and tribal government emergency management personnel to allow for emergency personnel to receive the support and information required to properly respond; improving processes and systems for distributing maps with boundaries to impacted counties and tribal governments that correspond to the latest PSPS impact information being provided; developing a list of existing and possible future agreements for on-call resources that can be called upon in case of an emergency; and, ensuring that PG&E personnel involved in PSPS response in Emergency Operations Centers are trained in California's Standardized Emergency Management System (SEMS). Several additional requirements are detailed in the CPUC's letter to PG&E.

In addition to the immediate corrective actions outlined in her letter, President Batjer directed PG&E to perform an after-action review and file with the CPUC its response by close of business October 17, 2019, including filing weekly updates on corrective actions until all concerns have been addressed.

The CPUC will also hold an emergency meeting on Friday, October 18, 2019, at its headquarters at 505 Van Ness Ave. in San Francisco to hear from top PG&E executives about what lessons have been learned from this latest event and what steps will be taken to ensure mistakes and operational gaps are not repeated. This emergency meeting is intended to ensure CPUC Commissioners and staff have as much information as possible and can take additional actions as necessary ahead of future PSPS events triggered by PG&E. The meeting will be available live and archived at www.adminmonitor.com/ca/cpuc.

The CPUC is also evaluating PSPS by investor-owned utilities in Phase 2 of a proceeding where it is considering, among other issues, identification and communication with access and functional needs populations, communication with customers while the power is turned off, communication during reenergization, mitigation measures, coordination with emergency responders, and transmission-level de-energization. Visit <http://cpuc.ca.gov/deenergization> for information on the proceeding. Members of the public are encouraged to comment on the proceeding by emailing public.advisor@cpuc.ca.gov and referencing proceeding number R.18-12-005.



The CPUC regulates services and utilities, safeguards the environment, and assures Californians' access to safe and reliable utility infrastructure and services. For more information on the CPUC, please visit www.cpuc.ca.gov.

###

