

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

Order Instituting Rulemaking to Examine
Electric Utility De-Energization of Power
Lines in Dangerous Conditions.

R.18-12-005
(Filed December 13, 2018)

**PACIFIC GAS AND ELECTRIC COMPANY'S (U 39 E) 2022 PUBLIC
SAFETY POWER SHUTOFF PRE-SEASON REPORT**

PUBLIC VERSION

(ATTACHMENT A, SECTION III CONTAINS CONFIDENTIAL INFORMATION)

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REPORT**

**PUBLIC VERSION
(ATTACHMENT A, SECTION III CONTAINS CONFIDENTIAL MATERIAL)**

In accordance with filing requirements in Decision (D.) 21-06-034, Pacific Gas and Electric Company ("PG&E") respectfully submits its 2022 Public Safety Power Shutoff Pre-Season Report ("Pre-Season Report"). This Pre-Season Report is attached hereto as Attachment A.

Attachment A, Section III (filename: *R.18-12-005_PGE_2022 PSPS Pre-Season Report Tables_20220701_CONFIDENTIAL.xlsx*) contains confidential material and will be filed via archival grade DVDs with the Docket Office. Attachment A, Sections II - IX and Appendices A – C (filename: *R.18-12-005_PGE_2022 PSPS Pre-Season Report Tables_20220701_PUBLIC.xlsx*) contains public material that will also be filed via archival grade DVDs due to the format and file size of the attachments.

ATTACHMENT A

PUBLIC VERSION: Attachment A, Sections II - IX and Appendices A – C (filename: *R.18-12-005_PGE_2022 PSPS Pre-Season Report Tables_20220701_PUBLIC.xlsx*) contains public material that will be filed via archival grade DVDs and omitted from the e-filed version due to the format and file size of the attachments. Therefore, the e-filed version of this report will exclude a redacted version.

CONFIDENTIAL VERSION: Attachment A, Section III (filename: *R.18-12-005_PGE_2022 PSPS Pre-Season Report Tables_20220701_CONFIDENTIAL.xlsx*) contains confidential material and has been removed in its entirety and will be filed via archival grade DVDs with the Docket Office.

Pacific Gas and Electric Company (PG&E)
2022 Public Safety Power Shutoff Pre-Season Report
June 2022

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Executive Summary

Pacific Gas and Electric Company's (PG&E) most important responsibility is the safety of our customers and communities. High winds can cause tree branches and debris to contact energized electric lines, damage electric equipment, and cause a wildfire. That is why we may need to turn off power when the weather is dry and windy. This is called a Public Safety Power Shutoff (PSPS).

We are working year-round and nonstop to make our system safer and more resilient, and improve the PSPS experience for our customers and communities. These efforts have resulted in PSPS impacting far fewer customers (88% reduction in 2021) and shorter outages (43% reduction since 2019). This year, we are continuing to refine the program by:

- Refining existing AI and machine learning models to surgically target PSPS in areas experiencing severe weather.
- Installing or replacing 100 sectionalizing devices, which allow more targeted shutoffs.
- Developing five additional distribution microgrids to support critical services.
- Enhancing our post-weather patrols to get the power back on faster.
- Deploying a multi-channel outreach strategy to increase community awareness.
- Enhancing our customer support by ensuring contact information remains up to date, particularly for Medical Baseline (MBL) and self-identified vulnerable (SIV) customers.
- Testing and refining PSPS processes and procedures through tabletop and full-scale exercises.

Pursuant to the Decision (D.) 21-06-034 and Decision (D.) 21-06-014, per the California Public Utilities Commission (CPUC) Safety and Enforcement Division's (SED), we have prepared this PSPS Pre-Season Report to describe "actions the IOUs have taken, or are taking, in preparation for potential PSPS events during the upcoming wildfire season."

Section I: Authorities

- 1. All reporting plans concurrently required to be included in the (current year) Pre-Season Report herein, must be produced in a single document submitted by each electric investor-owned utility. Specifically, these include the community resource center plan (A.1, A.3, and A.6), critical facilities plan (B.2), PSPS Exercise Reports (C.2), education and outreach-related surveys and accessibility efforts and associated costs (E.1, E.2 and E.3), and notification plan (I.3). The (current year) Pre-Season Report must also include the following items of information:**
 - a. Description of lessons learned from past PSPS events, including feedback from impacted customers and stakeholders, and how the electric investor-owned utility has applied such lessons to its current and future efforts in preparation for the upcoming wildfire season.**
 - b. Identify circuits at greatest risk of de-energization during the upcoming wildfire season. Include the number of times each circuit was de-energized during the prior four calendar years, and describe all steps toward risk-reduction and de-energization mitigation for each circuit, including specific outreach and education efforts and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit.**
 - c. Annual reports, as applicable, required by Ordering Paragraphs 8, 21, 27, 30, 33, 36, 38, 41, 46, 47, 51, and 57 of D.21-06-014.**

(Decision (D.) 21-06-034; Appendix A at p. A14, Section K-1.)

Section II: Community Resource Center Plan

- 1. Each IOU must provide an updated annual Community Resource Centers (CRC) plan as Appendix A. The IOUs should incorporate and address the following minimum topics in the CRC plan. (D. 21-06-034, Appendix A at p. A14, Section K-1; SED Additional Information.)**
 - a. CRC objectives (SED Additional Information.)**
 - b. CRC strategies, actions, and timing (SED Additional Information.)**
 - c. CRC contracting effort in place to ensure sufficient contracted CRC available during PSPS events (D.21-06-034, Appendix at p. A1, Sections A-2.)**
 - d. Engagement with local populations on AFN needs (D.20-05-051, Appendix at p. 5, Sections d; D.21-06-034, Appendix at p.A1, Section A-3.)**
 - e. Stakeholder recommendations on AFN needs of services and supplies (D.21-06-034, Appendix at p.A1, Section A-3.)**
 - f. Criteria used to determine the types of CRCs needed during each event (D.21-06-034, Appendix at p. A1, Sections A-4.)**
 - g. Services and supplies available at each CRC to customers and AFN populations (D.21-06-034, Appendix at p. A1, Sections A-7; ESRB-8, p.5, Section II.A.)**
 - h. CRC information transparency and accessibility on PSPS webpage and PSPS advanced notification during event (D.21-06-034, Appendix at p. A1, Sections A-5.)**
 - i. COVID-19 considerations, (D.20-05-051, Appendix at p. 5, Sections d.)**
 - j. Prior year CRC usage metrics (D.21-06-034, Appendix at p. A1, Sections A-6.)**
 - k. CRC program evaluation including customer feedbacks, CRC related surveys, survey results, survey evaluation, and IOU's related challenges (D.21-06-034, Appendix at p. A1, Sections A-6; SED Additional Information.)**
 - l. Lessons learned protocol (SED Additional Information.)**

Please include the lessons learned related to CRC in Table 14 of Section VII.

Response:

Information requested for this section can be found in Appendix A: Community Resource Centers (CRC) Plan.

2. **The IOUs must provide a list of all CRCs available in the IOUs' service territories in advance of wildfire season with the following minimum fields:** (*ESRB-8, p.5, Section II.2.A; D.20-05-051, Appendix at p. 5&6, Sections d; SED Additional Information.*)

Table 1 – List of Available Community Resource Centers (as of cut off date of current year)

- a. **CRC Unique ID**
 - b. **Location Name**
 - c. **County or Tribe**
 - d. **CRC Type (e.g., fixed facility or mobile location, indoor or outdoor, tent, micro, mobile)**
 - e. **Standard Operation Hours**
 - f. **List of Planned Supplies***
 - g. **List of Planned Services***
 - h. **List of Planned AFN Services and Supplies***
 - i. **Contracted (Yes or No)**
 - j. **Date of Contract**
 - k. **Location Address**
 - l. **Latitude (with at least five digits after decimal point)**
 - m. **Longitude (with at least five digits after decimal point)**
- * Sub-table(s) may be provided for the Lists.

Response:

Information requested for this section can be found in Table 1 of *R.18-12-005_PGE_2022 PSPS Pre-Season Report Tables_20220701_PUBLIC.xlsx*.

3. The annual CRC plan must detail how the utility will provide the services and supplies required to serve Medical Baseline (MBL) and AFN populations as recommended by regional local government, Advisory Boards, Public Safety Partners, representatives of people/communities with access and functional needs, tribal representatives, senior citizen groups, business owners, community resource organizations, and public health and healthcare providers. In the annual CRC plans, the utilities must set forth the specific recommendations made by the above-noted entities, whether the utilities adopted the recommendation (or did not adopt the recommendation), the reason it was adopted (or not adopted), and the timeline for implementation. The IOUs must provide a summary table of stakeholder recommendations on AFN needs for services and supplies including, at a minimum, the following fields: *(D.21-06-034, Appendix at p.A1, Section A-3; SED Additional Information.)*

Table 2 - Stakeholders' CRC Recommendations on AFN Needs

- a. Recommendation Description**
- b. Recommended Date**
- c. Recommending Party Type** (e.g., tribal, local government, non-profit entity, Advisory Boards, public health and healthcare provider)
- d. Adopted? (Yes or No)**
- e. Reasoning for Adoption/Denial**
- f. Initiative(s) As a Result of Recommendation**
- g. (Estimated) Initiative Planning Start Date**
- h. (Estimated) Initiative Organization Completion Date**
- i. (Estimated) Initiative Equipment Completion Date**
- j. (Estimated) Initiative Training Completion Date**
- k. (Estimated) Initiative Exercise Completion Date**

If an adopted recommendation is not completed in the current reporting period, it should be carried into future annual reporting period(s) until it is finished or no longer relevant.

Response:

Information requested for this section can be found in Table 2 of *R.18-12-005_PGE_2022 PSPS Pre-Season Report Tables_20220701_PUBLIC.xlsx*.

4. **The IOU CRC plan must include prior year CRC usage metrics including, at a minimum, the following fields:** *(D.21-06-034, Appendix at p. A1, Sections A-6.)*

Table 3 – Prior Year PSPS CRC Usage Metrics

- a. Event ID**
- b. Event Name/Period**
- c. County or Tribe**
- d. Date Service Area De-energized**
- e. Time Service Area De-energized (24-hr. clock)**
- f. Date CRC Opened**
- g. Time CRC Opened**
- h. Date Service Area Re-energized**
- i. Time Service Area Re-energized (24-hr. clock)**
- j. Date CRC Closed**
- k. Time CRC Closed**
- l. Total Days Opened Total Hours Opened (Integer)**
- m. Type of CRC (Indoor, Outdoor, Mobile)**
- n. Average AQI during Operation**
- o. Was CRC powered by Backup Generation? (yes/no)**
- p. Operation Hour Compliance Indicator (Yes or No, if CRC was operable at least 8 AM-10 PM during an active de-energization event)**
- q. If Not in Compliance with operation hour requirements, Provide an Explanation**
- r. Service or Supply Provided (List the name of each service or supply provided by the utility in a separate field and fill the description in the cell such as Bottle Water “Yes”, Charging Station “Yes”, Cellular Network Services “Yes”, Chairs “Yes”, PSPS Information Representatives “Yes”, Restrooms “Yes”, ADA Accessible “Yes”)**
- s. Total Number of Visitors**
- t. Location Address**
- u. Latitude (with at least five digits after decimal point)**
- v. Longitude (with at least five digits after decimal point)**

Response:

Information requested for this section can be found in Table 3 of *R.18-12-005_PGE_2022 PSPS Pre-Season Report Tables_20220701_PUBLIC.xlsx*.

5. **The IOU CRC plan must include a prior year CRC customer feedback summary including, at a minimum, the following fields:** (*D.21-06-034, Appendix at p. A1, Sections A-6; SED Additional Information.*)

Table 4 - Prior Year CRC Customer Feedback

- a. Customer Feedback Type (e.g., resource availability, operation hour, location, customer service)**
- b. Customer Feedback Description/ Open Comments on Areas in Need of Improvement**
- c. Feedback Submission Count (for this feedback type)**
- d. Initiative(s)/Responsive Action(s) – List the initiatives to respond to feedback if any. If there is none, please explain.**
- e. Initiative Implementation Start Date**
- f. Initiative Estimated Completion Date**
- g. Implementation Status as of DD/MM/YYYY (Planning, Implementing, or Complete)**

Response:

Information requested for this section can be found in Table 4 of *R.18-12-005_PGE_2022 PSPS Pre-Season Report Tables_20220701_PUBLIC.xlsx*.

6. The IOU CRC plan must include prior year CRC challenges faced when setting up and operating CRCs. The challenge summary includes, at a minimum, the following fields: *(D.21-06-034, Appendix at p. A1, Sections A-6.)*

Table 5 - Prior Year IOU CRC Challenges

- a. Challenge Type**
- b. Description of Challenge**
- c. Initial Month and Year Challenge Discovered**
- d. Initiative(s)/Responsive Action(s) – List the responsive initiatives to address the challenge if any. If there is none, please explain.**
- e. Implementation Start Date**
- f. Estimated Completion Date**
- g. Implementation Status As of MM/DD/YYYY (Planning, Implementing, or Complete)**

Response:

Information requested for this section can be found in Table 5 of *R.18-12-005_PGE_2022 PSPS Pre-Season Report Tables_20220701_PUBLIC.xlsx*.

Section III: Critical Facilities and Infrastructure Plan

- 1. Each IOU must provide an updated Critical Facilities and Infrastructure (CFI) plan as Appendix B. The IOUs should incorporate and address the following minimum topics in the CFI plan. (D. 21-06-034, Appendix A at p. A14, Section K-1; SED Additional Information.)**
 - a. **CFI objectives** (*SED Additional Information.*)
 - b. **CFI strategies, actions, and timing** (*SED Additional Information.*)
 - c. **CFI definition and IOU CFI contact on PSPS website** (*D.21-06-034, Appendix at p. A3, Sections B-1.*)
 - d. **Identification method of CFI** (*D.21-06-034, Appendix at p. A3, Sections B-2; D.19-05-042, Appendix p.A11.*)
 - e. **Changes in CFI since prior annual report** (*D.21-06-034, Appendix at p. A3, Sections B-2.*)
 - f. **Maintenance and update process of CFI list** (*D.21-06-034, Appendix at p. A3, Sections B-2), (D.21-06-014, Ordering Paragraph 21, D.19-05-042, Appendix p.A11-12.)*)
 - g. **Collaboration with transmission-level customers** (*D.21-06-034, Appendix at p. A3, Sections B-2.*)
 - h. **Comparison of current year CFI request total with last year** (*D.21-06-034, Appendix at p. A3, Sections B-2.*)
 - i. **CFI backup power assessment efforts/actions, backup power provisions and terms.** (*D.21-06-034, Appendix at p. A3, Sections B-2; D.21-06-014, Ordering Paragraph 21; D.21-06-014, Ordering Paragraph 57; D.19-05-042, Appendix p.A12.*)
 - j. **Engagement with local government and Public Safety Partners on CFI identification and back-up generation need** (*D.20-05-051, Appendix at p. A7, Sections (f).*)
 - k. **Maintenance and accessibility of CFI list** (*D.21-06-034, Appendix at p. A3, Sections B-3.*)
 - l. **Consultation with local and tribal governments** (*D.21-06-034, Appendix at p. A3, Sections B-3.*)
 - m. **Coordination with CFI to maintain energization during PSPS events of varying lengths** (*D.19-05-042, Appendix at p.A12.*)
 - n. **Lessons learned protocol**

Please include the lessons learned related to [sic] CRC in Table 14 of Section VII.

Response:

Information requested for this section can be found in Appendix B: Critical Facilities and Infrastructure Plan.

2. **The IOUs must include a list of critical facilities and infrastructure within the utility’s service area. The list must include, at a minimum, the following fields. The list must be posted in the IOUs’ PSPS web portal with restricted access to confidential information. (D.21-06-034, Appendix at p. A3-4, Sections B-1 and B-3; D.21-06-014, Ordering Paragraphs 21, 30, 33 & 57.)**

Table 6 - Critical Facilities and Infrastructure List (as of last updated date)

- a. Facility/Infrastructure Name**
- b. CFI Type**
- c. CFI Address**
- d. County/Tribe**
- e. Date Identified as CFI**
- f. Primary Point of Contact Name**
- g. Primary Point of Contact Title**
- h. Primary Contact Phone Number**
- i. Primary Contact Email Address**
- j. Secondary Point of Contact Name**
- k. Secondary Point of Contact Title**
- l. Secondary Contact Phone Number**
- m. Secondary Contact Email Address**
- n. Last Date of Update on Contact Information***
- o. Indicator if CFI has been contacted with backup power needs***
- p. Date of Contact***
- q. Indicator if CFI has been assessed with backup power needs (Yes or No)***
- r. Date of Assessment***
- s. Results of Assessment***
- t. Whether or not CFI provided any needed backup power generation (Yes or No)***

***These fields are applicable to PG&E, SCE, and SDG&E only.**

Response:

PG&E, in alignment with SCE and SDG&E, collects information through multiple interactions with critical facilities and infrastructures (CFIs) and updates the CFI list in the PSPS Portal monthly. This list includes CFIs in High Fire Threat District (HFTD) Tier 2 and Tier 3 areas. Each month, we notify agencies that updated lists are available on the PSPS Portal and encourage them to review and confirm we have included all CFIs in their jurisdiction. Note agencies are required to accept the PSPS Portal online agreement to receive these lists and only receive a list of CFIs within their jurisdiction.

We only have access to information provided by CFIs and agencies, and as a result, some information is not captured on the PSPS Portal. Please reference Table 6 of *R.18-12-005_PGE_2022 PSPS Pre-Season Report Tables_20220701_CONFIDENTIAL.xlsx* for the list of CFIs uploaded to the PSPS Portal as of June 3, 2022, as well as information requested for this section.

3. **The IOUs must include, in the CFI plan, the number of requests from customers to be designated as critical facilities and infrastructure in the current year and the prior year, whether the utility accepted or denied the request, and the reasons for any denial. The list must include the following minimum fields. (D.21-06-034, Appendix at p. A3, Sections B-2.)**

Table 7 – List of Requests to Be CFI Over Last Two Years

- a. **Facility/Infrastructure Type**
- b. **Facility/Infrastructure Location** (The city where the CFI customer is located in.)
- c. **Date of Request**
- d. **Accepted or Denied?**
- e. **Reason for Denial**

Response:

Information requested for this section can be found in Table 7 of *R.18-12-005_PGE_2022 PSPS Pre-Season Report Tables_20220701_PUBLIC.xlsx*. This information includes CFI requests received from customers during January 1, 2021 through May 13, 2022. Customers requesting CFI designation are tracked by CFI type, location, date received, customer initiated (Yes/No), accepted/denied and reason for denial, as applicable.

Section IV: PSPS Exercise Reports

- 1. Each investor-owned utility must prepare and file a PSPS Exercise Report as part of the [current year] Pre-Season Report. These PSPS Exercise Reports must include, at a minimum, provisions for both table-top (TTX) and functional PSPS exercises (FSE), how many PSPS exercises were held, the dates held, and what entities participated. Please provide the following tables with the minimum fields listed. (D.21-06-034, Appendix at p. A1, Sections C-2; SED Additional Information.)**

Table 8 - PSPS Exercise Summary (January 1 through December 31 of current year)

- a. Starting Date of Exercise**
- b. Ending Date of Exercise**
- c. Total Hours of Exercise**
- d. Type of Exercise (e.g., table-top, functional, full-scale)**
- e. Region (if applicable)**
- f. Counties**
- g. Number of utility personnel participating in the exercise**
- h. Number of Public Safety Partners actively participating as a player in the exercise**
- i. Number of AFN community representatives participating as a player in the exercise**
- j. Total Number of Participants**

Table 9 - List of Exercise Participated Entities

- a. Name of Entity**
- b. Exercise Date Range**

Response:

Information requested for items a-f can be found in Table 8 of *R.18-12-005_PGE_2022 PSPS Pre-Season Report Tables_20220701_PUBLIC.xlsx*.

On June 9, 2022, PG&E submitted a request to the CPUC seeking for an extension to submit Section IV Question 1, Table 8, Rows g-j and Table 9, on August 31, 2022. This request was granted per the CPUC Executive Director letter dated on June 17, 2022.

2. For each exercise, please provide the items below. (SED Additional Information.)

- a) After-Action Report**
- b) What written materials (e.g., slides, instructions) do you provide to telecommunication carriers and other Public Safety Partners during and after they participate in TTXs, FSEs or other trainings/briefings?**
- c) Please provide copies of the written materials and/or links to web-based information.**
- d) Indicate if this information is also posted in your PSP Portal.**

Response:

On June 9, 2022, PG&E submitted a request to the CPUC seeking for an extension to submit Section IV, question 2 on August 31, 2022. This request was granted per the CPUC Executive Director letter dated on June 17, 2022.

Section V: Education and Outreach

- 1. Each utility must conduct, at a minimum, two PSPS education and outreach surveys accessible to all customers each calendar year. The Commission’s Safety and Enforcement Division is authorized to direct an IOU to modify or issue more of these surveys. Please provide a survey summary table with the following minimum fields. (D.21-06-034, Appendix at p. A7, Sections E-1; SED Additional Information.)**

Table 10 – Survey Summary

- a. Period Survey Conducted**
- b. Overall Objectives**
- c. Surveyed Scope (e.g., pre-season, during-season, post-season, all)**
- d. Methods (e.g., online, text messages, letter, telephone, in-person)**
- e. Target Audiences (e.g., residential customer, commercial, CFI, AFN)**
- f. Total Number of Surveys Sent**
- g. Total Number of Survey Responses Received**
- h. Indicate if the survey was conducted in all “prevalent” languages, as defined in D.20-03-004.**
- i. If so, please list the number of “prevalent” languages used during survey**
- j. If not, please provide an explanation**

Response:

PG&E conducts at a minimum two PSPS Education and Outreach surveys accessible to all customers each calendar year. Due to the timing of the 2022 Pre-Season surveys, we do not currently have survey information and results. Our 2022 survey information and results will be included in the 2022 PSPS Post-Season Report. We have provided information regarding the PSPS 2021 Post-Season survey in Table 10 of *R.18-12-005_PGE_2022 PSPS Pre-Season Report Tables_20220701_PUBLIC.xlsx*.

Please refer to our 2021 PSPS Post-Season Report Appendix A: PG&E 2021 Wildfire Preparedness and PSPS Outreach Evaluation Results, page 55¹ for an overview of our education and outreach survey results.

Our 2022 surveys will be conducted in two waves:

- “Pre-Season” survey in August/September at the beginning of peak fire season.
- “Post-Season” survey conducted after the threat of most Public Safety Power Shutoffs ends—targeted to begin in November or December 2022.

¹ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/PGE_POSTSR1_3-1-2022.pdf

2. The IOUs must provide copies of all PSPS education and outreach surveys templates.
(D.21-06-034, Appendix at p. A7, Sections E-1; SED Additional Information.)

Response:

Our 2022 surveys will be conducted in two waves:

- “Pre-Season” survey in August/September at the beginning of peak fire season.
- “Post-Season” survey conducted after the threat of most Public Safety Power Shutoffs ends—targeted to begin in November or December 2022.

Please see [Appendix D: 2022 Wildfire Safety – PSPS Pre-Season Survey Template](#) for a DRAFT (as of 6/29/22) of the 2022 PSPS education and outreach Pre-Season survey template. Prior to finalizing the survey template, we will be collaborating with relevant community-based organizations and Public Safety Partners to obtain feedback on the survey as well as having discussions at Working Group meetings regarding the accessibility of our survey for individuals with access and functional needs.

3. The IOUs must provide the languages the education and outreach surveys were conducted in and assess if the in-language surveys meet the “prevalent” languages requirement as defined in D.20-03-004.

Response:

Both our "Pre-Season" and "Post-Season" surveys, available online and by telephone, will be offered in 17 prevalent languages (see list of languages below). Based on PG&E's assessment, this meets the prevalent language requirement as defined in D.20.03.004, further outlined in PG&E Wildfire & PSPS Outreach Workplan and Budget Advice 4249-G/5827-E² (Pacific Gas and Electric Company ID U 39 M), page 14, filed with the CPUC on May 15, 2020. Following this filing, additional languages were added per the CPUC's direction.³

Despite being offered in 16 non-English languages, only 13% of "Pre-Season" survey respondents and 8% in the "Post-Season" survey respondents elected to complete the survey in a language other than English. Of those, the overwhelming majority were in Spanish.

- English
- Spanish
- Mandarin
- Cantonese
- Vietnamese
- Korean
- Tagalog
- Russian
- Portuguese
- Arabic
- Farsi
- Punjabi
- Japanese
- Khmer
- Hmong
- Thai
- Hindi

² https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/PGE-Wildfire-PSPS-Outreach-Workplan-and-Budget.pdf

³ <https://docs.cpuc.ca.gov/PublishedDocs/Efile/G000/M356/K575/356575284.PDF>

- 4. Each IOU must collaborate with relevant community-based organizations and Public Safety Partners to develop these surveys, which must include, at a minimum, metrics to evaluate whether the education and outreach is effectively helping communities and residents before, during, and after a PSPS event to plan for alternatives electricity arrangements and/or avoid the impacts of de-energization events. (D.21-06-034, Appendix at p. A7, Sections E-1.)**

Response:

In 2021, PG&E aligned with the Joint IOUs to produce a draft survey that was circulated to the Joint IOU Statewide Access and Functional Needs (AFN) Advisory Council participants for comments and suggestions prior to the execution of the “Post-Season” survey. A copy of the draft survey was sent on November 19, 2021, requesting feedback by December 1, 2021, to determine if the questions measure the level of awareness across all customer groups. Feedback included consideration for translation into other languages, consideration to minimize length of the survey, and acknowledgment that the survey was very broad.

For the 2022 education and outreach surveys, we will continue to coordinate with relevant community-based organizations (CBOs) and Public Safety Partners to further refine the surveys and identify metrics that evaluate whether education outreach is effectively helping communities and residents before, during, and after a PSPS outage. For 2021 customer feedback survey results, please see PG&E’s 2021 PSPS Post Season Report Appendix A: PG&E 2021 Wildfire Preparedness and PSPS Outreach Evaluation Results (pg. 55).⁴

⁴ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/PGE_POSTSR1_3-1-2022.pdf

- 5. IOUs must include the results of the most recent education and outreach surveys not yet previously reported on, as an attachment to the [current year] Pre-Season Report and the [prior year] Post-Season Report. (D.21-06-034, Appendix at p. A7, Sections E-1 and K-1)**

Response:

Our 2022 surveys will be conducted in two waves:

- “Pre-Season” survey in August/September at the beginning of peak fire season.
- “Post-Season” survey conducted after the threat of most Public Safety Power Shutoffs ends—targeted to begin in November or December 2022.

Please see [Appendix D: 2022 Wildfire Safety – PSPS Pre-Season Survey Template](#) for a DRAFT (as of 6/29/22) of the 2022 PSPS education and outreach Pre-Season survey template. Prior to finalizing the survey template, we will be collaborating with relevant community-based organizations and Public Safety Partners to obtain feedback on the survey as well as having discussions at Working Group meetings regarding the accessibility of our survey for individuals with access and functional needs.

- 6. IOUs must provide an evaluation of PSPS education and outreach effectiveness and the takeaways from the survey results for PSPS protocol improvements. (D.19-05-042, Appendix A p.A24; SED Additional Information.)**

Response:

Please refer to our 2021 PSPS Post-Season Report Appendix A: PG&E 2021 Wildfire Preparedness and PSPS Outreach Evaluation Results, page 55⁵ for our most recent education and outreach surveys results and evaluation.

Key findings primarily reinforced use of communications channels that PG&E already utilizes including, direct mail and email, TV/radio/online advertising, the PG&E website, calls/text messages/emails, informational videos, and social media. Customers indicated an opportunity for us to increase awareness of available resources. As a result, we have a multi-channel approach, including radio ads, social media posts, direct mail, notification updates and more prominent promotion on pge.com, to promote resources such as 211, Disability Disaster Access and Resources program through the California Foundation for Independent Living Centers (CFILC), the MBL program, food replacement through local food banks, and PG&E CRCs.

⁵ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/PGE_POSTSR1_3-1-2022.pdf

- 7. Each IOU must report prior year costs for PSPS-related education and outreach in the format of the SED POSTRS3_Template_2021, or reference it if it has been provided in the prior post-season report. (D.21-06-034, Appendix at p. A7, Sections E-3. and K-1)**

Response:

Information requested for this section can be found in our 2021 PSPS Post-Season Report, Education and Outreach Costs Tracking.⁶

⁶ [POSTSR3-EDUCATION AND OUTREACH COSTS](#)

- 8. PG&E, SCE, and SDG&E are required to describe how it works, in advance of each wildfire season and during each wildfire season, with local jurisdictions, in a proactive manner, to identify and communicate with all people in a de-energized area, including visitors. This requirement is applicable to PG&E, SCE, and SDG&E only. (D.21-06-014, Ordering Paragraph 38.)**

Response:

We employ a multi-channel outreach strategy to reach residents and visitors, using paid and earned media, social media, PG&E's website and a network of community-based organizations to broaden awareness and preparedness education.

Paid advertising is placed in all eight of our media markets and includes ads on Spot TV, Cable TV, Over the Top (OTT) TV, radio (terrestrial and digital), digital banners and videos, social media sites, print newspapers and magazines, and Search Engine Marketing ads.

Earned media includes outreach to local media in all of our markets, issuing news releases, Letters to the Editor, as well as inviting local media to film on location. Social media efforts include active educational posts on channels such as Facebook, YouTube, Instagram, Twitter, and NextDoor.

Our website has been updated with PSPS educational information. PSPS information and preparedness tools are posted and promoted on the Safety Action Center site. Our informative assets are shared with community-based organizations so they can share and distribute this information to their constituencies.

Ahead of PSPS outages, PG&E's Local Government Affairs Representatives, Public Safety Specialists (PSS) and Tribal Liaison Representatives coordinate with local and tribal governments regarding this multi-channel outreach strategy, which supplements the government's outreach to communities regarding PSPS preparedness.

9. Each IOU must file information pertaining to, at a minimum, discussions at Working Group meetings regarding the accessibility of utility’s education and outreach efforts, including surveys, for individuals with access and functional needs, the recommendations, if any, made by individuals with or representatives of communities with access and functional needs to enhance education and outreach pertaining to PSPS events, and whether those recommendations, if any, were incorporated into the utility’s PSPS protocols. (D.21-06-034, Appendix at p. A7, Sections E-2.)

Table 11 - AFN Outreach Recommendations

- a. Recommendation Type
- b. Description of Recommendation
- c. Party Name
- d. Date of Recommendation
- e. Incorporated into PSPS Protocols? (Yes or No)
- f. Reason for Decision Made
- g. Description of PSPS Protocol Change

Response:

Information requested for this section can be found in Table 11 of *R.18-12-005_PGE_2022 PSPS Pre-Season Report Tables_20220701_PUBLIC.xlsx*.

10. PG&E, SCE, and SDG&E must include a detailed summary to substantiate all efforts to develop and implement, in advance of wildfire season, a communications strategy to rely on during a proactive de-energization when restrictions due to the power loss exist. This detailed summary must address how the utility worked in coordination with Public Safety Partners to develop this communication strategy. (D.21-06-014, Ordering Paragraph 41.)

Response:

Our PSPS communication strategy remains largely the same as 2021. For more information on our communication strategy during a PSPS outage for customers, see response to question 8 above, as well as PG&E's 2022 Wildfire Mitigation Plan (WMP), Section 7.3.9.2 Community Outreach, Public Awareness, and Communications Efforts, page 790.⁷ For more information on our communication strategy during a PSPS outage for local and tribal governments, see PG&E's 2022 WMP, Section 7.3.9.2 Community Engagement, page 790.⁸

In an effort of continuous improvement, we discussed PSPS communication strategies, information sharing, identification of critical facilities, strategies for supporting AFN communities and contingency plans at the Q2 2022 PSPS Regional Working Groups. This outreach is required by the CPUC in Decision (D.) 20-05-051 and is conducted with Public Safety Partners and representatives of AFN and vulnerable customers grouped into five regions across our service territory. These meetings are structured to enable feedback and information sharing on aspects of PSPS execution and planning. We began these Regional Working Groups in Q3 2020 and will continue quarterly meetings in 2022.

In addition, pursuant to Decision (D.) 21-06-014 (OP 11) in PSPS proceeding I.19-11-013, on behalf of PG&E and the other IOUs, SDG&E emailed a fact sheet clarifying the entities/sectors that receive priority notification in accordance with PSPS rules and guidelines of the CPUC, to Interested Parties of Record in R.18-12-005 on April 21, 2022. The email solicited feedback by June 1, 2022, to aid in preparing a joint utility recommendation to be filed as a motion in proceeding R.18-12-005 that clarifies the entities required to receive priority notification 48-72 hours in advance of anticipated PSPS outages.

All IOUs jointly host the Joint IOU Statewide AFN Advisory Council on a quarterly basis. These meetings are structured to enable feedback and information sharing on aspects of PSPS execution and planning, including communication strategies, information sharing, and in particular strategies for supporting AFN communities. Communications strategies were covered at the Q2 meeting hosted on June 8-10, 2022.

⁷ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/wildfire-mitigation-plan/2022-Wildfire-Safety-Plan-Update.pdf

⁸ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/wildfire-mitigation-plan/2022-Wildfire-Safety-Plan-Update.pdf

11. PG&E, SCE, and SDG&E must provide all methods used to promote operational coordination with Public Safety Partners. (D.21-06-014, Ordering Paragraph 47.)

Response:

We regularly collaborate with Public Safety Partners to promote operational coordination via conducting direct engagement, providing PSPS policies and procedures and establishing a PSPS Portal to house PSPS planning and event related information for Public Safety Partner use.

For more information on our Public Safety Partner engagement activities ahead of PSPS season, see PG&E's 2022 WMP, Section 7.3.10.1 Community Engagement, page 812⁹ and Table 17: Public Safety Partner (PSP) Engagement Activities of *R.18-12-005_PGE_2022 PSPS Pre-Season Report Tables_20220701_PUBLIC.xlsx*. This includes engagements conducted between June 1, 2021, and May 31, 2022. For more information on how we coordinate with local and tribal governments during a PSPS outage, see PG&E's 2022 WMP, Section 7.3.9.2 page 790.¹⁰

We outline our PSPS policies and procedures for Public Safety Partner reference in PG&E's 2022 WMP, Section 8.2.5 Customer, Agency, and External Communications, page 920¹¹ and in our PSPS Policies and Procedures¹² document for Emergency Managers, which is updated and distributed annually. We are in the process of finalizing the 2022 version of this document.

To test our PSPS policies, procedures, and operations, we invited Public Safety Partners to observe or participate in PSPS exercises ahead of the fire season. We held a tabletop exercise on May 17, 2022 and conducted a full-scale exercise on June 10, 2022 through June 17, 2022.

To ensure Public Safety Partners receive PSPS planning and event information, we established the PSPS Portal. See PG&E's 2022 WMP, Section 8.2.5 Customer, Agency, and External Communications, page 920¹³ for information regarding the PSPS Portal.

⁹ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/wildfire-mitigation-plan/2022-Wildfire-Safety-Plan-Update.pdf

¹⁰ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/wildfire-mitigation-plan/2022-Wildfire-Safety-Plan-Update.pdf

¹¹ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/wildfire-mitigation-plan/2022-Wildfire-Safety-Plan-Update.pdf

¹² https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/Public-Safety-Power-Shutoff-Policies-and-Procedures.pdf

¹³ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/wildfire-mitigation-plan/2022-Wildfire-Safety-Plan-Update.pdf

12. PG&E, SCE, and SDG&E must provide all methods used to work with Public Safety Partners to improve responses to concurrent emergencies. (D.21-06-014, Ordering Paragraph 51.)

Response:

During a PSPS outage, there could be additional emergencies occurring at the same time (e.g., wildfires, capacity events). Below includes more information on how we work with Public Safety Partners to improve the response to concurrent emergencies:

- **Full-Scale Exercises:** On June 10, 2022 through June 17, 2022, we conducted a PSPS and Wildfire exercise that practiced responding to both emergencies concurrently. Public Safety Partners were invited to observe and play in the exercise.
- **Incident Command System (ICS), Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS) protocols:** These nationally standardized emergency management protocols rely heavily on guidelines to manage scalability to support response to concurrent emergencies. This includes coordinating with appropriate incident leaders through the execution of ICS core principles during events and managing existing lines of communication through dedicated PG&E Agency Representatives and other channels. Representatives who engage with Public Safety Partners receive regular training and are well versed in emergency management systems. Using this system that is also utilized by our Public Safety Partners helps us work more efficiently with our agency partners.
- **Direct Engagement:** Ahead of this PSPS season and during the 90-day requirement outlined in Decision (D.) 21-06-014, we hosted 84 meetings to discuss concurrent emergency planning. We do not limit ourselves in having these conversations with Public Safety Partners within the 90-day requirement and have been proactively engaged in these discussions before the 90-day period. Please see Table 11.A of *R.18-12-005_PGE_2022 PSPS Pre-Season Report Tables_20220701_PUBLIC.xlsx*. for further topic details discussed in the meetings.
- **Situational Awareness Sharing:** PG&E has developed a number of situational awareness tools that are shared with our Public Safety Partners:
 - High-definition cameras
 - Pge.com/weather which includes real-time data of:
 - Fire Detection Satellite Map
 - Wind speeds
 - Humidity
 - Temperatures
 - Link to individual weather station data

Section VI: Notification Plan

- 1. Each IOU must provide an updated annual PSPS notification plan as Appendix C. The IOUs should incorporate and address the following minimum topics in the notification plan.** *(D. 21-06-034, Appendix A at p. A14, Section K-1; D.21-06-034, Appendix at p. A11, Section H-1 through Section H-9; D.21-06-014, Ordering Paragraph 41; SED Additional Information.)*

- a. **Notification objectives**
 - b. **Notification strategies, actions, and timing**
 - c. **Notification process planning and improvement**
 - d. **Updated/Current Notification script and templates**
 - e. **In-language translations**
 - f. **Notification methods**
 - g. **Meeting notification timeline requirements**
 - h. **Notification accuracy and precision**
 - i. **Entity responsible for notifications**
 - j. **Consistency of PSPS notification information across all platforms**
 - k. **Coordination with stakeholders**
 - l. **Affirmative notifications to MBL populations and any self-identified vulnerable populations**
 - m. **Notification strategies on AFN population subsets**
 - n. **Public warning of PSPS events such as week-ahead forecasts**
 - o. **Notification cancellation**
 - p. **Transmission-level customers notification**
 - q. **Impacted customer information available to Public Safety Partners from outset of PSPS:**
 - r. **Secure portal for Public Safety Partners:**
 - s. **Lessons learned protocol**
- Please include the lessons learned related to notification in Table 14 of Section VII**

Response:

Our updated annual PSPS notification plan can be found in [Appendix C: Notification Plan](#).

2. Each electric investor-owned utility must develop a notification plan jointly with Cal OES, Public Safety Partners, county, tribal, and local governments, independent living centers, paratransit agencies, durable medical equipment vendors, agencies that serve individuals who receive Medi-Cal home and community-based services, and other organizations representative of all subsets of people or communities with access and functional needs. Each electric investor-owned utility must specifically describe its plans for notifications according to specific access and functional needs, for instance, the needs of persons with vision impairments as distinct from the needs of persons with a developmental disability. Each electric investor-owned utility must finalize its notification plan for inclusion in its [current year] Pre-Season Report. Provide a list of the joint efforts to develop the AFN population notification plan with the aforementioned stakeholders. The table should include the following minimum fields. (D.21-06-034, Appendix at p. A11, Sections H-3.)

Table 12 - List of Joint Efforts on AFN Notification Plan

- a. **Date of Joint Effort**
- b. **Participant Type**
- c. **Participant Name**
- d. **AFN Subsets or Topics Discussed**
- e. **Result/Proposal**

In addition, IOUs provide a list of AFN population subsets and notification plans including the following minimum fields.

Table 13 - AFN Population Subset Notification Plan (as of cutoff date)

- a. **AFN Population Type (e.g., vision impairment, developmental disability, older adult, children, limited English proficiency)**
- b. **Subset Notification Plan**
- c. **(Estimated) Initiative Planning Start Date**
- d. **Organization Completion Date**
- e. **(Estimated) Initiative Equipment Completion Date**
- f. **(Estimated) Initiative Training Completion Date**
- g. **(Estimated) Initiative Exercise Completion Date**

Response:

Information requested for this section can be found in Table 12 and Table 13 of *R.18-12-005_PGE_2022 PSPS Pre-Season Report Tables_20220701_PUBLIC.xlsx*.

3. **PG&E, SCE, and SDG&E must include a detailed summary of efforts to develop, in advance of wildfire season, notification and communication protocols and systems to reach all customers and communicate in an understandable, accessible manner. This detailed summary must include, at a minimum, an explanation of the actions taken by the utility to ensure customers understand (1) the purpose of proactive de-energizations, (2) the process relied upon by the utility for initiating a Public Safety Power Shutoff (PSPS) event, (3) how to manage safely through a PSPS event, and (4) the impacts on customers when a proactive power shutoff is deployed by the utility. This requirement is applicable to PG&E, SCE, and SDG&E only. (D.21-06-014, Ordering Paragraph 41.)**

Response:

We implement a robust customer and community education campaign to increase public awareness and support of utility wildfire mitigation activity. This campaign includes translations of the following communications for customers with Limited English Proficiency (LEP) and specific details to address concerns and needs of AFN populations (e.g., simplified versions of collateral and webinars). See PG&E’s 2022 WMP Section 7.3.10.1 Community Engagement, page 812¹⁴ for more information.

In addition, the following in-language webinars and multicultural media engagements have been planned for customers with LEP in 2022:

- **In-language webinars:** We will co-host at least six in-language webinars by partnering with selected multicultural media outlets. During the webinars, customers will learn about the purpose, process, impact and resources we offer as support before, during, and after a PSPS. We will promote these events via our media partners, social media channels, direct email to targeted LEP customers and websites. See the schedule below:

Webinar Date	Language	Targeted counties	Media partner
Thursday, June 2	Spanish	Alameda, Contra Costa, Lake, Marin, Mendocino, Napa, San Francisco, San Mateo, Santa Clara, Solano, Sonoma	KDTV Univision
Thursday, June 9	Spanish	Fresno, Kern, Kings, Mariposa Merced, Madera, Tulare	KFTV Univision
Wednesday, June 15	Hmong	All	Hmong TV Network

¹⁴ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/wildfire-mitigation-plan/2022-Wildfire-Safety-Plan-Update.pdf

Webinar Date	Language	Targeted counties	Media partner
Thursday, June 16	Spanish	Amador, Calaveras, El Dorado, Nevada, Placer Plumas, Sacramento, San Joaquin, Stanislaus, Sierra, Solano, Sutter, Tuolumne, Yolo, Yuba	KUVS Univision
Tuesday, July 12	Chinese	All	Skylink TV
Thursday, July 14	Tagalog	All	Inquirer.net

- Multicultural Media Engagement Campaign:** We have partnered with 36 trusted multicultural media partners to help educate LEP customers on wildfire safety and preparedness. Potential media partners attended an information session on April 20, 2021. Participating media partners were then required to attend an annual online training on May 25, 2021, to learn about the purpose, process, impact, and resources offered to support LEP customers before, during, and after a PSPS. These media partners will help support PG&E to disseminate accurate and timely information through their in-language channels (broadcast, digital and/or social) before, during, and after a PSPS. We are unable to track and report on the specifics of communications provided by our multicultural media partners as their systems and/or platforms used are out of our purview.

In 2022, we hosted Wildfire Safety Webinars, Safety Town Halls, and segment-specific Wildfire Safety Webinars for residential customers and small and medium business accounts to provide additional information about wildfire safety, including PSPS purpose, process and resources available. See schedule below:

Date	Customer Type	Engagement Type/Targeted counties
3/2/22	Residential and small and medium business	Virtual Safety Town Hall – Fresno County
3/9/22	Residential and small and medium business	Virtual Safety Town Hall – Kern County
3/23/22	Residential and small and medium business	Virtual Safety Town Hall – Stanislaus and San Joaquin Counties
3/30/22	Residential and small and medium business	Virtual Safety Town Hall – Butte and Plumas Counties
4/6/22	Residential and small and medium business	Wildfire Safety Webinar – Mariposa, Tuolumne, Calaveras, Alpine and Amador Counties
4/13/22	Residential and small and medium business	Wildfire Safety Webinar – Placer and El Dorado Counties
4/20/22	Residential and small and medium business	Virtual Safety Town Hall – All Counties
4/27/22	Residential and small and medium business	Wildfire Safety Webinar - Napa, Lake and Colusa Counties

Date	Customer Type	Engagement Type/Targeted counties
5/3/22	Deaf/Hard of Hearing	All Counties
5/4/22	Residential and small and medium business	Wildfire Safety Webinar – Marin and Sonoma Counties
5/11/22	Residential and small and medium business	Wildfire Safety Webinar – Mendocino, Humboldt, Trinity and Siskiyou Counties
5/18/22	Residential and small and medium business	Wildfire Safety Webinar – Nevada, Sierra and Yuba Counties
5/19/22	Blind/Low vision	Wildfire Safety Webinar – All Counties
5/25/22	Residential and small and medium business	Wildfire Safety Webinar - Tehama, Shasta, Lassen and Glenn Counties
6/8/22	Residential and small and medium business	Virtual Safety Town Hall – Santa Clara County
6/15/22	Residential and small and medium business	Virtual Safety Town Hall – San Mateo County
6/22/22	Residential and small and medium business	Virtual Safety Town Hall – Monterey and San Benito Counties
6/29/22	Residential and small and medium business	Virtual Safety Town Hall – Santa Cruz County
7/13/22	Residential and small and medium business	Virtual Safety Town Hall – Placer and El Dorado Counties
7/19/22	Access and Functional Needs	Wildfire Safety Webinar – All Counties
7/20/22	Residential and small and medium business	Virtual Safety Town Hall – Alameda County
7/26/22	Residential and small and medium business	Virtual Safety Town Hall – Kings, Merced and Madera Counties
7/28/22	Residential and small and medium business	Virtual Safety Town Hall – Contra Costa County
8/3/22	Residential and small and medium business	Wildfire Safety Webinar – Solano, Yolo and Sacramento Counties
8/10/22	Residential and small and medium business	Wildfire Safety Webinar – All Customers

Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

Section VII: PSPS Event Lessons Learned

- 1. IOUs must provide a list of all lessons learned from past PSPS events, including feedback from impacted customers and stakeholders, and explain how the IOU has applied such lessons to its current and future PSPS activities. (D.21-06-034, Appendix at p. A14, Sections K-1.)**

Table 14 – PSPS Event Lessons Learned Summary

- a. Type of Issue (e.g., CRC, notification)**
- b. Description of Issue**
- c. Date of Discovery/ Applicable Activation**
- d. Risk Priority (high, medium, low)**
- e. Overall Resolution** (Explanation of how IOU has applied lessons learned to its current and future PSPS activities)
- f. Responsive actions (in detail)**
- g. Implementation Starting Date**
- h. Estimated Completion Date**
- i. Status of Action (e.g., Planning, Implementing, or Complete)**

If a responding action is not completed by the reporting cutoff date, it should be carried into future annual reporting period(s) until it is fully implemented or irrelevant.

Response:

PG&E collects feedback and lessons learned from our past PSPS events and exercises across multiple channels. This includes “hotwash” surveys with our Emergency Operations personnel following a PSPS activation and community engagement events with our impacted communities.

At the end of the PSPS season, these lessons learned are incorporated into our process improvements for the following PSPS season and are addressed through Functional Business Unit (FBU) specific workstreams. The results of the “hotwash” surveys are summarized in an After-Action Report, and any actionable items that have not already been identified as part of the FBU workstreams are routed through our Corrective Action Program (CAP), which identifies the issue owner, assesses the risk of the item, and tracks its progress. Our risk matrix uses event severity and frequency as key factors to assign a risk of either High, Medium, Low, or Level 5. Most issues that include improvement suggestions and do not have an impact to safety, reliability, compliance, quality, environmental or finance, are ranked as “Level 5” risk. This means these issues do not meet the threshold for accruing risk to the business. Since most lessons learned are directly incorporated into the FBU process improvements for next year and do not go through the CAP system, not all will have an assigned risk priority.

Information requested for this section can be found in Table 14 of *R.18-12-005_PGE_2022 PSPS Pre-Season Report Tables_20220701_PUBLIC.xlsx*.

Section VIII: High Risk Circuits

- 1. IOUs should describe the methodology and criteria used to identify circuits at greatest risk of PSPS in the upcoming wildfire season.** (*D.21-06-034, Appendix at p. A14, Sections K-1.b SED Additional Information*)

Response:

PG&E identified frequently de-energized circuits using data from historic PSPS outages and historic climatology. This dataset was developed by analyzing circuit-level data and identifying circuits de-energized three or more times in any calendar year from 2018 to 2021. See PG&E's 2022 WMP, Section 8.6 Identification of Frequently De-Energized Circuits, page 965¹⁵ for more information.

It is important to note that we cannot forecast the locations of future PSPS outages, as it's not possible to predict outages more than a week in advance based on real-time weather forecasts. Weather is highly variable year-to-year, which drives variability in, not only the location of outages, but also the number of outages, their size, and duration.

¹⁵ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/wildfire-mitigation-plan/2022-Wildfire-Safety-Plan-Update.pdf

2. IOUs must include the number of times each circuit was de-energized during the prior four calendar years, and describe all steps toward risk reduction and de-energization mitigation for each circuit including specific outreach and education efforts and efforts to identify and provide appropriate resiliency support to customers with access functional needs on each circuit. (D.21-06-034, Appendix at p. A14, Sections K-1.b; SED Additional Information.)

Table 15 – High Risk PSPS Circuits (as of date of last update)

- a. Circuit ID
- b. Circuit Name
- c. Segment ID (optional field)
- d. Segment Name (optional field)
- e. Indicator for Distribution Line or Transmission Line
- f. Number of Times De-energized (in last four calendar years)
- g. Total MBL Customers
- h. Total AFN Customers (including MBL)
- i. Total CFI
- j. Total Customers
- k. Steps Toward Risk-reduction and PSPS Mitigation (including effect of PSPS mitigation/risk-reduction on PSPS thresholds or the change in expected de-energizations per year, specific outreach and education efforts, and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit)
- l. Start Date of Step Implementation
- m. Estimated Completion Date

Response:

Specific outreach and education efforts to AFN and MBL customers that was requested in Table 15, subsection k, are detailed in PG&E’s 2022 WMP, Section 8 PSPS, Including Directional Vision for PSPS, page 855.¹⁶

Information requested for this section can be found in Table 15 of *R.18-12-005_PGE_2022 PSPS Pre-Season Report Tables_20220701_PUBLIC.xlsx*.

¹⁶https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/wildfire-mitigation-plan/2022-Wildfire-Safety-Plan-Update.pdf

Section IX: Others

Section IX requirements are applicable to PG&E, SCE, and SDG&E only.

- 1. PG&E, SCE, and SDG&E must provide, with the following minimum fields, the dates/times when the Joint Utility Public Safety Power Shutoff Working Group (JUPSPSWG) convened and the webpage links to all meeting reports filed with the Commission. (D.21-06-014, Ordering Paragraph 8)**

Table 16 – JUPSPSWG Meetings

- a. Date of Meeting**
- b. Time of Meeting**
- c. Report Name**
- d. Webpage Link to Report**

Response:

Information requested for this section can be found in Table 16 of *R.18-12-005_PGE_2022 PSPS Pre-Season Report Tables_20220701_PUBLIC.xlsx*.¹⁷

¹⁷ Note the November 2021 report was erroneously named “Report of Pacific Gas and Electric Company (PG&E), Southern California Edison Company (SCE), and San Diego Gas & Electric Company (SDG&E) Regarding August 18th, 2021 Meeting of the Joint Utility Public Safety Power Shutoff Working Group, Pursuant to Ordering Paragraph (OP) 4 of Decision 21-06-014” and should have been named “Report of Pacific Gas and Electric Company (PG&E), Southern California Edison Company (SCE), and San Diego Gas & Electric Company (SDG&E) Regarding November 15th, 2021 Meeting of the Joint Utility Public Safety Power Shutoff Working Group, Pursuant to Ordering Paragraph (OP) 4 of Decision 21-06-014”

- 2. PG&E, SCE, and SDG&E must identify the status of the list of Public Safety Partners, including the last date updated, on their Public Safety Power Shutoff webpages. (D.21-06-014, Ordering Paragraph 27.)**

Response:

Since October 2021, we have uploaded a new Public Safety Partner list each month to the PSPS Portal and will continue this monthly process. We update the list based on feedback from internal and external stakeholders and aim to upload the lists on the first Friday of every month. The last upload of the list to the PSPS Portal occurred on June 3, 2022. For privacy reasons, Public Safety Partner lists are provided to agencies who have agreed to the PSPS Portal online agreement and only receive information for their jurisdiction. These lists are not posted to PG&E's website for the general public.

- 3. PG&E, SCE, and SDG&E must confirm that the utility (1) contacted its Medical Baseline customers, at least annually, to update contact information; (2) sought to obtain from Medical Baseline customers, at least annually, an alternative means of contact for Public Safety Power Shutoff (PSPS) events; (3) contacted all customers that use electricity to maintain necessary life functions, at least annually, to update contact information; and (4) sought to obtain from these customers that use electricity to maintain necessary life functions, at least annually, an alternative means of contact for PSPS events. Provide the IOU's protocol on maintaining the Medical Baseline customer contact list and the electricity reliance customer contact list in a timely manner. The maintenance protocol should include the steps, the staffing, and the deadlines to achieve the objectives. (D.21-06-014, Ordering Paragraph 36.)**

Response:

It is our goal to ensure every MBL and SIV customer is aware and prepared for potential outages in the event of a PSPS. These customers are those that require electricity for medical reasons. Our MBL and SIV customers are sent annual communication either by email or a postcard (if an email address is not provided by the customer) between May and July, to reinforce the importance of having up to date contact information on file and encourage them to provide an alternative means of contact for PSPS notifications.

MBL and SIV information is updated automatically and in real-time when a customer logs into their PG&E account and updates their information or when it is provided to a PG&E representative. Requests to change contact information can be submitted via multiple channels, therefore, there is not a dedicated staffing member or department that implements changes. For example, contact information can be changed by customers via our website, which updates our systems of record directly. To Quality Assure and Quality Control (QA/QC) the MBL and SIV customer contact information, we conduct a weekly review to identify customers with either missing or invalid contact information as documented in our Customer Care and Billing System (CC&B). Additionally, we cross-reference contact information submitted through our other program applications (e.g., CARE/FERA and rebates) to run a daily sync between our Salesforce Application (used to process these program applications) and MBL database within the CC&B system. These weekly and daily processes are conducted year-round to help ensure the MBL and SIV contact information is current.

Below is more information on the outreach conducted this year:

- On May 18, 2022, an email was sent to approximately 194,000 MBL, SIV, and self-identified Disabled customers who have provided PG&E with an email address to confirm that the contact information we have on file for them is accurate and encouraged the customer to also provide alternative contact information in case they cannot be reached in the event of a PSPS.
- On May 25, 2022, a postcard was mailed to the homes of all MBL, SIV and self-identified Disabled customers – approximately 67,000 in total. The postcard communicated the importance of confirming that the contact information PG&E has on

file for them is accurate and encourages the customer to provide alternative contact information in case they cannot be reached in the event of a PSPS.

- On May 25, 2022, an email was sent to approximately 4,300 master meter owners, including mobile home park owners. The email communicated the importance of sharing preparedness information with tenants and provided information on programs and resources applicable to tenants. This is in addition to a letter that was mailed in May to all master meter MBL customers – approximately 3,500 in total. The letter highlighted what enrollees of MBL receive including extra notifications in advance of a PSPS, local resources available during a PSPS, and information on our generator rebate program. In addition, in June a mailer was sent to approximately 5,000 master meter owners, including mobile home park owners.
- On June 24, 2022, a postcard was sent to approximately 69,700 MBL and SIV customers, as well as customers who are reliant on durable medical equipment or assistive technology and not enrolled in MBL or SIV. This is in addition to an email (for customers with an email address on file) that was sent on June 22. Both served to remind customers about the importance of acknowledging PSPS notifications during a PSPS.

The following are the sample creatives that were sent to MBL and AFN customers for the preparedness outreach activities listed above:

Contact Information – Direct Mail

IMPORTANT SAFETY MESSAGE

Review your contact information for accuracy

We know how important power is to your health and safety. Stay informed about potential power outages so you and your family can be prepared.



Review your contact information today and make sure it is up to date to receive notifications. Call **1-866-743-6589** or visit pge.com/mywildfirealerts.

Take the following steps to review and update your contact information:

- 1** Log in to your account at pge.com/mywildfirealerts
– OR –
call **1-866-743-6589**
- 2** Provide the phone number(s), email address(es) and/or an alternate contact who can be reached before an outage
- 3** Select your language preference for notifications

When we reach out, please answer the call and say "hello" or reply "1" to text messages.



Pacific Gas and Electric Company
P.O. Box 997320
Sacramento, CA 95899



For translated support in more than 240 additional languages, contact PG&E at: **1-866-743-6589**.

Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires. "PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. ©2022 Pacific Gas and Electric Company. All rights reserved. CCC-0322-4369. 2/23/2022

MBL Master Meter Tenant – Direct Mail



Important Message: Resources are available to help you stay safe and prepare for Public Safety Power Shutoffs.

[DATE]

«CUSTOMER_NAME: «FIRST_NAME» AND «LAST_NAME»»
OR CURRENT RESIDENT
«BILLING_ADDRESS1»
«BILLING_ADDRESS2»
«BILLING_CITY»
«BILLING_STATE»
«BILLING_ZIP»
«BILLING_PLUS4»

Dear «CUSTOMER_NAME»:

To help keep you and your community safe, as a last resort we may need to turn off power when wildfire risk is high. This is a Public Safety Power Shutoff (PSPS).

We know how important power is for your health and safety. We are listening to your feedback and providing more resources to support you.

As an enrollee in PG&E's Medical Baseline Program, you:

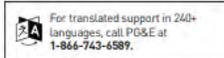
- ✔ Will receive extra **notifications** in advance of a PSPS. Watch for alerts from **976-33, PGECustomerService@notifications.pge.com** or **1-800-743-5002**. Please answer the phone and say "Hello" or reply "1" to our texts. If you do not respond, we will continue outreach and will attempt to notify you in person.
- ✔ Will have access to **local resources**. Sign up for accessible transportation, hotel accommodations, food replacement and more. Visit [disabilitydisasteraccess.org](https://www.pge.com/disabilitydisasteraccess.org).
- ✔ May qualify for **portable batteries and rebates**. Learn more at [pge.com/pspsresources](https://www.pge.com/pspsresources).

For help with emergency preparedness and to find local resources, visit [211.org](https://www.pge.com/211.org), call 211 or text 'PSPS' to 211-211. Support is available before, during and after PSPS outages.

We are working hard to reduce the impact of PSPS on you and your family, and to build the electric system you deserve. For information about our efforts, visit [pge.com/wildfiresafety](https://www.pge.com/wildfiresafety).

Sincerely,

PG&E Community Wildfire Safety Team



Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires. "PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. ©2022 Pacific Gas and Electric Company. All rights reserved. OMB-0522-4636. 05/17/2022

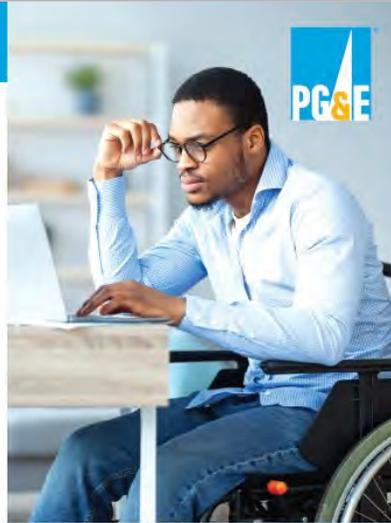
Acknowledgement Reminder – Direct Mail

IMPORTANT SAFETY INFORMATION

To help keep you safe and prevent wildfires, we may need to proactively turn off power when wildfire risk is high. This is called a Public Safety Power Shutoff (PSPS).

You will receive additional notifications by call, text and email before your power is turned off.

- Let us know you have received the alerts. Say “hello” when we call or reply “1” to our text message.
- If you do not respond, we will continue to call each hour and attempt to notify you in person.



Support is available before and during a PSPS. See reverse for details.

To help you prepare for a PSPS, we are here to assist you with:

- Updating your contact information
- Creating a plan for your medical needs
- Exploring backup power options

Visit pge.com/disabilityandaging to learn more.

For 24/7 local support during a PSPS, call 211, text “PSPS” to 211-211 or visit 211.org.

 For translated support in 240+ languages, call PG&E at **1-866-743-6589**.

Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires. “PG&E” refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. ©2022 Pacific Gas and Electric Company. All rights reserved. CCC-0622-4827. 5/01/2022



Pacific Gas and Electric Company
P.O. Box 997320
Sacramento, CA 95899

Outage Preparedness Brochure & Cling – Direct Mail

Helping You Prepare

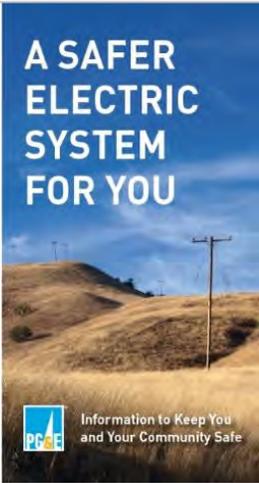
When wildfire risk is high, power may need to be shut off for safety.

To prepare:

- Update your contact information for notifications at pge.com/myalerts.
- Create an emergency plan at safetystationcenter.com.
- Explore backup power options at pge.com/backupper.
- Sign up for PSPS Address Alerts at pge.com/addressalerts.



A SAFER ELECTRIC SYSTEM FOR YOU



Information to Keep You and Your Community Safe

We are making immediate and long-term improvements to help prevent wildfires and keep you safe.

Steps we are taking:

- Undergrounding powerlines
- Exceeding state vegetation standards
- Installing stronger powerlines and poles
- Reducing the impact of Public Safety Power Shutoffs
- Expanding safety technology to all powerlines in areas with high fire risk



Public Safety Power Shutoffs
 PGE is offering support in 24+ languages, call 1-844-243-6888. Additional brochures are available for download in Spanish, Chinese, Vietnamese, Korean, Japanese, Hindi, Thai, and Tagalog. Visit pge.com/psps for more information. © 2021 PGE. All rights reserved.

We are taking advanced safety measures in response to the growing wildfire threat in California.

This includes two types of wildfire safety outages customers may experience this year.



Support for You and Your Family

We know how difficult it is to be without power. Resources are available to prepare before a safety outage.

Before an outage, visit pge.com/wildfiresafety to:

- Explore backup power options*
 - Generator routers
 - Portable batteries
 - Backup power transfer meters
- *Check website for eligibility requirements
- Apply for the Medical Baseline Program for energy savings and extra PSPS outage notifications.

During a PSPS outage, visit pge.com/pspsresources to:

- Locate Community Resource Centers for basic supplies and charging stations.
- Access meal replacements from local food banks.
- Find accessible transportation and hotel options.



Take Action

- View current outages and restoration times at pge.com/outages.
- Follow us on Twitter, Facebook and Instagram.
- Use our planning map tool to prepare for outages and learn about safety improvements at pge.com/customerpspsplanningmap.



Public Safety Power Shutoffs (PSPS)

Power is turned off proactively to help prevent wildfires as a last resort during severe weather.

How will you be notified?
 You will be notified in advance. Real-time updates will be provided through your preferred contact method.

When are outages more likely?
 During high winds, low humidity and dry vegetation. This is most likely from September to November.

To learn more about wildfire safety outages, visit pge.com/wildfiresafety.

Enhanced Powerline Safety Settings (EPSS)

When wildfire risk is higher, EPSS technology is enabled to turn off power within one-tenth of a second if a hazard, like a tree branch, strikes the line. This helps to prevent wildfires before they start.

How will you be notified?
 If there is an outage, we will share updates on when power will be restored through your preferred contact method. Since power goes off from an unplanned safety threat, we are unable to notify you in advance.

When are outages more likely?
 During hot and dry summer conditions. This is most likely from May to November.

Last year, we saw an **80% reduction in ignitions on EPSS-enabled lines.***

*Reduction in CPUC-reportable ignitions in High Fire Threat Districts compared to the prior 3-year average as of 12/31/21



Section X: Tree Overstrike

- 1. Pacific Gas and Electric Company (PG&E) must submit public safety power shutoff (PSPS) pre-season reports in compliance with the California Public Utilities Commission’s PSPS Guidelines. In addition, PG&E must estimate which circuits might be de-energized as a result of the inclusion of tree overstrike criteria and estimate the impacts on the frequency, duration, scope and scale of de-energization due to the utilization of tree overstrike criteria in its PSPS decision-making. PG&E should state if it intends to continue using tree overstrike criteria and include justification for its decision.**

Response:

Information requested for this section can be found in the PG&E’s 2021 PSPS Post-Season Report, Section III.F.1, pages 32-33¹⁸; and in PG&E’s 2022 WMP, Section 8.2.3.2 PSPS Protocols Overview, page 897.¹⁹

¹⁸ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/PGE_POSTSR1_3-1-2022.pdf

¹⁹ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/wildfire-mitigation-plan/2022-Wildfire-Safety-Plan-Update.pdf

APPENDIX

Appendix A: Community Resource Centers (CRC) Plan

Section II.1.a - CRC Objectives

During a PSPS outage, we open CRCs where community members can access basic resources including:

- A safe location to charge electronic devices and medical equipment.
- Up-to-date information about the PSPS event.
- Water, snacks, blankets, Americans with Disabilities Act (ADA) - accessible restrooms, and other items.

Our current CRC portfolio includes 112 event-ready indoor sites and 280 event-ready outdoor sites as of May 1, 2022. Figure 1 shows the locations of these sites and a full list is in Table 1 of *R.18-12-005_PGE_2022_PSPS_Pre-Season_Report_Tables_20220701_PUBLIC.xlsx*. Sites are generally concentrated where PSPS events have occurred in the past.

Additionally, we continue to build out a robust portfolio of contracted CRC locations through collaboration with counties, tribal governments, and other key stakeholders which is reviewed annually. The portfolio includes indoor and outdoor sites, which can be quickly opened when needed.

Section II.1.b - CRC Strategies, actions, and timing

When a PSPS outage is imminent, we evaluate the scope of the outage and propose pre-identified and approved CRC sites to activate based on estimated customer impact. The proposed CRC site list is sent to the impacted counties' Offices of Emergency Management and impacted tribal governments for their review and approval. If they suggest alternative sites, we will accommodate their request, if it is feasible to do so.

Once we have a list of county-approved sites, we conduct outreach to landowners to confirm site availability. In some cases, we may procure additional locations during a PSPS event when unable to open a pre-identified site (e.g., unable to contact property owners) or a CRC is requested in a community where one does not already exist. In these instances, we seek feedback from counties and tribal governments to identify potential new sites and will engage in ad hoc agreements with landowners.

Figure 1: Potential CRC Locations

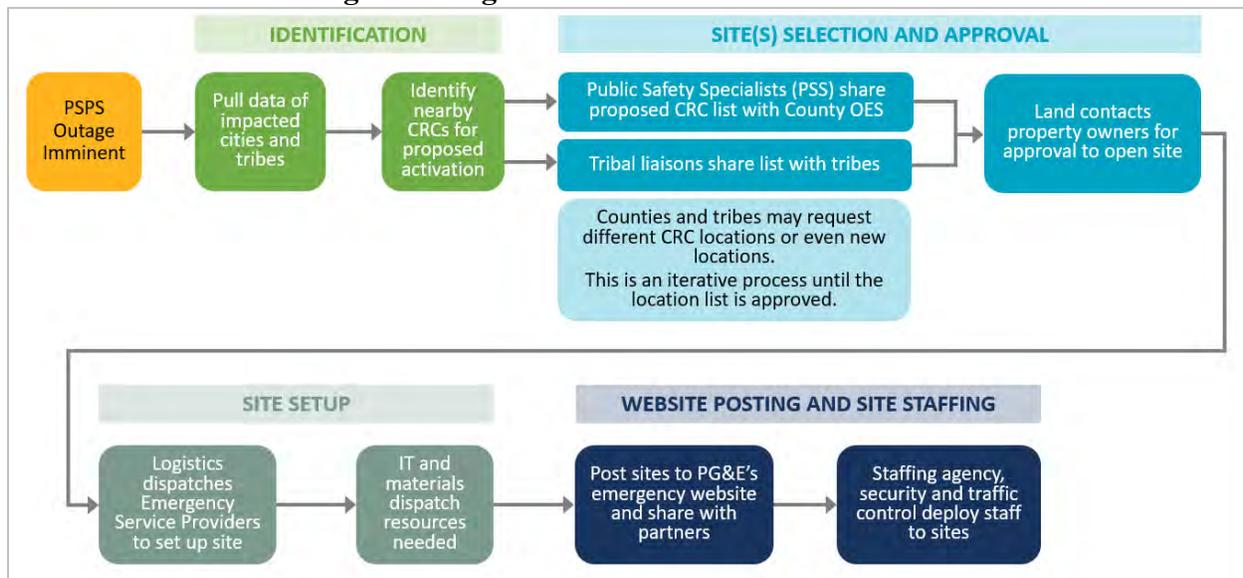


Once sites are confirmed by county contacts and the landowners, we notify internal and external stakeholders by publishing the sites on PG&E’s emergency website.²⁰ External stakeholders include, but are not limited to:

- State officials
- County officials
- Paratransit agencies
- CFILC
- CBOs that support AFN communities (e.g., CFILC)

Our website lists CRCs by county and provides details on the resources available at each CRC. CRC locations are also mapped onto the PSPS outage map, so users can enter their address and identify which CRC is closest to them. CRC sites are additionally communicated to the community through press releases, social media posts, and local government outreach. Lastly, customer text and email notifications include a hyperlink to PG&E’s PPS website²¹ where customers can find all relevant CRC information. The activation process is illustrated in Figure 2.

Figure 2: High-Level CRC Activation Process



²⁰ https://pgealerts.alerts.pge.com/updates/psps-events/?WT.mc_id=Vanity_crc

²¹ https://www.pge.com/en_US/residential/outages/public-safety-power-shutoff/learn-about-psps.page

CRC sites are set up by third-party Emergency Service Providers who have expertise in emergency response and are trained in CRC protocols. These specialized companies are contracted throughout the PSPS season to be at the ready to set up CRCs as needed. CRCs are set up to include site resources, which include but are not limited to:

- Pop-up tents
- Power strips
- Tables
- Chairs
- ADA-compliant restroom
- Safety gear
- Portable generation sources for outdoor sites
- Lighting

Once the Emergency Operations Center (EOC) is activated for a PSPS, CRCs in impacted communities are opened as soon as possible from 8:00 AM-10:00 PM.

For access to electricity during the hours a CRC is closed, PG&E's website allows visitors to use the outage map to identify areas that are not planned to be de-energized and allows customers to visit locations that provide necessary services to patrons at their own discretion. Phase 3 guidelines instructed electric IOUs to "coordinate and make best efforts to agree with local governments, tribal governments, local offices of emergency management, and public health officials on: [...] where to access electricity during the hours the CRC is closed." In the outreach described in Section II.1.k of this 2022 PSPS Pre-Season Report, we request input from each county on where residents may access electricity when CRCs are closed, however, no feedback was provided.

CRC Closures

We may decide not to open a CRC due to local government, tribal or agency requests, anticipated restoration timing, safety concerns or other unforeseen circumstances. Sites may also close early/open late due to safety considerations, such as wildfire evacuations or elevated Air Quality Index (AQI) (for outdoor sites).

Once a county has reached, or is near 100% restoration, we will contact the county Offices of Emergency Management for their approval to close CRCs in their county. Once that approval is granted, we will begin to demobilize CRCs in that county and remove the site listings from PG&E's public website.

After the PSPS event is over, the CRC team schedules an After-Action Review (AAR) session with all internal and external groups who contribute to CRC operations to collect feedback, ideas for improvement and comments on what went well. These items are tracked and assigned to appropriate teams for follow up.

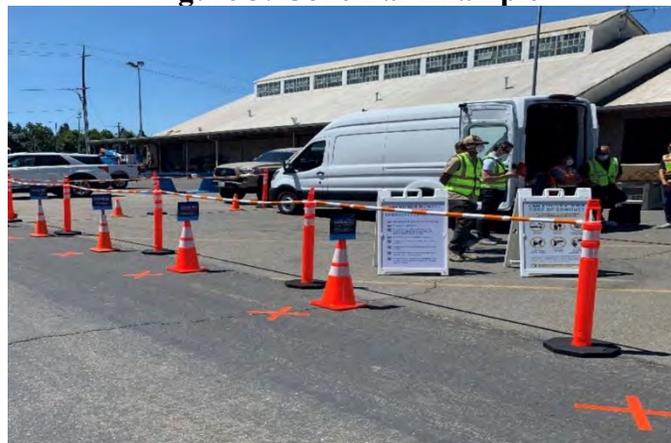
Site Safety

Before a CRC is open to the public, on-site personnel conduct a safety briefing to identify all available safety resources and review procedures. This includes locating basic medical resources, such as first aid kits, identifying two or more egress routes, and reviewing how to contact emergency services, if needed. All personnel are required to familiarize themselves with external safety resources onsite and where to access relevant contact information (e.g., security personnel, traffic control, etc.).

Our Emergency Service Providers set up cone bars (see Figure 3) or other barriers that encircle all outdoor CRCs to create clear entry and exit points, protect visitors from potential vehicle safety issues, and define a perimeter that can be patrolled by the on-site security personnel. CRCs are equipped with basic medical resources such as first-aid kits, fire extinguishers and information on how to contact emergency services as needed. Signs with safety and emergency protocols are posted around the CRC in visible locations.

During activations, CRC sites are also actively monitored by PG&E's Hazard Awareness and Warning Center (HAWC) and local PSS teams for any wildfire evacuation warnings, air quality concerns, or other safety alerts.

Figure 3: Cone Bar Example



Staffing

While our CRCs are staffed by specially trained third-party contractors, the visitor-facing staff include Customer Service Leads and Customer Service Staff who are trained on how to serve individuals with AFN needs, such as accommodating visitors in wheelchairs or speaking a primary language other than English. Staff can also help visitors navigate PG&E's webpage to find information on the PSPS event, such as estimated restoration time, and other available resources before, during and after PSPS outages. These staff members have a dedicated number to call for customers who may be eligible to participate and are not already enrolled in PG&E's MBL Program.

Onsite CRC Staff

Below outlines the staff included at each CRC location:

- Customer Service Lead
- Customer Service Support (1-2 people)
- Emergency Services Provider
- Security
- Traffic Control (1-2 people)

These on-site staff are sometimes visited by representatives from PG&E's Safety Team as well as PG&E's ADA Specialists during an event. These PG&E representatives does not stay at a specific site, but instead drop in and conduct audits for safety and accessibility and offer suggestions for improvement to on-site staff.

Throughout a PSPS event, CRCs are also supported by PG&E staff working in the EOC. The internal PG&E groups that support CRCs from the EOC include, but are not limited to:

Offsite CRC Support

- EOC CRC Lead
- EOC CRC Team Staff (2 people)
- AFN Strategy Lead
- Customer Contact Emergency Coordination Center
- Digital Strategy
- Environmental
- Hazard Awareness & Warning Center
- IT
- Land
- Liaison/Public Information Officer
- Logistics
- Materials
- Planning and Information
- PSS
- Safety
- Security
- Temporary Generation Branch

CRC Rules and Code of Conduct

Our contracted personnel greet all CRC visitors and are trained in CRC rules and code of conduct. Each CRC has posted signs to welcome visitors and inform them of all applicable rules. These signs are translated into commonly spoken languages in our electric service territory and can be printed, as needed. Additionally, staff offer to read signage for visually impaired customers.

Figure 4: Examples of CRC Signage



Section II.1.c - CRC contracting effort in place to ensure sufficient contracted CRC available during PSPS (D.21-06-034, Appendix at p. A1, Sections A-2.)

PG&E has been coordinating with landowners since 2020 to ensure sufficient contracted CRCs are available during PSPS outages. Our current CRC portfolio includes 112 event-ready indoor sites and 280 event-ready outdoor sites as of May 1, 2022. Sites are generally concentrated where PSPS events have occurred in the past.

The strategy to pre-stage temporary generators at all CRC locations was implemented in 2020, before many PSPS mitigation efforts were in place. Since then, we have engaged in significant system upgrades and hardening efforts to target exact locations to pre-stage temporary generation. This year, we've identified 15 CRC locations in areas that are less likely to experience PSPS but can serve potentially impacted customers. We do not pre-stage temporary generation at these locations and will deploy backup generation in an event if needed.

Additionally, we continue to build out a robust portfolio of contracted CRC locations through collaboration with counties, tribal governments, and other key stakeholders which is reviewed annually. The portfolio includes indoor and outdoor sites, which can be quickly opened when needed.

Once a site has been identified and met the criteria listed in Section II.1.f, we conduct initial outreach to the landowner regarding their participation in the CRC program. If a landowner for an outside site is interested and meets the criteria, we engage in contract negotiations directly.

If a landowner for an indoor site is interested, we dispatch an ADA inspector to assess whether the proposed indoor space, parking area, and paths of travel meet ADA standards. We also deploy an electrical contractor to provide an estimate to upgrade the electric system to be ready to receive a temporary backup generator if there is not already generation on site. If the estimates for ADA remediations and/or electric system upgrades are reasonable and if the landowner signs a long-term use agreement, we will engage in the necessary site improvements.

Indoor Site Improvements

At all indoor sites, we ensure the site meets ADA compliance standards then we dispatch PG&E ADA experts to assess the sites to ensure it meets federal accessibility standards required at polling places and other temporary use facilities. This assessment includes many factors including, but not limited to, assessing the gradient of the slope in the paths of travel, checking for gaps and cracks in pavement or asphalt, measuring the ADA parking area, etc. When the required remediation is deemed reasonable, an accredited ADA contractor will be engaged to make the necessary upgrades.

Additionally, most indoor sites are equipped with an automatic transfer switch (ATS) that ensures a connected generator will automatically activate when the facility is de-energized. ATS switches are installed based on the specific circumstances of each site, such as the site being powered by solar and batteries, the site preferring to use an existing manual switch, or a modified license agreement whereby PG&E would use the facility only if it were energized during an outage. When such equipment is not already in place and the cost is reasonable, we deploy an electrical contractor to conduct the necessary improvements.

Generation

PG&E provides temporary generation to power CRC locations.

- *Indoor CRCs:* While some contracted indoor locations already have their own backup generation unit, we can install an ATS at indoor sites or provide a temporary, mobile backup generation unit to sites that do not have generation on-site for the duration of the PSPS season. Pre-staging generators allows PG&E to ensure that indoor CRC sites are accessible when needed and without relying on electrical contractor crews to deploy and set up a generator amid an event. Generators are continuously monitored during the PSPS season for non-PSPS outages and refueled as necessary to ensure readiness.
- *Outdoor CRCs:* During a PSPS event, our third-party contractors bring small, mobile backup generation to power the site at the time of CRC set up. Mobile CRCs powered by sprinter vans are outfitted with an inverter to power the site. Micro CRCs are powered by small generators brought in with the other CRC equipment. All outdoor sites have

sufficient amperage to charge personal electronic, medical devices, and provide adequate lighting to the facility.

In rare instances, we have modified agreements with an indoor CRC site whereby PG&E will only use the site if it has not been de-energized. In these cases, the facility is particularly well-placed to serve communities impacted by PSPS, even though the building itself may not be impacted by PSPS. We do not provide generation, nor electric upgrades, such as an ATS, for these facilities.

Section II.1.d - Engagement with local populations on AFN needs (D.20-05-051, Appendix at p. 5, Sections d; D.21-06-034, Appendix at p.A1, Section A-3.)

We receive CRC feedback on AFN needs via the AFN Core Planning Team and the Joint Investor-Owned Utility (IOU) Statewide AFN Advisory Council, as reported in the introduction and defined in Appendix A of our 2022 AFN Plan for Public Safety Power Shutoff (PSPS), Support published on January 31, 2022, pages A-1 to A-2.²²

The Core Planning Team discussed CRCs at meetings that occurred on:

- November 10, 2021
- December 7, 2021
- January 7, 2022

The Advisory Council discussed CRCs at meetings that occurred on:

- December 16, 2021
- January 21, 2022.

Additionally, PG&E's Local Public Affairs (LPA), PSS, and Tribal Liaison teams work directly with local and tribal governments to ensure CRCs meet local needs and factor in local demographics.

²² https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/PSPS-AFN-Progress-Report-01.31.22.pdf

Please refer to Table 2 of *R.18-12-005_PGE_2022 PSPS Pre-Season Report Tables_20220701_PUBLIC.xlsx*, for compiled feedback from these meetings (also listed in Table 4, page 15²³ and Lessons Learned and Feedback, page 56²⁴ in the 2022 AFN Plan) and our actions. Specific lists of engagements can be found in Table 1, page 100-103²⁵ of the 2022 AFN Plan, and of each of the previous AFN Plan for Public Safety Power Shutoff (PSPS) Support Quarterly Progress Reports filed October 29, 2021, pages 2-11,²⁶ July 30, 2021, pages 2-9;²⁷ and April 30, 2021, pages 2-8.²⁸

Disability, Aging, AFN Communities, and MBL Visitor Advanced Site Considerations

Prior to a PSPS, PG&E engages in advanced preparations to ensure CRC sites are accessible. These efforts include:

- ADA evaluation for all sites and remediation investment at indoor sites (please see Section II.1.c for additional information).
- Evaluation of accessibility to public transit at all indoor and outdoor sites.
- Ensuring accessible parking at both indoor and outdoor locations.
- Disability etiquette training for customer service staff.

Disability, Aging, AFN Communities, and MBL Visitor In-Event Considerations

During a PSPS outage, additional activities are undertaken to ensure a CRC is accessible. These include:

- Indoor site-specific compliance checklists for onsite personnel for any non-construction, ADA considerations (e.g., relocating a trash can to ensure accessible path of travel).
- In-event creation of accessible parking through signage and/or cones as needed for outdoor locations. Note that ADA parking at indoor sites is included as described in Section II.1.c.
- ADA-accessible, portable restrooms brought to all CRC sites.
- Information cards and other digital resources for visitors are available in braille and 15 non-English languages, which can be printed on demand.
- Staff with skills in languages, other than English are strategically assigned to CRCs based on local demographics and feedback from community partners. If additional in-language support is needed, customer staff can access translation services, provided in over 200 languages.
- Clear face shields are available where face masks are required for COVID-19 safety and to visitors who cannot wear a face mask due to medical conditions and/or are hard of hearing and/or utilize lip reading as a communication method.

²³ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/PSPS-AFN-Progress-Report-01.31.22.pdf

²⁴ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/PSPS-AFN-Progress-Report-01.31.22.pdf

²⁵ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/PSPS-AFN-Progress-Report-01.31.22.pdf

²⁶ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/PSPS-AFN-Progress-Report-10.29.21.pdf

²⁷ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/PSPS-AFN-Progress-Report-07.30.21.pdf

²⁸ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/PSPS-AFN-Progress-Report-04.30.21.pdf

- CRCs use posted signage that complies with accessibility standards (i.e., font color, size, and placement).
- AFN individuals who require charging for medical equipment are prioritized at all CRC sites.
- Illuminated traffic signage directs visitors to the location and is placed on the roadway for better visibility.
- Privacy screens are provided at indoor sites for visitors who prefer additional privacy (e.g., breastfeeding mothers).
- LanguageLine²⁹ is an online service that provides interpreting remotely for visitors who may be Deaf or hard of hearing and use American Sign Language (ASL) for communication. This service is available on laptop computers located at every CRC.
- A list of food bank partnerships by county are provided on information sheets in both English and braille.

We recognize that some impacted individuals may require assistance in getting to a CRC. To support those individuals, we have partnered with:

- 211, a 24/7 service that connects callers to local transportation resources.
- Disability Disaster Access and Resource Program (DDAR) which can provide accessible transportation through participating Independent Living Centers (ILCs).

After AFN community members provided feedback on the lack of awareness around transportation options, we added available transportation options and links to Google Maps navigation for driving and public transit to CRC locations on our emergency website.³⁰

Section II.1.e - Stakeholder recommendations on AFN needs of services and supplies (D.21-06-034, Appendix at p.A1, Section A-3.)

We created this CRC plan, including gathering recommendations on AFN needs of services and supplies, in consultation with regional and local governments, Advisory Boards, Public Safety Partners, representatives of the disability, aging, AFN communities; tribal representatives, senior citizen groups, business owners, CBOs, and public health and healthcare providers.

Additionally, CRCs are reviewed with other stakeholders in many of the other forums where we engage with external stakeholders. This includes, but is not limited to:

- Presentations to city councils, mayors, and county boards of supervisors
- Wildfire Safety Working Sessions
- Regional Working Group Sessions
- County wildfire town halls
- Direct outreach to representatives of the disability, aging, AFN communities and community-based organizations.

²⁹ <https://www.language.com>

³⁰ https://pgealerts.alerts.pge.com/updates/psps-events/?WT.mc_id=Vanity_crc

Note that Senior citizen groups, business owners, public health, and healthcare providers are invited to participate in PG&E's regular working groups.

Based on stakeholder recommendations, this year, we will launch a pilot program that seeks to improve visitor experience by allowing individuals to leave medical devices unattended while charging during the CRC's hours of operations. This pilot program was conceptualized from AFN stakeholder engagement feedback over the last year and is aligned with SCE and SDG&E. See Table 2 of *R.18-12-005_PGE_2022 PSPS Pre-Season Report Tables_20220701_PUBLIC.xlsx* for a full list of suggested improvements from AFN stakeholder engagement.

Section II.1.f - Criteria used to determine the types of CRCs needed during each event (D.21-06-034, Appendix at p. A1, Sections A-4.)

Background

PG&E relies on input from local officials, such as Office of Emergency Management and tribal governments, to locate CRCs that will best serve their communities. In 2020, we expanded our CRC portfolio by utilizing a ranking system that factors in the historical, actual, and potential frequency of PSPS events, populations in High Fire Threat Districts, and actual and potential numbers of customers impacted by PSPS. Using three-tiered prioritization, we set targets for both indoor and outdoor pre-identified CRC locations by county. This is done in close coordination with the counties and tribal governments to build out a portfolio of potential CRC sites. By the end of 2020, we had a portfolio of 98 indoor and 265 outdoor CRC locations that were already pre-approved and ready to support PSPS.

While we did not set incremental CRC targets by county in 2021 and 2022, we did conduct outreach to all PSPS-impacted counties and tribal governments in the service territory regarding where their counties had been impacted by PSPS events and all existing or in-progress CRC locations (see Figure 2). This collaborative approach used community and tribal governments' expertise to identify additional CRC locations to best serve their communities if/when they are impacted by PSPS. However, as the CRC team actively pursues additional sites, the process is not always certain as not all identified sites meet the criteria to be a CRC or are willing to act as a CRC.

We will continue to add new sites through collaboration with counties, tribal governments, and other key stakeholders while addressing changes due to system hardening, sectionalizing, and other grid improvement projects.

CRC Criteria

CRCs are set up in locations well known to the public with two or more egress routes. While indoor CRCs are in buildings (e.g., community centers, libraries, schools, churches, senior centers), outdoor CRCs are set up in local parking lots that are well known to the public. When identifying and reviewing potential CRC locations, PG&E uses the criteria outlined below.

Indoor CRC Site Criteria

- Compliant with safety requirements (i.e., earthquake/fire codes, occupancy limits, meets all local codes, possesses interior and exterior lighting).
- ADA accessible and meets all associated facility and parking guidelines.
- Capable of receiving backup generators.
- Able to accommodate a reasonable number of people.
- Outfitted with ADA-compliant restrooms and indoor plumbing and/or able to accommodate portable ADA-compliant restrooms.
- Reasonable amount of off-street, paved parking.
- Equipped with a level loading area to accommodate loading and unloading of materials.

Outdoor CRC Site Criteria

- Approximately half acre or more in size.
- ADA-accessible lot.
- Accommodates portable and ADA-compliant restrooms.

Section II.1.g - Services and supplies available at each CRC to customers and AFN populations

PG&E has taken numerous steps to make CRCs accessible to all visitors. This includes ongoing engagement and coordination with community stakeholders, site and material preparation, and in-event considerations. We will continue to solicit feedback from AFN customers and stakeholders and implement improvements for CRC accessibility.

CRC Types

We operate three CRC types:

- Indoor
- Mobile
- Micro

The combination of indoor and outdoor options has proved popular amongst local counties, tribal governments, and communities. This provides us the ability to establish CRCs to help reach a larger percentage of impacted customers across the county. A description of the three types of CRCs and the resources available can be found in Figure 7. Figure 5 and Figure 6 are examples of mobile and micro sites respectively. We determine whether to open indoor or outdoor CRCs by considering certain factors in current and expected outdoor conditions, like nearby fires, AQI level, forecast weather conditions and how they may impact vulnerable populations. While we use indoor sites where available, the primary focus is on locating the CRC as close to the impacted population as possible.

Figure 5 & Figure 6: Mobile (left) and Micro (right) sites from August 2021 event



While primary CRC offerings are standard for both indoor and outdoor sites, some extra amenities such as ice, heating, and cooling are only available at indoor sites.

We also worked with primary cellular providers in the service territory to evaluate all pre-existing CRC sites for LTE cell coverage strength. In geographic areas with limited cell coverage, we purchased mobile cellular towers and satellite phones to deploy as needed to provide additional coverage.

Figure 7: Resources by CRC Type

			
Details/Resources	Indoor	Micro	Mobile
CRC Overview	Indoor site (i.e., library, school)	Open air tents at outdoor site	Sprinter van and tents at outdoor site
COVID-19 Health and Safety Measures	×	×	×
ADA-Accessible Restroom	×	×	×
Heating and Cooling	×		
Device Charging*	×	×	×
Wi-Fi Service	×	×	×
Bottled Water	×	×	×
Non-Perishable Snacks	×	×	×
"Grab and go" resource offerings**	×	×	×
Tables and Chairs	×	×	×
Bagged Ice	×		
Blankets (quantities limited)	×	×	×
Security Personnel	×	×	×
Cellular Coverage	×	×	×
Customer Service Staff	×	×	×
Wind/Weather-Resistant	×		
Privacy Screens	×		

* Medical device charging will be prioritized in times of high demand
 ** Grab and go bag contains device charger, water, snacks and info card

Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

Section II.1.h - CRC information transparency and accessibility on PSPS webpage and PPS advanced notification during event

A crucial piece to the success of a CRC and serving impacted communities, is the awareness among community members of the CRC. Through pre-season marketing and in event publicity, we have seen significant improvements in efforts to driving CRC awareness.

To drive CRC awareness outside of PPS, we include information about CRCs in our pre-season PPS outreach that educates residents on PPS and the resources available during PPS outages. This year, we are launching radio ads in both English and Spanish during the PPS season in geographic areas that are likely to be impacted. Additionally, CRC information is available year-round on our website, including a list of all potential CRC locations with existing license agreements. This list is accessible by web or PDF file and is available in 15 non-English languages.

PG&E sends customers numerous notifications leading up to and during a PPS event. These notifications direct customers to PG&E’s website where CRC information is displayed prominently on the landing page and outage map. Additional information on notifications can be found in PG&E’s Notification Plan located in Appendix C of this 2022 PPS Pre-Season Report.

During PPS outages, CRC locations are updated on the PG&E website, shared in public, agency, and media briefings, as well as posted on local social media channels. In early 2022, CRCs were added to the Global Alert Bar and Global Alert Box on the PG&E emergency website to make information more prominent when customers visit the website. Figure 8 is an example of a tweet posted by a Communications Representative in Butte County during the October 12, 2021 PPS event. We also rely on our network of CBO partners to share CRC information.

Figure 8: Sample Local Tweet



Our website is compliant with WCAG 2.0 AA standards, and we remain committed to improving the website to better meet the diverse needs of our customers. Additionally, PG&E’s PSPS AFN-focused webpage³¹ provides resources for those who may have accessibility, financial, language and/or aging needs and may require assistance before, during, and after PSPS. For additional details on webpage accessibility, see PG&E’s 2022 AFN Plan Sections 2.8.1.5 and 2.8.1.5.1, page 49.³²

Section II.1.i - COVID 19 Considerations:

While we have adapted our approach to CRCs, we will continue to update our processes to reflect the appropriate COVID-19 public health considerations as well as federal, state and county guidelines.

As of March 2022, PG&E is using the Center for Disease Control (CDC) guidelines for cooling shelters to inform COVID-19 precautions at CRCs, which include:

- Facial coverings and physical distancing are required at indoor sites, regardless of vaccination status.
- Supplies are given out so visitors can leave at their discretion; visitors are welcome to stay and charge their devices on site.
- Medical device charging is prioritized in instances of high demand.
- Surfaces are regularly sanitized.
- For the health and safety of the community, individuals who exhibit any symptoms of illness are asked not to visit a center.

Section II.1.j - Prior year CRC usage metrics (D.21-06-034, Appendix at p. A1, Sections A-6.)

We include data on CRC location, type, resources available, hours operated, and visitor counts in each PSPS 10-Day Report and in the 2021 PSPS Post-Season Data Report, pages 6-13.³³

³¹ https://www.pge.com/en_US/safety/emergency-preparedness/natural-disaster/wildfires/independent-living-centers.page?WT.mc_id=Vanity_afn

³² https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/PSPS-AFN-Progress-Report-01.31.22.pdf

³³ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/PGE_POSTSR1_3-1-2022.pdf

2021 Usage Metrics

In 2021, we activated CRCs in response to PSPS five times. The table below compiles data that was originally reported in each PSPS 10-Day Report. Please refer to Table 3 of *R.18-12-005_PGE_2022 PSPS Pre-Season Report Tables_20220701_PUBLIC.xlsx*, for additional usage data.

Event Start Date	CRCs Opened	Visitor Count
January 19, 2021 ³⁴	14	2,199
August 17, 2021	34	3,376
September 20, 2021	9	265
October 11, 2021	24	5,534
October 14, 2021	11	347
Totals	92	11,721

Section II.1.k - CRC program evaluation including customer feedbacks, CRC related surveys, survey results, survey evaluation, and IOU's related challenges (D.21-06-034, Appendix at p. A1, Sections A-6; SED Additional Information.)

In 2021, we launched a survey to gather feedback from CRC visitors on their overall satisfaction and experience. Survey participation was low, so we're not able to gather any actionable information. Please refer to Table 4 of *R.18-12-005_PGE_2022 PSPS Pre-Season Report Tables_20220701_PUBLIC.xlsx*, for completed survey responses.

This year, we have revamped and relaunched the survey. Efforts to increase survey uptake this year include training the customer service staff to encourage survey participation, reducing survey length, including the survey QR code on the PSPS information card included in the grab-and-go bags, and providing the survey link on the braille copy of the PSPS information card.

CRC Challenges

In 2021, we faced the following issues and addressed them as described below. Please refer to Table 5 of *R.18-12-005_PGE_2022 PSPS Pre-Season Report Tables_20220701_PUBLIC.xlsx*, for further details.

- *Site Suitability in Washington* - During the 2021 outreach to counties, we were asked to add an outdoor location to serve the community of Washington in Nevada County. Despite numerous visits to the area by the local PSS and PG&E's internal ADA specialist and consultations with the community no sites were identified that would provide adequate space and be ADA compliant. Instead, we provided the local fire station with grab and go bags with small battery chargers, water, snacks, and blankets to be distributed as needed to the community. The closest CRC locations are in Nevada City, approximately a 30-minute drive, for impacted residents needing more CRC support.
- *Generator Placement* - As described in Section II.1.c, we pre-stage generators at indoor sites so the sites can be activated quickly upon de-energization. In 2021, some local air districts contested PG&E's assertion that these generators were temporary and PERP

³⁴ January data includes CRCs opened for the PSPS event and the subsequent outage event.

rules apply. The air districts instead asked PG&E to go through the rigorous permitting process for stationary generators. This permitting process can take several months, depending on the air district and requires registration identification information from the specific generator to be placed at each site. As PG&E rents temporary generators for CRC sites, PG&E does not have access to generator-specific information months in advance of deployment. We went through this permitting process as requested but continued to deploy generators to CRCs in advance of fire season to ensure CRC readiness. In 2022, we are applying for permits as requested again but will deploy temporary generation to ensure availability. We are also working to improve and streamline our internal permit application process.

Section II.1.1 - Lessons learned protocol

Following each PSPS event, our CRC team conducts a call to collect feedback and lessons learned from internal and external stakeholders involved in CRC operations. Our CRC team reviews and determines which items are feasible based on regulatory compliance, operational feasibility, and available and potential resources. Feasible actions are vetted internally and implemented as process improvements. Items unrelated to CRC operations are added to the Customer Care master AAR list and assigned to an appropriate owner.

Overall lessons learned from the PSPS season are included in the PG&E's 2022 WMP, page 839;³⁵ AFN Plan, pages 56-57;³⁶ and 2021 PSPS Post-Season Report, page 41.³⁷ Most items that arise from these calls are minor process improvement ideas and do not rise to the level of being a lesson learned.

³⁵https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/wildfire-mitigation-plan/2022-Wildfire-Safety-Plan-Update.pdf

³⁶https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/PSPS-AFN-Progress-Report-01.31.22.pdf

³⁷https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/PGE_POSTSR1_3-1-2022.pdf

Appendix B: Critical Facilities and Infrastructure (CFI) Plan

Section III.1.a - CFI Objectives

PG&E's CFI plan touches on the three main objectives pursuant in Decision 21-06-034. These include:

- *Informing CFIs during PSPS outages*: We provide critical facilities, including transmission level customers, with advanced notifications and prioritized restoration as outlined in PG&E's 2022 WMP, Section 8.2.5, page 920³⁸ and additional communications and other resources before and during outages.
- *Reviewing and assessing CFIs backup power support*: In alignment with other IOU's, we provide CFIs with the ability to request a backup power assessment and provide online resources, tools, and preparedness information related to their business needs. We do not provide backup generation to individual facilities. However, our policy allows exceptions for CFIs when an outage could have a significant adverse impact to public safety, or the individual critical customer facility's backup generation and emergency plan fails.
- *Ongoing collaboration to ensure CFIs are identified and prepared for potential PSPS outages*: In order to maintain accurate contact information and backup generation needs, we heavily rely on collaboration. Engagement with local government and Public Safety Partners by Account Representatives and PSS related to CFI identification, validation of contact information, and resiliency planning efforts associated with backup generation is conducted annually. This is in addition to the outreach noted in PG&E's 2022 WMP, Section 7.3.10.1 Community Engagement, page 812.³⁹

These three main components are expanded upon further in the paragraphs below.

Section III.1.b - CFI strategies, actions and timing

We recognize the importance of ensuring that agencies and critical facilities have the necessary information during emergency outages to prepare their own resources, communication channels, and respond to community needs. During a PSPS, we follow ICS and National Incident Management System structure and protocols to ensure that Public Safety Partners receive timely and appropriate information. For more information, see Electric Annex to PG&E's Company Emergency Response Plan, page 55,⁴⁰ specifically sections on the Customer Strategy Officer Command Staff functions on how key information is provided to critical facilities during events.

During a PSPS outage, we send automated notifications and have online information tools available for critical facilities, as well as work directly with them to answer questions in real-time. Please refer to PG&E's 2022 WMP, Section 8.2.5 Customer, Agency, and External Communications, page 920⁴¹ for more information on how PG&E structures the EOC to provide critical facilities with key information during a PSPS outage.

³⁸ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/wildfire-mitigation-plan/2022-Wildfire-Safety-Plan-Update.pdf

³⁹ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/wildfire-mitigation-plan/2022-Wildfire-Safety-Plan-Update.pdf

⁴⁰ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/wildfire-mitigation-plan/reference-docs/CERP.pdf

⁴¹ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/wildfire-mitigation-plan/2022-Wildfire-Safety-Plan-Update.pdf

These same protocols listed in the Annex and PG&E's 2022 WMP would be followed for other types of emergencies, with considerations specific to that emergency, under the guidance of the Incident Commander. Additionally, we invite County OES and federally recognized tribal leaders to workshops that review PG&E's emergency response plans and solicit feedback. This ensures coordination and alignment during the planning process and through execution of emergency events.

Section III.1.c - CFI definition and IOU CFI contact on PSPS website

The CFI definition and PG&E CFI contact are made available on the PSPS Website: Large Business and Critical Infrastructure⁴² and in the Critical Facility Fact Sheet.⁴³

Section III.1.d - Identification method of CFI

CFIs are identified using the definition as specified in D.19-05-042 expanded in D.20-05-051 and further expanded in (D.) 21-06-034.

Section III.1.e - Changes in CFI since prior annual report

Changes in CFI plan will be made available in the future versions of the PSPS Pre-Season Report, as this is our first report.

Section III.1.f - Maintenance and update process of CFI list

Additions or updates to CFIs are collected during annual reviews. Requests for updates are also received directly from CFIs to their assigned Account Representatives, PSS or the Critical Facilities Infrastructure Lead (CIL) noted on the PSPS Portal.

Request to add/edit/remove CFIs are reviewed by a governance committee of leaders within the Customer organization for adherence to the definition of CFI as specified in D.19-05-042 expanded in D.20-05-051 and further expanded in (D.) 21-06-034. Upon approval, accounts are coded accordingly in PG&E's data systems, Salesforce and CC&B.

Request to add/edit/remove contacts are immediately entered into Salesforce from which a nightly upload occurs to CC&B. CFI lists are loaded onto the PSPS portal monthly for planning purposes. During a PSPS event, lists are refreshed to reflect the most current data.

Section III.1.g - Collaboration with transmission-level customers

Ahead of PSPS season, transmission-level entities receive direct outreach from assigned Account Representatives and are invited to webinars to discuss wildfire prevention efforts, support resources before, during and after PSPS outages and improved wildfire safety technology and tools.

⁴² https://www.pge.com/en_US/large-business/outages/public-safety-power-shutoff/learn-about-psps.page

⁴³ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/CWSP-Critical-Facility-Customer-Fact-Sheet.pdf

During a PSPS outage, transmission-level customers, including Publicly Owned Utilities (POU), are notified via:

- PG&E’s CIL by live calls, as soon as possible.
- Automated notifications via email, text and phone call asks them to confirm receipt of the notifications. If these customers do not confirm receipt of the automated notification, PG&E representatives from local Operations Emergency Centers (OEC), Customer Relationship Managers or the CIL make direct calls to the critical facility contacts to ensure they are aware of the potential PSPS outage.
- PG&E’s Grid Control Center (GCC) operators by live calls to transmission-level entities before de-energization and re-energization.

POUs and Telecommunication Providers are also invited to PG&E’s daily Systemwide Cooperator Call to receive situational updates and have access to the PSPS Portal that contains maps and other event information. Per CPUC requirements, Telecommunication Providers also have access to PG&E’s EOC, as requested.

Section III.1.h - Comparison of current year CFI request total with last year

In 2021, we added CFI designation to 2,184 customers. For 2022, as of May 12, we received 267 CFI designations change requests. We had 1,917 fewer requests for CFI designation changes compared to last year.

Section III.1.i - CFI backup power assessment efforts/actions, backup power provisions and terms

CFIs are able to request a Backup Power assessment on the Large Business and Critical Infrastructure website.⁴⁴ We will continue to support Public Safety Partners and CFIs with backup power support in exceptional circumstances, utilizing our policy to determine eligibility and prioritization. Reference TD-2007S attached.

Section III.1.j - Engagement with local government and Public Safety Partners on CFI identification and back-up generation need

We will continue direct engagement with CFIs in coordination with counties to provide consultative support for readiness and resiliency of potential power loss as a result of a PSPS event.

In addition to an annual letter reminding CFIs that PG&E does not provide backup power, annual engagement with local government and Public Safety Partners by Account Representatives and PSS related to CFI identification is conducted. This is in addition to the outreach noted in PG&E’s 2022 WMP, Section 7.3.10.1 Community Engagement, page 812.⁴⁵

⁴⁴ https://www.pge.com/en_US/large-business/outages/public-safety-power-shutoff/learn-about-psps.page

⁴⁵ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/wildfire-mitigation-plan/2022-Wildfire-Safety-Plan-Update.pdf

Section III.1.k - Maintenance and accessibility of CFI list

Additions or updates to CFIs are collected during annual reviews. Requests for updates are also received directly from CFIs to their assigned Account Representatives, PSS or the Critical Facilities Program Manager noted on the PSPS Portal.

Request to add/edit/remove CFIs are reviewed by a governance committee for leaders within the Customer Organization for adherence to the definition of CFI as specified in D.19-05-042 expanded in D.20-05-051 and further expanded in (D.) 21-06-034. Upon approval, accounts are coded accordingly in PG&E's data systems, Salesforce and CC&B.

Request to add/edit/remove contacts are immediately entered into Salesforce from which a nightly upload occurs to CC&B.

CFI lists are loaded onto the PSPS portal monthly for planning purposes. During a PSPS event, lists are refreshed to reflect the most current data.

Section III.1.l - Consultation with local and tribal governments

PG&E consults with local and Tribal governments, county OES, advisory councils and Public Safety Partners to ensure they are informed of PG&E's emergency planning and preparedness resources. This includes hosting Community Wildfire Safety Program webinars, Town Halls and quarterly Regional Working Groups. Furthermore, PG&E's Local Representatives conduct regular outreach to local governments to ensure they are informed of PG&E's emergency planning and preparedness resources. Please see Table 17: PSP Engagement Activities of *R.18-12-005_PGE_2022 PSPS Pre-Season Report Tables_20220701_PUBLIC.xlsx*. for a list of engagement activities from June 2021 – May 2022.

Additionally, we consult with local and Tribal governments monthly to review and confirm we have incorporated all critical facilities in their jurisdiction. This year, we also invited all Tribes to participate in an informational briefing on April 19. Topics discussed during this meeting included:

- An overview of the critical facility definition.
- Process for accessing and updating a Tribal critical facility list.
- Resources we provide to critical facilities during a PSPS.

In addition, we conducted outreach via email on April 21 and May 3 to all Tribes in our electric service territory to request their review and updates on their Tribal Critical Facilities Lists via the PSPS Portal.

Section III.1.m - Coordination with CFI to maintain energization during PSPS events of varying lengths

PG&E does not offer backup generation to individual facilities. However, our policy allows exceptions for CFIs when an outage could have a significant adverse impact to public safety, or the individual critical customer facility's backup generation and/or emergency plan fails.

Before a PSPS outage, we send automated notifications to potentially impacted CFIs and ask them to confirm receipt of the notifications. If these customers do not confirm receipt of the automated notification, PG&E representatives from local OEC, Customer Relationship Managers or the CIL make direct calls to the critical facility contacts to ensure they are aware of the potential PSPS outage. This team also provides localized support for other Public Safety Partners such as water agencies and emergency hospitals confirming they have a mitigation plan in place or if backup generation support is needed.

Section III.1.n - Lessons learned protocol

Following each PSPS event, our Business Energy Solutions (BES) Account Reps collect feedback and lessons learned from internal and external stakeholders as well as directly from CFIs. BES Leadership and PSPS Program Management review and determine which items are feasible based on regulatory compliance, operational feasibility, and available and potential resources. Feasible actions are vetted internally and implemented as process improvements. Items unrelated to CFI notifications and engagement are added to the Customer Care master After Action Review list and assigned to an appropriate owner.

Overall lessons learned from the PSPS season are included in the Annual WMP,⁴⁶ AFN Plan,⁴⁷ and 2021 PSPS Post-Season Report.⁴⁸ Most items that arise from these calls are minor process improvement ideas and do not rise to the level of being a lesson learned.

⁴⁶ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/wildfire-mitigation-plan/reference-docs/CERP.pdf

⁴⁷ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/PSPS-AFN-Progress-Report-01.31.22.pdf

⁴⁸ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/PGE_POSTSR1_3-1-2022.pdf

Appendix C: Notification Plan

Section VI.1.a - Notification Objectives

Our primary notification objective is to notify key stakeholders and customers that are forecasted to be impacted by a PSPS as soon as possible, in accordance with the minimum timelines set forth by the CPUC PSPS Phase 1 Guidelines (D.19-05-042), weather and other factors permitting. This is to help ensure they have enough time to prepare and can safely respond to PSPS outages.

Section VI.1.b - Notification strategies, actions, and timing

We understand how disruptive it is to be without power. That is why we conduct extensive outreach to a variety of stakeholder types following activation of PG&E's Emergency Operations Center. The key stakeholders include:

- City, County, State Agencies, and Tribal Governments
- First Responders
- MBL Program Customers and SIV Customers
- Customers with LEP and Other Needs
- CBO In-Event Support and Resources
- Critical Facilities and Infrastructure
- Telecommunications and Water Providers
- Transmission-level Entities
- Third Party Commodity Suppliers
- Paratransit Agencies
- General Public/Media

Notification Strategies and Actions

For each stakeholder group noted above, PG&E sends automated notifications via calls, texts, and emails at key milestones throughout the event, in accordance with CPUC (D. 19-05-042), typically once a day. See the notification timing section below for more information on cadence. Detailed descriptions of the information included in each notification can be found in PG&E's 2022 WMP, section 8.2.5, Customer, Agency and External Communications, page 922,⁴⁹ and in PG&E Policies and Procedures for Emergency Managers.

When PG&E's EOC activates for a potential PSPS event, PG&E sends notifications to the CPUC at key milestones throughout the event. Notification starts with direct contact with the CPUC with Priority (Advanced Notification). This is to provide the CPUC with in-event notifications in accordance with the CPUC PSPS Guidelines (D.19-05-042). See our 2021 PG&E Public Safety Power Shutoff Policies and Procedures for Emergency Managers, page 43.⁵⁰

In addition to automated notifications, PG&E conducts additional outreach to each stakeholder group. The outreach is frequent and focused on providing stakeholders with the latest event information and the tactics are tailored to the stakeholder's needs. For information regarding

⁴⁹ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/wildfire-mitigation-plan/2022-Wildfire-Safety-Plan-Update.pdf

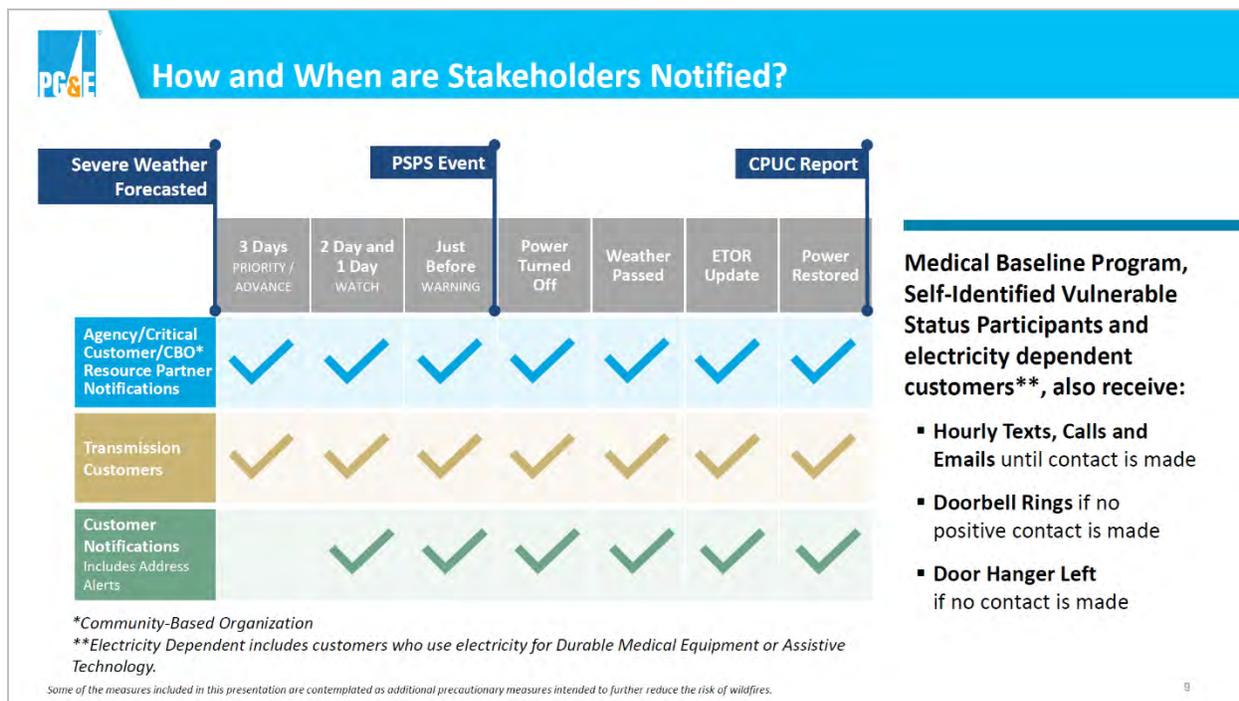
⁵⁰ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/PSPS-Policies-Procedures-Emergency-Managers.pdf

additional outreach and engagement by customer type, please see PG&E’s 2022 WMP, Section 8.4.4, Community Outreach Efforts for PSPS and Wildfire-Related Outreach, page 924.⁵¹

Notifications Timing

Our automated notifications are in accordance with the CPUC PSPS Guidelines (D.19-05-042).⁵² We prioritize sharing what we know about the weather, customer impacts, and our equipment as soon as we can, keeping in mind weather conditions can be uncertain and could adversely impact timing requirements. For example, changes in scope due to weather change may add or remove areas from PSPS scope.

Figure 9: Notification Timing



As a courtesy to prevent waking up customers in the middle of the night, we follow the Federal Communications Commission’s (FCC) Telephone Consumer Protection Act (TCPA). Under TCPA, automated calls or texts can only be made between the hours of 8:00 AM and 9:00 PM (local time at the called party’s location). While PSPS notices do not fall under TCPA, we aim to align with these guidelines as a courtesy to our customers.

In addition to following the TCPA, we have received various feedback, which led to the decision to implement the practice of only sending PSPS notifications between the hours of 8:00 AM and 9:00 PM, except in urgent situations.

⁵¹ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/wildfire-mitigation-plan/2022-Wildfire-Safety-Plan-Update.pdf

⁵² <https://acrobat.adobe.com/link/review?uri=urn:aaid:scds:US:b40233c7-9185-34de-8b53-47ad6108c286>

During the October 11-12 and October 14-16, 2021 PSPS events, we received feedback from the Foundation of Resources for Equality and Employment for the Disabled (FREED) Center for Independent Living requesting us to send notifications prior to 9:00 PM whenever possible as medical and independent living needs customers typically go to bed close to 9:00 PM.

Additionally, we received feedback from Christina Mills, Executive Director for the California Foundation for Independent Living Center noting that people with disabilities have important routines that may include getting plenty of rest and sleep. For that reason, she recommends that we commit to putting notifications out to customers during daytime and early evening hours to prevent unnecessary confusion or disruption.

For customers who may be de-energized late at night, overnight, or in the early morning hours, we provide Warning Notifications prior to 9:00 PM, so customers are aware when they could be de-energized.

In urgent situations, we may send notifications between the hours of 9:00 PM and 8:00 AM. If a PSPS event onsets with little warning, the Customer Strategy Officer (CSO) in coordination with the EOC Incident Commander (IC) will determine whether to send notifications between the hours of 9:00 PM and 8:00 AM. Determining factors include but are not limited to: Customer will be de-energized overnight or early morning and customer had not received any prior notifications indicating the expected de-energization start time OR the weather model changed causing a de-energization to occur in advance of what was initially communicated to the customer as the expected de-energization start time.

Section VI.1.c - Notification process planning and improvement

Planning

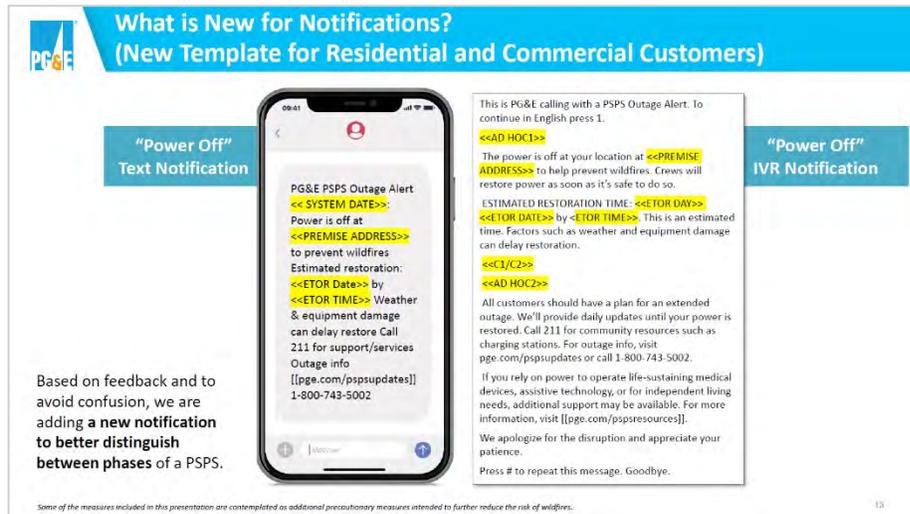
PG&E's annual PSPS notification planning strategy is founded on feedback collected via Public Safety Partner and customer surveys, stakeholder engagement, and regularly scheduled meetings (e.g. Regional Working Groups, PSPS Advisory Committee, Joint IOU Statewide AFN Council, etc.), or PSPS AARs. Planning generally begins in Q4 for the following year. Improvements are assessed and prioritized based on resources, available technology, regulatory compliance, and available data. Most improvements are based on changes made upstream in the scoping and execution of a PSPS outage and to address customer feedback. Once the list of actionable items and timing are approved internally, we coordinate with the key subject matter experts to implement and test the improvement.

Improvements

Ahead of the 2022 PSPS season, below are the improvements we have prioritized:

- *Estimated Time of Restoration (ETOR) and Power Off Notifications:* Based on CPUC feedback, we now have an automated notification that informs customers that the power has been de-energized. This is in addition to the "ETOR Update" notification.

Figure 10: Power Off Notification Sample



- *Timeliness of Agency Notifications:* As noted in the 2021 Post-Season Report, page 55,⁵³ based on feedback, we continue to make improvements to help ensure we are providing timely notifications to agencies. This includes but is not limited to further automating the agency notification process and uploading event-specific information at the pre-determined times.
- *Pending Delay Notifications:* We presented to our Regional Working Groups to solicit feedback a draft of the Pending Delay Notification and received positive feedback from representatives from East Bay Municipal Utilities District (EBMUD). This new automated notification is intended for customers who were previously notified power would be de-energized at a specific time interval, but due to a change in forecasted weather conditions will be de-energized later than expected. In 2021, we posted these updates on our website, but did not provide direct notification to customers.

As noted, we met with external stakeholders via the Q2 Regional Working Groups to solicit feedback on our PPS notification plan and new customer messages scheduled to deploy in 2022. During these sessions, we did not receive any feedback on the proposed items or the current notification plan. External stakeholder groups invited to these sessions include:

- AFN Representatives
- City/ County Staff
- CBOs
- Community Choice Aggregators
- County Offices of Emergency Services
- First Responders
- Health and Human Service Representatives
- Paratransit Partners
- Durable Medical Equipment Providers

⁵³ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/PGE_POSTSR1_3-1-2022.pdf

- Publicly Owned Electric Utilities
- Red Cross Staff
- Electric Co-Ops and Small, Multi-Jurisdictional Electric Utilities
- Telecommunications Providers
- Tribal Governments
- Water Agencies

Section VI.1.d - Updated/Current Notification script and templates

We are in the process of updating our PSPS notification scripts for 2022, which are scheduled to be finalized on or before September 1, 2022. Our current notification scripts are unchanged since our October 14, 2021 PSPS. For current notification scripts, please reference PG&E’s PSPS October 14 10-Day Report, Appendix D.⁵⁴

Section VI.1.e - In-language translations

Customers who have selected their language preference in their PG&E accounts, will receive in-language (translated) notifications. We currently offer notifications in 17 languages:

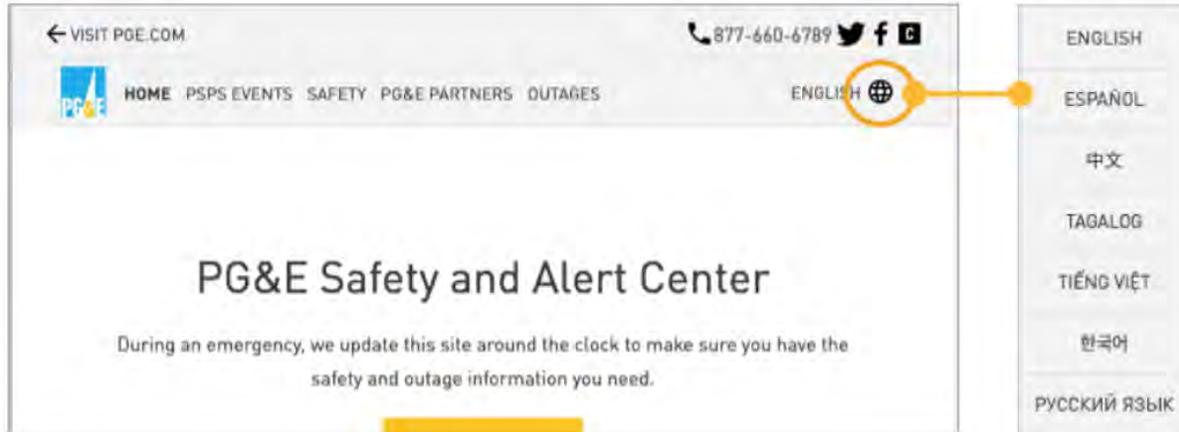
- | | |
|--------------|------------|
| • English | • Arabic |
| • Spanish | • Farsi |
| • Mandarin | • Punjabi |
| • Cantonese | • Japanese |
| • Vietnamese | • Khmer |
| • Korean | • Hmong |
| • Tagalog | • Thai |
| • Russian | • Hindi |
| • Portuguese | |

In-language content is provided through automated customer notifications (text, email, and phone calls) and Address Alerts (text and IVR call) for customers and non-customers that have provided a language preference. This is in addition to the online maps and PSPS web pages that are also available in-language. For customers without a designated language preference, we provide notifications to customers in English, with information on how to get event information in 16 non-English languages. Additional details about how this list of languages was determined based on their prevalence can be found in Advice Letter 4249-G/5827-E.⁵⁵

⁵⁴ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/PSPS-Report-Letter-10.14.21.pdf

⁵⁵ https://www.pge.com/tariffs/assets/pdf/adviceletter/GAS_4249-G.pdf

Figure 11: PGE.com In-Language Sample



Section VI.1.f - Notification methods

PG&E utilizes several channels to notify customers, the public and Public Safety Partners before and during a PSPS outage.

For examples of our notification methods, please see PG&E’s 2022 WMP, section 8.2.5 Customer, Agency and External Communications, page 920-931.⁵⁶

Section VI.1.g - Meeting notification timeline requirements

PG&E follows the in-event notifications guidelines provided by the CPUC in accordance with Rulemaking 18-12-005 (D.19-05-042).⁵⁷ See Figure 9 above.

Section VI.1.h - Notification accuracy and precision

PG&E is constantly evaluating our internal process to determine how we can ensure the information in the notifications are accurate and that notifications are sent in accordance with the minimum timelines set forth by the CPUC PSPS Phase 1 Guidelines (D.19-05-042), weather and other factors permitting.

We have multiple controls and quality checks throughout the process to ensure confidence in the information that is being shared, with realization that weather conditions and damages to equipment can change the scope of the information being shared.

As noted in our 2021 PSPS Post-Season Report,⁵⁸ based on the PSPS Phase 1 Guidelines’ timing cadence for initial customer notifications, we notified over 97 percent of affected customers prior to de-energization, despite weather shifts that changed the PSPS footprint during each event. This 97 percent success rate is calculated by dividing total number of distribution customers who

⁵⁶ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/wildfire-mitigation-plan/2022-Wildfire-Safety-Plan-Update.pdf

⁵⁷ <https://docs.cpuc.ca.gov/PublishedDocs/Published/G000/M296/K598/296598822.PDF>

⁵⁸ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/PGE_POSTSR1_3-1-2022.pdf

received notification prior to de-energization by total number of distribution customers de-energized. See PSPS Post-Event Reports⁵⁹ for more information.

Section VI.1.i - Entity responsible for notifications

PG&E's Liaison and Customer Team manage the majority of notifications to key stakeholders during a PSPS outage. These teams utilize several vendors to assist with the delivery of notifications in event.

- *Message Broadcast*: Sends automated calls, text and email notifications to Public Safety Partners, customers and to those that sign up for Address Alerts.
- *Broadnet*: Records and sends automated calls in English and Spanish to AFN and LEP customers.

CBOs (In-Language Support) also support PSPS notifications to the general public through in person, social media and local radio. Please see PG&E's 2022 WMP, Section 8.2.5, Page 929 - 931⁶⁰ for information on platforms utilized to communicate through the various stages of an event including PG&E's website and contact center, media outlets, including radio and social media channels, and alternative customer notification methods. PG&E provides event-specific notification information in our PSPS Post-Event Reports. Information included in the PSPS Post-Event Reports are specific to the notifications PG&E sends out to key stakeholders and customers for each event. PG&E is unable to track and report on notifications made by Public Safety partners, CBOs, and other external stakeholders as their notification systems and/or platforms are out of PG&E's purview. PG&E encourages our external partners to amplify PSPS notifications and communications on their platforms to increase awareness.

Section VI.1.j - Consistency of PSPS notification information across all platforms

PG&E streamlines and controls how information is disseminated across our platforms ensuring the same source data is used to update all external channels. This is to ensure that customers receive accurate and consistent information, regardless of what communication channel is being used (e.g., phone/text/email, pge.com, social & broadcast media, and Contact Center Interactive Voice Recordings or Customer Service Reps).

During a PSPS outage, the cross-functional team coordinates to sequence staging and execution of notifications to ensure:

- Stakeholders are notified in a timely manner.
- Information-sharing platforms are synchronized.
- Alignment with regulatory requirements.

⁵⁹ https://www.pge.com/en_US/residential/outages/public-safety-power-shutoff/psps-reports.page

⁶⁰ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/wildfire-mitigation-plan/2022-Wildfire-Safety-Plan-Update.pdf

Section VI.1.k - Coordination with stakeholders

We engage external stakeholders throughout the year regarding PSPS, including in-event notifications. For a list of meetings and Public Safety Partner engagement activities, please see Table 17 of *R.18-12-005_PGE_2022 PSPS Pre-Season Report Tables_20220701_PUBLIC.xlsx*.

In addition, during the Q2 2022 Regional Working Group meetings and the AFN Leadership Council, we discussed the 2022 PSPS notification plan and provided an opportunity for participants to provide feedback. Below is a list of notification topics discussed in the meeting:

- How customers are notified for a PSPS.
- Examples of customer notifications.
- Agency, Public Safety Partner and transmission-level customer notifications.
- Advanced and MBL notifications.
 - How and when are these stakeholders notified.
- An overview of our notification process.
- Notification tools and resources.
- Recent notification improvements and updates.
- Solicitation of feedback on our plan.

The Regional Working Groups include various stakeholder groups including:

- AFN Representatives
- City/County Staff
- CBOs
- Community Choice Aggregators
- County Offices of Emergency Services
- First Responders
- Health and Human Services Representatives
- Paratransit Partners
- CPUC Staff
- In-Home Support Service Providers
- Durable Medical Equipment Providers
- Publicly Owned Electric Utilities
- Red Cross Staff
- Electric Co-Ops and Small, Multi-Jurisdictional Electric Utilities
- Telecommunications Providers
- Tribal Governments
- Water Agencies
- Filsinger Energy Partners

The AFN Leadership Council includes Executive leaders from the following:

- CFILC
- California Office of Emergency Services
- Disability Rights California
- Disability Rights Education & Defense Fund
- State Council on Developmental Disabilities

Section VI.1.l - Affirmative notifications to MBL populations and any self-identified vulnerable populations

Our MBL customers receive additional notifications – including calls, texts and emails – in advance of a PSPS and must confirm receipt. If receipt is not confirmed, we send hourly notifications and conduct doorbell rings until we are able to reach the customer.

Customers who are not eligible for the MBL Program can self-certify for SIV Customer status if they, or someone in their household, have a serious illness or condition that could become life threatening if electric service is disconnected. Similar to MBL customers, they will receive extra PSPS notifications, including doorbell rings, if previous alerts are not acknowledged. SIV Customer status remains on their account for 90 days or one year if an application is submitted.

Customers who do not qualify for MBL or SIV customer status but who are at an increased risk of harm to their health, safety and independence during a PSPS can self-identify as “electricity dependent.” This specifically applies to those who depend on electricity for durable medical equipment or assistive technology. Like MBL and SIV customers, these customers will receive additional PSPS notifications, including doorbell rings, if previous alerts are not acknowledged.

Section VI.1.m - Notification strategies on AFN population subsets

For information on how MBL Program customers and SIV customers are notified during a PSPS outage, please see PG&E’s 2022 WMP, section 8.2.5, Customer, Agency and External Communications, page 926.⁶¹ Figure 12 below indicates our outreach and resources provided to AFN customers.

Figure 12: Resources for AFN Customers



⁶¹ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/wildfire-mitigation-plan/2022-Wildfire-Safety-Plan-Update.pdf

Section VI.1.n - Public warning of PSPS events such as week-ahead forecasts

PG&E maintains a public facing website⁶² and sends daily emails to provide key stakeholders with a 7-day PPS forecast.

In addition to our 7-day PPS forecast, customers have access to PG&E's interactive weather and fire-detection satellite maps. These maps allow customers to review the weather by area to be better prepared.

Section VI.1.o - Notification cancellation

Cancellation notifications are used when Public Safety Partners or customers received a PPS notification previously, but weather conditions have improved in an area and PG&E does not anticipate the need to turn off power for safety. PG&E strives to send cancellation notification within 2 hours of the decision to remove customers from scope, per CPUC Phase 3 (D. 21-06-034).

Section VI.1.p - Transmission-level customers notification

During a PPS outage, PG&E coordinates with Transmission-level customers via the following methods:

- Automated notifications via email, text and phone call once transmission-level impacts are officially determined.
- GCC operators make live calls before de-energization and re-energization.
- POUs are invited to our Systemwide Cooperator Call, which occurs at 1200 every day the EOC is activated, to receive situational updates.
- They have access to the PPS Portal, which contains maps and other event-specific information.

Section VI.1.q - Impacted customer information available to Public Safety Partners from outset of PPS

Information pertaining to impacted customers is available for Public Safety Partners and CBO Resource Partners⁶³ on the PPS Portal once PG&E's EOC is activated for a PPS. This includes PPS event maps and customer reports, as follows:

Event Maps

The PPS Portal has an interactive mapping feature, as well as downloadable formats so agencies can integrate the information easily into their systems. Map formats include KMZ, Shapefile, File Geodatabase, GeoJSON, Feature Collection, GIS, and PDF. Below is a list of the various parcel-based maps that will be available on the events page:

- *Active Restoration*: Shows where PPS impact areas have been restored.
- *Affected Circuits GIS Layer*: Shows PG&E's distribution electrical circuits within the current PPS scope; maps also include circuit name, voltage, estimated shut off and restoration times and the approximate number of customers impacted.

⁶² [PGE Emergency Site - PPS 7-Day Forecast](#)

⁶³ CBO Resource Partners are contracted with PG&E to provide a specific resource to customers before, during, and/or after PPS events. CBO Resource Partners are also provided with advanced notifications.

- *All PG&E Outage Locations*: Shows all PG&E electrical outages, including non-PSPS related outage areas.
- *Outage Area GIS Layer*: Shows areas anticipated to be shut off during the current PSPS; maps also include estimated number of total customers, MBL customers and critical facilities impacted.
- *PG&E CRC Locations*: Shows active CRC locations supporting the current PSPS or other emergency events.
- *PSPS Outage Location*: Shows the locations with actual PSPS outages once de-energization begins during the current PSPS.
- *PSPS Outage Polygon*: Shows the areas experiencing an actual PSPS outage once de-energization begins during the current PSPS.
- *Systemwide Outage Area Map*: Shows areas anticipated to be shut off during the current PSPS as a PDF map.
- *Time Place GIS Layer*: Shows shutoff and restoration time places on color-coded map; also include the estimated number of customers and the MBL customers impacted.

Event Reports

There are various reports regarding impacted customers, including:

- *All Affected Site Lists*: Available to critical facility providers; this list includes their sites that are in scope for a PSPS event.
- *All Impacted Customers List*: Provides information by jurisdiction for customers anticipated to be impacted by the event, including circuit name, time period, address, city, county, zip code, critical facility category (if applicable) and if the customer is in an incorporated or unincorporated area. Federal, state, local and tribal Public Safety Partners that accept the online agreement have access to a list of MBL customers in areas more likely to be affected by a PSPS within their jurisdiction.⁶⁴
- *Critical Facility Customer Lists*: Provides information by jurisdiction for sites anticipated to be impacted by the event, including site name, address, city, zip code, county, critical facility type, latitude, longitude and contact information for the site's designated point of contact. Federal, state, local and tribal Public Safety Partners that accept the online agreement have access to a list of MBL customers in areas more likely to be affected by a PSPS within their jurisdiction.
- *Impact Summary Report*: Available to all PSPS Portal users; outlines the total number of customers, including MBL customers and critical facilities, anticipated to be impacted by the event.
- *MBL Customer Lists*: Provides information by jurisdiction for customers anticipated to be impacted by the event, including name, address, phone number, email address, circuit name and if the customer is using life support equipment. It will also note if PG&E was able to contact the customer. Federal, state, local and tribal Public Safety

⁶⁴ By accepting the agreement, users agree that reasonable safeguards will be implemented to protect the confidential information located on the PSPS Portal from unauthorized disclosure.

Partners that accept the online agreement have access to a list of MBL customers in areas more likely to be affected by a PSPS within their jurisdiction.

- *Situation Report*: Provides an overview of the event, such as scope, event timing, restoration status, customer support and mitigation efforts. All PSPS Portal users will have access to this report.

Section VI.1.r - Secure portal for Public Safety Partners

To help Public Safety Partners prepare, PG&E established the PSPS Portal, a secure site to share planning and event-specific maps and reports (see list of maps and reports above). CPUC defines a Public Safety Partner as first/emergency responders at the tribal, local, state and federal level; water, wastewater and communication service providers; transportation authorities; community choice aggregators and publicly-owned utilities/electric cooperatives.

Those that require confidential customer information, such as names and addresses, to support emergency management efforts will need to review and accept the online agreement. By accepting the agreement, users agree that reasonable safeguards will be implemented to protect the confidential information located on the PSPS Portal from unauthorized disclosure. If confidential customer information is not needed, users will still be able to view aggregated summary-level information and will not be required to accept the online agreement. See Figure 13 for an overview of access.

Figure 13: PSPS Portal Access Levels

Below is an overview of the information provided for the two levels of access:

1 Detailed Customer and Critical Facility Information

- Affected customer details, including names and addresses
- Medical Baseline customer details, including names and addresses
- Critical Facility customer details, including names and addresses

2 Customer and Critical Facility Summary Totals

- Aggregated customer counts by jurisdiction and customer type

Note: Critical facility customers and community choice aggregators will be provided a list of their site locations and aggregate summary-level information.

Section VI.1.s - Lessons learned protocol

Following each PSPS outage, we conduct customer panels and AARs to collect feedback and lessons learned from customers and key stakeholders. Feedback is reviewed and determined which items are feasible based on regulatory compliance, operational feasibility, and available resources. These lessons learned are noted in the PSPS 10-Day Reports.⁶⁵

We also utilize ongoing engagements, such as the Regional Working Group meetings, to obtain feedback from external stakeholders. These lessons learned are included in the 2022 WMP,⁶⁶ AFN Plan,⁶⁷ and PSPS 2021 Post-Season Report.⁶⁸ For more information on 2022 notification planning and improvements, please see Section VI.1.c - Notification process planning and improvement.

⁶⁵ https://www.pge.com/en_US/residential/outages/public-safety-power-shutoff/pmps-reports.page

⁶⁶ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/wildfire-mitigation-plan/reference-docs/CERP.pdf

⁶⁷ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/PSPS-AFN-Progress-Report-01.31.22.pdf

⁶⁸ https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/PGE_POSTSR1_3-1-2022.pdf

Appendix D: 2022 Wildfire Safety – PSPS Pre-Season Survey Template

**DRAFT of 2022 WILDFIRE SAFETY-PSPS OUTREACH EFFECTIVENESS SURVEY
(Pre-Season) Questionnaire**

June 29, 2022

Landing Page (Web)

SHOW LANGUAGE SELECTION DROPDOWN

Thank you in advance for completing this survey from Pacific Gas & Electric (PG&E) Company.

The survey is intended to gauge public’s awareness of its Public Safety Power Shutoff (PSPS) program and wildfire safety. We estimate that the survey will take about 15 minutes. Please be assured that all responses are strictly confidential.

We appreciate your help!

Please press or click the “>” button below to continue.

Introduction (Phone)

Hello, my name is _____ calling on behalf of Pacific Gas & Electric Company from MDC Research. In order to gauge public’s awareness of its Public Safety Power Shutoff (PSPS) program and wildfire safety, PG&E has hired MDC Research, an independent research firm, to conduct this survey. Your opinions are extremely important, and we just ask for a few minutes of your time to complete the survey.

[IF ASKED]: The survey should take less than 15 minutes, on average.

If not available: When would be a good time to call back and complete the survey over the phone?

This call may be monitored for quality control purposes.

IF LANGUAGE BARRIER, FLAG AS SUCH TO REDIAL USING INTERVIEWER SPEAKING THE CUSTOMER’S LANGUAGE.

IF LANGUAGE IS KNOWN, FLAG ACCORDINGLY. IF UNKNOWN, PROBE WITH DO YOU SPEAK...?

Screening

S0. DMA/Geo **[FROM SAMPLE]**

S1. Are you one of the heads of the household responsible for decisions for your residence?

- 1 Yes
- 2 No → **TERMINATE**
- 8 Refused / Don't know → **TERMINATE**

S2. What is your gender identification?

- 11 Female
- 12 Male
- 99 Prefer to self-describe (please specify): _____
- 98 Prefer not to answer

S3. And, just for classification purposes, into which of the following categories does your age fall?

- 11 Under 18 → **TERMINATE**
- 12 18 to 24
- 13 25 to 34
- 14 35 to 44
- 15 45 to 54
- 16 55 to 64
- 17 65 to 74
- 18 75 or older
- 98 Prefer not to say

Communication Recall

Q1. In the past few months do you recall any communications of any type (i.e. mail, TV, radio, social media, etc.) from PG&E about the threat of wildfires and how you can prepare for them?

- 1 Yes
- 2 No
- 7 Unsure

Q2. [Q1=1] In what language(s) was the wildfire safety and preparedness information you recall hearing or seeing from PG&E? [**WEB:** Select all that apply.]

- 11 English
- 12 Spanish
- 13 Chinese Cantonese
- 14 Chinese Mandarin
- 15 South Korean
- 16 Vietnamese
- 17 Tagalog
- 18 Russian
- 19 Other—not sure which

99 Other (please specify): _____

Q3. [ASK ALL] What is your preferred language for receiving public safety information like this from PG&E?

- 11 English
- 12 Spanish
- 13 Chinese Cantonese
- 14 Chinese Mandarin
- 15 South Korean
- 16 Vietnamese
- 17 Tagalog
- 18 Russian
- 99 Other (please specify): _____

Q4. [Q3≠11] How do you feel about receiving wildfire communications from PG&E in English only?

[PHONE: READ LIST]

- 1 I'm fine with that – I can understand English well
- 2 I'd rather have it in my preferred language, but I can also understand English
- 3 I need it in my preferred language – I do not understand English

Q5. What languages are often used in your home? [WEB: Select all that apply.] [PHONE: MULTIPLE RESPONSES OK. PROGRAMMER: MULTIPLE RESPONSE.]

- 11 English
- 12 Spanish
- 13 Chinese Cantonese
- 14 Chinese Mandarin
- 15 South Korean
- 16 Vietnamese
- 17 Tagalog
- 18 Russian
- 19 Arabic
- 20 Armenian
- 21 Farsi
- 22 French
- 23 German
- 24 Hindi
- 25 Hmong
- 26 Khmer
- 27 Portuguese
- 28 Punjabi
- 29 Thai
- 30 Japanese
- 99 Other (please specify): _____

[IF NO / UNSURE IN Q1 SKIP TO Q10]

Q6. [Q1=1 AND Q3=11] Where did you see or hear PG&E's communications about wildfire season safety and preparedness in English?

Multiple response. [WEB: Select all that apply.]

[PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE:

"Anything else?"]

RANDOMIZE

- 11 A letter in the mail from PG&E
- 12 An email from PG&E
- 13 A telephone call from PG&E
- 14 A text message from PG&E
- 15 PG&E website
- 16 PG&E representative or employee
- 17 PG&E wildfire preparedness webinar
- 18 PG&E Community meetings (in-person or online)
- 19 Informational videos on web
- 20 Informational videos on TV
- 21 Advertising on TV, radio, or online
- 22 Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)
- 23 Billboards
- 24 Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.
- 99 Other (please specify): _____
- 97 Don't recall

Q6B. [Q1=1 AND Q3≠11] Where did you see or hear PG&E's communications about wildfire season safety and preparedness in [RECALL Q3 MENTION]?

Multiple response. [WEB: Select all that apply.]

[PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE:

"Anything else?"]

RANDOMIZE

- 11 A letter in the mail from PG&E
- 12 An email from PG&E
- 13 A telephone call from PG&E
- 14 A text message from PG&E
- 15 PG&E website
- 16 PG&E representative or employee
- 17 PG&E wildfire preparedness webinar
- 18 PG&E Community meetings (in-person or online)
- 19 Informational videos on web
- 20 Informational videos on TV
- 21 Advertising on TV, radio, or online
- 22 Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)
- 23 Billboards
- 24 Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.
- 99 [DNR] Other (please specify): _____

97 [DNR] Don't recall

Q6A. [ASK IF Q6 =22] On which Social Media platforms do you recall hearing or seeing information about wildfire season safety and preparedness in English?

[PHONE: Confirm if specific social media site mentioned; probe for others]

RANDOMIZE

- 11 Facebook
- 12 Twitter
- 13 Nextdoor
- 14 Instagram
- 15 YouTube
- 99 Other (please specify): _____

Q6AA. [ASK IF Q6B=22] On which Social Media platforms do you recall hearing or seeing information about wildfire season safety and preparedness in [RECALL Q3 MENTION]?

[PHONE: Confirm if specific social media site mentioned; probe for others]

RANDOMIZE

- 11 Facebook
- 12 Twitter
- 13 Nextdoor
- 14 Instagram
- 15 YouTube
- 99 Other (please specify): _____

Q7. [ASK IF Q3≠11] Which, if any, of these sources provided information in English and which provided information in your preferred language?

[WEB: Select all that apply.]

[INSERT ALL RESPONSES FROM Q6B]

		Information from this source was available in ...	
	RANDOMIZE	English	My preferred language: RECALL Q3 MENTION
A	A letter in the mail from PG&E	1	2
B	An email from PG&E	1	2
C	A telephone call from PG&E	1	2
D	A text message from PG&E	1	2
E	PG&E website	1	2
F	PG&E representative or employee	1	2
G	PG&E wildfire preparedness webinar	1	2

H	PG&E Community meetings (in-person or online)	1	2
I	Informational videos on web	1	2
J	Informational videos on TV	1	2
K	Advertising on TV, radio, or online	1	2
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2
M	Billboards	1	2
N	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2
O	(RECALL Q6B=99)	1	2

Q8. **[IF Q6 OR Q6B=15]** How satisfied were you with the information provided on the PG&E website about preparing for wildfires **[PHONE: where 1 is extremely dissatisfied and 5 is extremely satisfied]? [WEB: DO NOT REQUIRE A RESPONSE]**

Extremely dissatisfied				Extremely satisfied
1	2	3	4	5

Q9a. **[IF Q3=11]** **[PHONE: On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful,]** how useful were the wildfire communications that you saw or heard from PG&E via...? **[WEB: DO NOT REQUIRE A RESPONSE]**

	[INSERT ALL RESPONSES FROM Q6]	Not at all useful				Extremely useful
	RANDOMIZE					
A	A letter in the mail from PG&E	1	2	3	4	5
B	An email from PG&E	1	2	3	4	5
C	A telephone call from PG&E	1	2	3	4	5
D	A text message from PG&E	1	2	3	4	5
E	PG&E website	1	2	3	4	5
F	PG&E representative or employee	1	2	3	4	5
G	PG&E wildfire preparedness webinar	1	2	3	4	5
H	PG&E Community meetings (in-person or online)	1	2	3	4	5
I	Informational videos on web	1	2	3	4	5
J	Informational videos on TV	1	2	3	4	5
K	Advertising on TV, radio, or online	1	2	3	4	5
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5
M	Billboards	1	2	3	4	5
N	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5
O	(RECALL Q6=99)	1	2	3	4	5

Q9b1. [Q3≠11] [PHONE: On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful,] how useful were the wildfire communications in English that you saw or heard from PG&E via...?

	[INSERT ALL RESPONSES WHERE Q7=1] RANDOMIZE	Not at all useful				Extremely useful	Did not use the English version
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	PG&E Community meetings (in-person or online)	1	2	3	4	5	8
I	Informational videos on web	1	2	3	4	5	8
J	Informational videos on TV	1	2	3	4	5	8
K	Advertising on TV, radio, or online	1	2	3	4	5	8
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
M	Billboards	1	2	3	4	5	8
N	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8
O	(RECALL Q6B=99)	1	2	3	4	5	8

Q9b2. [Q3≠11] And, how useful were the wildfire communications in [PREFERRED LANGUAGE; Q3 MENTION] that you saw or heard from PG&E via...?

	[INSERT ALL RESPONSES WHERE Q7=2] RANDOMIZE	Not at all useful				Extremely useful	Did not use the [Q3 MENTION] version
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	PG&E Community meetings (in-person or online)	1	2	3	4	5	8

I	Informational videos on web	1	2	3	4	5	8
J	Informational videos on TV	1	2	3	4	5	8
K	Advertising on TV, radio, or online	1	2	3	4	5	8
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
M	Billboards	1	2	3	4	5	8
N	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8
O	(RECALL Q6B=99)	1	2	3	4	5	8

Q10. [ASK ALL] [IF Q3=11] Other than PG&E’s communications, what other sources have you used to obtain information about wildfire safety and preparedness in English?

Multiple response. [WEB: Select all that apply.]

[PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: “Anything else?”]

RANDOMIZE

- 11 City or county government
- 12 State government
- 13 CalFire
- 14 Local fire department
- 15 Community-based organization (CBO)
- 16 Non-profit organizations
- 17 Healthcare providers or medical device suppliers
- 18 Local news reports
- 99 Other (please specify): _____
- 88 None of the above [SKIP TO Q13]
- 97 Don’t recall

Q10A. [ASK ALL] [IF Q3≠11] Other than PG&E’s communications, what other sources have you used to obtain information about wildfire safety and preparedness in [RECALL Q3 MENTION]?

Multiple response. [WEB: Select all that apply.] [PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST.]

PROBE: “Anything else?”]

RANDOMIZE

- 11 City or county government
- 12 State government
- 13 CalFire
- 14 Local fire department
- 15 Community-based organization (CBO)
- 16 Non-profit organizations
- 17 Healthcare providers or medical device suppliers
- 18 Local news reports
- 99 Other (please specify): _____

- 88 None of the above **[SKIP TO Q13]**
- 97 Don't recall

Q11. **[IF Q3≠11]** Which, if any, of these sources provided information in English and which provided information in your preferred language? **[WEB: Select all that apply.]**

[INSERT ALL RESPONSES FROM Q10A]

		Information from this source was available in ...	
	RANDOMIZE	English	My preferred language: RECALL Q3 MENTION
A	City or county government	1	2
B	State government	1	2
C	CalFire	1	2
D	Local fire department	1	2
E	Community-based organization (CBO)	1	2
F	Non-profit organizations	1	2
G	Healthcare providers or medical device suppliers	1	2
H	Local news reports	1	2
I	(RECALL Q10A=99)	1	2

Q12a. **[Q3=11]** On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the wildfire information from ...? **[WEB: DO NOT REQUIRE A RESPONSE]** **[PHONE: 1=Not at all useful to 5=Extremely useful]**

[INSERT ALL RESPONSES FROM Q10]		Not at all useful				Extremely useful
	RANDOMIZE					
A	City or county government	1	2	3	4	5
B	State government	1	2	3	4	5
C	CalFire	1	2	3	4	5
D	Local fire department	1	2	3	4	5
E	Community-based organization (CBO)	1	2	3	4	5
F	Non-profit organizations	1	2	3	4	5
G	Healthcare providers or medical device suppliers	1	2	3	4	5
H	Local news reports	1	2	3	4	5
I	(RECALL Q10=99)	1	2	3	4	5

Q12b1. **[IF Q3≠11]** On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the wildfire information in English from...?

[INSERT ALL RESPONSES WHERE Q11=1]		Not at all useful				Extremely useful	Did not use the English version
	RANDOMIZE						

A	City or county government	1	2	3	4	5	8
B	State government	1	2	3	4	5	8
C	CalFire	1	2	3	4	5	8
D	Local fire department	1	2	3	4	5	8
E	Community-based organization (CBO)	1	2	3	4	5	8
F	Non-profit organizations	1	2	3	4	5	8
G	Healthcare providers or medical device suppliers	1	2	3	4	5	8
H	Local news reports	1	2	3	4	5	8
I	(RECALL Q10A=99)	1	2	3	4	5	8

Q12b2. **[IF Q3≠11]** And, how useful was the wildfire information in **[PREFERRED LANGUAGE; Q3 MENTION]** from...?

	[INSERT ALL RESPONSES WHERE Q11=2] RANDOMIZE	Not at all useful				Extremely useful	Did not use the [Q3 MENTION] version
A	City or county government	1	2	3	4	5	8
B	State government	1	2	3	4	5	8
C	CalFire	1	2	3	4	5	8
D	Local fire department	1	2	3	4	5	8
E	Community-based organization (CBO)	1	2	3	4	5	8
F	Non-profit organizations	1	2	3	4	5	8
G	Healthcare providers or medical device suppliers	1	2	3	4	5	8
H	Local news reports	1	2	3	4	5	8
I	(RECALL Q10A=99)	1	2	3	4	5	8

Q13. **[Q1=1]** In what ways could PG&E improve their communications about wildfire preparedness? **[Open-end] [PHONE: PROBE: “Anything else?”]**

Q14. **[ASK ALL]** Please indicate how much you agree or disagree with the following statements about PG&E **[PHONE: using a scale where 1 is completely disagree and 5 is completely agree].**

	RANDOMIZE	Completely disagree				Completely agree	Not sure
A	Takes proactive measures to protect the electricity grid from wildfires	1	2	3	4	5	7
B	Is committed to restoring power to customers affected by wildfires	1	2	3	4	5	7
C	Makes an effort to communicate with all customers about wildfires	1	2	3	4	5	7

D	Is a company I trust to act in the best interest of its customers	1	2	3	4	5	7
E	Shows care and concern for customers	1	2	3	4	5	7
F	Is proactive in taking steps to address wildfire risks	1	2	3	4	5	7
G	Is working to keep my community safe	1	2	3	4	5	7
H	Is committed to wildfire safety	1	2	3	4	5	7
I	Is helping me prepare for wildfire season	1	2	3	4	5	7

Q15. [ASK ALL] Using a 5-point scale where “1” means you are “extremely dissatisfied” and “5” means you are “extremely satisfied,” how satisfied are you with PG&E’s overall wildfire safety and preparedness efforts?

Extremely dissatisfied				Extremely satisfied	Not sure
1	2	3	4	5	7

Q16. [ASK ALL] Public Safety Power Shutoff, or PSPS, is a precautionary safety measure where PG&E may proactively turn off power lines when extreme fire danger conditions are forecasted, in order to reduce the risk of wildfires. Before today, had you ever heard of the Public Safety Power Shutoff program?

- 1 Yes
- 2 No
- 7 Unsure

[IF NO / UNSURE SKIP TO Q20]

Q17. [IF Q16=1] Where have you heard about Public Safety Power Shutoffs?

[WEB: Select all that apply.][PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: “Anything else?”]

RANDOMIZE

- 11 A letter in the mail from PG&E
- 12 An email from PG&E
- 13 A telephone call from PG&E
- 14 A text message from PG&E
- 15 PG&E website
- 16 PG&E representative or employee
- 17 PG&E wildfire preparedness webinar
- 18 TV or radio news report
- 19 Online news report
- 20 Advertising on TV, radio, or online
- 21 Billboards
- 22 Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)
- 23 Informational videos on web
- 24 Informational videos on TV
- 25 Healthcare provider or medical device supplier

- 26 Word of mouth (e.g., friends/family)
- 27 Community-based organization (CBO)
- 28 PG&E community meetings (in-person or online)
- 29 Local city or county government
- 30 CalFire or local fire department
- 31 Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.
- 32 Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)
- 33 My power was shut off **[DO NOT ASK IN Q18]**
- 99 Other (please specify): _____
- 97 Unsure

Q17a. **[IF Q17=22]** On which Social Media platforms do you recall hearing or seeing information about Public Safety Power Shutoffs? **[PHONE: Confirm if specific social media site mentioned; probe for others]**

RANDOMIZE

- 11 Facebook
- 12 Twitter
- 13 Nextdoor
- 14 Instagram
- 15 YouTube
- 16 TikTok
- 99 Other (please specify): _____

Q18. **[IF Q3≠11]**. Which, if any, of these sources provided information in English and which provided information in your preferred language? **[WEB: Select all that apply.]**

[INSERT ALL RESPONSES FROM Q17, EXCEPT “MY POWER WAS SHUT OFF”]

	RANDOMIZE	Information from this source was available in ...	
		English	My preferred language: RECALL Q3 MENTION
A	A letter in the mail from PG&E	1	2
B	An email from PG&E	1	2
C	A telephone call from PG&E	1	2
D	A text message from PG&E	1	2
E	PG&E website	1	2
F	PG&E representative or employee	1	2
G	PG&E wildfire preparedness webinar	1	2
H	TV or radio news report	1	2
I	Online news report	1	2
J	Advertising on TV, radio, or online	1	2
K	Billboards	1	2

L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2
M	Informational videos on web	1	2
N	Informational videos on TV	1	2
O	Healthcare provider or medical device supplier	1	2
P	Word of mouth (e.g., friends/family)	1	2
Q	Community-based organization (CBO)	1	2
R	PG&E community meetings (in-person or online)	1	2
S	Local city or county government	1	2
T	CalFire or local fire department	1	2
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2
W	(RECALL Q17=99)	1	2

Q18b. [Q17=15] How satisfied were you with the Public Safety Power Shutoff information provided on the PG&E website [PHONE: where 1 is extremely dissatisfied and 5 is extremely satisfied]? [WEB: DO NOT REQUIRE A RESPONSE]

Extremely dissatisfied				Extremely satisfied
1	2	3	4	5

Q19a. [Q3=11] On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the wildfire information from ...? [WEB: DO NOT REQUIRE A RESPONSE]

	[INSERT ALL RESPONSES FROM Q17]	Not at all useful				Extremely useful
	RANDOMIZE					
A	A letter in the mail from PG&E	1	2	3	4	5
B	An email from PG&E	1	2	3	4	5
C	A telephone call from PG&E	1	2	3	4	5
D	A text message from PG&E	1	2	3	4	5
E	PG&E website	1	2	3	4	5
F	PG&E representative or employee	1	2	3	4	5
G	PG&E wildfire preparedness webinar	1	2	3	4	5
H	TV or radio news report	1	2	3	4	5
I	Online news report	1	2	3	4	5
J	Advertising on TV, radio, or online	1	2	3	4	5
K	Billboards	1	2	3	4	5
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5
M	Informational videos on web	1	2	3	4	5
N	Informational videos on TV	1	2	3	4	5

O	Healthcare provider or medical device supplier	1	2	3	4	5
P	Word of mouth (e.g., friends/family)	1	2	3	4	5
Q	Community-based organization (CBO)	1	2	3	4	5
R	PG&E community meetings (in-person or online)	1	2	3	4	5
S	Local city or county government	1	2	3	4	5
T	CalFire or local fire department	1	2	3	4	5
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5
W	(RECALL Q17=99)	1	2	3	4	5

Q19b1. [Q3≠11] On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the information in English from...?

	[INSERT ALL RESPONSES WHERE Q18=1] RANDOMIZE	Not at all useful				Extremely useful	Did not use the English version
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	TV or radio news report	1	2	3	4	5	8
I	Online news report	1	2	3	4	5	8
J	Advertising on TV, radio, or online	1	2	3	4	5	8
K	Billboards	1	2	3	4	5	8
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
M	Informational videos on web	1	2	3	4	5	8
N	Informational videos on TV	1	2	3	4	5	8
O	Healthcare provider or medical device supplier	1	2	3	4	5	8
P	Word of mouth (e.g., friends/family)	1	2	3	4	5	8
Q	Community-based organization (CBO)	1	2	3	4	5	8
R	PG&E community meetings (in-person or online)	1	2	3	4	5	8
S	Local city or county government	1	2	3	4	5	8
T	CalFire or local fire department	1	2	3	4	5	8
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8

V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5	8
W	(RECALL Q17=99)	1	2	3	4	5	8

Q19b2. [Q3≠11] And, how useful was information in **[PREFERRED LANGUAGE; Q3 MENTION]** from...?
[PHONE: 1=Not at all useful to 5=Extremely useful/did not use the [PREFERRED LANGUAGE] version]

[INSERT ALL RESPONSES WHERE Q18=2]							Did not use the [Q3 MENTION] version
RANDOMIZE		Not at all useful				Extremely useful	
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	TV or radio news report	1	2	3	4	5	8
I	Online news report	1	2	3	4	5	8
J	Advertising on TV, radio, or online	1	2	3	4	5	8
K	Billboards	1	2	3	4	5	8
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
M	Informational videos on web	1	2	3	4	5	8
N	Informational videos on TV	1	2	3	4	5	8
O	Healthcare provider or medical device supplier	1	2	3	4	5	8
P	Word of mouth (e.g., friends/family)	1	2	3	4	5	8
Q	Community-based organization (CBO)	1	2	3	4	5	8
R	PG&E community meetings (in-person or online)	1	2	3	4	5	8
S	Local city or county government	1	2	3	4	5	8
T	CalFire or local fire department	1	2	3	4	5	8
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5	8
W	(RECALL Q17=99)	1	2	3	4	5	8

Q20. [ASK ALL] A Public Safety Power Shutoff event could last anywhere from 24-48 hours, or longer in some cases. How would you rate your level of preparedness for being without electricity for an extended period? Would you say you are...? **[PHONE: READ LIST]**

- 4 Completely prepared
- 3 Somewhat prepared
- 2 Not very prepared
- 1 Not at all prepared

Q21. [ASK ALL] What, if any, actions have you taken to prepare for a Public Safety Power Shutoff (PSPS) in 2022—whether before, during, or after an event? [WEB: Select all that apply. RANDOMIZE]

[PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: “Anything else?”]

- 11 Went to PG&E website
- 12 Checked the PG&E mobile app
- 13 Went to PG&E’s social media (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)
- 14 Signed up for notifications from PG&E
- 15 Visited PG&E Community Resource Center
- 16 Followed PG&E on Twitter
- 17 Followed PG&E on Facebook
- 18 Prepared an emergency kit with food, water or medicine
- 19 Performed a safety check on your generator for your (home/business)
- 20 Purchased/used a battery powered radio
- 21 Developed an emergency plan
- 22 Activated your emergency plan
- 23 Notified others in area about potential power shutoff
- 24 Prepared for multiple-day outage
- 25 Purchased enough non-refrigerated food to last for several days without power
- 26 Purchased enough water to last for several days without power
- 27 Purchased new lanterns or flashlights
- 28 Have a place to go if without power for a prolonged period
- 29 Acquired a back-up generator
- 30 Acquired battery storage technology
- 31 Attended PG&E Community meeting (in-person or online)
- 32 Attended PG&E wildfire preparedness webinar or online meeting
- 33 Attended a community-based organization (CBO) event
- 34 Signed up for Medical Baseline Program
- 35 Removed vegetation from around your home
- 36 Allowed access to property for PG&E to trim trees
- 37 Self-certified as Vulnerable
- 38 Self-identified as dependent on electricity for medical equipment or assistive technology
- 99 Other (please specify): _____
- 88 Have not taken any actions [EXCLUSIVE]

Q21A. [IF Q21=13] Which social media platforms did you use to prepare for a Public Safety Power Shutoff (PSPS)?

[PHONE: Confirm if specific social media site mentioned; probe for others]

RANDOMIZE

- 11 Facebook
- 12 Twitter
- 13 Nextdoor
- 14 Instagram
- 15 YouTube
- 16 TikTok
- 99 Other (please specify): _____

ASK Q22 HERE FOR PRE WAVE; FOR POST ASK AFTER PQ18

Q22. [ASK ALL] Overall, what is your opinion of PG&E’s Public Safety Power Shutoff program? [PHONE: Please use a scale where 1 is very negative and 5 is very positive.]

Very negative				Very positive	Unsure
1	2	3	4	5	7

*******NEW SECTION: ENHANCED POWERLINE SAFETY**

SETTINGS (EPSS)*****

[ASK ALL] Another type of wildfire safety outage you may experience is the result of “Enhanced Powerline Safety Settings” or “EPSS.” An E-P-S-S outage occurs when a powerline is struck by an object—such as a tree branch. When this occurs, the line immediately shuts off, reducing the risk of wildfires.

E16. Before today, had you ever heard of Enhanced Powerline Safety Settings or “EPSS”?

- 1 Yes
- 2 No
- 7 Unsure

[IF NO / UNSURE SKIP TO E21]

E17. [IF E16=1] Where have you heard about **Enhanced Powerline Safety Settings (EPSS)**?

[WEB: Select all that apply.][PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: “Anything else?”]

RANDOMIZE

- 11 A letter in the mail from PG&E
- 12 An email from PG&E
- 13 A telephone call from PG&E
- 14 A text message from PG&E
- 15 PG&E website
- 16 PG&E representative or employee
- 17 PG&E wildfire preparedness webinar
- 18 TV or radio news report
- 19 Online news report
- 20 Advertising on TV, radio, or online
- 21 [HIDE] Billboards

- 22 Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)
- 23 Informational videos on web
- 24 Informational videos on TV
- 25 **[HIDE]** Healthcare provider or medical device supplier
- 26 Word of mouth (e.g., friends/family)
- 27 Community-based organization (CBO)
- 28 PG&E community meetings (in-person or online)
- 29 Local city or county government
- 30 CalFire or local fire department
- 31 Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.
- 32 Visited PG&E’s Safety Action Center (safetyactioncenter.pge.com)
- 33 My power was shut off **[DO NOT ASK IN E18]**
- 99 Other (please specify): _____
- 97 Unsure

E17a. **[IF E17=22]** On which Social Media platforms do you recall hearing or seeing information about **Enhanced Powerline Safety Settings (EPSS)**? **[PHONE: Confirm if specific social media site mentioned; probe for others]**

RANDOMIZE

- 11 Facebook
- 12 Twitter
- 13 Nextdoor
- 14 Instagram
- 15 YouTube
- 16 TikTok
- 99 Other (please specify): _____

E18. **[IF Q3≠11]**. Which, if any, of these sources provided information about **Enhanced Powerline Safety Settings (EPSS)** in English and which provided information in your preferred language? **[WEB: Select all that apply.]**

[INSERT ALL RESPONSES FROM E17, EXCEPT “MY POWER WAS SHUT OFF”]

		Information from this source was available in ...	
RANDOMIZE		English	My preferred language: RECALL Q3 MENTION
A	A letter in the mail from PG&E	1	2
B	An email from PG&E	1	2
C	A telephone call from PG&E	1	2
D	A text message from PG&E	1	2
E	PG&E website	1	2

F	PG&E representative or employee	1	2
G	PG&E wildfire preparedness webinar	1	2
H	TV or radio news report	1	2
I	Online news report	1	2
J	Advertising on TV, radio, or online	1	2
K	[HIDE] Billboards	1	2
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2
M	Informational videos on web	1	2
N	Informational videos on TV	1	2
O	[HIDE] Healthcare provider or medical device supplier	1	2
P	Word of mouth (e.g., friends/family)	1	2
Q	Community-based organization (CBO)	1	2
R	PG&E community meetings (in-person or online)	1	2
S	Local city or county government	1	2
T	CalFire or local fire department	1	2
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2
W	(RECALL E17=99)	1	2

E19a. [Q3=11] On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the **Enhanced Powerline Safety Settings (EPSS)** information from ...?
[WEB: DO NOT REQUIRE A RESPONSE]

	[INSERT ALL RESPONSES FROM E17]	Not at all useful				Extremely useful
	RANDOMIZE					
A	A letter in the mail from PG&E	1	2	3	4	5
B	An email from PG&E	1	2	3	4	5
C	A telephone call from PG&E	1	2	3	4	5
D	A text message from PG&E	1	2	3	4	5
E	PG&E website	1	2	3	4	5
F	PG&E representative or employee	1	2	3	4	5
G	PG&E wildfire preparedness webinar	1	2	3	4	5
H	TV or radio news report	1	2	3	4	5
I	Online news report	1	2	3	4	5
J	Advertising on TV, radio, or online	1	2	3	4	5
K	[HIDE] Billboards	1	2	3	4	5
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5
M	Informational videos on web	1	2	3	4	5

N	Informational videos on TV	1	2	3	4	5
O	[HIDE] Healthcare provider or medical device supplier	1	2	3	4	5
P	Word of mouth (e.g., friends/family)	1	2	3	4	5
Q	Community-based organization (CBO)	1	2	3	4	5
R	PG&E community meetings (in-person or online)	1	2	3	4	5
S	Local city or county government	1	2	3	4	5
T	CalFire or local fire department	1	2	3	4	5
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5
W	(RECALL E17=99)	1	2	3	4	5

E19b1. [Q3#11] On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the information about **Enhanced Powerline Safety Settings (EPSS)?** in English from...?

	[INSERT ALL RESPONSES WHERE E18=1] RANDOMIZE	Not at all useful				Extremely useful	Did not use the English version
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	TV or radio news report	1	2	3	4	5	8
I	Online news report	1	2	3	4	5	8
J	Advertising on TV, radio, or online	1	2	3	4	5	8
K	[HIDE] Billboards	1	2	3	4	5	8
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
M	Informational videos on web	1	2	3	4	5	8
N	Informational videos on TV	1	2	3	4	5	8
O	[HIDE] Healthcare provider or medical device supplier	1	2	3	4	5	8
P	Word of mouth (e.g., friends/family)	1	2	3	4	5	8
Q	Community-based organization (CBO)	1	2	3	4	5	8
R	PG&E community meetings (in-person or online)	1	2	3	4	5	8
S	Local city or county government	1	2	3	4	5	8
T	CalFire or local fire department	1	2	3	4	5	8

U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5	8
W	(RECALL E17=99)	1	2	3	4	5	8

E19b2. [Q3≠11] And, how useful was information about **Enhanced Powerline Safety Settings (EPSS)?** in **[PREFERRED LANGUAGE; Q3 MENTION]** from...? [PHONE: 1=Not at all useful to 5=Extremely useful/did not use the **[PREFERRED LANGUAGE]** version]

[INSERT ALL RESPONSES WHERE E18=2] RANDOMIZE		Not at all useful				Extremely useful	Did not use the [Q3 MENTION] version
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	TV or radio news report	1	2	3	4	5	8
I	Online news report	1	2	3	4	5	8
J	Advertising on TV, radio, or online	1	2	3	4	5	8
K	[HIDE] Billboards	1	2	3	4	5	8
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
M	Informational videos on web	1	2	3	4	5	8
N	Informational videos on TV	1	2	3	4	5	8
O	[HIDE] Healthcare provider or medical device supplier	1	2	3	4	5	8
P	Word of mouth (e.g., friends/family)	1	2	3	4	5	8
Q	Community-based organization (CBO)	1	2	3	4	5	8
R	PG&E community meetings (in-person or online)	1	2	3	4	5	8
S	Local city or county government	1	2	3	4	5	8
T	CalFire or local fire department	1	2	3	4	5	8
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5	8
W	(RECALL E17=99)	1	2	3	4	5	8

EPSS MESSAGE RECALL

[ASK IF RECALLED MESSAGING FROM ANY SOURCE]

E20. Which, if any, of the following messages about **Enhanced Powerline Safety Settings (EPSS)** do you recall from **any** source in the past few months? **[PHONE: READ LIST]**

	RANDOMIZE	YES	NO	NOT SURE
A	EPSS automatically turns off power if a hazard strikes a powerline	1	2	7
B	Power shuts off within one-tenth of a second if a problem is detected	1	2	7
C	There was an 80% reduction in ignitions on EPSS-enabled powerlines	1	2	7
D	EPSS may result in an unplanned outage	1	2	7
E	PG&E will notify you when power will be restored	1	2	7
F	PG&E will notify you on the cause of the outage	1	2	7
G	PG&E provides resources to help during an EPSS outage	1	2	7

E21. Have you personally experienced an EPSS outage **in 2022**—that is, an unplanned outage caused by an object hitting a powerline? This would be different from a Public Safety Power Shutoff where you should have been alerted prior to the outage.

- 1 Yes
- 2 No
- 7 Unsure

E22. Overall, what is your opinion of PG&E’s use of **Enhanced Powerline Safety Settings (EPSS)**?

[PHONE: Please use a scale where 1 is very negative and 5 is very positive.]

Very negative				Very positive	Unsure
1	2	3	4	5	7

Q24. At any time this year (2022), have you had to evacuate your home due to wildfires in your area?

- 1 Yes
- 2 No
- 7 Unsure

Questions that will be added in the post-survey only

[IF PRE-SEASON, SKIP TO N1. IF POST-SEASON GO TO PQ1]

Unless otherwise noted, all PRE questions will be asked in the POST survey, followed by the questions below beginning at PQ1.

PQ1. **[ASK ALL]** Did you receive any Public Safety Power Shutoff (PSPS) alerts or notifications in the past few months?

- 1 Yes
- 2 No
- 7 Unsure

[IF NO / UNSURE SKIP TO PQ7]

PQ2. **[PQ1=1]** How many alerts and/or notifications did you receive?

RECORD # ALERTS: _____

- 97 Unsure

PQ3. **[PQ1=1 AND PQ2>0]** In what language(s) was/were the Public Safety Power Shutoff notification(s)?

- 11 English
- 12 Spanish
- 13 Chinese Cantonese
- 14 Chinese Mandarin
- 15 South Korean
- 16 Vietnamese
- 17 Tagalog
- 18 Russian
- 19 Arabic
- 20 Armenian
- 21 Farsi
- 22 French
- 23 German
- 24 Japanese
- 25 Khmer
- 26 Punjabi
- 99 Other (please specify): _____

PQ4. **[PQ1=1]** How were you notified about the Public Safety Power Shutoff?

[WEB: Select all that apply.] [PHONE: MULTIPLE RESPONSES OK.]

RANDOMIZE

- 11 Text message from PG&E
- 12 Recorded phone message from PG&E
- 13 Email from PG&E
- 14 PG&E representative or employee
- 15 PG&E website
- 16 Social Media (Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)
- 17 Local news
- 18 Friends/neighbors
- 19 Community-based organization (CBO)
- 20 Call or Text from 2-1-1
- 99 Other (please specify): _____
- 97 I don't remember

PQ5. [Q3≠11] Which, if any, of these sources provided information in English and which provided information in your preferred language? [PHONE: MULTIPLE RESPONSES OK. PROGRAMMER: MULTIPLE RESPONSE.]

[INSERT ALL RESPONSES FROM PQ4]

		Information from this source was available in ...	
	RANDOMIZE	English	My preferred language: RECALL Q3 MENTION
A	Text message from PG&E	1	2
B	Recorded phone message from PG&E	1	2
C	Email from PG&E	1	2
D	PG&E representative or employee	1	2
E	PG&E website	1	2
F	Social Media (Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2
G	Local news	1	2
H	Friends/neighbors	1	2
I	Community-based organization (CBO)	1	2
K	Call or Text from 2-1-1	1	2
J	(RECALL PQ4=99)	1	2

PQ6a. [Q3=11] How useful was the information you received from PG&E **before** the Public Safety Power Shutoff via... [EACH PQ4 RESPONSE]?

	[INSERT ALL RESPONSES FROM PQ4] RANDOMIZE	Not at all useful				Extremely useful
A	Text message from PG&E	1	2	3	4	5
B	Recorded phone message from PG&E	1	2	3	4	5
C	Email from PG&E	1	2	3	4	5
D	PG&E representative or employee	1	2	3	4	5
E	PG&E website	1	2	3	4	5
F	Social Media (Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5
G	Local news	1	2	3	4	5
H	Friends/neighbors	1	2	3	4	5
I	Community-based organization (CBO)	1	2	3	4	5
K	Call or Text from 2-1-1	1	2	3	4	5
J	(RECALL PQ4=99)	1	2	3	4	5

PQ6b1. [Q3≠11] How useful was the information in English that you received from PG&E before the Public Safety Power Shutoff via...?

	[INSERT ALL RESPONSES WHERE PQ5=1] RANDOMIZE	Not at all useful				Extremely useful	Did not use the English version
A	Text message from PG&E	1	2	3	4	5	8
B	Recorded phone message from PG&E	1	2	3	4	5	8
C	Email from PG&E	1	2	3	4	5	8
D	PG&E representative or employee	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	Social Media (Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
G	Local news	1	2	3	4	5	8
H	Friends/neighbors	1	2	3	4	5	8
I	Community-based organization (CBO)	1	2	3	4	5	8
K	Call or Text from 2-1-1	1	2	3	4	5	8
J	(RECALL PQ4=99)	1	2	3	4	5	8

PQ6b2. [Q3≠11] And, how useful was the information in [PREFERRED LANGUAGE; Q3 MENTION] that you received from PG&E before the Public Safety Power Shutoff via...?

	[INSERT ALL RESPONSES WHERE PQ5=2] RANDOMIZE	Not at all useful				Extremely useful	Did not use the [Q3 MENTION] version
A	Text message from PG&E	1	2	3	4	5	8
B	Recorded phone message from PG&E	1	2	3	4	5	8
C	Email from PG&E	1	2	3	4	5	8
D	PG&E representative or employee	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	Social Media (Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
G	Local news	1	2	3	4	5	8
H	Friends/neighbors	1	2	3	4	5	8
I	Community-based organization (CBO)	1	2	3	4	5	8
K	Call or Text from 2-1-1	1	2	3	4	5	8
J	(RECALL PQ4=99)	1	2	3	4	5	8

PQ7. [ASK ALL] Did you personally have your power shut off at your residence by PG&E as part of a Public Safety Power Shutoff (PSPS) in 2022—that is, was your power proactively shut off by PG&E due to a high risk of wildfire between January 1, 2022 and the current date?

- 1 Yes
- 2 No
- 7 Unsure

[IF NO OR UNSURE SKIP TO PQ13]

PQ8. **[PQ7=1]** How many times was your power shut off due to PSPS?
NUMERIC INPUT _____ **[RANGE 1-10]**
 97 Don't know/Unsure

PQ9. **[PQ7=1]** When you experienced a Public Safety Power Shutoff, where did you go to check for updates on the status of your outage?
[WEB: Select all that apply.]
[PHONE: MULTIPLE RESPONSES]
RANDOMIZE

- 11 Checked PG&E.com
- 12 Called the PG&E phone center
- 13 Social media (Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)
- 14 PG&E representative or employee
- 15 Local news station
- 16 Community-based organization (CBO)
- 17 Call or Text from 2-1-1
- 99 Other (please specify) _____
- 97 I don't remember
- 88 I didn't check any resources for updates

PQ10. **[Q3≠11]** Which, if any, of these sources provided information in English and which provided information in your preferred language? **[PHONE: MULTIPLE RESPONSES OK. PROGRAMMER: MULTIPLE RESPONSE.]**

[INSERT ALL RESPONSES FROM PQ9]

		Information from this source was available in ...	
RANDOMIZE		English	My preferred language: RECALL Q3 MENTION
A	Checked PG&E.com	1	2
B	Called the PG&E phone center	1	2
C	Social media (Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2
D	PG&E representative or employee	1	2
E	Local news station	1	2
F	Community-based organization (CBO)	1	2
H	Call or Text from 2-1-1	1	2

G	(RECALL PQ9=99)	1	2
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PQ11. [Q3=11] How useful was the information you received from PG&E **during** the Public Safety Power Shutoff via...?

	[INSERT ALL RESPONSES FROM PQ9] RANDOMIZE	Not at all useful					Extremely useful
A	Checked PG&E.com	1	2	3	4	5	
B	Called the PG&E phone center	1	2	3	4	5	
C	Social media (Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	
D	PG&E representative or employee	1	2	3	4	5	
E	Local news station	1	2	3	4	5	
F	Community-based organization (CBO)	1	2	3	4	5	
H	Call or Text from 2-1-1	1	2	3	4	5	
G	(RECALL PQ9=99)	1	2	3	4	5	

PQ11b1. [Q3≠11] How useful was information you received in English from PG&E **during** the Public Safety Power Shutoff via ...?

	[INSERT ALL RESPONSES WHERE PQ10=1] RANDOMIZE	Not at all useful				Extremely useful	Did not use the English version
A	Checked PG&E.com	1	2	3	4	5	8
B	Called the PG&E phone center	1	2	3	4	5	8
C	Social media (Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
D	PG&E representative or employee	1	2	3	4	5	8
E	Local news station	1	2	3	4	5	8
F	Community-based organization (CBO)	1	2	3	4	5	8
H	Call or Text from 2-1-1	1	2	3	4	5	8
G	(RECALL PQ9=99)	1	2	3	4	5	8

PQ11b2. [Q3≠11] And, how useful was information you received in [Preferred Language; Q3 MENTION] from PG&E **during** the Public Safety Power Shutoff via ...?

	[INSERT ALL RESPONSES WHERE PQ10=2] RANDOMIZE	Not at all useful				Extremely useful	Did not use the [Q3 MENTION] version
A	Checked PG&E.com	1	2	3	4	5	8
B	Called the PG&E phone center	1	2	3	4	5	8

C	Social media (Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
D	PG&E representative or employee	1	2	3	4	5	8
E	Local news station	1	2	3	4	5	8
F	Community-based organization (CBO)	1	2	3	4	5	8
H	Call or Text from 2-1-1	1	2	3	4	5	8
G	(RECALL PQ9=99)	1	2	3	4	5	8

PQ12. **[PQ9=11]** How satisfied were you with the information provided by the website **during** the Public Safety Power Shutoff? **[PHONE: Please use a scale where 1 is extremely dissatisfied and 5 is extremely satisfied.]**

Extremely dissatisfied				Extremely satisfied
1	2	3	4	5

[ASK ALL]

PQ13. Do you recall receiving a notification when your power was fully restored **after** the PSPS event?

- 1 Yes
- 2 No
- 7 Unsure

[IF NO / UNSURE SKIP TO PQ17]

PQ14. **[PQ13=1]** How useful was the information you received from PG&E **after** the Public Safety Power Shutoff ended and your power was restored?

[PHONE: Please use a scale where 1 is not at all useful and 5 is extremely useful.]

Not at all useful				Extremely useful
1	2	3	4	5

PQ15. **[Q13=1]** How satisfied were you with the information provided by the PG&E website **after** the Public Safety Power Shutoff?

[PHONE: Please use a scale where 1 is extremely dissatisfied and 5 is extremely satisfied.]

Extremely dissatisfied				Extremely satisfied	Did not use the PG&E website after the shutoff
1	2	3	4	5	8

PQ16. [PQ13=1 AND Q3≠11] Was the information that you received **after** the Public Safety Power Shutoff available in English? Was it available in your preferred language? [PHONE: MULTIPLE RESPONSES OK. PROGRAMMER: MULTIPLE RESPONSE.]

	Information from this source was available in ...	
	English	My preferred language: RECALL Q3 MENTION
Information after the PSPS	1	2

PQ17. [ASK ALL] How satisfied are you OVERALL with **all** of the Public Safety Power Shutoff communications that you received from PG&E? [PHONE: Please use a scale where 1 is extremely dissatisfied and 5 is extremely satisfied.]

Extremely dissatisfied				Extremely satisfied	Not sure
1	2	3	4	5	7

PQ18. [ASK ALL] How would you rate PG&E’s Public Safety Power Shutoff (PSPS) program on each of the following? [PHONE: Please use a scale where 1 is very dissatisfied and 5 is very satisfied.]

	RANDOMIZE	Extremely dissatisfied				Extremely satisfied	Not sure
A	Reducing the risk of wildfires	1	2	3	4	5	7
B	Notifying me when my power might be shut off	1	2	3	4	5	7
C	Notifying me when my power would be restored	1	2	3	4	5	7
D	Restoring power in a reasonable amount of time	1	2	3	4	5	7
E	Reaching out to those with medical or other critical needs	1	2	3	4	5	7
F	Providing resources near me that I can visit during an outage event	1	2	3	4	5	7
G	Keeping me updated about the status of the PSPS shutoff	1	2	3	4	5	7
H	Providing an accurate estimate of when the power would be restored	1	2	3	4	5	7

ASK Q22 HERE FOR POST WAVE

Q22. [ASK ALL] Overall, what is your opinion of PG&E’s Public Safety Power Shutoff program? [PHONE: Please use a scale where 1 is very negative and 5 is very positive.]

Very negative				Very positive	Unsure
1	2	3	4	5	7

N1. [ASK ALL] PG&E supports a number of resources that are available to the public during a Public Safety Power Shutoff (PSPS). Before today, which of the following resources have you heard of?

[WEB]: Click on the link for each item if you need more information about that resource.

[PHONE]: “I can read you a description of the resource if you like” [READ IF REQUESTED]

	[RANDOMIZE]	Yes	No	Not Sure
a	Address Level Alerts for Non-Account Holders	1	2	8
b	Community Resource Centers (CRCs)	1	2	8
c	Disability Disaster Access & Resources (DDAR) program	1	2	8
d	County Food Bank Program	1	2	8
e	Language Preference on alerts and notifications	1	2	8
f	Portable Battery Program	1	2	8
g	Hotel Accommodations for People with Disabilities	1	2	8
h	Accessible Transportation	1	2	8
i	Call 2-1-1	1	2	8
j	Generator Rebate Program	1	2	8
k.	PG&E’s Medical Baseline Program	1	2	8
l.	Identify as Electricity Dependent Status	1	2	8
m.	Food Delivery Services e.g. Meals on Wheels	1	2	8
n.	Mobile CRCs	1	2	8

N2. For each resource, please rate how interested you would be in using it during a Public Safety Power Shutoff?

[WEB]: Click on the link for each item if you need more information about that resource.

[PHONE]: “I can read you a description of the resource if you like” [READ IF REQUESTED]

	[RANDOMIZE]	Not Interested	Somewhat Interested	Very Interested	Not Sure
a	Address Level Alerts for Non-Account Holders	1	2	3	8
b	Community Resource Centers (CRCs)	1	2	3	8
c	Disability Disaster Access & Resources (DDAR) program	1	2	3	8
d	County Food Bank Program	1	2	3	8
e	Language Preference on Alerts and Notifications	1	2	3	8
f	Portable Battery Program	1	2	3	8
g	Hotel Accommodations for People with Disabilities	1	2	3	8
h	Accessible Transportation	1	2	3	8
i	Call 2-1-1	1	2	3	8
j	Generator Rebate Program	1	2	3	8
k.	PG&E’s Medical Baseline Program	1	2	3	8
l.	Identify as Electricity Dependent Status	1	2	3	8

m.	Food Delivery Services e.g. Meals on Wheels	1	2	3	8
n.	Mobile CRCs	1	2	3	8

[SHOW IN N3 IF “YES” IN N1; SKIP TO NEXT QUESTION IF NO/NOT SURE FOR ALL ITEMS IN N1]

N3. Which, if any, of these resources have you used in the past?

[WEB]: Click on the link for each item if you need more information about that resource.

[PHONE]: I can read you a description of the resource if you like **[READ IF REQUESTED]**

	[RANDOMIZE]	Yes	No	Not Sure
a	Address Level Alerts for Non-Account Holders	1	2	8
b	Community Resource Centers (CRCs)	1	2	8
c	Disability Disaster Access & Resources (DDAR) program	1	2	8
d	County Food Bank Program	1	2	8
e	Language Preference on Alerts and Notifications	1	2	8
f	Portable Battery Program	1	2	8
g	Hotel Accommodations for People with Disabilities	1	2	8
h	Accessible Transportation	1	2	8
i	Call 2-1-1	1	2	8
j	Generator Rebate Program	1	2	8
k.	PG&E’s Medical Baseline Program	1	2	8
l.	Identify as Electricity Dependent	1	2	8
m.	Food Delivery Services e.g. Meals on Wheels	1	2	8
n.	Mobile CRCs	1	2	8

[SHOW EACH ITEM USED IN N3]

N4. Please rate how useful you found each item in the **most recent** Public Safety Power Shutoff?

[WEB]: Click on the link for each item if you need more information about that resource.

[PHONE]: I can read you a description of the resource if you like **[READ IF REQUESTED]**

	[RANDOMIZE]	Very Useful	Somewhat Useful	Not Useful	Not Sure
a	Address Level Alerts for Non-Account Holders	1	2	3	8
b	Community Resource Centers (CRCs)	1	2	3	8
c	Disability Disaster Access & Resources (DDAR) program	1	2	3	8
d	County Food Bank Program	1	2	3	8
e	Language Preference on Alerts and Notifications	1	2	3	8
f	Portable Battery Program	1	2	3	8
g	Hotel Accommodations for People with Disabilities	1	2	3	8
h	Accessible Transportation	1	2	3	8
i	Call 2-1-1	1	2	3	8
j	Generator Rebate Program	1	2	3	8
k.	PG&E’s Medical Baseline Program	1	2	3	8

l.	Identify as Electricity Dependent	1	2	3	8
m.	Food Delivery Services e.g. Meals on Wheels	1	2	3	8
n.	Mobile CRCs	1	2	3	8

PQ19. [ASK ALL] In your opinion, what can PG&E do to improve their communications regarding Public Safety Power Shutoffs? Please be specific. We welcome your suggestions.

[Open-end]

Demographics

D1. Now, we have just a few final questions for classification purposes. Into which of the ranges does your annual household income fall? [PHONE: READ LIST]

- 1 Less than \$50K
- 2 \$50K – \$99K
- 3 \$100K – \$149K
- 4 \$150K or more
- 8 **Prefer not to say**

D2. What is the highest level of education you have had the opportunity to complete?

- 11 Less than high school
- 12 High school degree or GED
- 13 Some college / trade/technical school / 2-year degree
- 14 College degree
- 15 Some graduate study
- 16 Graduate degree or higher
- 98 Prefer not to say

D3. Are you, yourself, of Hispanic origin or descent (that is, Mexican, Puerto Rican, Cuban, Central American, South American, or some other Spanish background)?

- 1 Yes
- 2 No
- 8 Prefer not to say

D4. Are you...? (MULTIPLE MENTION) [WEB: Select all that apply.]

- 11 Caucasian or White
- 12 African-American or Black
- 13 Asian
- 14 American Indian, Eskimo or Alaska native
- 15 Hawaiian or Pacific Islander
- 16 Some other ethnicity (please specify)
- 98 Prefer not to say

D5. Which of the following best describes your housing situation?

- 1 Homeowner
- 2 Renter
- 3 Neither of those (don't own home, don't pay rent)
- 8 Prefer not to say

These last few questions will help PG&E understand how successful they have been in reaching out to those most vulnerable during a Public Safety Power Shutoff. Again, your responses are voluntary and the information you provide is completely confidential.

D6. Do you, or does anyone in your household, rely on electricity for medical needs or medical equipment?

- 1 Yes
- 2 No
- 8 Prefer not to say

D7. Do you have access to transportation in case of an emergency?

- 1 Yes
- 2 No
- 8 Prefer not to say

D8. Do you or does anyone in your household have a permanent disability, related to mobility, hearing, vision, cognitive, psychological, or chronic disease?

- 1 Yes
- 2 No
- 8 Prefer not to say

[ASK IF YES TO D8; ELSE SKIP TO CLOSING]:

D9. Please answer yes or no regarding the specific type of disability for you or anyone in your household.

	[RANDOMIZE]	Yes	No	Prefer Not to Say
a	Are you or is anyone in your household blind or have serious difficulty seeing, even when wearing glasses?	1	2	8
b	Are you or is anyone in your household deaf or have serious difficulty hearing?	1	2	8
c	Do you or does anyone in your household have serious difficulty walking or climbing stairs?	1	2	8
d	Because of a physical, mental, or emotional condition, do you or does anyone in your household have serious difficulty concentrating, remembering, or making decisions?	1	2	8
e	Do you or does anyone in your household have difficulty dressing or bathing?	1	2	8

f	Because of a physical, mental, or emotional condition, do you or does anyone in your household have difficulty doing errands alone such as visiting a doctor's office or shopping?	1	2	8
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[ASK D10 IF PQ7=CODE 1 AND D6=CODE 1 OR IF CODE 1 IN 9A THRU 9F; ELSE SKIP TO CLOSING]

D10. For any Public Safety Power Shutoff [**blue font: in 2021**], were you or others in your household able to use equipment needed for necessary life functions throughout the time you were without power? (**INTERVIEWER: RESPONDENT SHOULD ANSWER FOR 2021 ONLY, NOT FOR PRIOR YEARS**).

NOTE: EQUIPMENT CAN BE ANYTHING REQUIRING THE USE OF ELECTRICITY OR A BATTERY IN ORDER TO FUNCTION, SUCH AS CPAP, WHEELCHAIRS, TECHNOLOGY AIDS FOR SIGHT OR HEARING IMPAIRED, ETC.)

- 1 Yes
- 2 No
- 7 Not applicable
- 8 Prefer not to say

ASK D11 IF D10 = CODE 2 (“NO”); ELSE SKIP TO CLOSING]

D11. Why were you not able to use the necessary equipment during a Public Safety Power Shutoff [**blue font: in 2021**]? (**MULTIPLE MENTION**) [**WEB: Select all that apply.**]

[RANDOMIZE]

- 11 Unable to charge batteries
- 12 Not enough back-up batteries
- 13 I am paralyzed or immobile—I can’t be moved
- 14 I don’t have access to transportation
- 15 I can’t afford to go anywhere else
- 16 Generators/back-up systems are too expensive
- 17 I was not familiar with available programs and support
- 18 I was denied program support
- 19 I needed help
- 20 I don’t have a battery to charge my equipment
- 21 I can’t afford a battery or a generator
- 99 **[DNR]** Something else (please specify)

Closing (Web)

Thank you for participating in this important survey. We appreciate your time and feedback.

Landing Page: www.safetyactioncenter.pge.com

Closing (Phone)

Thank you for participating in this important survey. We appreciate your time and feedback. Have a great day/night!

RESOURCE DESCRIPTIONS

Accessible Transportation for People with Disabilities

Available during a Public Safety Power Shutoff (PSPS) to those who rely on power for medical or independent living needs. Part of the Disability Disaster Access & Resources (DDAR) program.

Address Level Alerts for Non-Account Holders

Address Alerts can notify you directly by text or automated phone call about the potential for a PSPS at any address that is important to you or a loved one, even if you don't have a PG&E account.

Call 2-1-1

Provides information about Public Safety Power Shutoffs before, during, and after PSPS events. In addition, qualified callers are connected to critical resources before and during a Public Safety Power Shutoff.

Community Resource Centers (CRCs)

During wildfires or Public Safety Power Shutoffs, PG&E opens Community Resource Centers which provide ADA-compliant restrooms, bottled water, snacks, WI-FI, electronic-device charging (including medical devices), blankets, information, and other resources.

County Food Bank Program

If you experience food loss due to a Public Safety Power Shutoff, participating food banks in your county will provide your family with food replacement during a PSPS event and three days following power being restored.

Disability Disaster Access & Resources (DDAR)

In partnership with PG&E, the DDAR program is managed by the California Foundation for Independent Living Centers (CFILC). The program provides resources during Public Safety Power Shutoffs for those who rely on power for medical or independent living needs. Resources offered through the program include portable backup batteries, hotel accommodations, food stipends, and accessible transportation.

Food Delivery Services, e.g. Meals on Wheels

PG&E partners with community-based organizations such as Meals on Wheels to provide food replacement and delivery to households experiencing food loss due to Public Safety Power Shutoffs. Customers who already participate in Meals on Wheels will receive an additional shelf-stable meal during a PSPS event.

Generator Rebate Program

This program provides eligible customers with a single rebate for purchasing a qualified portable power generator. Eligible customers must be PG&E customers who reside in high fire threat areas and who either depend on well water pumps or are enrolled in PG&E's Medical Baseline Program.

Hotel Accommodations for People with Disabilities

Available during a Public Safety Power Shutoff (PSPS) to those who rely on power for medical or independent living needs. Part of the Disability Disaster Access & Resources (DDAR) program.

Identify as Electricity Dependent

Customers who do not qualify for PG&E's Medical Baseline Program or are at an increased risk of harm to their health, safety and independence during a prolonged power outage can self-identify as "electricity dependent." These customers will receive additional PSPS notifications, including doorbell rings, if previous alerts are not acknowledged.

Language Preference on Alerts and Notifications

By logging into their account, PG&E customers can choose to receive PSPS notifications in one of 16 languages.

Medical Baseline Program

An assistance program for residential customers who have special energy needs due to qualifying medical conditions. Eligibility is based on medical conditions or needs of a person, not on income.

Mobile CRC

During wildfires or Public Safety Power Shutoffs, PG&E opens outdoor mobile Community Resource Centers (CRCs) that are powered by sprinter vans. The vans are able to power the site to provide ADA-compliant restrooms, bottled water, snacks, WI-FI, electronic-device charging (including medical devices), blankets, information, and other resources.

Portable Battery Program

PG&E's Portable Battery Program (PBP) provides no-cost backup portable batteries to income-qualified Medical Baseline customers in high fire threat districts or who have experienced 2 or more PSPS events in the past.

Appendix E: Core Planning Team Names

First	Last	Organization	Title
Kelly	Brown	211	Director, Interface 2-1-1
Hewitt	Matanari	Alta California Regional Center	Emergency Response Coordinator
Tracey	Singh	American Red Cross	Pacific Division Disability Integration Advisor
James	Collins	CA Council of the Blind	Community Educator
Sutep	Laohavanich	California Department of Aging (CDA)	Program Director
Adam	Willoughby	California Department of Aging (CDA)	Asst. Director of Legislation and Public Affairs
Tamara	Rodriguez	California Department of Development Services (DDS)	Officer, Emergency Preparedness & Response
Rose	Samaniego	California Department of Development Services (DDS)	Community Program Specialist III-FHA Supervisor
Seneca	St. James	California Department of Development Services (DDS)	Community Program Specialist III
John	Barnett	California Department of Social Services (DSS)	Manager, Response and Redirect Unit
Joanne	Brandani	California Department of Social Services (DSS)	Deputy Chief, Disaster Services Branch
Michael	Butier	California Department of Social Services Disaster Unit (DSS)	Functional Assessment Service Team Coordinator
Kendall	Skillicorn	California Department of Social Services Disaster Unit (DSS)	Bureau Chief, Department Operations Bureau
Bonny	Wolf	California Department of Social Services Disaster Unit (DSS)	Disaster Unit
Christina	Mills	California Foundation for Independent Living Centers (CFLIC)	Executive Director
Dan	Okenfuss	California Foundation for	Public Policy Manager

		Independent Living Centers (CFLIC)	
Elizabeth	Basnett	California Health & Human Services	Assistant Secretary
Vance	Taylor	California Office of Emergency Services (CalOES)	Chief, Office of Access and Functional Needs
Anne	Kim	California Public Utility Commission (CPUC)	Public Utilities Regulatory Sr. Analyst
Annette	Rogers	Central Valley Regional Center (CVRC)	Fresno NVRC Representative
Kay	Chiodo	Deaf Link, Inc.	Chief Executive Officer
Dan	Heller	Deaf Link, Inc.	President
June	Isaacson Kailes	Disability Policy Consultant	Disability Policy Consultant
Lauren	Giardina	Disability Rights California (DRC)	Executive Director Managing Attorney
Andy	Imparato	Disability Rights California (DRC)	Executive Director
Susan	Henderson	Disability Rights Education & Defense Fund	Executive Director
Joseph	Grounds	Kern Regional Center (KERNRC)	Emergency Response Coordinator
Yenter	Tu	No Barriers Communications	National Liaison
Fred	Keplinger	Redwood Coast Regional Center	Emergency Management Coordinator
Aaron	Carruthers	State Council on Developmental Disabilities (SCDD)	Executive Director