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May 4, 2020

Leslie Palmer
Director, Safety and Enforcement
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA, 94102

Dear Mr. Palmer:

PG&E takes seriously the threat of the novel coronavirus (COVID-19) pandemic and is taking measures to protect the health and safety of our customers and our workforce while continuing to provide safe and reliable service. Where service interruptions are required to safely complete critical and essential work, PG&E pledges to limit the number and duration of planned outages, to the extent possible. We understand the impacts of a service interruption given the current stay-at-home orders for our communities, and we acknowledge the hardship these outages may cause. We are committed to maintaining gas and electric service, and our crews remain in the field doing everything necessary to keep our gas and electric service functioning safely and smoothly.

To that end, PG&E Electric Operations continues to assess all construction work planned for criticality and to minimize impacts to those currently sheltering in place. This assessment and the scheduling of outages will continue to be an iterative process. PG&E has already made significant progress in reducing the impacts of planned interruptions. Since March 18, 2020 on average, PG&E has reduced the total number of planned outages per day by approximately 54%, reduced the average number of customers impacted by planned outages per day by approximately 55% percent, and reduced the average duration of planned outages by over 30 minutes compared to 2020 year to date through March 17.

As detailed in Attachment A to this letter, critical work has been identified to proceed in the context of the statewide stay-at-home, even if a planned outage is required. As stated in the March 27, 2020 letter from the CPUC, CalOES and CAL FIRE, the execution of PG&E's 2020 wildfire/PSPS mitigation work, which may include planned disruption in service, remains critical, as does other safety-related work. Surge arrestors and other fire mitigation work account for nearly 68% of the work listed in Attachment A.

PG&E's actual results since March 18, 2020 demonstrates our efforts to minimize the number, duration, and customers impacted by planned outages is working. This has been possible due to adhering to our critical and essential work guidance, isolating and sectionalizing to minimize customers impact where

possible, providing generation where reasonable, and moving certain planned outages to overnight hours with an understanding that customers are even more reliant upon our services for their safety, health, education and livelihoods during this extraordinary time.

In order to protect the health and safety of our workers and the general public, PG&E leadership issued COVID-19 work plan guidelines beginning on March 19, 2020. These documents are continually updated to respond to new or modified stay-at-home orders including the most recent modifications lifting restrictions on construction work in the Bay Area counties.

When applying these guidelines, PG&E leaders are instructed to explore options to minimize the impact of our work by executing work energized; isolating, sectionalizing or phasing work to minimize customer impact; providing temporary generation where reasonable; and performing work at night if safe to do so. Our construction organizations executing work are responsible for identification of all hospitals and pandemic response facilities impacted by planned outages and to develop specific mitigation plans for those facilities. PG&E's planned outage coordinators assist our construction organizations in identifying customers with specific issues associated with proposed planned outages.

In regard to the columns in the report, in column F location specific information has been removed due to confidentiality reasons and PG&E division information is provided in column G. PG&E has also included the type of customer notification where available in column H. For some of the projects this information is not yet available. These are each single notifications and therefore the frequency is not included.

If you have any questions, please do not hesitate to call.

Sincerely,

A handwritten signature in black ink that reads "Meredith E. Allen". The signature is written in a cursive, flowing style.

Meredith E. Allen

Senior Director – Regulatory Relations