

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



October 14, 2019

Mr. Dan Skopec
Vice President of Regulatory Affairs
San Diego Gas and Electric
8330 Century Park Court, CP33A
San Diego, California 92123

Dear Mr. Skopec:

As you are aware, during the week of October 7, 2019, Pacific Gas and Electric Company (PG&E) initiated the largest Public Safety Power Shutoff (PSPS) in California history. The execution of the PSPS did not meet my or the public's expectations. There were numerous challenges in communications, including failures of their website, inability to properly notify impacted customers of the exact location and timing of the PSPS events, and challenges communicating with local emergency operation centers. Loss of power is not a mere inconvenience – it endangers lives of people who are reliant on power for medical reasons, causes major disruptions to work and education, and strains local emergency and public safety personnel as they work to ensure public safety. While utilities have statutory authority to shut-off power as a measure of last resort to assure safety, the California Public Utilities Commission (CPUC) takes these events very seriously and expects all utilities to initiate PSPS events only if absolutely necessary and to execute these events in a way that takes every measure to minimize impacts.

Given the magnitude of PG&E's PSPS and the numerous breakdowns in managing the event, the CPUC sent the attached letter to PG&E directing them to make numerous improvements to their PSPS protocols. Additionally, the CPUC will be holding an emergency meeting for PG&E to address the challenges it faced with the PSPS and to present actions it will take to prevent a repeat of those challenges.

After any major event in California that impacts electric or natural gas service, the CPUC expects California's utilities to learn from each other's successes and failures and continue to improve best practices. While San Diego Gas and Electric (SDG&E) is often held up as a model for wildfire mitigation and has been able to develop a number of tools to minimize the impact of

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PSPS, SDG&E should seek to improve and learn from other utilities' experiences. SDG&E should carefully assess and consider the CPUC's directions to PG&E and examine last week's PSPS to ensure critical lessons learned are transferred to SDG&E's operation and that there is not a repeat of any of last week's mistakes in any part of the state in the future.

Sincerely,

A handwritten signature in black ink, appearing to read 'ER', is written over the typed name.

Edward Randolph
Deputy Executive Director
Energy and Climate Policy