

November 1, 2019

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

President Batjer:

Your October 14, 2019 letter regarding our Public Safety Power Shutoff (PSPS) event from October 9-12, 2019, directed several corrective actions and a weekly progress report. Attached is our second weekly progress report.

Since my last letter, we have executed two significant PSPS events that impacted over one million customers. We appreciate the first responders, local agencies, the State of California, and the CPUC for the continued engagement, support, and assistance. The corrective actions that we implemented supported better execution of these events, including improvements to our external stakeholder coordination and refinements to our Community Resource Center (CRC) mobilization. During this event we successfully mobilized almost 70 CRCs and also expanded the services offered there by providing blankets, ice, food, flashlights and batteries, WiFi, and battery packs for recharging cell phones.

Our website was also able to handle the significant traffic volume experienced this week due to the enhancements we implemented since the October 9-12 PSPS event with no performance degradation. This included a peak of 9 million hits within one hour to our address lookup tool, and over 61 million lookups in four days, during these events.

In my October 17 and 25 letters, I provided a detailed response and an update on the progress of each of the corrective actions in your letter. In this update, I am providing status updates on all the corrective actions in separate tables. Corrective actions that have not been completed are included in the first table, with a progress update for this week. Corrective actions that are ongoing are included in the second table. Corrective actions that have been completed and require no further action are in the final table.

As of October 31, PG&E has a total of 12 corrective actions that are in process, 7 corrective actions that are completed and ongoing in nature, and 18 corrective actions that are completed and require no further action.

Additional detail on all of the corrective actions and the timing of completion are included in the attachment to this letter.

I know that we have more work to do to be better. And all of the company's focus is on doing that. You have my personal commitment that we are singularly focused on improving our execution of PSPS and on addressing all of the corrective actions in your



October 14 letter.

Thank you for the continued engagement and support as we work with you and all stakeholders to improve how we keep our customers and communities safe from the threat of wildfire.

Sincerely,

William D. Johnson

A handwritten signature in black ink, appearing to read 'William D. Johnson', written over the printed name.