



Meredith E. Allen  
Senior Director  
Regulatory Relations

77 Beale Street, Room 2341  
San Francisco, CA 94105

*Mailing Address*  
Pacific Gas and Electric Company  
P.O. Box 770000  
Mail Code: B23A  
San Francisco, CA 94177

Tel.: 415-973-2868  
Meredith.Allen@pge.com

June 1, 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 work, PG&E pledges to limit the number and duration of planned outages, to the extent possible. 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.

During the stay-at-home orders, PG&E 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 49%, reduced the average number of customers impacted by planned outages per day by approximately 46% percent, and reduced the average duration of planned outages by over 8 minutes compared to 2020 year to date through March 17.

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 was 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 have been continually updated to respond to new or modified stay-at-home orders including the most recent modifications easing many restrictions.

PG&E leaders have been 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. In light of the protests and curfews in our service area in recent days, we will continue to evaluate our planned outage schedules, as appropriate.

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, appearing to read "Meredith E. Allen". The signature is fluid and cursive, written over a light grey rectangular background.

Meredith E. Allen  
Senior Director – Regulatory Relations