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November 8, 2021

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

RE: Enhanced Powerline Safety Settings (Formerly Fast Trip)

Dear Director Palmer:

Thank you to the California Public Utilities Commission (CPUC) for the letter regarding PG&E's Enhanced Powerline Safety Settings (EPSS), formerly referred to as Fast Trip. We wholeheartedly understand and take very seriously the impact recent outages have had on the communities that we are privileged to serve.

Our intention is always to help protect customers from the growing threat of wildfire, but we know we must do so while also providing reliable electric service. That is why we have taken swift and comprehensive action over the last several weeks to improve, working around the clock to provide our hometowns with the service they deserve.

We have been significantly improving our communication and engagement efforts with impacted customers and communities. For example, we have hosted webinars, shared letters and emails, launched a new website and provided information via social media. More detail on these communications is provided in the attachments included with this letter. While these efforts do not erase the hardships affected communities have endured, we want to help rebuild transparency and trust with our customers.

Given the extreme danger we saw earlier this year, with major wildfires spreading outside of typical wind-driven events and on non-Red Flag Warning conditions, we knew we had to take every action available to reduce the risk of ignitions from our system for our customers. We did not take the decision to deploy these new settings lightly.

We share a firm commitment with the Commission to do everything possible to help protect our communities from the growing threat of wildfires in our service area. With customer safety at the forefront, we acted quickly with an unwavering focus on protecting lives, homes and the environment. Since then, we have studied and learned from both our initial missteps in implementing this program, as well as our successes in reducing wildfire risk.

We know these safety measures are working. Since adjusted settings were implemented in late July, we have **seen a 46% decrease in CPUC reportable ignitions in high-fire threat areas** and an **80% decrease on EPSS circuits**, when both are compared to the prior three-year average*. This is a drastic reduction in the risk of major wildfires and is helping to protect our customers and our communities from the extreme drought conditions present in our service area.

With that said, we know we must do better for our customers, and have taken immediate action to reduce the frequency and length of outages. By fine-tuning device sensitivity, improving coordination between devices and refining our patrol abilities, we have been able to reduce the average outage size by about 25% and the average outage length by about 20% from the time the program launched in late July to now. This is similar to outage performance on these circuits before the settings were adjusted in July.

We know that we still have more work to do. Attached is additional information regarding Commission's questions and outlines more details about the program and our future plans. We sincerely appreciate your continued partnership to ensure that California and its residents are supported and safe. If you have any additional questions, please do not hesitate to contact me.

Sincerely,



Sumeet Singh
Senior Vice President and Chief Risk Officer
Pacific Gas and Electric Company

Cc: Service Lists for R.18-10-007 and I.15-08-019

Attachments

- Attachment 1: Response to October 25 Request for Information
- Attachment 2: Sample SOPP Model Forecast
- Attachment 3: EPSS Outages Monthly Report