

August 13, 2018

Elizaveta Malashenko
Director, Safety and Enforcement Division
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102

Information on PG&E's Public Outreach, Notification and Mitigation Plan Regarding Proactive De-Energization Events

Re: Pacific Gas and Electric Company Public Outreach, Notification and Mitigation Plan Regarding Proactive De-Energization Events (Public Safety Power Shutoff) in Compliance with Resolution ESRB-8

Dear Ms. Malashenko:

As required by California Public Utilities Commission Resolution ESRB-8, attached please find our report outlining Pacific Gas and Electric Company's (PG&E) public outreach, notification and mitigation plan regarding proactive de-energization and restoration of electric service. PG&E refers to instances where the company will proactively turn off the power for safety reasons during extreme weather conditions as Public Safety Power Shutoff.

The safety of our customers and the communities we serve is always our top priority. We share the Commission's commitment to keeping our communities safe from wildfires, which are happening in unprecedented frequency due to extreme weather events driven by climate change. Years of drought, extreme heat, and 129 million dead trees have created a "new normal" for our state. This means we must do even more to strengthen the resiliency and safety of our state's energy infrastructure and communities.

As part of our Community Wildfire Safety Program, which we introduced in March 2018, we are implementing additional precautionary measures to further reduce the risk of wildfire and help address the changing environment. We are monitoring wildfire risks in real time and coordinating prevention and response efforts from our new Wildfire Safety Operations Center. We are expanding our network of PG&E weather stations to enhance weather forecasting and modeling. We are also refining and executing protocols for our Public Safety Power Shutoff program, which involves proactively turning off electric power in the interest of safety, as a last resort during extreme fire danger conditions.

We know that this effort will have an impact on customers who rely on PG&E for their energy needs, and appreciate the Commission's focus on outreach, notification and mitigation. As an initial effort to raise awareness and help customers prepare for temporary public safety outages, we have communicated directly with customers via letters and postcards to all of the approximately 570,000 premises that are served by PG&E circuits that run through extreme fire-threat areas. We have also been meeting with cities, counties, first responders, and other community leaders to share

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information and discuss how we can coordinate. An advertising campaign is supplementing these outreach efforts and helping to create awareness about the need to potentially turn off power.

But there is more that we can do to share information, gather feedback and continue to evolve our program. We look forward to working with the Commission as we continue our efforts to reduce wildfire threats, spread awareness and strengthen our communities for the future.

Sincerely,

A handwritten signature in black ink that reads "Meredith Allen". The signature is written in a cursive style with a large initial "M" and a long, sweeping tail.

Meredith Allen

Senior Director, Regulatory Relations
Pacific Gas and Electric Company

Overview

As part of PG&E's Community Wildfire Safety Program, implementing additional precautionary measures to further reduce the risk of wildfire and help address the changing environment, we are reaching out to our customers who are served by electric lines that run through extreme fire-threat areas. We are letting them know that, if extreme fire danger conditions occur, it may be necessary for us to temporarily turn off power to their neighborhood or community for safety (referred to as Public Safety Power Shutoff events¹).

Because of the potential impacts on our customers, we share the Commission's commitment to increased coordination, communication and public education, which are vital to public safety and minimizing potential adverse impacts for a Public Safety Power Shutoff event.

In this spirit, this report details PG&E's public outreach, notification and mitigation plan regarding Public Safety Power Shutoff events. The report is provided pursuant to California Public Utilities Commission Resolution ESRB-8.

Included in the report is information on the following:

- Summary of outreach efforts to date
- Plans for Public Safety Power Shutoff Informational Workshops
 - Local communities to be invited
 - Local agencies to be invited
 - State agencies to be invited
 - Tribal governments to be invited
 - Proposed communications methods for publicizing and convening workshops
- Plans for Public Safety Power Shutoff notification and mitigation

Outreach Efforts to Date

PG&E recognizes that a temporary shutdown of power for safety will have an impact on our customers, and we want to work together to share information, provide resources, and help our customers and communities prepare for and stay safe during extreme weather events. Since announcing the Community Wildfire Safety Program in March 2018, PG&E has conducted public outreach to ensure that customers and communities are informed about our wildfire safety efforts, including Public Safety Power Shutoff, can take steps to prepare and have the opportunity to provide their feedback.

Outreach to date includes:

- Conducting more than 280 meetings with city, county and state officials, first responders and other key stakeholders across the service area, from the following communities:

¹ PG&E also shuts off power at the request of agencies such as CAL FIRE or a local agency due to an active wildfire or other emergency response situation.

PG&E PUBLIC OUTREACH, NOTIFICATION AND MITIGATION PLAN

Alameda County	Town of Fairfax	City of Foster City
City of Berkeley	City of Larkspur	Santa Barbara County
City of Dublin	City of Mill Valley	Santa Clara County
City of Fremont	City of Novato	City of Cupertino
City of Hayward	Town of Ross	City of Gilroy
City of Pleasanton	Town of San Anselmo	City of Los Altos
Amador County	City of San Rafael	Town of Los Gatos
Butte County	Mariposa County	City of Monte Sereno
City of Chico	Mendocino County	City of Morgan Hill
Town of Paradise	City of Los Banos	City of San Jose
Calaveras County	Monterey County	City of Saratoga
Colusa County	City of Carmel-by-the-Sea	City of Sunnyvale
City of Colusa	Napa County	Santa Cruz County
Contra Costa County	City of Calistoga	City of Capitola
City of Brentwood	City of Napa	City of Scotts Valley
City of El Cerrito	Nevada County	City of Watsonville
City of Richmond	Placer County	Shasta County
City of San Ramon	City of Rocklin	Sierra County
City of Walnut Creek	City of Lincoln	Sonoma County
El Dorado County	Plumas County	City of Cloverdale
City of Placerville	Sacramento County	City of Healdsburg
Fresno County	City of Galt	City of Santa Rosa
Glenn County	City of San Francisco	City of Sebastopol
Humboldt County	San Joaquin County	City of Sonoma
Kern County	San Luis Obispo County	Town of Windsor
City of Bakersfield	City of Arroyo Grande	Stanislaus County
Lake County	City of Atascadero	Sutter County
City of Clearlake	City of Morro Bay	City of Yuba City
City of Lakeport	City of Redwood City	Tuolumne County
Madera County	City of San Carlos	Yolo County
Marin County	City of San Luis Obispo	Yuba County
Town of Corte Madera	San Mateo County	

- Direct mail letters and postcards sent to more than 570,000 premises that are served by PG&E circuits in extreme fire-threat (Tier 3) areas, as defined by the Commission’s High Fire Threat-District map
- Several news releases and media outreach on wildfire safety initiatives generally, and Public Safety Power Shutoff specifically
- A dedicated wildfire safety website with information on Public Safety Power Shutoff and preparedness (pge.com/wildfiresafety), as well as a microsite where customers can update contact information to receive wildfire safety alerts (pge.com/mywildfirealerts)
- Print, television, radio, and digital ads on wildfire safety and preparedness, including Public Safety Power Shutoff
- Direct outreach (mailers, emails, automated calls) to customers enrolled in PG&E’s Medical Baseline

Program to raise awareness about wildfire preparedness and confirm contact information

- Engagement with organizations that represent customers who have disabilities to discuss how we can coordinate and share information

PG&E will continue to engage with customers who may be impacted to inform them about the possibility of a Public Safety Power Shutoff event, provide opportunities to update their contact information with PG&E, and encourage them to be prepared in the event of a wildfire or weather events that could lead to a Public Safety Power Shutoff event. Ongoing engagement will include:

- Continued outreach with local and state officials
- Coordination with emergency services providers
- Conducting open houses and/or informational booths in impacted communities
- Coordination with community-based organizations that serve impacted communities

De-Energization Informational Workshops

Per the requirements of ESRB-8, PG&E will host a series informational workshops throughout its service area with representatives of entities that may be affected by a Public Safety Power Shutoff event. These workshops will be held in different communities around the service area to support the ability of local agencies to attend in person.

Workshops will include:

- A presentation on PG&E's Community Wildfire Safety Program, as well as Public Safety Power Shutoff policies and procedures from PG&E subject matter experts
- Opportunities for participants to ask questions and provide feedback
- Resources to update contact information for important wildfire safety alerts, including early warning notification of a potential Public Safety Power Shutoff event, when and where possible depending on conditions
- Recording of questions and comments to ensure that feedback is incorporated into planning efforts
- Arrangements for participants with disabilities, and in-language accommodations

Sample Messages to be Delivered

- PG&E is bolstering its wildfire prevention and emergency response efforts, putting in place new and enhanced safety measures, and doing more over the long term to harden our electric system to help reduce wildfire risks and to keep our customers safe
- We want to work together to share information, provide resources and help our customers and communities prepare for and stay safe during extreme weather events.
- We know how much our customers rely on electric service and would only consider turning off power in the interest of safety, and as a last resort.
- If we need to turn off power for safety, we will attempt to contact customers in advance, when and where possible, and provide updates until power is restored. We are asking customers to update their contact information with PG&E so that we can keep them informed.

Sample Workshop Agenda

Topic(s)	Time
<ul style="list-style-type: none"> Welcome/Safety Stations for one-on-one discussions/Q&A with subject matter experts 	15 minutes
<ul style="list-style-type: none"> Presentation on PSPS by PG&E 	30 minutes
<ul style="list-style-type: none"> Facilitated discussion and Q&A 	60 minutes
<ul style="list-style-type: none"> Continued one-on-one discussions/Q&A 	15 minutes

Informational Workshop Locations

PG&E is planning to hold workshops throughout its service area, with locations chosen based on geographical proximity to impacted communities. The locations tentatively planned for hosting workshops include:

- Mariposa
- Placerville
- Paradise
- Sacramento (state agency workshop)
- San Ramon
- San Luis Obispo
- San Mateo
- Santa Cruz
- Upper Lake
- San Rafael
- Santa Rosa

Please note that we are in the process of identifying appropriate venues and dates for the workshops, and that the cities listed above could change depending on availability. PG&E is also aware that dates and locations may need to be adjusted as a result of the unprecedented wildfire season currently underway, as to not interfere with emergency response. PG&E will update Commission staff once details are finalized.

Local Communities to be Invited

Communities that could potentially be impacted by a Public Safety Power Shutoff event will be invited to the workshops. This will include local agencies and representatives of community organizations (including representatives of organizations that serve low-income individuals, those with limited English, the elderly and those with disabilities). For communities with limited impacts, PG&E will seek to meet with community leaders and stakeholders directly. A list of the communities that will be invited to workshops is included as *Appendix A*.

Local Agencies to be Invited

Agencies that may play a role in assisting or notifying customers during a potential Public Safety Power Shutoff event will be invited to workshops. This will include the following contacts from the communities listed in *Appendix A* (as appropriate on a community-by-community basis).

PG&E PUBLIC OUTREACH, NOTIFICATION AND MITIGATION PLAN

County Agency	City/Town Agency
County Board of Supervisors	City/Town Council
County Administration	City/Town Administration
County Sheriff's Department	City/Town Police Department
County Fire Department	City/Town Fire Department
County Office of Emergency Services	City/Town ADA Coordinator
County Office of Mental/Behavioral Health	
County ADA Coordinator	
County Department of Aging/Adult Services	

Special Districts, Municipal Utilities and Community Choice Aggregators
Board of Directors
Agency Administration

State Agencies to Be Invited

Representatives of state agencies that could be impacted by a Public Safety Power Shutoff event, and those who serve constituents who could be impacted, will be invited to participate in a workshop. A list of the state agencies that will be invited to workshops is included as *Appendix B*.

Tribal Governments to be Invited

Representatives of tribal governments that are located in areas that could be impacted by a Public Safety Power Shutoff event will be invited to workshops. A list of the tribal governments that will be invited is included as *Appendix C*.

Proposed Communications Methods for Publicizing and Convening Workshops

PG&E will use a variety of methods to ensure that local, state and tribal agency officials and community representatives are aware of the informational workshops. These will include emails, letters and phone calls, as appropriate.

Additional Engagement

In addition to the informational workshops, on the same day and at the same locations, PG&E will host open houses specifically for customers who may have questions or want to provide feedback. PG&E is also hosting supplemental working sessions at the request of specific groups such as telecommunications providers and Community Choice Aggregators, which might have different notification needs. These working sessions are

already being held and will continue, in addition to ongoing outreach to customers who provide critical services like water agencies, agricultural groups and hospitals.

Plans for De-Energization Notification and Mitigation

PG&E will endeavor to provide notice to cities, counties, customers and other stakeholders in advance of a Public Safety Power Shutoff event, so they can take steps to prepare. When and where possible, PG&E will provide customers with notice between one hour to 48 hours in advance of turning off the power. We will also provide updates until power is restored.

Note: There is no advance notice when we need to turn off power at the request of CAL FIRE or a local agency due to an active wildfire or other emergency response situation.

Customers

- PG&E's goal, dependent on weather and other factors, is to send customer alerts through text messages, emails, and automated calls at 48 hours, again at 24 hours, and again just prior to shutting off power, when and where possible.
- In addition to notifying customers directly, we will provide outage updates and information through social media, local news, radio, and the pge.com website.
- PG&E is asking customers to go online to pge.com/mywildfirealerts to be sure we have their updated contact information as we will use this information to reach out to them via automated calls, texts and emails.

We know how important electric service is to our customers, especially those who depend on electricity for critical life-sustaining equipment. That is why we are conducting additional outreach, including a direct mail and email campaign, to customers who are currently enrolled in our Medical Baseline program. In addition, we have started placing Interactive Voice Response (IVR) calls to all customers enrolled in our Medical Baseline program, providing an opportunity for them to be connected to a live Customer Service Representative to update their contact information.

State, Counties and Cities

If possible, based on conditions, PG&E will provide notice to cities, counties, and emergency response partners in advance of notifying customers about a potential Public Safety Power Shutoff.

- If feasible and appropriate, PG&E will reach out via phone to our government and agency contacts to notify them that we are monitoring conditions and that extreme fire danger conditions may cause power outages or require us to shut off power for safety in the coming days.
- For cities, counties, and local agencies, PG&E will, if feasible and appropriate, use a platform that can send the same message to a list of contacts through multiple channels including phone, text, and email.
- If feasible and appropriate, PG&E will provide city, county and agency officials with the content of our customer alerts, so they can be shared on channels such as Nixle, Nextdoor, and Reverse 911.

Critical Service Providers

PG&E has identified and is conducting direct outreach to customers who provide critical services (e.g., hospitals, fire stations, water agencies, telecommunications).

- We want to be sure they know we may need to turn off power for safety during extreme weather conditions, and can take steps to prepare, such as securing backup generation.
- We are also asking these customers to confirm that we have their correct contact information, so we can provide early warning notification, when and where possible depending on conditions.

Additional Measures

As part of our customer preparedness efforts, we are encouraging customers to have a plan and to take steps to prepare their families, homes and businesses for extreme weather and the threat of wildfires. This includes sending direct mail and having information available online at pge.com/wildfiresafety regarding emergency preparedness, including a checklist of steps customers can take to get ready for possible power outages.

We are meeting with cities and counties to discuss what local resources may be available during a Public Safety Power Shutoff event and to coordinate on notifications if an event occurs in their areas. We are also providing information regarding safe use of generators as a backup power source, particularly for customers enrolled in our Medical Baseline program and those who provide critical services like hospitals and water agencies.

APPENDIX A: Local communities to be invited to workshops

County	Community
Alameda	Alameda County
	City of Berkeley
	City of Dublin
	City of Fremont
	City of Hayward
	City of Livermore
	City of Oakland
Amador	City of Pleasanton
	Amador County
	City of Amador City
	City of Ione
	City of Jackson
	City of Sutter Creek
Butte	Butte County
	City of Chico
	City of Oroville
	Town of Paradise
Calaveras	Calaveras County
	City of Angels Camp
Contra Costa	Contra Costa County
	City of Brentwood
	City of Clayton
	City of Concord
	Town of Danville
	City of El Cerrito
	City of Lafayette
City of Martinez	

County	Community
	Town of Moraga
	City of Orinda
	City of Pleasant Hill
	City of Richmond
	City of San Pablo
	City of San Ramon
	City of Walnut Creek
El Dorado	El Dorado County
	City of Placerville
Fresno	Fresno County
	City of Clovis
	City of Fresno
	City of Sanger
Humboldt	Humboldt County
	City of Blue Lake
Lake	Lake County
	City of Lakeport
	City of Clearlake
Madera	Madera County
Marin	Marin County
	City of Larkspur
	City of Mill Valley
	City of Novato
	Town of Ross
	City of San Rafael
	Town of San Anselmo
	Town of Corte Madera
	Town of Fairfax
Town of Tiburon	

County	Community
Mariposa	Mariposa County
Mendocino	Mendocino County
	City of Point Arena
	City of Ukiah
	City of Willits
Monterey	Monterey County
	City of Carmel-by-the-Sea
	City of Monterey
Napa	Napa County
	City of Napa
	City of Calistoga
	City of Saint Helena
	Town of Yountville
Nevada	Nevada County
	City of Nevada City
	City of Grass Valley
Placer	Placer County
	City of Colfax
	City of Auburn
Plumas	Plumas County
San Luis Obispo	San Luis Obispo County
	City of Atascadero
	City of Morro Bay
	City of Paso Robles
	City of Pismo Beach
	City of San Luis Obispo
	City of Arroyo Grande
San Mateo	San Mateo County
	City of Half Moon Bay

County	Community
	City of Pacifica
	Town of Portola Valley
	City of Redwood City
	Town of Woodside
	City of San Mateo
	City of Belmont
Santa Barbara	Santa Barbara County
	City of Santa Barbara
	City of Buellton
	City of Lompoc
	City of Santa Maria
	City of Solvang
Santa Clara	Santa Clara County
	City of Cupertino
	City of Gilroy
	Town of Los Gatos
	City of Monte Sereno
	City of Morgan Hill
	City of San Jose
	City of Saratoga
Santa Cruz	Santa Cruz County
	City of Santa Cruz
	City of Capitola
	City of Scotts Valley
	City of Watsonville
Shasta	Shasta County
	City of Redding
	City of Anderson
Sierra	Sierra County

County	Community
Siskiyou	Siskiyou County
Sonoma	Sonoma County
	City of Healdsburg
	City of Petaluma
	City of Santa Rosa
	City of Sebastopol
	Town of Windsor
	City of Sonoma
	City of Cloverdale
Tehama	Tehama County
	City of Red Bluff
Trinity	Trinity County
Tuolumne	Tuolumne County
	City of Sonora
Yuba	Yuba County

APPENDIX B: State agencies to be invited to workshops

State Agencies
California State Superintendent of Public Instruction
California Office of Emergency Services
California Department of Corrections and Rehabilitation
California Highway Patrol
California Department of Motor Vehicles
California Department of Transportation
California Air Resources Board
California Water Resources Control Board
California Health and Human Services Agency
California Department of Aging
California Department of Rehabilitation
California State Council on Developmental Disabilities
California Department of Developmental Services
California Department of Health Care Services
California Department of State Hospitals
California Department of Social Services
California Department of Public Health
California Department of Community Services and Development
California Department of Food and Agriculture
California Natural Resources Agency
California Department of Water Resources
California Department of Forestry and Fire Protection (CAL FIRE)
California Department of Parks and Recreation (California State Parks)
California Environmental Protection Agency
California Energy Commission
California Department of General Services
California Business, Consumer Services and Housing Agency

APPENDIX C: Tribal governments to be invited to workshops

Federally Recognized Tribes
Bear River Band of Rohnerville Rancheria
Berry Creek Rancheria
Big Lagoon Rancheria
Big Sandy Rancheria
Big Valley Rancheria
Blue Lake Rancheria
Buena Vista Rancheria
Cher-ae Heights Indian Community of the Trinidad Rancheria
Chicken Ranch Rancheria of Me-Wuk Indians of California
Cloverdale Rancheria of Pomo Indians
Cold Springs Rancheria of Mono Indians
Coyote Valley Band of Pomo Indians
Dry Creek Rancheria of Pomo Indians
Elem Indian Colony
Enterprise Rancheria of Maidu Indians
Federated Indians of Graton Rancheria
Greenville Rancheria of Northern Maidu Indians
Guidiville Band of Pomo Indians
Habematolel Pomo of Upper Lake
Hoop Valley Tribe
Hopland Reservation
Ione Band of Miwok Indians

Federally Recognized Tribes
Jackson Rancheria Band of Miwuk Indians
Karuk Tribe
Laytonville Rancheria of Cahto Tribe
Lower Lake Rancheria of Koi Indians
Lytton Band of Pomo Indians
Manchester-Point Arena Rancheria
Mechoopda Indian Tribe of Chico Rancheria
Middletown Rancheria of Pomo Indians
Mooretown Rancheria of Maidu Indians
North Fork Rancheria of Mono Indians
Paskenta Band of Nomlaki Indians
Picayune Rancheria of Chukchansi
Pinoleville Pomo Nation
Pit River Tribe
Potter Valley Tribe
Quartz Valley Indian Tribe
Redding Rancheria
Redwood Valley Rancheria of Pomo
Robinson Rancheria
Round Valley Indian Tribes of the Round Valley Reservation
Santa Rosa Rancheria of the Tachi Yokut Tribe
Santa Ynez Band of Chumash Indians
Scotts Valley Band of Pomo Indians

Federally Recognized Tribes
Sherwood Valley Rancheria of Pomo Indians
Shingle Springs Band of Miwok Indians
Stewart's Point Rancheria (Kashia Band of Pomo Indians)
Susanville Indian Rancheria
Table Mountain Rancheria
Tuolumne Band of Me-Wuk Indians
United Auburn Indian Community of the Auburn Rancheria
Washoe Tribe of Nevada and California
Wilton Rancheria
Wiyot Tribe
Yocha Dehe Wintun Nation
Yurok Tribe of California

Non-Federally Recognized Tribes
Amah Mutsun Tribal Band
American Indian Council of Mariposa County (Southern Sierra Miwuk Nation)
Antelope Valley Indian Tribe
Barbareño/Ventureño Band of Mission Indians
Butte Tribal Council
California Choinumni Tribal Project
California Valley Miwok Tribe (Sheep Ranch)
Chaushila Yokuts
Coastanoan Ohlone Rumsen-Mutsen Tribe

Non-Federally Recognized Tribes
Dumna/Wo-Wah Tribal Government
Dunlap Band of Mono Indians
Esselen Tribe of Monterey County
Haslett Basin Traditional Community
Indian Canyon Mutsun Band of Costanoan
Kings River Choinumni Farm Tribe
Mishewal-Wappo of Alexander Valley
Muwekma Ohlone Indian Tribe
Nor-Rel-Muk Wintu Nation
Northern Band of Mono Yokuts
Northern Chumash Tribal Council
Ohlone Indian Tribe
Salinan
San Luis Obispo County Chumash Council
Strawberry Valley maidu
Tasman Koyom Indian Foundation
Traditional Choinumni Tribe (East of Kings River)
Trina Marine Ruano Family
Tsungwe Council
Tubatulabal Tribe
Wailaki Tribe
Wuksachi Indian Tribe
Xolon Salinan Tribe

Non-Federally Recognized Tribes

Yokayo Tribe

Yuki Tribe