

**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.

Rulemaking 18-12-005  
(Filed December 13, 2018)

**PACIFIC GAS AND ELECTRIC COMPANY'S (U 39 E)  
PUBLIC SAFETY POWER SHUTOFF REPORT FOR  
OCTOBER 14-16, 2021 DE-ENERGIZATION EVENT**

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Dated: October 29, 2021

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**ATTACHMENT A**



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October 29, 2021

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

Dear Mr. Palmer

As required by Resolution ESRB-8 and in accordance with Ordering Paragraph 1 of California Public Utilities Commission (CPUC) Decision (D.) 19-05-042, Pacific Gas and Electric Company (PG&E) respectfully submits a compliance report for the proactive de-energization event that was initiated on October 14, 2021 and fully restored for those who could receive power on October 16, 2021. This report has been verified by a PG&E officer in accordance with Rule 1.11 of the Commission's Rules of Practice and Procedure.

If you have any questions, please do not hesitate to call.

Sincerely,

A handwritten signature in black ink that reads 'Meredith E. Allen'.

Meredith E. Allen  
Senior Director, Regulatory Relations

Enclosures

cc: Anthony Noll, SED  
ESRB\_ComplianceFilings@cpuc.ca.gov  
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**Pacific Gas and Electric Company**  
**Public Safety Power Shutoff (PSPS) Report to the CPUC**  
**October 14 – 16, 2021 De-energization Event**

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# PG&E Public Safety Power Shutoff (PSPS) Report to the CPUC October 14 – 16, 2021 De-energization Event

## Section 1 – Summary and Overview

**Section 1.1 - Brief description of the PSPS event starting from the time when the utility's Emergency Operation Center is activated until service to all customers have been restored.** (D.21-06-014, page 286, SED Additional Information.)

### **Response:**

PG&E's most important responsibility is the safety of our customers and the communities we serve. PG&E turns off the power for safety as a last resort when severe weather threatens a portion of the electric system and increases the potential for damage that could cause sparks if lines are energized and result in rapid fire spread. We know that turning off the power creates significant hardships for our customers, and do not take this decision lightly.

Despite limited precipitation in some areas leading up to the event, fire danger remained near critical levels across much of California as the region came off the hottest summer on record following an abnormally dry rainfall season. During the PSPS event, PG&E's service territory was experiencing extreme-to-exceptional drought. Fuel moisture values in many locations were setting record lows for this time of the year and recent fire activity on the Dixie and Caldor fires evidenced how receptive and explosive the fuels were at the moment. Based on the state of the fuels, warnings issued from three federal forecast agencies on the fire risk, and weather forecast models showing a wind event Thursday, October 14 through Saturday, October 16, a Public Safety Power Shutoff (PSPS) event was initiated.

On October 10, PG&E's Meteorology Team noted a potential weather event and notified the acting Emergency Operations Center (EOC) Incident Commander providing an overview of the potential event. The PG&E EOC, already activated for the October 11 – 12 PSPS event, remained open for a potential PSPS event and began notifying state and local Public Safety Partners. On Monday, October 11, Tuesday, October 12, and Wednesday, October 13, PG&E further refined the PSPS scope, notified customers in the affected areas, readied the grid to mitigate the effects of the PSPS event on our customers, and readied Community Resource Centers (CRCs).

On October 14, 2021 at 08:05 PDT, PG&E continued to monitor real time observations and weather forecasts and made the decision to cancel the de-energization of all the Northern California areas as the weather conditions improved, removing approximately 28,000 customers from PSPS scope.

On October 15, 2021 at 01:00 PDT, PG&E began de-energizing its assets and customers to mitigate catastrophic wildfire risk across the Tehachapi foothills presented by breezy winds coupled with record-dry fuels and low relative humidity. Wind gusts near 50 mph were recorded during the event.

On October 15, 2021 at 12:00 PDT, the Weather "All-Clear" was given for all circuits in zones 445, 448A, 448B, and 651, apart from 2 devices on the Tejon 1102 circuit that serve segments in the higher elevations in the Tehachapi mountains. These devices were declared all clear on October 16, 2021 once winds subsided. During this PSPS event, PG&E ultimately de-energized 666 customers<sup>1</sup> in one Time Place (TP)<sup>2</sup> in Kern County.<sup>3</sup>

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<sup>1</sup> Customers refers to active service points (meters).

<sup>2</sup> A Time-Place (TP) is a portion of the PG&E grid that is electrically and geographically coherent and is forecast to experience consistent timing for severe fire weather. Time-Places are identified for each PSPS event and receive consistent treatment for notifications and de-energization. Once actual weather conditions occur, Weather "All-Clear" and service restoration times may vary due to actual weather conditions within a TP.

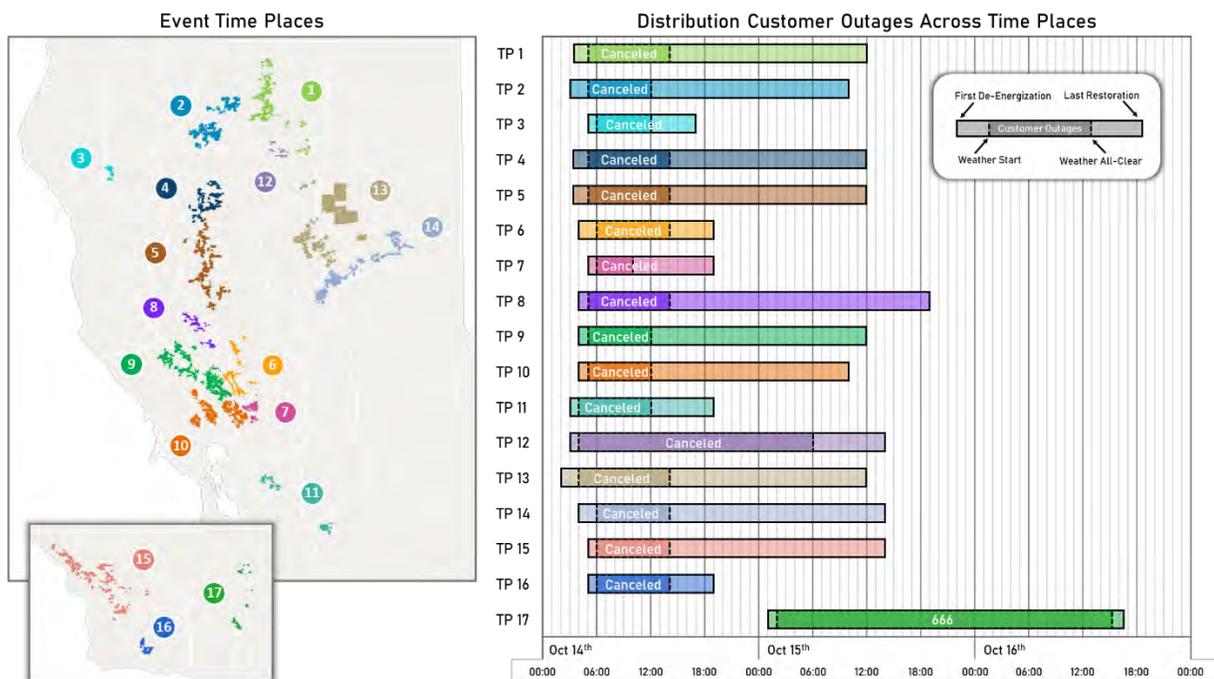
<sup>3</sup> The information, times, and figures referenced in this report are based on the best available information available at the time of this report's submission. The information, times, and figures herein are subject to revision based on further analysis and validation.

During this event, PG&E mitigated and therefore avoided the de-energization of approximately 4,700 customers in the final scope through the use of sectionalization devices and backup power support. For those customers who required de-energization, PG&E sent notifications to the customers in scope and contacted more than 450 community representatives to ensure that communities could prepare before the event.

During the event, 11 Community Resource Centers (CRCs) were operated within the impacted counties which hosted approximately 350 visits over the three-day span. Additionally, PG&E partnered with local organizations to provide more than 10 hotel stays.

Once the wind event had passed and it was safe to patrol and restore, PG&E deployed approximately 50 personnel and one helicopter to patrol roughly 60 miles of distribution circuits and impacted assets. This effort identified one damage incident resulting from high winds experienced in the de-energized areas. PG&E re-energized customers as fast as safely possible; within 24-hours of the wind event, 100% of customers' power had been restored. The average restoration time for this event was 3.6 hours.

**Figure 1: Event Timelines**



**Section 1.2 - A table including the maximum numbers of customers notified and actually de-energized; number of counties de-energized; number of Tribes de-energized; number of Medical Baseline customers de-energized; number of transmission and distribution circuits de-energized; damage/hazard count; number of critical facilities and infrastructure de-energized. Hazards are conditions discovered during restoration patrolling or operations that might have caused damages or posed an electrical arcing or ignition risk had PSPS not been executed (D.21-06-034, Appendix A, page A15, SED Additional Information.)**

**Response:**

Table 1 identifies the maximum number of customers notified and de-energized; number of counties de-energized; number of Tribes de-energized; number of Medical Baseline customers de-energized; number of transmission and distribution circuits de-energized; damage/hazard count; and number of critical facilities and infrastructure de-energized.

**Table 1: Customers Notified and De-energized**

Total Customers			Medical Baseline (MBL) Customers	Number of Counties	Number of Tribes	Number of Circuits			Damage / Hazard Count	Critical Facilities and Infrastructure De-energized
Notified	De-energized	Cancelled	De-energized	De-energized	De-energized	Transmission De-energized	Unique Distribution Circuits in Any Version of Scope	Distribution Circuits De-energized		
29,114 <sup>4</sup>	666 <sup>5</sup>	28,440	34	1	0	0	109	6	1 damage 0 hazards	38

**Section 1.3 - A PDF map depicting the de-energized area(s) (SED Additional Information.)**

**Response:**

During the PSPS Event, October 14 – 16, 2021

Ultimately, this PSPS event de-energized 666 customers in one TP. The final de-energization footprint is shown in Figure 2.

**Figure 2: De-energization Footprint Map**



<sup>4</sup> Of the 29,114 customer notifications sent to customers, nine customers received a notice that they may be de-energized, and did not receive a cancellation after being removed from scope.

<sup>5</sup> Of the 666 customers de-energized, 1 customer did not receive any notifications before de-energization. For further detail, please refer to Table 8.

## Section 2 – Decision Making Process

**Section 2.1 - A table showing all factors considered in the decision to shut off power for each circuit de-energized, including sustained and gust wind speeds, temperature, humidity, and moisture in the vicinity of the de-energized circuits (Resolution ESRB-8, page 3, SED Additional Information.)**

**Response:**

Please see Appendix A for a list of factors considered in the decision to shut off power for each circuit de-energized.

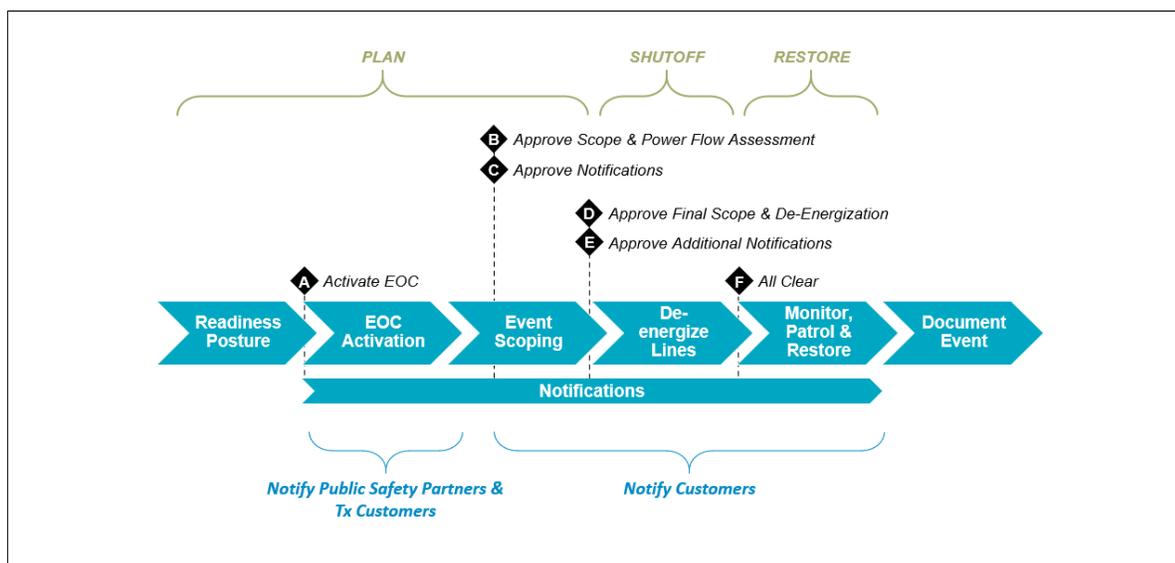
**Section 2.2 - Decision criteria and detailed thresholds leading to de-energization including the latest forecasted weather parameters versus actual weather. Also include a PSPS decision-making diagram(s)/flowchart(s) or equivalent along with narrative description (D.19-05-042, Appendix A, page A22, D.21-06-014, page 284, SED Additional Information.)**

**Response:**

### PSPS Preparation and Scoping Process

This section provides an overview of the process for determining when to initiate a PSPS event under the PG&E 2021 PPS Protocols, as implemented for the October 14 – 16, 2021 PPS event. Figure 3 shows at a high-level the process PG&E uses to prepare for and conduct a PPS event. Appendix A includes forecasted parameters based off of the latest forecast used to develop the de-energization scope versus actual weather parameters for each circuit.

**Figure 3: PG&E's High-level PPS Process Steps**



PG&E considers implementing a PPS event when strong gusty winds, critically low humidity levels, and critically low fuel moisture levels lie over areas with dry vegetative fuel loads. This combination of factors creates a high risk that vegetation blown into a power line or a spark from a power line could cause an ignition that could lead to a catastrophic wildfire.

Assessments begin several days before the weather event is forecasted to take place. PG&E identifies the weather conditions that could create severe fire risk using high-resolution internal and external weather forecasting models as well as data from federal agencies. These external services and sources include the European Center for Medium-Range Weather Forecasts (ECMWF), the Global Forecast System (GFS), the Northern and Southern Operations Predictive Services, and the National Weather Service (NWS). Our thresholds and guidance for identifying critical fire risk are determined by analyzing three decades of historical weather data in and around California, combined with key external partnerships and extensive academic research.

No single factor drives the determination that a PSPS is necessary, as each situation is dynamic and unique. The main drivers considered for PSPS events under the 2021 PSPS Protocols are described in the sections that follow. External forecast information from the NWS (e.g., Red Flag Warnings) and other forecast agencies is examined carefully; furthermore, PG&E coordinates with these agencies during high-risk periods to ultimately decide whether to de-energize portions of the grid for public safety.

#### Overview of 2021 PSPS Protocols

The 2021 PSPS Protocols include the development of the Outage Producing Wind (OPW) Model used in 2020 PSPS events into an improved Ignition Probability Weather (IPW) Model, as well as updates to our Utility Fire Potential Index (FPI) Model, and the integration of Technosylva Fire modeling into our PSPS Protocols. In addition to the model enhancements described above, the 2021 PSPS Protocols also incorporate tree overstrike and high-risk vegetation and asset tags.

#### FPI Model Enhancements

To understand the potential for large and catastrophic fires to occur across the PG&E service area, we first developed the FPI in 2015 and have enhanced the model several times. From 2015 to 2021, we evaluated new features, new datasets, and new model configurations with the goal of improving FPI predictions. Overall, the 2021 FPI Model has been significantly enhanced with Machine Learning capabilities, environmental and fire occurrence datasets through 2020, new model features, and an enhanced fire occurrence dataset.

The 2021 FPI Model combines fire weather parameters (wind speed, temperature, and vapor pressure deficit), dead and live fuel moisture data, topography, and fuel type data to predict the probability of large and/or catastrophic fires. The 2021 FPI Model was developed with the partnership of Sonoma Technology Inc. and trained on an enhanced fire occurrence dataset that combines agency fire information with sub-daily growth data from satellite fire detections. This was an important development as we can correlate fire growth in sub-daily timeframes to environmental data. Data scientists, meteorologists, and fire scientists tested dozens of new model features for the 2021 FPI Model and various model configurations and types, including logistic regression and multiple machine-learning models. These model results were tested using a train-test split ratio of 70%-30%; this involved training the model with 70% of the input data and testing predictions with the remaining 30% of fires. We ultimately chose a Balanced Random Forest Classification Machine Learning model for the 2021 FPI Model based on model performance.

#### IPW Model and OPW Model Enhancements

The OPW Model used in 2020 PSPS events forecasts the probability of a wind-driven outage on our system based on forecast windspeeds for each grid cell associated with our distribution lines for every hour of a forecast. As we explained in the Revised 2021 WMP<sup>6</sup>, we recalibrated our OPW Model using the 2km climatology extended to capture outage events in 2020. In the 2021 PSPS Protocols, the OPW output is also enhanced to produce an Ignition Probability using historical outages and ignitions in our service area. This new ignition model is called the Ignition Probability Weather (IPW) Model. Utilizing the IPW Model further helps PG&E pinpoint the areas where the probability of ignition is greatest. In addition, we incorporated tree overstrike risk directly into the IPW Model to further inform vegetation-based outage risk and increase the model's efficacy.

When used together with the 2021 FPI Model, these upgrades allow us to pinpoint the areas of greatest fire risk more accurately.

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<sup>6</sup> Revised 2021 WMP, p. 983.

### Integration of Technosylva Fire Spread Modeling

After testing fire spread simulations across historical and forecast time-horizons, we added Technosylva fire spread outputs into the 2021 PSPS Protocols in 2021. Utilizing Technosylva Fire Spread Modeling allows us to review millions of simulated ignitions to identify the areas where the risk of an ignition growing into a catastrophic wildfire is greatest. In addition, bringing in a third-party vendor to help produce PG&E's PSPS scope allows us to highlight areas where the models do and do not overlap for forecast corroboration and additional insights.

### Incorporation of Hardening

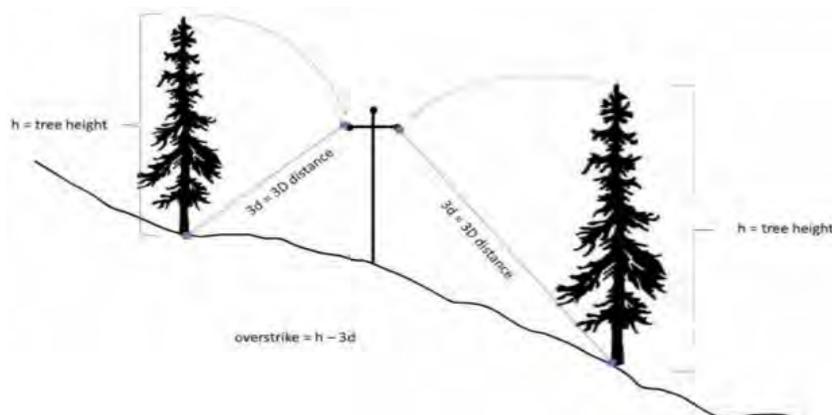
To date, PG&E has hardened approximately 600 miles out of approximately 25,500 miles of overhead line miles in the High Fire Risk Areas (HFRA) with strong poles, covered power lines, targeted undergrounding, and remote grids to reduce the need for PSPS events across PG&E's service area.

To account for the hardening work performed, our Machine-Learning IPW framework accounts for positive and negative changes in grid performance and reliability year-over-year as we apply a time-weighted approach to weight more recent years of learned performance more heavily in the final model output. The model learns the performance of local grid areas hour-by-hour based on the wind speed observed at that hour and if outages or ignitions occur or not. The IPW Model compiles information from 13 models trained on each year separately from 2008-2020. This exponential weighting allows the model to organically account for positive changes in performance from system hardening as well as potentially negative changes due to the current drought as well as other factors.

### Incorporation of Tree Overstrike

Overstrike is defined by the amount of timber in one tree which could strike our lines. For example, a taller tree next to our lines would have a higher amount of overstrike than a shorter tree in the same location. This is a function of the Tree Height minus the 3D distance (shortest path from tree to conductor) as illustrated in Figure 4. As discussed in Sections 8.2.2 and 8.2.6 of the Revised 2021 WMP, PG&E worked to further integrate Tree Overstrike as a part of our 2021 PSPS Protocols (Distribution). Instead of incorporating areas that surpass 70% of tree overstrike risk, our 2021 PSPS Protocols (Distribution) now utilize a machine learning model to integrate overstrike directly into our IPW Model. Using a machine learning model helps us more accurately incorporate the risk by analyzing risk posed by the approximately 150 million feet of overstrike in PG&E's service territory at 2x2 km area.

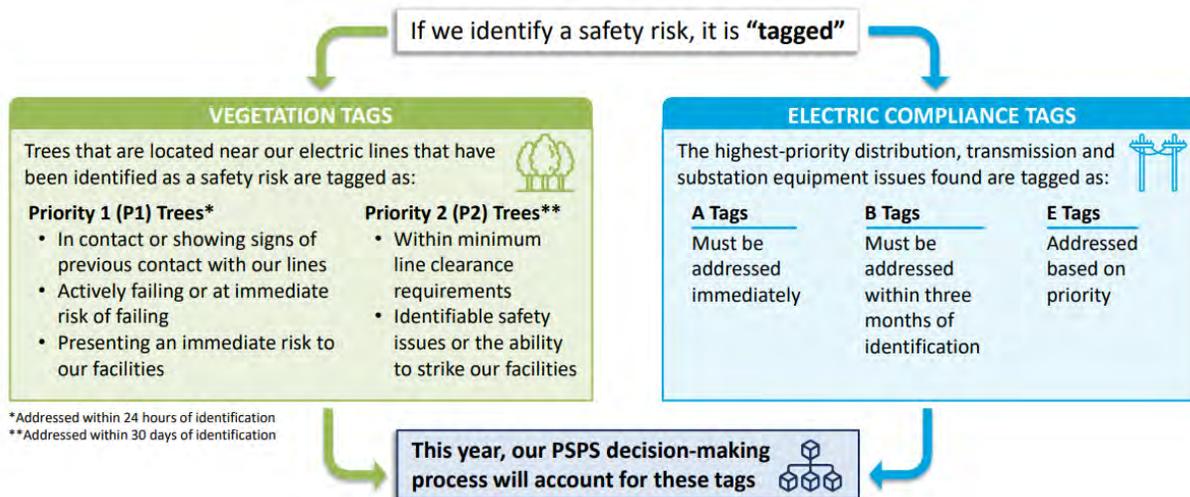
**Figure 4: Diagram Showing Tree Overstrike Potential as a Function of Tree Height Minus 3D Distance**



## Incorporation of High-Risk Vegetation and Asset Tags

Similar to our 2020 PSPS Protocols plus Tree Overstrike Potential and Priority Tags, our 2021 PSPS Protocols (Distribution) have continued to incorporate any Priority 1 or Priority 2 tree tags<sup>7</sup> that meet our minimum Fire Potential Conditions. In addition to Priority Tags, we are also including all circuits with known high-risk compliance tags that meet our minimum Fire Potential Conditions as part of our PSPS. Figure 5 shows a schematic of our current Vegetation and Asset Hazard Considerations.

**Figure 5: Vegetation and Asset Hazard Considerations**



In the following part of this section, we describe the 2021 PSPS Protocols (Distribution) and 2021 PSPS Protocols (Transmission) followed by our PSPS process once the Distribution and Transmission event scope has been defined.

### 2021 PSPS Protocols (Distribution)

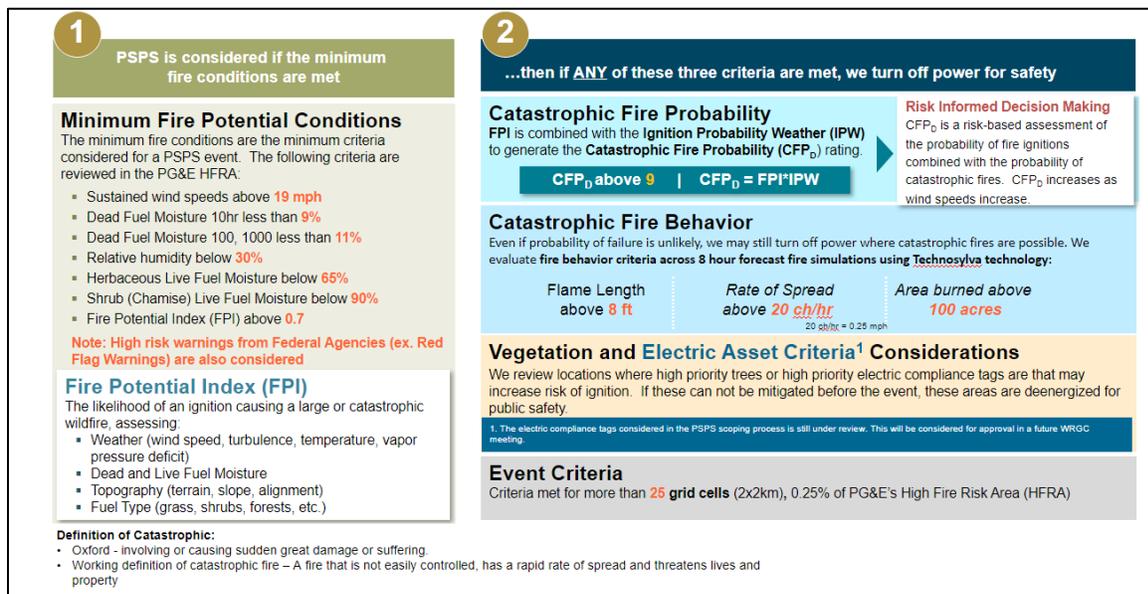
This section describes the 2021 PSPS Protocols for the distribution system. To be in-scope for distribution PSPS, grid cells must meet both the Minimum Fire Potential Conditions and at least one of the other three factors:

- 1) **Minimum Fire Potential Conditions (mFPC)**
- 2) **At least one of the following:**
  - Catastrophic Fire Probability (CFP<sub>D</sub>) comprised of the following:
    - Ignition Probability Weather (IPW)
    - Utility Fire Potential Index (FPI)
  - Catastrophic Fire Behavior (CFB) (via fire spread simulations from Technosylva)
  - Consideration of known high-risk vegetation and electric compliance tags

<sup>7</sup> “Priority 1” and “Priority 2” vegetation tags are created when trained vegetation inspectors identify trees or limbs that currently present elevated risk and must be worked on an expedited basis. Inspectors use Priority 1 tags for vegetation (i) in contact or showing signs of previous contact with a primary conductor; (ii) actively failing or at immediate risk of failing and which could strike PG&E’s facilities; or (iii) presenting an immediate risk to PG&E’s facilities. Inspectors use Priority 2 tags for vegetation that does not rise to the level of Priority 1 but has encroached within the PG&E minimum clearance requirements or has an identifiable potential safety issue requiring expedited work.

In addition to the meteorological models, we also evaluate the impacts of de-energization against the risk of wildfire should de-energization not occur. This information is reviewed at key decision points in the PSPS process and informs the ultimate decision to de-energize our customers and our communities. Figure 6 provides a quantitative summary of our 2021 PSPS Protocols (Distribution).

**Figure 6: PSPS Protocols (Distribution)**



The Minimum Fire Potential Conditions (mFPC) are the minimum weather and fuels filter based on relative humidity values, wind speed, and fuel moisture values that must be exceeded for a PSPS event to be considered.

The machine learning IPW and FPI models are combined in both space and time to form Catastrophic Fire Probability (CFP<sub>D</sub>) output at a 2 x 2 km resolution. CFP<sub>D</sub> provides hourly outputs and highlights locations that have concurrence of an increased probability for large fires and increased probability of wind-related ignitions on the distribution system. Additionally, the Catastrophic Fire Behavior (CFB) criteria are used to identify locations that may have a lower probability of ignition but could result in fires that are not easily suppressed and have potentially high consequences.

Below, we describe the steps in the 2021 PSPS Protocols (Distribution).

### Step 1: Minimum Fire Potential Conditions/Fire Potential Index

The first step to determine the scope of a PSPS event for distribution is evaluating the Minimum Fire Potential Conditions (mFPC). These conditions serve as a first review of weather conditions for a PSPS event to be considered. A PSPS event will only be evaluated if the following Minimum Fire Potential Conditions are true in an HFRA<sup>8</sup>:

- Sustained wind speeds above 19 mph;
- Dead fuel moisture 10-hr less than 9%<sup>9</sup>;

<sup>8</sup> Revised 2021 WMP, pp. 85-89.

<sup>9</sup> 10-hr. dead fuel moisture represents the modeled moisture content in dead fuels in the 0.25 to 1-inch diameter class and the layer of the forest floor about one inch below the surface.

- Dead fuel moisture 100-hr, 1000-hr less than 11%<sup>10</sup>;
- Relative Humidity below 30%;
- Herbaceous live fuel moisture below 65%;
- Shrub (Chamise) Live Fuel Moisture below 90%; and
- Fire Potential Index (the probability of large or catastrophic fires given an ignition) above 0.7.

These values were established from an examination of historical fire occurrence in the PG&E service area, PSPS sensitivity studies using historical data viewed through the lens of both customer impacts and wildfire risk mitigated, as well as information published by federal agencies regarding fire behavior and criteria used to issue warnings to the public.

### **Step 2: In-depth review of fire risk**

If all the Minimum Fire Potential Conditions in Step 1 are met, we conduct an in-depth review of fire risk using three separate measures. If the criteria for any of these measures are met, then PG&E may need to turn off power for safety:

1. Catastrophic Fire Probability: PG&E uses machine learning to assess the likelihood of equipment failure during a given weather event and the subsequent risk of catastrophic wildfires if a failure occurs. This model uses a combination of the IPW and FPI Models. It is a risk-based assessment that evaluates the probability of an ignition (IPW) against the probability of catastrophic fires should an ignition occur (FPI). The CFP<sub>D</sub> model accounts for changes over time based on actual performance data. Thus, the model will address positive and negative trends in grid performance and reliability year-over-year, incorporating grid improvements such as system hardening, and enhanced vegetation management based on their performance at mitigating outages over time.
2. Catastrophic Fire Behavior (CFB): PG&E may de-energize customers where the consequence of a potential wildfire starting would be extreme, even if probability of a power line or equipment failure is low.
3. Vegetation and Electric Asset Criteria Considerations: PG&E reviews locations from recent inspections where high-priority tree or electric compliance issues are present that may increase the risk of ignition.

### **Step 3: Determining the outage area**

If weather forecasts indicate a high likelihood of severe fire risk (Step 2), PG&E first identifies the meteorological footprint of severe fire weather and then identifies the distribution lines and other assets within that footprint. Power is turned off if any of the criteria listed on Step 2 above are met over a certain geographic area. This happens if the criteria also meet an area coverage criterion of more than 25 2x2 km grid cells, or 0.25% of PG&E's HFRA.

For distribution lines, the PG&E team determines which circuits are impacted and evaluates the ability to sectionalize circuits to limit the de-energization scope and resulting customer impact.

More information on PG&E PSPS Protocols (distribution) can be found [here](#), PG&E's "Determining When To Turn Off Power For Safety".

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<sup>10</sup> 100-hr. Dead Fuel Moisture represents the modeled moisture content of dead fuels in the 1-to-3-inch diameter class. It can also be used as a very rough estimate of the average moisture content of the forest floor from 0.75 inches to 4 inches below the surface.

## 2021 PSPS Protocols (Transmission)

This section describes the 2021 PSPS Protocols for the transmission system. In addition to analyzing distribution circuits that may need to be de-energized for safety, we also review transmission lines and individual structures for risk of igniting a catastrophic wildfire. Similar to the 2021 PSPS Protocols (Distribution), there is no single factor or threshold that will require shutting off power to a transmission circuit.

The Transmission PSPS decision-making process follows a similar framework as the distribution process but utilizes transmission-specific models. In order to be in-scope for PSPS, transmission structures must meet both the Minimum Fire Potential Conditions and at least one of the other four factors:

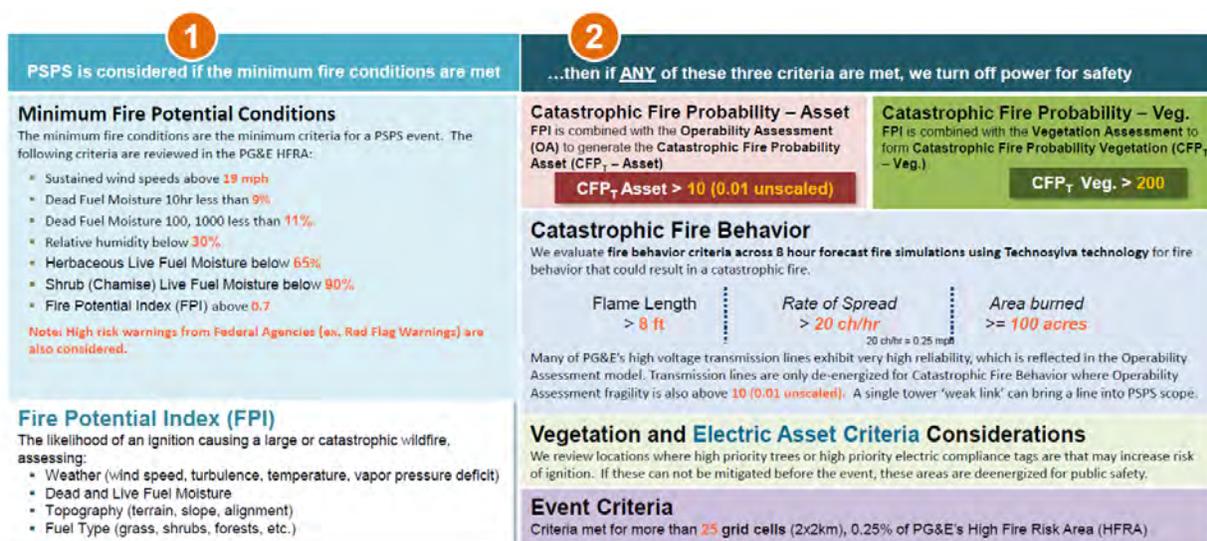
### 1) Minimum Fire Potential Conditions (mFPC)

### 2) At least one of the following:

- Catastrophic Fire Probability from Asset Failures (CFP<sub>T</sub> - Asset) comprised of the following:
  - Transmission Operability Assessment (OA)
  - Utility Fire Potential Index (FPI)
- Catastrophic Fire Probability from Vegetation (CFP<sub>T</sub> - Veg) comprised of the following:
  - Transmission Vegetation Risk Model
  - Utility Fire Potential Index (FPI)
- Catastrophic Fire Behavior (CFB) (via Fire Spread Simulations from Technosylva)
- Consideration of known high risk vegetation and electric compliance tags

Figure 7 provides a quantitative summary of our 2021 PSPS Protocols (Transmission).

**Figure 7: 2021 PSPS – Protocols (Transmission)**



### **Step 1: Minimum Fire Potential Conditions**

The first step of determining the scope of a PSPS event on the transmission system is evaluating the Minimum Fire Potential Conditions at the transmission structure level. The same criteria used for the distribution system also apply to the transmission system. These conditions serve as a first review of the weather conditions necessary for a PSPS event to be considered. Once the Minimum Fire Potential Conditions are met, an in-depth review of risk models and other factors is performed.

### **Step 2: In-depth review of fire risk**

If all the Minimum Fire Potential Conditions in Step 1 are met, we conduct an in-depth review of fire risk using four separate measures. If the criteria for any of the measures are met, then PG&E may need to turn off power for public safety:

1. Catastrophic Fire Probability - Asset: PG&E uses machine learning to assess the likelihood of equipment failure during a given weather event, and the subsequent risk of catastrophic wildfires if a failure occurs. This model uses a combination of the Operational Assessment (OA) and FPI Models, both in time and space, at every transmission structure to form the Transmission Catastrophic Fire Probability model for asset failures. (CFP<sub>T</sub> - Asset). The OA Model combines historical wind speeds for each structure, historical outage activity, Bayesian updating, and the condition of assets based on inspection programs to help understand the wind-related failure probability of each structure. The OA Model can be driven with forecast wind speeds to output the probability of failure at the structure level.
2. Catastrophic Fire Probability - Vegetation: The transmission-specific vegetation risk model was derived by a collaborative effort between PG&E vegetation management and external contractors such as NV5 and Formation Environmental. This model leverages aerial LiDAR data to map the location and attributes of trees near transmission lines. The transmission vegetation risk model is based on several factors such as overstrike, the amount of unobstructed fall paths to a wire, the slope between tree and conductor, and tree exposure. The transmission vegetation risk model is combined with the FPI Model in space and time to form Catastrophic Fire Probability – Vegetation (CFP<sub>T</sub> – Veg).
3. Catastrophic Fire Behavior (CFB): PG&E may de-energize customers where the consequence of a potential wildfire ignition would be extreme, even if the probability of a power line or equipment failure is low.
4. Vegetation and Electric Asset Criteria Considerations: PG&E reviews locations from recent inspections where high-priority trees or electric compliance issues are present that may increase the risk of ignition.

### **Step 3: Determining the outage area**

Based on the criteria above, transmission lines meeting the criteria pass to the next stage of review for PSPS. PG&E conducts a Power Flow Analysis on the in-scope transmission lines (if applicable) to analyze any potential downstream impacts of load shedding, coordinates this effort with the California Independent System Operator (CAISO), and confirms solution feasibility with Transmission System Protection. The de-energization of transmission lines may result in some downstream impacts on substations, transmission lines, and distribution lines that may also lose their source.

#### After Determining the Outage Area (Distribution and Transmission)

After determining the outage area both for Distribution and Transmission, we review the forecasted customer impacts of each circuit against the forecasted wildfire risk of each circuit should an ignition occur on that circuit during the forecasted period of risk for both the distribution and transmission circuits brought into scope from the meteorology models. PG&E then shares this analysis internally during key decision-making points to inform PSPS decision making and further risk modeling.

Starting at 12 hours before the forecasted PSPS de-energization time, PG&E switches from forecasting to observing the weather in real time. Based on real time observations and analysis, we continually evaluate all the outage areas identified in the previous steps to determine whether to initiate PSPS de-energization. We also use external tools and analysis to provide input to the decision to de-energize, as described in the next sections.

#### External Tools and Analysis

During high-risk periods, PG&E meteorologists participate in daily interagency conference calls that commonly include multiple National Weather Service (NWS) local offices, the NWS western region headquarters, and representatives from the Geographic Area Coordination Center (GACC). This call is hosted by the Northern California or Southern California GACC offices. Agreements with CAL FIRE and United States Forest Service (USFS) leadership allow participation on these calls (although PG&E participation does not influence any forecasts issued by these independent agencies). During these calls, the agencies present their expert assessment on the upcoming periods and locations of risk, wind speeds and fuel moisture levels, and any other relevant factors to consider. PG&E greatly appreciates these conference calls and the opportunity to coordinate with external and independent forecast agencies on upcoming risk periods. During PSPS events, the lead PG&E meteorologist for the event, called the Meteorologist in Charge (MIC), summarizes these forecasts and discussions for the PG&E Officer in Charge (OIC), who ultimately makes the decision to execute a PSPS event. If external agencies are not in agreement with PG&E's analysis and do not see an upcoming event as high risk for large fires, the OIC may use this intelligence to decide if a PSPS event is warranted.

In addition to this information, PG&E carefully reviews and considers the location of existing fires and where new fires are detected using the Satellite Fire Detection & Alerting System (FDAS), which uses data from six National Oceanic and Atmospheric Administration (NOAA)/ NASA satellites to detect fires, and other information compiled by PG&E's Hazard and Awareness Warning Center (HAWC) such as intel from field observers. If an active fire may require imminent community evacuations, we would consider how best to support those efforts in relation to PSPS decisions. In addition, the following sources and tools are considered before initiating a PSPS event:

- Fire Weather Watches and Red Flag Warning (NWS - Federal)
- Significant fire potential for wind (GACC - Federal)
- Storm Prediction Center (part of NOAA - Federal)
- Daily interagency conference call with agencies during high-risk periods
- Field observer information
- Live weather data from weather stations
- Location of existing fires
- New fires detected – Satellite Fire Detection & Alerting System (FDAS)
- European Centre for Medium Range Weather Forecasts model (ECMWF)
- North American Mesoscale model (NAM)
- High-Resolution-Rapid Refresh-Model (HRRR)
- Global Forecast System (GFS) American global model
- Other weather models

Based on the above analyses, we can determine how many customers may be subject to de-energization, and further investigate mitigation options—such as advanced switching solutions, sectionalization, the use of islanding, alternative grid solutions, and temporary generation—to support customers who could lose upstream power sources but are in areas that may be safe to keep energized.

PG&E monitors and forecasts weather over a multi-day horizon, so the company can anticipate when a PSPS event may be needed and activate its Emergency Operations Center (EOC) ahead of any PSPS event whenever possible. PG&E Meteorology's internal weather model runs four times a day, and external modeling is updated multiple times per day. The PG&E meteorology team constantly evaluates both internal and external weather models for changes in weather event timing, strength, and potential locations impacted; meteorology then incorporates these changes into a new weather scope generally once per day. Weather shifts may force changes to PSPS scope and impacts at any point in time during PSPS planning and execution; this may allow the company to avoid de-energization in some areas if fire-critical conditions lessen but can also cause some areas and customers to move into de-energization scope late in the process if forecasted fire-critical weather footprints change or increase. Possible changes in PSPS scope and impact are driven by the inherent uncertainty in weather forecast models.

**Section 2.3 - A thorough and detailed description of the quantitative and qualitative factors it considered in calling, sustaining, or curtailing each de-energization event including any fire risk or PSPS risk modeling results and information regarding why the de-energization event was a last resort, and a specification of the factors that led to the conclusion of the de-energization event.**  
*(D.20-05-051, Appendix A, page 9, SED Additional Information.)*

**Response:**

#### October 14, 2021 PSPS Event

On Saturday, October 9, 2021 some weather forecast models began to show the potential for a dry, northerly wind event Thursday morning into Saturday, October 14-16, 2021. Meteorology informed PG&E EP&R and the October 10, 2021 PSPS EOC command staff about the threat and the decision was made to keep the EOC open in preparation for this event. Some forecast models indicated that dry and breezy north-northeast winds, coupled with record-dry fuels and low relative humidity, would lead to a period of increased fire danger across the Southern Cascades, Northern Sierra foothills, Sacramento Valley and elevated terrain of Humboldt and North Bay regions as well as the potential for breezy south winds along the Tehachapi foothills.

An initial PSPS scope was developed on October 10, 2021 as models began to hint at the development of a northerly wind event that would impact portions of the Northern Sierra, Northern and Western Sacramento Valley, elevated North Bay terrain, and the Tehachapi foothills.

The weather forecast models were closely monitored leading up to the event and the scope of the event was adjusted on October 11, 2021, October 12, 2021, October 13, 2021, and October 14, 2021 based on the latest forecast information.

During the morning and afternoon hours of October 12, federal forecast agencies began to issue warnings for the upcoming event with a Red Flag Warning being issued from the Sacramento NWS office. North Ops Predictive Services also highlighted the event in their forecast discussion and included several areas in High Risk due to wind.

Meteorology continued to monitor forecasted and real-time weather conditions between the decision to de-energize and the planned de-energization start time. Weather conditions in some portions of scope trended less severe than previous forecasts that were used to scope these areas for PSPS had predicted - as confidence grew that these areas would not meet or surpass PSPS guidance, these areas were removed (descoped) from PSPS scope.

The only remaining TP, TP 17, for the Santa Ana wind event along the Tehachapi foothills was forecast to begin on the evening of October 14, 2021. No changes in scope were required on the 14th. At midnight on October 15, 2021, due to deteriorating conditions (increasing winds and low humidity) in TP 17, specifically around the Grapevine portion of I-5, meteorology recommended the de-energization of TP

17, with a weather start time of 02:00 PDT in line with the latest modeling. IC gave approval at 00:07 PDT.

On October 15, 2021 at 11:30 PDT, the MIC recommended an All-Clear be granted to all circuits in zones 445, 448A, 448B, and 651, except for two devices of the Tejon 1102 circuit that extend into higher terrain, where critical fire conditions will remain present through early Saturday afternoon. The Weather “All-Clear” recommendation was made based on wind observations, weather conditions and forecasts. Once winds decreased on those segments in the afternoon of October 16, 2021, the Weather “All-Clear” was provided for the remaining segments associated with those 2 devices.

#### PSPS Scope Adjustments Based on High Resolution PSPS Models Guidance

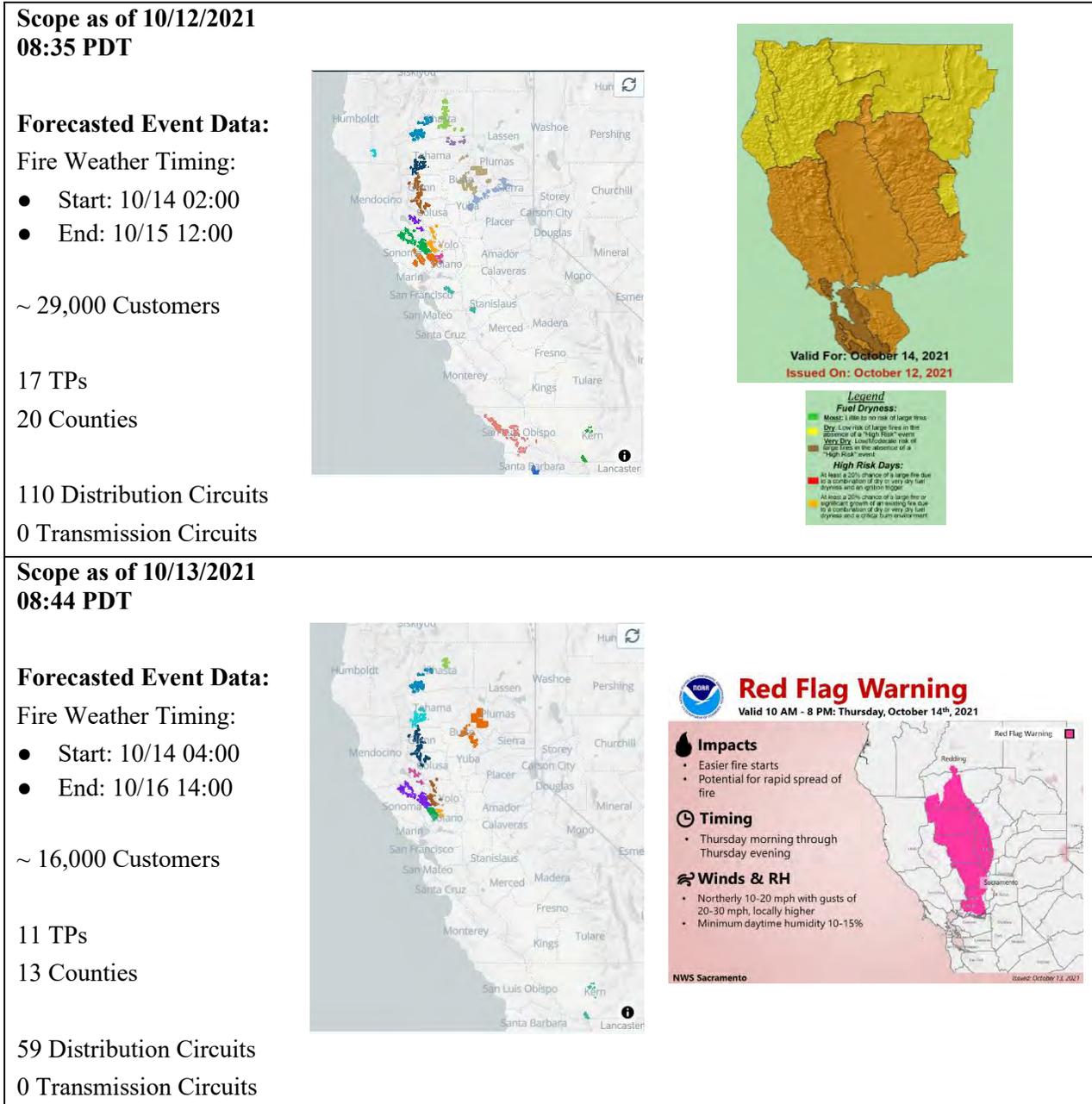
The previous sections describe the tools and models that meteorologists consider for the scope of PSPS. As PG&E strives to alert affected Public Safety Partners with as much lead time as possible before an event, longer range weather forecast model data must be used to help determine the location and timing of a PSPS event. Typically, these weather forecasts have more uncertainty about an upcoming weather event the farther out in time they go. This is akin to the well-known hurricane “cone of uncertainty” in which the potential track of a hurricane is represented by an area that expands the farther out in time, which resembles an expanding cone. Thus, there is an inherent tradeoff between the farther out the forecasts are for a PSPS event and the uncertainty in the PSPS scope (and notifications of a potential PSPS) and waiting until forecasts become more certain. This ultimately leads to changes in PSPS scope as weather forecast models are updated and the scope is refined.

During PSPS events, meteorologists track weather forecasts over time and compare weather forecast models against one another to gauge the level of uncertainty in the forecast. Forecasts of PSPS are routinely updated heading into an event. On Sunday, October 10, 2021, meteorologists created the first scope of the event based off the latest high-resolution weather, fuels, PSPS guidance and fire spread simulations that were initialized at 18 UTC. The forecast was updated in the evening hours on Monday October 11, Tuesday October 12, and during the day on Wednesday, October 13. Each forecasted scope used the latest forecast information that was available at that time regarding the upcoming PSPS event. Each forecasted scope used the latest forecast information that was available at that time regarding the upcoming PSPS event.

As the event unfolds in real-time, meteorologist transition to real-time observations of weather stations, satellite data, pressure gradients, real-time field observations from crews and live feeds from Alert Wildfire Camera to evaluate if the event is unfolding as expected. In many instances, models trend stronger or weaker with each model iteration leading up to an event which ultimately dictates changes in event scope and decisions to move forward with PSPS or whether to cancel the areas in scope.

**Figure 8: PSPS Scope Changes as Weather Forecasts Change**

Each color indicates the geographic location of a different Time-Place for this PSPS event



**Scope as of 10/13/2021  
17:47 PDT**

**Forecasted Event Data:**

Fire Weather Timing:

- Start: 10/14 04:00
- End: 10/16 14:00

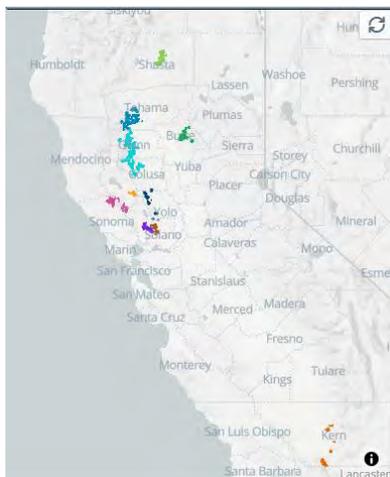
~ 6,000 Customers

10 TPs

11 Counties

34 Distribution Circuits

2 Transmission Circuits



**Scope as of 10/14/2021  
08:05 PDT**

**Forecasted Event Data:**

Fire Weather Timing:

- Start: 10/15 02:00
- End: 10/16 14:00

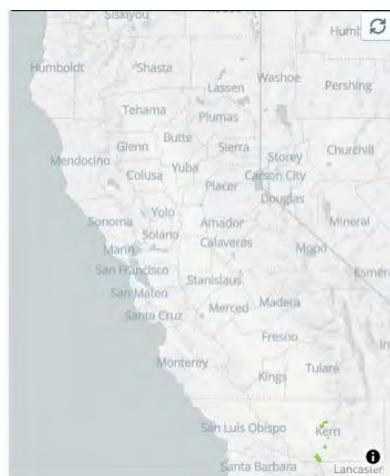
~ 700 Customers

1 TPs

1 Counties

6 Distribution Circuits

0 Transmission Circuits

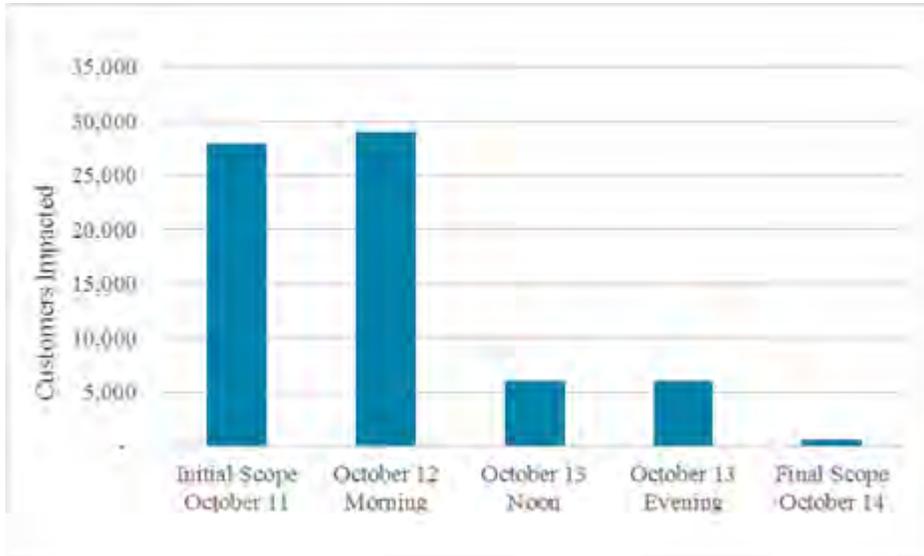


Event Scope and Timing

Due to the combination of changes in the weather and mitigation efforts, the PSPS event expanded marginally in scope to about 29,000 customers, then grew significantly smaller during the scoping process, ultimately deenergizing only 666 customers in one TP located in one county.

The initial scope for the event comprised about 28,000 customers and 17 TPs, on the morning of Monday, October 11. On Tuesday morning, October 12, the scope increased marginally to about 29,000 customers and 17 TPs. However, on the morning of October 13, due to additional scoping based on the high-resolution models and external agency forecasts, the scope was reduced significantly to about 16,000 customers and 11 TPs. The scoping process continued throughout the day on October 13, culminating in a reduced scope of about 6,000 customers. Ultimately, based on overnight model forecasts, lower than expected pressure gradients, and corroboration by external agency forecasts, on October 14, PG&E was able to de-scope most of the TPs; this resulted in actual de-energization of only 666 customers and 1 TP. In all, six meteorology check-ins were conducted during the scoping process.

**Figure 9: Summary of Event Scope Changes**

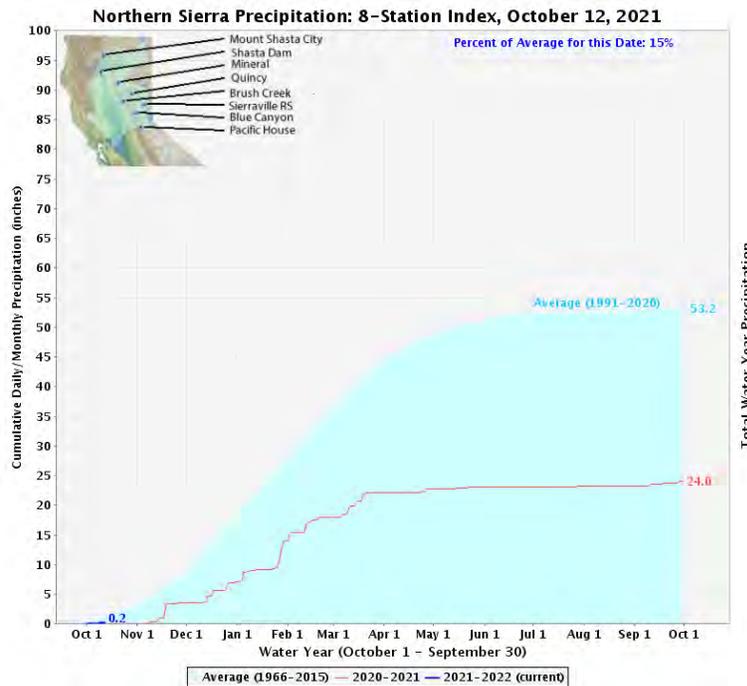


Event Scoping and Preparation

Based on the current state of the fuels, warnings issued from two federal forecast agencies on the upcoming fire risk, and weather forecast models showing a weak to moderate wind event in the Thursday to Saturday timeframe, a PSPS event was initiated. The following evidence supported the rationale to initiate a PSPS event:

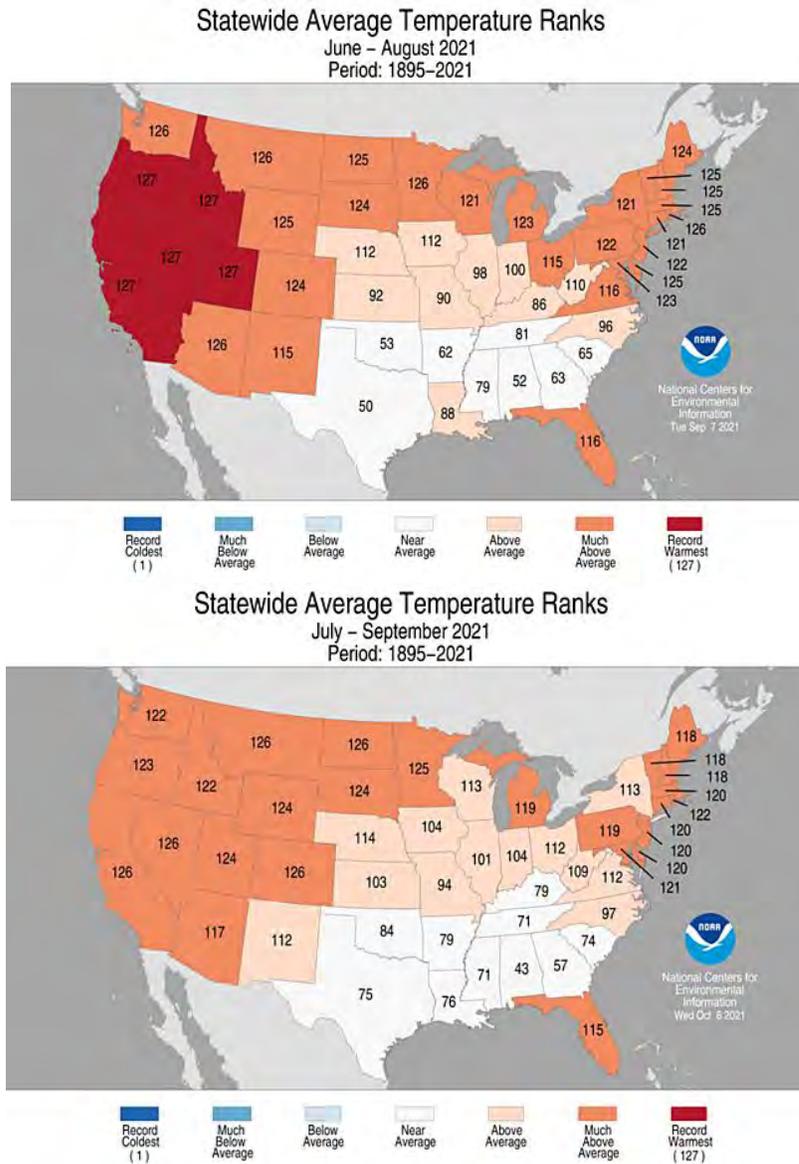
- California precipitation over this past year has been the driest in recorded history according to the NCDC (Figure 10). This was combined with an abnormally low snowpack and earlier run-off than normal. While recent precipitation helped to mitigate the need for PSPS in portions of the Sierra, all other areas had received little to no precipitation.

**Figure 10: Northern Sierra 8-Station Precipitation Index**



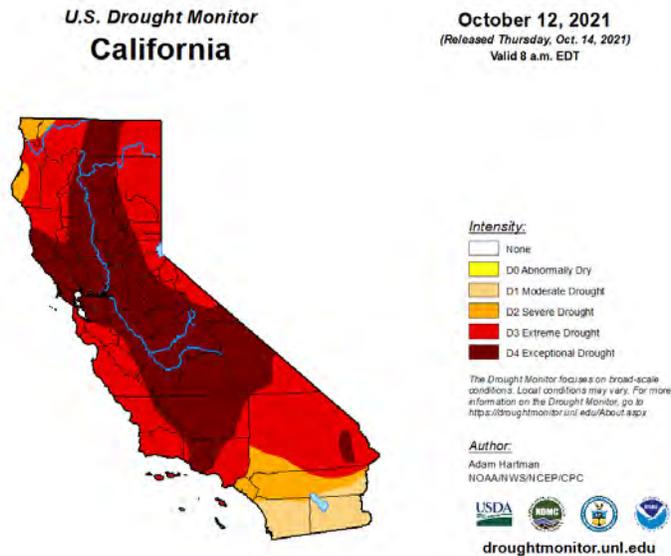
- California has also been abnormally hot over the past several months. The NCDC reports that California observed the warmest June through August on record and second warmest July through September, a database that extends 127 years.

**Figure 11: NCDC Statewide Average Temperature Ranks for June – September**



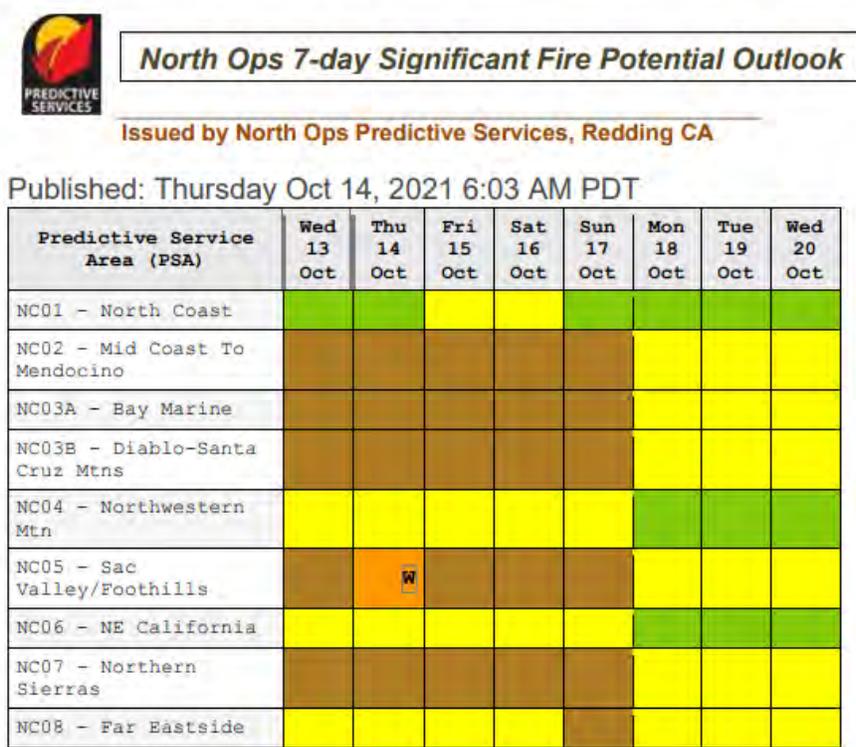
- As a result of the abnormally dry conditions and record hot temperatures, the entire PG&E service area is in extreme to exceptional drought according to the U.S. Drought Monitor.

**Figure 12: U.S. Drought Monitor: California. Source: USDA U.S. Drought Monitor**



- At the same time, live fuel moisture values are also at critical low readings across California. The North Ops Predictive Services stated before the PSPS event that “Live fuel moisture have reached a critically flammable state across most species types, and are running below average for time of year although recent sampling in some areas has shown a slight increase”
- Furthermore, North Ops Predictive Services stated “moisture values will continue to experience fluctuations next several days although more pronounced lowering expected today thru Sat. The most significant lowering will occur west of the Crest-Sac Valley & across Greater Bay Area. Values will rise Sun-Sun night. ERC's will reach or exceed the critical 90th percentile across the Sac Valley-Foothills and Bay Areas PSAs.”
- Forecasts of gusty winds coupled with low relative humidity (RH) values: High resolution models indicated that wind gusts of 20-30 mph with isolated gusts to 40 mph were possible with this event combined with RH from 10 – 25%
- Figure 13 depicts forecasts of high risk driven by wind issued from the Federal North Operations Predictive Services. High risk forecasts indicate a critical burn environment that, given an ignition, significant fire growth will occur due to a combination of sufficiently dry fuels and critical weather conditions such as strong winds and low humidity.

**Figure 13: Forecasts of High Risk Driven by Wind Issued from the Federal North Operations Predictive Services**



- PSPS model guidance: PSPS model guidance, which combines the probability of utility ignitions driven by the weather (IPW) and the Fire Potential Index (FPI) showed areas of increased risk above PPS guidance early Monday morning through early Tuesday afternoon.
- The public safety impacts of de-energizing were considered through assessing the total count of impacted customers, including Medical Baseline customers, critical facilities, and back up generation capabilities of critical facilities that pose societal impact risks if de-energized (e.g., critical infrastructure).

PG&E’s EOC teams used the meteorology and distribution scopes developed on October 11, 2021 to develop the initial analyses of customers impacted. As weather forecasts shifted, the team refined and iterated scoping analyses and mitigation strategies before the decision to de-energize was made on October 14, 2021 at 16:14 PDT.

Leading up to and during the event, PG&E teams conducted a variety of activities to prepare for the upcoming PPS event. These included:

- Notifying and briefing county, state, and first responder officials to alert them to the locations and plans for the upcoming event.
- Planning and conducting customer notifications and public awareness activities, including:
  - Sending approximately 1,400,000 automated notifications<sup>11</sup> via customer calls, text messages, and e-mails available in English, with information on how to get event information in 15 non-English languages, referred to herein as “translated languages”.

<sup>11</sup> Not including doorbell rings and Live Agent phone calls.

Customers with their language preference selected in their PG&E accounts received in-language (translated) notifications via customer calls, text messages, and e-mails.

- Confirming that affected Medical Baseline customers and Self-Identified Vulnerable (SIV) customers received notifications, including making in-person visits if confirmation of automated notification was not received.
  - Handling over 55,000 calls in PG&E's Customer Call Centers, including over 1,000 PSPS-related calls.
  - Sharing PSPS impact maps and information on PG&E's website, so that customers could search their address, learn whether they were potentially impacted, and learn more about the PSPS event and available resources.
  - Planning the locations and preparations for Community Resource Centers (CRCs) to serve customers affected by the PSPS event.
- Designing and implementing mitigation plans to reduce the number of areas and customers in scope:
    - Determining temporary generation support needs.
    - Developing and refining switching plans to mitigate customer impacts where possible.
    - Examining asset scopes to determine where circuit sectionalization devices could be used to electrically and geographically narrow the areas de-energized to reduce the number of customers affected.

#### PSPS De-energization Decision

At the time of the de-energization decision on October 14 and 15, all PG&E's weather sources and forecasts indicated severe fire weather risk was imminent. Forecasts from federal agencies such as the GACC and NWS continued to show critical fire risk.

PG&E reviewed the latest weather information and fire risk analyses and evaluated the alternatives to de-energization for the in-scope PSPS areas the mitigations offered to the customers in scope and the results of the PSPS Risk versus Wildfire Risk for the circuits in scope. The OIC determined that de-energization was a necessary measure to protect public safety and that the risks of catastrophic wildfire outweighed the risk of public safety based upon the information presented.

The PG&E meteorology team studies weather forecasts and real-time observations continually throughout each PSPS event, to assure that any required de-energizations track closely to actual weather conditions. The PG&E meteorology team also joins interagency conference calls each day to consult with Northern and Southern Operations Predictive Services and NWS offices. As such, weather adjustments can include shifting a de-energization time earlier if the weather threat gets stronger earlier than forecasts indicated, delaying de-energization if the severe weather is advancing more slowly than expected, and shrinking or descopeing one or more TPs if changes in the weather decrease the fire threat.

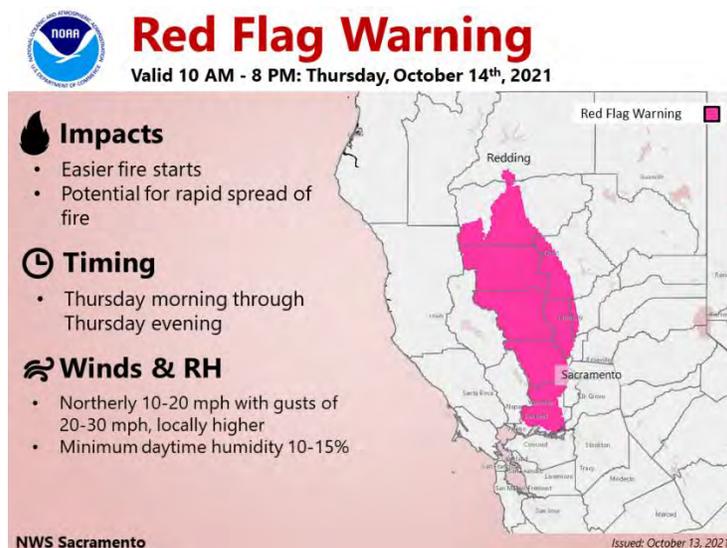
#### External PPS Decision Inputs

Meteorological analyses establish that high winds in California create significant fire threat and exacerbate fire spread. The NWS issues a Red Flag Warning to indicate critical fire weather conditions under which any fire that develops will likely spread rapidly; CAL FIRE states, "the types of weather patterns that cause a watch or warning include low relative humidity, strong winds, dry fuels, the possibility of dry lightning strikes, or any combination of the above." As noted previously, PG&E's PPS events consistently occur during periods and in areas that federal, state, and local authorities have identified as having extreme fire risk including the presence of strong winds.

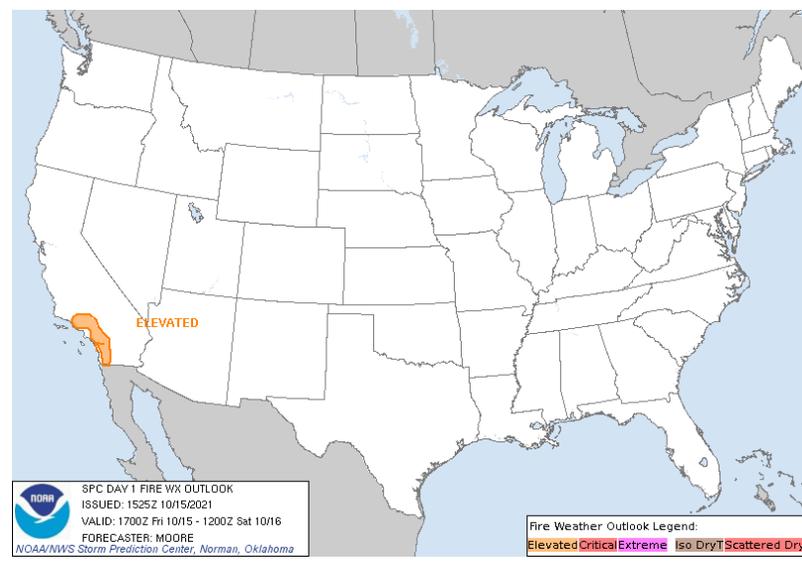
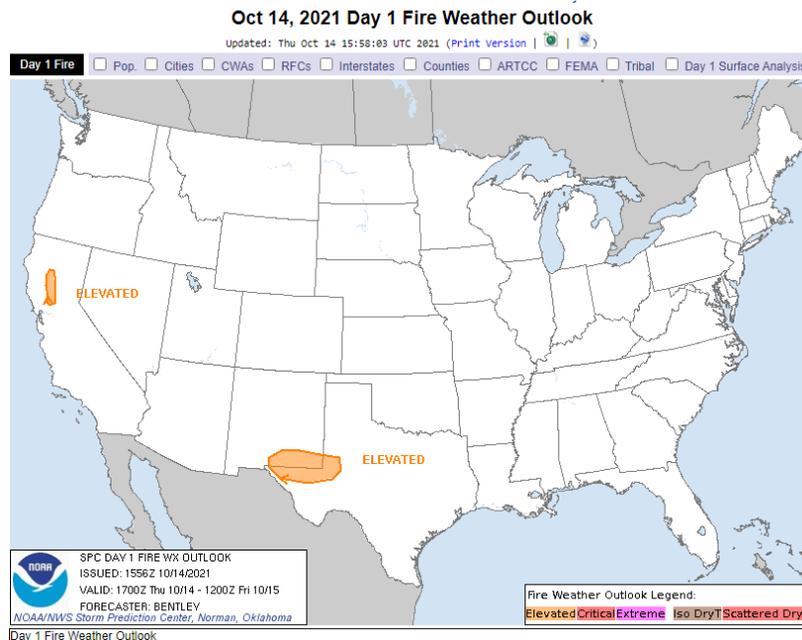
PG&E compares its fire risk forecasts against those of external agencies, for validation that there is shared recognition of high fire risk across the California meteorology community. Between October 14, 2021 and October 16, 2021, PG&E's analysis of fire risk justifying a PSPS event was validated by numerous sources and warnings:

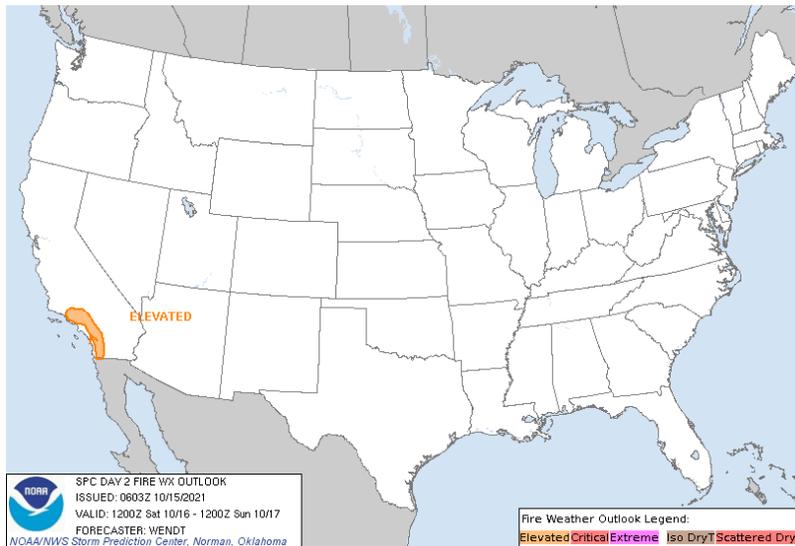
- North Ops Predictive Services issued their 7-day Significant Fire Potential Outlook showing High Risk for one Predictive Service Area, which covered the Sacramento Valley and adjacent terrain.
- Red Flag Warnings from the National Weather Service (NWS) were issued from one local NWS office: Sacramento (Figure 14).
- The NOAA's Storm Prediction Center's Fire Weather Outlooks indicating elevated fire-weather conditions across California (Figure 15).
- The NWS summary of weather conditions and hazards supporting severe fire weather risk (Figure 16).

**Figure 14: National Weather Service Red Flag Warning Coverage from the Sacramento Weather Office.**



**Figure 15: National Oceanic and Atmospheric Administration – Storm Prediction Center (SPC) Forecasts of Elevated and Critical Fire Weather Conditions.**





**Figure 16: National Weather Service Summary, Weather Conditions and Hazards Supporting Conclusion of Severe Fire Weather Risk on October 14, 2021**

### CA Hazards Summary

Last Update Thu Oct 14 2:41pm (Refreshes every 5 minutes) (Help+)

This is an experimental display of our hazard products. This page may change without notice.

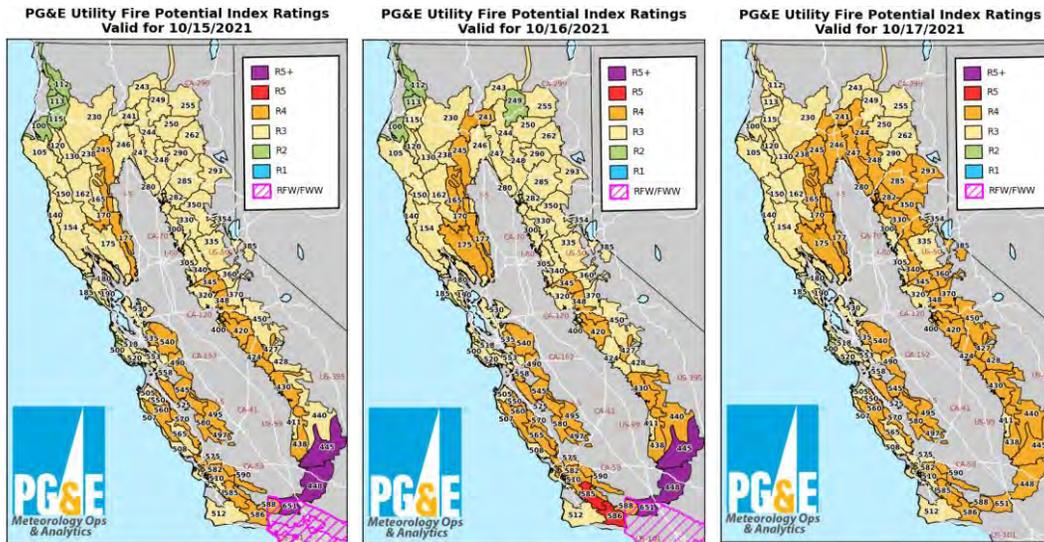
California	Begins	Ends	Last Updated
Red Flag Warning (LOX) +	Fri Oct 15 6:00am	Sat Oct 16 8:00pm	3hrs ago
Red Flag Warning (STO) +	Now	Thu Oct 14 8:00pm	12hrs ago
Wind Advisory (LOX) +	Fri Oct 15 3:00am	Sat Oct 16 12:00pm	2hrs 59mins ago
Frost Advisory (EKA) +	Fri Oct 15 1:00am	Fri Oct 15 9:00am	35mins ago
Special Weather Statement (REV) +		Fri Oct 15 4:15pm	3mins ago

Marine Areas	Begins	Ends	Last Updated
Small Craft Advisory (MTR) +	Thu Oct 14 3:00pm	Thu Oct 14 9:00pm	6hrs ago
Small Craft Advisory (MTR) +	Now	Thu Oct 14 9:00pm	6hrs ago
Small Craft Advisory (MTR) +	Now	Thu Oct 14 9:00pm	6hrs ago
Small Craft Advisory (MTR) +	Now	Fri Oct 15 9:00am	6hrs ago
Small Craft Advisory (MTR) +	Now	Fri Oct 15 3:00am	6hrs ago
Small Craft Advisory (LOX) +	Thu Oct 14 3:00pm	Thu Oct 14 9:00pm	4hrs ago
Small Craft Advisory (LOX) +	Now	Thu Oct 14 9:00pm	4hrs ago
Small Craft Advisory (LOX) +	Fri Oct 15 1:00am	Fri Oct 15 3:00pm	4hrs ago
Small Craft Advisory (EKA) +	Now	Sat Oct 16 5:00am	22mins ago
Small Craft Advisory (EKA) +	Now	Fri Oct 15 5:00am	22mins ago
Small Craft Advisory (MFR) +	Now	Thu Oct 14 8:00pm	10mins ago

PG&E also reviews forecasted wind speeds in the potential PSPS-impacted counties to evaluate the need for a PSPS event. Figure 17 also shows the Utility Fire Potential Index (FPI) Ratings for Fire Index Areas (FIAs) in PG&E’s service area for October 15 – 17, 2021. PG&E determines the scope for PSPS events within those FIAs with fire risk rating R5-Plus from PG&E’s Utility Fire Potential Index model.

**Figure 17: PG&E Utility Fire Potential Index Ratings for October 15 – 17, 2021**



**Section 2.4 - An explanation of how the utility determined that the benefit of de-energization outweighed potential public safety risks, and analysis of the risks of de-energization against not de-energizing. The utility must identify and quantify customer, resident, and the general public risks and harms from de-energization and clearly explain risk models, risk assessment processes, and provide further documentation on how the power disruptions to customers, residents, and the general public is weighed against the benefits of a proactive de-energization (D.19-05- 042, Appendix A, page A24, D.21-06-014, page 284, SED Additional Information.)**

**Response:**

The PSPS Risk-Benefit Tool addresses the regulatory requirements presented in CPUC Decision (D.) 21-06-014, which requires California investor-owned utilities (IOUs) to quantify the risk/benefits associated with initiating or not initiating a PPS event for our customers. This tool was developed in collaboration with PG&E’s Risk Management and Safety team and Joint IOU PPS Working Group ahead of the 2021 PPS season, with alignment on the industry-standard methodology described in PG&E’s Risk Assessment and Mitigation Phase (RAMP) and General Rate Case workpapers<sup>12</sup>.

We incorporated the aforementioned risk-benefit analysis into the PPS execution process to help inform the PPS decision-making process. PG&E appreciates the areas of potential concern which the CPUC has previously identified and shared regarding public safety risks<sup>13</sup>, and, where possible, we have worked to incorporate these risks into our PPS Risk-Benefit analysis. PG&E also recognizes that these risks have not yet been fully examined by the CPUC or others, and guidance is still being developed. As such, PG&E aligns with the current industry-standard Multi-Attribute Value Function (MAVF) framework, as defined through the Safety Modeling Assessment Proceeding (SMAP), which specifies how various consequences are factored into a risk calculation. Utilizing this framework, PG&E incorporates event forecast information into its PPS Risk-Benefit Tool, which are further described under the “Risk Assessment” section.

Currently, we evaluate how the potential duration of interrupted power can adversely impact reliable energy to all customers located on a specific transmission or distribution circuit and the likelihood of a resulting injury in our risk analysis. We intend to mature this model to better understand how to we can further quantify other potential concerns associated with de-energization in our communities. The output of the tool is a ratio that compares the calculated PPS potential benefit from initiating an event

<sup>12</sup> PG&E response to CPUC Energy Division Data Request GRC-2023-Ph1-DR\_ED\_001\_Q01Supp01

<sup>13</sup> D.21-06-014, pp. 12-14.

(i.e., mitigation of catastrophic wildfire consequence) to the induced risks associated with an event (i.e., impact to customers resulting from a PSPS outage). Key inputs in the analysis include results from Technosylva wildfire simulations specific to the distribution and transmission circuits in scope for a potential de-energization, the number of customers forecasted to be de-energized, and the forecasted number of customer hours across each identified circuit in scope for a potential de-energization.

After the potential de-energization scope is determined, including the identification of potentially impacted circuits for the PSPS event in question, this scope and the Technosylva wildfire simulation outputs are used as inputs into the Risk-Benefit tool, which quantifies the public safety risk and wildfire risk resulting from the forecasted impacts of the pending weather / PSPS event. During the de-energization decision-making meeting, the PSPS Risk Analyst reviews the final results of the analysis with the Officer-in-Charge (OIC) and the Incident Commander to help inform the decision of whether to de-energize the circuits in scope.

#### October 14 – 16, 2021 PSPS Event

For this PSPS event, based on the factors described in this section, PG&E determined there was an imminent and significant risk of strong winds impacting PG&E assets, and a significant risk of large, catastrophic wildfires should ignitions occur. PG&E determined that the alternatives to de-energization (discussed in Section 2.5 of this report) were not adequate to reduce this risk and that the public safety risk of catastrophic wildfire outweighed the public safety impacts of the proposed de-energization scope. In making this decision, PG&E reviewed the steps that had been taken or that were in progress to mitigate adverse impacts to customers. As an electric system operator that must determine when it is and is not safe to operate its grid, PG&E determined that a PSPS was warranted and necessary to reduce the risk of catastrophic wildfire for public safety, and thus approved a series of decisions to de-energize portions of our grid to address that risk and protect the customers and communities we serve as authorized in CPUC Sections 451 and 399.2(a) and described in ESRB-8<sup>14</sup>. In this PSPS event, the results from the PSPS Risk Model (see Figure 18) supported initiating a PSPS event based on the forecasted impact information and indicated that each of the 34 distribution circuits and two transmission circuits in scope surpassed the analysis threshold of 1 to support a PSPS event. Ultimately, only six distribution circuits and no transmission circuits were de-energized.

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<sup>14</sup> California Public Utilities Code (PU Code) Sections 451 and 399.2(a) give electric utilities authority to shutoff electric power in order to protect public safety. This authority includes shutting off power for the prevention of fires caused by strong winds.

**Figure 18: PSPS Potential Benefit Versus PSPS Potential Risk Consequence**

<b>PSPS Potential Risk Consequence</b>	11
<b>PSPS Potential Benefit (Wildfire Mitigation)</b>	26,930
<b>Potential Benefit : Potential Risk</b>	2,375
<b>Recommended Approach</b>	Indicates potential PSPS benefit outweighs risk
<b>Risk Ratio Per Circuit (&gt;1, PSPS Benefit Outweighs Risk)</b>	Dx Circuits: 34 (of 34)* Tx Circuits: 2 (of 2)

Aggregated to event-level

**Key Factors**

- **PSPS Consequence**
  - Safety consequence factors in planned and unplanned widespread outage events across the US.
  - Reliability consequence based on customer minutes interrupted
  - Financial consequence based on execution and fixed customer cost per event
  - Assumes maximum duration for each customer per circuit
- **PSPS Benefit (Wildfire Mitigation)**
  - Safety consequence based on population impacted from fire spread simulation
  - Reliability consequence not considered
  - Financial consequence based on buildings impacted from fire spread simulation
  - Assumes an ignition on each circuit based on the maximum consequence modeled by TechnoSylva

$$\frac{\text{PSPS Potential Benefit (wildfire risk)}}{\text{PSPS Potential Risk}} > 1 \quad \text{Indicates potential PSPS benefit outweighs risk}$$

$$\frac{\text{PSPS Potential Benefit (wildfire risk)}}{\text{PSPS Potential Risk}} < 1 \quad \text{Indicates potential risk may outweigh potential benefit}$$

**Risk Assessment**

The PSPS Risk-Benefit Tool utilizes the Multi-Attribute Value Function (MAVF) framework, as defined through the Safety Modeling Assessment Proceeding (SMAP). The tool’s calculations for risk use an industry-wide standard MAVF, with a non-linear scaling of consequences reflecting our focus on low-frequency/high-consequence risk events without neglecting high-probability/low-consequence risk events. The MAVF is a unitless number that captures the safety, reliability, and financial impact of identified potential risk events. It is used to calculate the potential risk scores for the potential risk events identified in PG&E’s Enterprise Risk Register.<sup>15</sup> MAVF scores developed by the PSPS Risk-Benefit Tool are used to compare the potential de-energization risk from a forecasted PSPS event to the potential risk of wildfires from keeping the circuits energized, specific to the potentially impacted circuits being considered for PSPS de-energization.

The PSPS Risk-Benefit Tool utilized multiple inputs to estimate the potential PSPS de-energization and Wildfire Risk Scores. The following inputs are used in calculations to build MAVF risk scores for PSPS events and wildfires, which are ultimately weighed against one another:

- **Forecasted Circuits:** The final list of the distribution and transmission circuits identified to be in-scope for a potential PSPS event.
- **Customers Impacted:** Forecasted number of customers anticipated to be impacted by the potential PSPS event.
- **Customer Minutes:** Forecasted outage duration the customers will face by the potential PSPS event.
- **TechnoSylva Wildfire Simulation Data:** Fire simulation forecasts on the consequence of a potential wildfire’s impacts on population and buildings on each circuit for every three hours. These values are based on TechnoSylva’s sophisticated wildfire modeling, using real-time weather models, state-of-the-art fuel, and 8-hour fire spread modeling.

<sup>15</sup> Full details of the MAVF methodology are provided through the Risk Assessment and Modeling Phase (RAMP) Report RAMP Report, pp. 3-3 to 3-15 and General Rate Case (GRC) workpapers in response to Energy Division GRC-2023-PhI\_DR\_ED\_001\_Q01Supp01.

Once the above data is made available and inputted into the tool, the modeling considerations described below are used to estimate the consequence of the: (1) potential wildfire risk and (2) PSPS risk at the per-circuit level. Throughout the tool, a variety of modeling considerations are made to facilitate calculations and are included in Table 2 and summarized in a visual on Figure 19

**Table 2: 2021 PSPS Risk-Benefit Consequence Modelling Considerations**

Consequence Type	Wildfire Consequence Considerations	PSPS Consequence Considerations
<b>Safety</b>	Calculated based on maximum population impacts derived from Technosylva wildfire simulation models and a fatality ratio based on National Fire Protection Association (NFPA) data.	Calculated from an estimate of Equivalent Fatalities (EF) per Million Customer Minutes Interrupted (MMCI). EF/MMCI ratio is estimated from previous PG&E PSPS and other large external outage events. <sup>16</sup>
<b>Reliability</b>	N/A	Calculated directly from the potential number of customers impacted and outage duration based on customer minutes interrupted.
<b>Financial</b>	Calculated based on maximum building impacts derived from Technosylva wildfire simulation models and a cost per structure burned previously evaluated in 2020 RAMP Report. <sup>17</sup>	Calculated based on two financial estimates 1) distribution of a lump sum cost of execution across all relevant circuits and 2) an estimated proxy cost per customer per PSPS event. <sup>18</sup>

#### Potential Wildfire Risk

Wildfire consequence impacts are based on the Population Impacted by Wildfire and Structures Impacted by Wildfire. This value is used to calculate natural unit values for two consequence components:

- Wildfire Safety Consequence: Equivalent Fatalities (EF)
- Wildfire Financial Consequence: Financial Cost of Wildfire (in dollars)

#### Potential PSPS Risk

PSPS consequence impacts are based on the following values: Duration of de-energization by circuit, and number of customers impacted by de-energization on each circuit. These input values are used to calculate natural unit values for three consequence components:

- PSPS Safety Consequence: Equivalent Fatalities (EF) as an output of Customer Minutes interrupted
- PSPS Electric Reliability Consequence: Customer Minutes Interrupted
- PSPS Financial Consequence: Financial Cost of PSPS event (in dollars)

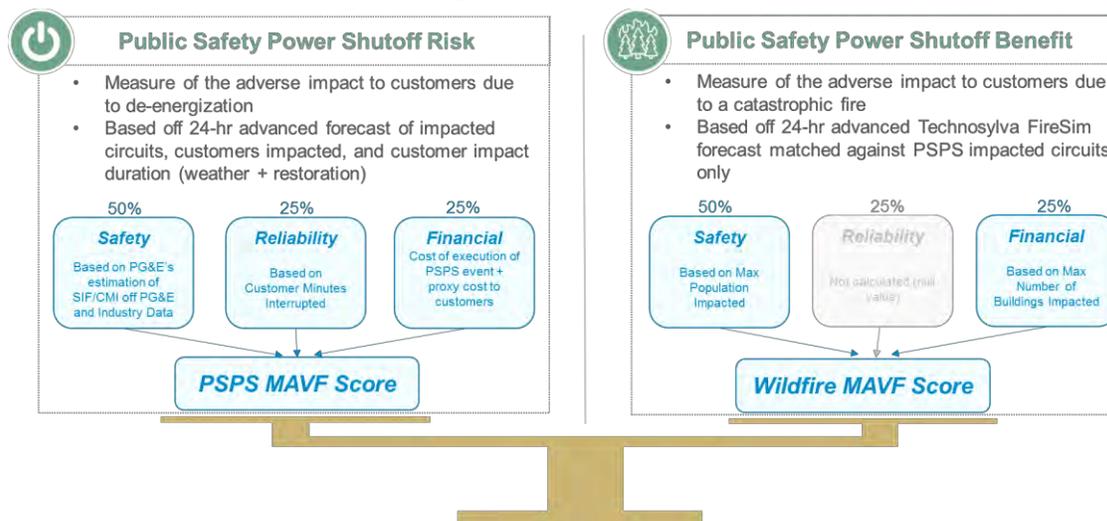
<sup>16</sup> Previous PG&E PSPS events include 2019-2020 events, and other large external outage events include the 2003 Northeast Blackout in New York City, 2011 Southwest Blackout in San Diego, 2012 Derecho Windstorms, 2012 Superstorm Sandy, and 2017 Hurricane Irma.

<sup>17</sup> See A.20-06-012.

<sup>18</sup> The assumptions used in these calculations, including the proxy cost per customer per PSPS event, are subject to be updated and are not intended to prejudice or create precedent with regard to the development of more precise values of resiliency or cost of PSPS metrics being considered in other ongoing proceedings at the California Public Utilities Commission, such as the Risk-Based Decision-Making Rulemaking [R.20.07.013] and the Microgrid and Resiliency Strategies

Once the consequence values (safety, reliability, financial) are estimated, they are converted into MAVF risk scores as defined through our RAMP and GRC<sup>19</sup> filings. This assessment provides the ability to compare the associated risks between the two scenarios. Once the Risk-Benefit tool calculates the impacts between the PSPS event and a wildfire, it is summarized by indicating if the adverse impact from a PSPS event outweighs the risk of a wildfire.

**Figure 19: Visual Representation of PPS Risk-Benefit Tool**



**Section 2.5 - Explanation of alternatives considered and evaluation of each alternative. (D.19-05-042 Appendix A, page A22.)**

**Response:**

Considering the meteorological information indicating the potential for catastrophic wildfire and the customer impacts from mitigating that fire risk through de-energization, PG&E considered whether alternatives to de-energizing, such as additional vegetation management and disabling automatic reclosers, could adequately reduce the risk of catastrophic wildfire thus lowering the need for de-energization. PG&E determined these measures alone did not reduce the risk of catastrophic wildfire in areas within the PPS scope sufficiently to protect public safety.

- PG&E Operations team reviewed asset and vegetation tags that were including incremental customers into PPS scope and worked to correct these tags prior to de-energization.
- PG&E conducted hazard tree mitigation efforts on circuits potentially in PPS scope in the days leading up to the event and continued up through the beginning of de-energization. Tree-trimming near a utility line can keep limbs and trunks from nearby trees from falling into a line, but it does not mitigate against broken limbs from distant trees outside the vegetation management perimeter that could blow into a line or break utility equipment. Thus, hazard tree mitigation efforts were not considered a sufficient alternative to PPS.
- Pre-patrols of potentially impacted transmission facilities were also ongoing in the days leading up to the time of de-energization. While pre-patrols can help identify and correct asset tags on impacted transmission lines, even transmission lines in fully healthy condition

<sup>19</sup> Full details of the MAVF methodology are provided through the Risk Assessment and Modeling Phase (RAMP) Report RAMP Report, pp. 3-3 to 3-15 and General Rate Case (GRC) workpapers in response to Energy Division GRC-2023-PhI\_DR\_ED\_001\_Q01Supp01.

may still pose a wildfire risk. Thus, pre-patrol of potentially impacted transmission facilities was not considered a sufficient alternative to PSPS.

- PG&E disabled automatic reclosing in Tier 2/Tier 3 High Fire Threat District (HFTD) areas. This reduces the ignition risk from attempts to re-energize circuits via automatic reclosing. However, due to the fuel state, the risk of ignition from the initial fault is still too high. Thus, disabling automatic reclosing did not sufficiently reduce risk to avoid the need for PSPS.
- PG&E deployed Safety and Infrastructure Protection Team (SIPT) crews for real-time observations. While these real-time observations are used to further refine the Weather “All-Clear” time for patrol and restoration, they do not sufficiently reduce risk to avoid the need for PSPS.

Given the forecasted high wind speeds and wind gust speeds, which can break and blow vegetation and debris into power lines and blow sparks into dry vegetation, PG&E determined these other measures were not adequate alternatives to mitigate the risk of catastrophic wildfire, and that de-energizing in the areas within the PSPS scope was necessary to protect public safety.

Furthermore, PG&E implemented efforts to mitigate adverse impacts on the customers and communities in areas where power shutoffs were likely. These efforts included:

- Employing granular scoping processes to significantly reduce the public safety impacts of de-energization by de-energizing smaller segments of the grid within the close confines of the fire-critical weather footprint, rather than de-energizing larger amounts of customers in more populated areas.
- Considering the public safety impacts of de-energizing by reviewing the total count of impacted customers and the impact of potential de-energization upon Medical Baseline customers, critical facilities, and the back-up generation capabilities of critical facilities that pose societal impact risks if de-energized (e.g., critical infrastructure).
- Utilizing temporary generation to energize customers outside of the forecasted risk areas.
- Using sectionalization to narrow the scope and number of customers affected.
- PG&E considers opportunities for islanding, temporary generation, and alternate grid solutions, to reduce and mitigate the number of customers de-energized. However, no such opportunities were available for this PSPS event as the location of the outages which did not offer any opportunities for islanding.
- PG&E reduced the public safety impact of de-energizing some affected communities by using back-up generation to serve critical facilities and customers.
- Providing local Community Resource Centers (CRCs) to support customers in those impacted communities.
- Supporting vulnerable customers through California Foundation for Independent Living Centers (CFILC) and Community Based Organizations (CBO) resource partners that offered various services to customers impacted by this event. For further information please see Section 6.
- Extensive use of Advanced Notifications and outreach tools to notify impacted customers of the expected de-energization.

- Using an extensive camera, weather station, and satellite weather monitoring network and on-the-ground personnel to collect real-time observations to inform and speed the identification of Weather “All-Clear” times in more precise, smaller areas, to get customers back in service faster.
- Readiness and increased resources for restoration efforts, including use of helicopters and fixed wing aircraft to conduct line safety patrols after the Weather “All-Clear”, restoring service to safe lines as quickly as possible subject to operational safety and ability to access equipment for patrol and any needed repairs.

### **Section 3 – De-energized Time, Place, Duration and Customers**

**Section 3.1 - The summary of time, place and duration of the event, broken down by phase if applicable** (*Resolution ESRB-8 page 3, SED Additional Information.*)

**Response:**

The PSPS event occurred over the timeframe of October 15 – 16, 2021 in one TP located in Kern County.

**Section 3.2 - A zipped geodatabase file that includes PSPS event polygons of de-energized areas. The file should include items that are required in Section 3.3. (SED Additional Information.)**

**Response:**

A zipped geodatabase file that includes PSPS event polygons of final planned de-energized areas combined with the event data can be found in the attachment, “PGE\_PSPS\_EVENT\_10142021.gdb.zip”

**Section 3.3 - A list of circuits de-energized, with the following information for each circuit. This information should be provided in both a PDF and excel spreadsheet** (*Resolution ESRB-8, page 3, SED Additional Information.*)

- **County**
- **De-energization date/time**
- **Restoration date/time**
- **“All Clear” declaration date/time**
- **General Order (GO) 95, Rule 21.2-D Zone 1, Tier 2, or Tier 3 classification or non-High Fire Threat District**
- **Total customers de-energized**
- **Residential customers de-energized**
- **Commercial/Industrial Customers de-energized**
- **Medical Baseline (MBL) customers de-energized**
- **AFN other than MBL customers de-energized**
- **Other Customers**
- **Distribution or transmission classification**

**Response:**

A total of 666 customers were de-energized during the PSPS event. Of the customers de-energized, all were distribution customers including 505<sup>20</sup> residential, 134 commercial/industrial, 34 Medical Baseline, 164 Access and Functional Need Customers (AFN) other than MBL, and 27 customers in the “Other<sup>21</sup>” category.

Appendix B lists de-energized circuits and the relevant information relating to each circuit.

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<sup>20</sup> Medical Baseline and AFN customers are included within the count of residential customers affected.

<sup>21</sup> ‘Other’ includes customers that do not fall under the residential or commercial/industrial categories such as governmental agencies, traffic lights, agricultural facilities, and prisons.

## **Section 4 – Damages and Hazards to Overhead Facilities**

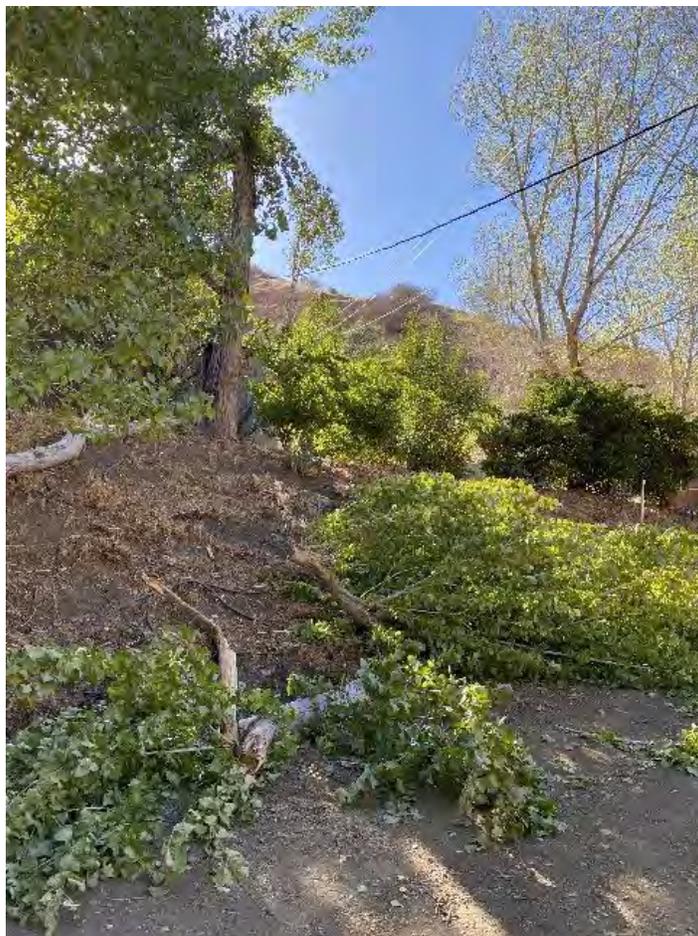
**Section 4.1 – Description of all found wind-related damages or hazards to the utility’s overhead facilities in the areas where power is shut off. (Resolution ESRB-8, page 3, SED Additional Information.)**

**Response:**

On October 15, 2021, weather stations near the PSPS areas recorded wind gusts as high as 47 miles per hour. These are shown in Table 20 and Figure 31 in Section 12 – Other Relevant Information.

During patrols of the de-energized circuits prior to restoring power, PG&E found one incident of wind-related damage and no hazards. Damages are conditions that occurred during the PSPS event, likely wind-related, necessitating repair or replacement of PG&E’s asset, such as a wire down or a fallen pole, while hazards are conditions that might have caused damages or posed an electrical arcing or ignition risk had PSPS not been executed, such as a tree limb found suspended in electrical wires. The damage is illustrated in Figure 20 and mapped in Figure 21.

**Figure 20: Vegetation-Damage in Kern County – Tree fell on Service Line**



**Section 4.2 - A table showing circuit name and structure identifier (if applicable) for each damage or hazard, County that each damage or hazard is located in, whether the damage or hazard is in a High Fire-Threat District (HFTD) or non-HFTD, Type of damage/hazard of damage. (SED Additional Information.)**

**Response:**

A table of damages and hazards within the de-energized areas can be found in Appendix C.

**Section 4.3 - A zipped geodatabase file that includes the PSPS event damage and hazard points. The file should include items that are required in Section 4.2. (SED Additional Information.)**

**Response:**

A zipped geodatabase file that includes the PSPS event damage points can be found in attachment, "PGE\_PSPS\_EVENT DAMAGES\_HAZARDS\_10142021.gdb.zip".

**Section 4.4 - A PDF map identifying the location of each damage or hazard. (SED Additional Information.)**

**Response:**

**Figure 21: Map of Damage/Hazard Incidents in PPS Footprint During October 14 – 16, 2021 PPS Event**



## **Section 5 – Notifications**

**Section 5.1 - A description of the notice to public safety partners, local/tribal governments, paratransit agencies that may serve all the known transit- or paratransit-dependent persons that may need access to a community resource center, multi-family building account holders/building managers in the AFN community, and all customers, including the means by which utilities provide notice to customers of the locations/hours/services available for CRCs, and where to access electricity during the hours the CRC is closed. (Resolution ESRB-8, page 3. D21-06-034, Appendix A, page A2, A9-A10, SED Additional Information.)**

### **Response:**

Throughout the PSPS event, PG&E made significant efforts to notify Public Safety Partners, Local/Tribal Governments, and impacted customers in accordance with the minimum timelines set forth by the CPUC PSPS Phase 1 Guidelines (D.19-05-042), weather and other factors permitting.

For customers impacted by PSPS late at night or overnight, PG&E did not send notifications to customers between the hours of 21:00 and 08:00 PDT as a courtesy to prevent waking up the customers in the middle of the night<sup>22</sup>. However, PG&E did provide Warning Notifications<sup>23</sup> prior to 21:00 PDT, so customers were aware that they would be de-energized between 21:00 and 08:00 PDT.

For telecommunication service providers delivering services that are essential to public safety, PG&E continues to work closely with these service providers throughout the PSPS event to effectively coordinate, share information, and manage PSPS events. During a PSPS, PG&E provides telecommunications service providers with a dedicated PG&E contact in the EOC known as the Critical Infrastructure Lead (CIL), who will share up-to-date event information and answer specific, individual questions. Partners can reach the CIL 24/7 during an event by e-mail or phone. In addition, PG&E will proactively reach out to telecommunications service providers via e-mail or phone as weather changes or new information regarding the PSPS event is available.

In accordance with the Phase 3 Guidelines<sup>24</sup>, PG&E provides proactive notifications and impacted zip code information to paratransit agencies that may serve all the known transit- or paratransit-dependent persons that may need access to a Community Resource Center during PSPS events. All notifications to paratransit agencies include a link to the PSPS emergency website event updates page, [www.pge.com/pspsupdates](http://www.pge.com/pspsupdates) and a section called “Additional Resources” with a link to a map showing areas potentially affected by a shutoff.

PG&E considers multi-family building account holders/building managers in the AFN community as part of our All Customers (including Medical Baseline program customers and Self-Identified Vulnerable (SIV)<sup>25</sup> customers) recipient group. For information on PG&E’s outreach and community engagement with master-metered owners, property managers, and building account holders refer to PG&E’s AFN Quarterly Progress Report of Activities Between July 1, 2021, and September 30, 2021.

Table 3 provides a description of the notifications to Public Safety Partners, Local/Tribal Governments, and all customers in accordance with the minimum timelines set forth by the CPUC PSPS Phase 1 Guidelines (D.19-05-042).

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<sup>22</sup> PG&E sends notifications during the hours of 21:00 and 08:00 PDT on a case-by-case basis (e.g., calls to Medical Baseline customers not previously notified due to suddenly changing conditions).

<sup>23</sup> Warning Notifications are typically sent 1-4 hours in advance of anticipated de-energization.

<sup>24</sup> D.21-06-034.

<sup>25</sup> In accordance with D.12-03-054, customers that are not enrolled or qualify for the Medical Baseline program can “certify that they have a serious illness or condition that could become life threatening if service is disconnected.” PG&E uses this designation to make an in-person visit prior to disconnection. This designation remains on their account temporarily for 90 days and can be extended to 12 months if the customers submit an application.

**Table 3: Notification Descriptions**

Type of Notification	Recipients	Description
<p><b>PRIORITY (ADVANCED NOTIFICATION): 48-72 hours in advance of anticipated de-energization</b></p>	<p>Public Safety Partners</p>	<p>On 10/11/2021, PG&amp;E’s Meteorology Team noted a potential weather event and updated the weather forecast on pge.com/weather to “elevated” in certain parts of the service territory. At this time, Local PG&amp;E representatives called each County OES in PG&amp;E’s electrical service territory and select cities and Tribes to inform them that PG&amp;E is monitoring an increased potential of a PSPS event.</p> <p>Following PG&amp;E’s activation of its EOC for a potential PSPS event, PG&amp;E completed the following:</p> <ul style="list-style-type: none"> <li>• Submitted a PSPS State Notification Form to Cal OES and sent an e-mail to the CPUC notifying them that PG&amp;E’s EOC has been activated and that PG&amp;E is monitoring for a potential PSPS event.</li> <li>• Sent notifications to other Public Safety Partners<sup>26</sup> via call, text, and e-mail; these notifications include the following information: <ul style="list-style-type: none"> <li>○ Estimated window of the de-energization time.</li> <li>○ When weather is anticipated to pass.</li> <li>○ Estimated Time of Restoration (ETOR).</li> <li>○ For Public Safety Partners Only: Links to the PSPS Portal and website where event-specific maps and information are available.</li> </ul> </li> </ul>
<p><b>WATCH NOTIFICATION: 24-48 hours in advance of anticipated de-energization</b></p>	<p>Public Safety Partners, All Customers (including Medical Baseline program customers and Self-Identified Vulnerable (SIV) customers)</p>	<p>During this time, PG&amp;E completed the following:</p> <ul style="list-style-type: none"> <li>• Submitted a PSPS State Notification Form to Cal OES and sent an e-mail to the CPUC notifying them of a scope change.</li> <li>• Sent notifications to other Public Safety Partners, and all customers via call, text message, and e-mail; these notifications include the following information: <ul style="list-style-type: none"> <li>○ Potentially impacted addresses (for customers only).</li> <li>○ Estimated window of the de-energization time.</li> </ul> </li> </ul>

<sup>26</sup> Other Public Safety Partners refers to first/emergency responders at the local, state, and federal level, water, wastewater, and communication service providers, affected community choice aggregators, publicly-owned utilities/electrical cooperatives, the CPUC, the California Governor’s Office of Emergency Services, and the California Department of Forestry and Fire Protection.

		<ul style="list-style-type: none"> <li>○ When the adverse weather is anticipated to pass.</li> <li>○ Estimated Time of Restoration (ETOR).</li> <li>○ For Public Safety Partners Only: Links to the PSPS Portal and website where event-specific maps and information is available.</li> <li>○ For Customers Only: Links to PSPS Updates webpage with Community Resource Center information, and resources for customers with access and functional needs, including but not limited to information on the Medical Baseline program, Meals on Wheels, language support, and the Portable Battery Program.</li> </ul> <ul style="list-style-type: none"> <li>● Sent notifications to Medical Baseline program customers, including tenants of master metered accounts, and Self-Identified Vulnerable (SIV) customers every hour until the customer confirms receipt of the notification (up to 21:00 PDT or when PG&amp;E halts notifications<sup>27</sup>).</li> <li>● Sent Cancellation Notifications to Public Safety Partners and customers removed from scope; this was to inform them that their power would not be shut off.</li> </ul> <p>Customer notifications were provided in English, with information on how to get event information in 15 non-English languages, referred to herein as “translated languages”<sup>28</sup>. Customers with their language preference selected in their PG&amp;E accounts received in-language (translated) notifications. Public Safety Partner notifications were provided in English.</p>
<p><b>WARNING NOTIFICATION: 1-4 hours in advance of anticipated de-energization, if possible</b></p>	<p>Public Safety Partners, All Customers (including Medical Baseline program customers, Self-Identified Vulnerable (SIV) customers)</p>	<p>When forecasted weather conditions showed that a safety shutoff was confirmed, and power would be de-energized in approximately 1-4 hours, PG&amp;E completed the following:</p> <ul style="list-style-type: none"> <li>● Submitted a PSPS State Notification Form to Cal OES and sent an e-mail to the CPUC notifying them that PG&amp;E has made the decision to de-energize.</li> <li>● Sent notifications to other Public Safety Partners, and customers; these notifications include the same key</li> </ul>

<sup>27</sup> For customers impacted by PSPS late at night or overnight, PG&E did not send notifications to customers between the hours of 21:00 PDT and 08:00 PDT as a courtesy in order to prevent waking up the customers in the middle of the night. However, PG&E sends notifications during the hours of 21:00 PDT and 08:00 PDT on a case-by-case basis (e.g., calls to Medical Baseline due to suddenly changing conditions).

<sup>28</sup> Translated languages refers to Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Tagalog, Korean, Russian, Arabic, Punjabi, Farsi, Japanese, Khmer, Hmong, Thai, Hindi, and Portuguese. A language is prevalent if it is spoken by 1,000 or more persons in the utility’s territory or if it’s spoken by 5 percent or more of the population within a “public safety answering point” in the utility territory (D.20-03-004). Details on the community outreach efforts for PSPS and wildfire-related outreach including efforts to reach all languages prevalent in PG&E’s service area can be found in Section 8.4 of PG&E’s Revised 2021 Wildfire Mitigation Plan Report.

		<p>event timing information and resource links as the “Watch Notification”.</p> <ul style="list-style-type: none"> <li>• Sent notifications to Medical Baseline program customers, including tenants of master metered accounts, and SIV customers every hour until the customer confirms receipt of the notification (up to 21:00 PDT or when PG&amp;E halts notifications).</li> <li>• Sent Cancellation Notifications to Public Safety Partners and customers removed from scope; this was to inform them that power would not be shut off.</li> </ul> <p>Customer notifications were provided in English, with information on how to get event information in translated languages. Customers with their language preference selected in their PG&amp;E accounts received in-language (translated) notifications. Public Safety Partner notifications were provided in English.</p>
<p><b>POWER OFF NOTIFICATION: When de-energization is initiated</b></p>	<p>Public Safety Partners, All Customers (including Medical Baseline program customers and Self-Identified Vulnerable (SIV) customers)</p>	<p>When shut-off was initiated, PG&amp;E completed the following:</p> <ul style="list-style-type: none"> <li>• Submitted a PSPS State Notification Form to Cal OES and sent an e-mail to the CPUC to notify them that power is in the process of being shut off.</li> <li>• Agency Representatives conducted a live call and/or sent an e-mail, as appropriate, to County OES that were within the potential PSPS scope area and select cities and Tribes to inform them that customers within their jurisdiction were beginning to be de-energized.</li> <li>• Sent notification to other Public Safety Partners and customers via phone, text messages, and e-mail, that included: <ul style="list-style-type: none"> <li>○ Impacted addresses (for customers only).</li> <li>○ De-energization time.</li> <li>○ When the adverse weather is anticipated to pass.</li> <li>○ Estimated Time of Restoration (ETOR).</li> <li>○ For Customers Only: Links to the PSPS Updates webpage with Community Resource Center information, and resources for customers with access and functional needs, including but not limited to information on the Medical Baseline program, Meals on Wheels, language support, and the Portable Battery Program.</li> </ul> </li> </ul> <p>Customer notifications were provided in English, with information on how to get event information in translated languages. Customers with their language preference selected in their PG&amp;E accounts</p>

		received in-language (translated) notifications. Public Safety Partner notifications were provided in English.
<b>WEATHER “ALL-CLEAR”/ETOR UPDATE NOTIFICATION: Immediately before re-energization begins</b>	Public Safety Partners, All Customers (including Medical Baseline program customers and Self-Identified Vulnerable (SIV) customers)	<p>After the weather event had passed and the area is deemed safe to begin patrols and restoration, PG&amp;E completed the following:</p> <ul style="list-style-type: none"> <li>• Submitted a PSPS State Notification Form to Cal OES and sent an e-mail to the CPUC notifying them that PG&amp;E is initiating re-energization patrols.</li> <li>• Sent notifications to other Public Safety Partners, and customers via phone, text message, and e-mail; these notifications included the ETOR. <ul style="list-style-type: none"> <li>○ Note: Customers can opt out of receiving event update notifications after de-energization has occurred.</li> </ul> </li> <li>• Sent “event update” notifications to customers if their ETOR changed; two ways that an ETOR may change include: <ul style="list-style-type: none"> <li>○ New field or meteorology conditions.</li> <li>○ Damage was found during patrols and repair is needed.</li> </ul> </li> </ul> <p>Customer notifications were provided in English, with information on how to get event information in translated languages. Customers with their language preference selected in their PG&amp;E accounts received in-language (translated) notifications. Public Safety Partner notifications were provided in English.</p>
<b>RESTORATION NOTIFICATION: When re-energization is complete</b>	Public Safety Partners, All Customers (including Medical Baseline program customers and Self-Identified Vulnerable (SIV) customers)	<p>Once customers, including Medical Baseline program customers and SIV customers, were restored, they received notifications via phone, text, and e-mail. This was done using an automated process that issued customer notifications every 15 minutes upon restoration of service. Customer notifications were provided in English, with information on how to get event information in translated languages. Customers with their language preference selected in their PG&amp;E accounts received in-language (translated) notifications.</p> <p>Once all customers were restored, PG&amp;E submitted the final PSPS State Notification Form to Cal OES, sent an e-mail to the CPUC, and sent a notification to Public Safety Partners via phone, text, and e-mail. Public Safety Partner notifications were provided in English.</p>

**Section 5.2 - Notification timeline including prior to de-energization, initiation, restoration, and cancellation, if applicable. The timeline should include the required minimum timeline and approximate time notifications were sent. (D.19-05-042, Appendix A, page A8-A9, D.21-06-034, page A11)**

**Response:**

Table 4 describes PG&E’s notifications sent to customers for this event, including approximate times of notifications in accordance with the minimum timelines set forth by the CPUC PSPS Phase 1 Guidelines (D.19-05-042) sent to Local/Tribal Governments, Public Safety Partners, and customers prior to de-

energization, initiation, and restoration. For a description of each message PG&E sent reference Section 5.1 and for templates of each message PG&E sent reference Appendix D.

**Table 4: Customer Notification Timeline Summary Prior to De-energization for October 14 – 16, 2021 PSPS Event**

Event Order	Minimum Timeline <sup>29</sup>	Notification Sent to:	Approximate Time Sent	Message	Notes
Pre-De-energization (Prior)	72-48 hours	Local/Tribal Governments and CCAs*	10/11/2021 11:38 PDT	Advanced	
		Public Safety Partners**	10/11/2021 12:05 PDT	Advanced	
	48-24 hours	Local/Tribal Governments and CCAs*	10/12/2021 9:10 PDT	Watch	
		Local/Tribal Governments and CCAs*	10/13/2021 9:12 PDT	Watch	
		Public Safety Partners**	10/12/2021 9:34 PDT	Watch	
		Public Safety Partners**	10/12/2021 18:01 PDT	Watch	
		Public Safety Partners**	10/12/2021 9:33 PDT	Cancel	Only Public Safety Partners removed from scope received the cancel notification.
		Public Safety Partners**	10/13/2021 9:39 PDT	Watch	
		Public Safety Partners**	10/13/2021 9:40 PDT	Cancel	Only Public Safety Partners removed from scope received the cancel notification.
		Public Safety Partners**	10/13/2021 11:59 PDT	Watch	
		Public Safety Partners**	10/13/2021 12:03 PDT	Cancel	Only Public Safety Partners removed from scope received the cancel notification.
		Public Safety Partners**	10/13/2021 19:15 PDT	Cancel	Only Public Safety Partners removed from scope received the cancel notification.
		All Customers***	10/12/2021 9:34 PDT	Watch	
		All Customers***	10/12/2021 9:33 PDT	Watch	
		All Customers***	10/12/2021 18:01 PDT	Cancel	Only Customers removed from scope received the cancel notification.
		All Customers***	10/13/2021 9:39 PDT	Watch	
		All Customers***	10/13/2021 9:40 PDT	Cancel	Only Customers removed from scope received the cancel notification.
		All Customers***	10/13/2021 11:59 PDT	Watch	
		All Customers***	10/13/2021 12:03 PDT	Cancel	Only Customers removed from scope received the cancel notification.
		All Customers***	10/13/2021 19:15 PDT	Cancel	Only Customers removed from scope received the cancel notification.
	All Customers***	10/13/2021 19:17 PDT	Watch		
	4-1 hours	Local/Tribal Governments and CCAs*	10/13/2021 18:50 PDT	Warning	
		Local/Tribal Governments and CCAs*	10/13/2021 9:09 PDT	Cancel	Only Local/Tribal Governments and CCAs removed from scope received the cancel notification.
Local/Tribal Governments and CCAs*		10/13/2021 10:58 PDT	Cancel	Only Local/Tribal Governments and CCAs removed from scope received the cancel notification.	
Local/Tribal Governments and CCAs*		10/13/2021 18:49 PDT	Cancel	Only Local/Tribal Governments and CCAs removed from scope received the cancel notification.	

<sup>29</sup> Decision 19-05-042, Appendix A, Timing of Notification.

Event Order	Minimum Timeline <sup>29</sup>	Notification Sent to:	Approximate Time Sent	Message	Notes
		Local/Tribal Governments and CCAs*	10/14/2021 10:28 PDT	Cancel	Only Local/Tribal Governments and CCAs removed from scope received the cancel notification.
		Local/Tribal Governments and CCAs*	10/14/2021 19:46 PDT	Warning	
		Public Safety Partners**	10/13/2021 19:12 PDT	Warning	
		Public Safety Partners**	10/14/2021 10:57 PDT	Cancel	Only Public Safety Partners removed from scope received the cancel notification.
		Public Safety Partners**	10/14/2021 20:06 PDT	Warning	
		All Customers***	10/13/2021 19:12 PDT	Warning	
		All Customers***	10/14/2021 10:57 PDT	Cancel	Only Customers removed from scope received the cancel notification.
		All Customers***	10/14/2021 20:06 PDT	Warning	
Initiation (During)	Immediately before re-energization	Local/Tribal Governments and CCAs*	10/15/2021 12:49 PDT	Weather All-Clear	
		Public Safety Partners**	10/15/2021 13:33 PDT	Weather All-Clear	
		All Customers***	10/15/2021 13:33 PDT	Weather All-Clear	
		Public Safety Partners**	10/16/2021 14:45 PDT	ETOR Update	
		All Customers***	10/16/2021 14:45 PDT	ETOR Update	
Restoration (After)	After re-energization was completed	Local/Tribal Governments and CCAs*	10/16/2021 17:17 PDT	Restore	
		Public Safety Partners**	10/15/2021 18:03 PDT	Restore	First initial Restoration Notification sent.
		Public Safety Partners**	10/16/2021 17:16 PDT	Restore	Last Restoration Notification sent.
		All Customers***	10/15/2021 18:03 PDT	Restore	First initial Restoration Notification sent.
		All Customers***	10/16/2021 17:16 PDT	Restore	Last Restoration Notification sent.

\*A subset of Public Safety Partners, including cities, counties, Tribes, and community choice aggregators

\*\*A subset of Public Safety Partners, including water, wastewater, and communication service providers

\*\*\*All Customers, including Medical Baseline program customers and SIV customers

**Section 5.3 - For those customers where positive or affirmative notification was attempted, use the following template to report the accounting of the customers (which tariff and/or access and functional needs population designation), the number of notification attempts made, the timing of attempts, who made the notification attempt (utility or public safety partner) and the number of customers for whom positive notification was achieved. (D.19-05-042, Appendix A, page A23, SED Additional Information.)**

**“Notification attempts made” and “Successful positive notification” must include the unique number of customer counts. When the actual notification attempts made is less than the number of customers that need positive notifications, the utilities must explain the reason. In addition, the utilities must explain the reason of any unsuccessful positive notifications. (SED Additional Information.)**

**Response:**

Table 5 includes metrics associated with PG&E notifications provided to those customers where positive or affirmative notification was attempted. PG&E is unable to track and report on notifications made by Public Safety Partners as notification systems and/or platforms used by Public Safety Partners are out of PG&E’s purview; PG&E describes its engagement with Public Safety Partners in Section 6 – Local and

State Public Safety Partner Engagement. PG&E encourages Public Safety Partners to magnify PSPS messages on all of their platforms.

**Table 5: Notifications to Customers where Positive or Affirmative Notification was Attempted**

Designation	Total Number of customers <sup>30</sup>	Notification Attempts Made <sup>31</sup>	Timing of Attempts <sup>32</sup>	Who made the Notification Attempt	Successful Positive Notification <sup>33</sup>
Medical Baseline <sup>34</sup>	5,108	3,131 Watch Notifications	10/12/21 09:34 PDT	PG&E	1,861 Watch Notifications
		555 Warning Notifications	10/13/21 07:59 PDT		370 Warning Notifications
		3,686 Overall Notifications	10/12/21 09:34 PDT		2,231 Overall Notifications
MBL behind a master meter	26	30 Watch Notifications	10/12/21 09:34 PDT	PG&E	17 Watch Notifications
		0 Warning Notifications	N/A		0 Warning Notifications
		30 Overall Notifications	10/12/21 09:34 PDT		17 Overall Notifications
Access and Functional Needs (AFN) <sup>35</sup>	1,984	8,244 Watch Notifications	10/12/21 09:34 PDT	PG&E	2,113 Watch Notifications
		1,266 Warning Notifications	10/13/21 08:18 PDT		432 Warning Notifications
		9,510 Overall Notifications	10/12/21 09:34 PDT		2,545 Overall Notifications

<sup>30</sup> Total number of customers notified where notification was attempted. Count includes customers that may have been removed from scope or received Cancellation Notifications prior to de-energization, but still received Watch and/or Warning notifications.

<sup>31</sup> Count of Warning Notifications includes doorbell rings and Live Agent phone calls.

<sup>32</sup> Initial start time notification was sent.

<sup>33</sup> PG&E considers successful positive notifications as those in which the notification was successfully delivered to the customer (i.e., no bounce back) and the customer acknowledges receipt of the notification.

<sup>34</sup> Residential tenants of master-metered customers can also qualify for Medical Baseline Quantities. The Medical Baseline category for the purposes of Table 5 Notifications to customers where positive or affirmative notification was attempted does not include Medical Baseline program customers who are master meter tenants.

<sup>35</sup> Access and Functional Needs category includes customers enrolled in CARE or FERA; customers that self-identify to receive an in-person visit before disconnection for non-payment (e.g., vulnerable), customers that self-identify as having a person with a disability in the household (e.g., disabled); customers who self-select to receive utility communications in a non-standard format (e.g., in braille or large print); and customers who indicate a non-English language preference. Although Medical Baseline program customers are considered AFN, for the purposes of Table 5, notifications to customers where positive or affirmative notification was attempted to Medical Baseline program customers are reflected in separate categories.

During the PSPS event, Medical Baseline program customers and SIV customers received automated calls, texts, and e-mails at the same intervals as the general customer notifications. PG&E provided unique PSPS Watch and PSPS Warning Notifications to Medical Baseline program customers<sup>36</sup> and SIV customers. Medical Baseline program customers and SIV customers also received additional calls and texts at hourly intervals until the customer confirmed receipt of the automated notifications by either answering the phone, responding to the text, or opening the e-mail. If confirmation was not received, a PG&E representative visited the customer’s home to check on the customer (referred to as the “doorbell ring” process) while hourly notification retries continued.<sup>37</sup> If the customer did not answer, the representative left a door hanger at the home to indicate PG&E had visited. In each case, the notification was considered successful.<sup>38</sup> At times, PG&E also made Live Agent phone calls in parallel to the automated notifications and doorbell rings, as an additional attempt to reach the customer prior to and/or after de-energization.

Twice daily, using the PSPS Portal, PG&E shared the lists of the Medical Baseline program customers and SIV customers who had not confirmed receipt of their notifications with appropriate county and Tribal emergency operations centers. PG&E proactively notified agencies that the data was available on the PSPS Portal and encouraged them to inform these customers of the resources available to them.

PG&E is interpreting number of customers that need positive notification as those the company is seeking confirmation of receipt from, namely Medical Baseline program customers and SIV customers. PG&E did not receive positive notification from MBL and/or SIV customers due to the following reasons:

- These Medical Baseline program and SIV customers did not have valid contact information on file during the event.
- These Medical Baseline program and SIV customers were unresponsive to the “doorbell ring” process and did not respond to the hourly notification retries. A door hanger was left at these customers’ homes to indicate PG&E had visited.

Table 6 and Table 7 include metrics associated with the notifications to de-energized Medical Baseline program Customers.

**Table 6: Outcomes of Notifications to De-energized Medical Baseline Program Customers**

Count	Type of Notifications to De-energized Medical Baseline Customers (based on SPID)	Description
34	<b>Total De-energized Medical Baseline Customers</b>	The number of customers de-energized who participate in PG&E’s Medical Baseline Program
34	<b>Total Notifications Attempted / Sent</b>	The total sum of automated notifications <b>attempted</b> via call, text, and e-mail, in-person doorbell ring visit attempts and/or Live Agent phone calls.
0	<i>Total Notifications Not Attempted / Sent</i>	<i>Total Medical Baseline customers without an attempted notification</i>

<sup>36</sup> Including Medical Baseline program customers who are master-metered tenants (e.g., renters or tenants in mobile home park).

<sup>37</sup> Until late evening (approximately 21:00 PDT) or PG&E suspends outreach for the night to prevent waking up the customers in the middle of the night as a courtesy.

<sup>38</sup> For Medical Baseline program customers and SIV customers, the in-person door ring visit where a door hanger is left, but no contact made with the customer is considered “successful contact,” but not confirmed as “received.” If the representative makes contact with the customer, then it is considered “received.”

Count	Type of Notifications to De-energized Medical Baseline Customers (based on SPID)	Description
34	<b>Total Notifications Delivered</b>	The total sum of automated notifications sent via phone, text, and e-mail, in-person doorbell ring visit attempts and/or Live Agent phone calls <b>that were executed</b> (i.e., active phone number, deliverable e-mail address, and/or accessible to deliver in-person doorbell ring).
0	<i>Total Notifications Not Delivered</i>	<i>Total Medical Baseline customers without a delivered notification</i>
32	<b>Total Notifications Received</b>	Customers who <b>acknowledged their notification</b> by taking one of the following actions: answered an automated or Live Agent phone call, responded to a text message, opened an e-mail, or greeted an in-person doorbell ring (excludes voicemails left, text message delivered only and not confirmed, door hanger left).
2	<i>Total Notifications Not Received</i>	<i>Total Medical Baseline customers who did not confirm receipt / acknowledge their automated notifications, Live Agent phone calls or in-person doorbell ring. Customers who did not answer a doorbell ring were left a door hanger.</i>

**Table 7: Count and Type of Additional Notifications to De-energized Medical Baseline Program Customers**

Count	Type of Additional Notifications to Impacted Medical Baseline Customers (based on SPID)	Description
111	Total In-Person Visits / Doorbell Rings	Doorbell ring attempts to impacted Medical Baseline customers where PG&E made contact with the customer (either in person or via phone call in advance of visit) or left a door hanger. <sup>39</sup>
38	Live Agent Phone Calls	Calls made by Live Agent representatives to Medical Baseline customers that had not yet confirmed receipt of their automated notification or answered the door during PG&E's in-person visit.

<sup>39</sup> Customers may have confirmed receipt of their notifications in multiple channels (e.g., automated notification and/or doorbell ring); therefore, the counts of total attempted and successful notifications are not mutually exclusive.

**Section 5.4 - A copy or scripts of all notifications with a list of all languages that each type of notification was provided in, the timing of notifications, the methods of notifications and who made the notifications (the utility or local public safety partners). (D.19-05-042, Appendix A, page A23, SED Additional Information.)**

**Response:**

Please reference Appendix D for templates of notifications PG&E sent during the event via phone, e-mail, and text message.

PG&E provides city/county/Tribal/CCA, Public Safety Partner, and municipal utility notifications in English only. All other customer notifications were provided in English, with information on how to get event information in translated languages. Customers with their language preference set received in-language (translated) notifications. The notifications were provided to customers in the following customer-set language preferences shown in Table 10.

The timing of notifications sent during this event can be found in Table 4.

**Section 5.5 - If the utility fails to provide notifications according to the minimum timelines set forth in D.19-05-042 and D.21-06-034, using the following template to report a breakdown of the notification failure and an explanation of what caused the failure. (D.21-06-014 page 286, SED Additional Information.)**

**Response:**

PG&E aims to provide notifications in accordance with D.19-05-042<sup>40</sup> and D.21-06-014, weather and other factors permitting. In advance of a forecasted de-energization event, it is not always possible to know exactly when de-energization will occur; however, PG&E made every effort to provide notifications in accordance with the minimum timelines set forth in D.19-05-042 and additional notification guidelines in D.21-06-014. PG&E provides a breakdown of the notification failures and an explanation of what caused the failures for this event in Table 8.

**Table 8: Notification Failure Causes**

Notifications Sent to:	Notification Failure Description	Number of Entities or Customer Accounts <sup>41</sup>	Explanation
Public Safety Partners excluding Critical Facilities and Infrastructure <sup>42</sup>	Entities who did not receive 48-to 72-hour advance notification	0	N/A
	Entities who did not receive 1-4-hour imminent notification.	0	N/A
	Entities who did not receive any notifications before de-energization	0	N/A
	Entities who were not notified immediately before re-energization	0	N/A

<sup>40</sup> D.19-05-042, page 87

<sup>41</sup> Number of Entities or Customer Accounts for Critical Facilities and Infrastructure Customers and All Other Affected Customers does not take into consideration live agent calls and/or e-mails sent manually by PG&E for this PSPS event. For example, telecommunication service providers may have received an e-mail or phone call from the CIL during the event.

<sup>42</sup> Only includes cities, counties, Tribes, and community choice aggregators

Notifications Sent to:	Notification Failure Description	Number of Entities or Customer Accounts <sup>41</sup>	Explanation
	<b>Entities who did not receive cancellation notification within two hours of the decision to cancel</b>	11 counties and 1 city	<ul style="list-style-type: none"> <li>PG&amp;E aims to send automated notifications via calls, texts, and e-mails once a jurisdiction has been removed from scope. While we did not send automated notifications to eleven counties and one city within two hours of the decision to remove the jurisdiction from scope, Agency Representatives were in constant coordination with these agencies on event status.</li> </ul>
<b>Critical Facilities and Infrastructure<sup>43</sup></b>	<b>Facilities who did not receive 48–72-hour advance notification<sup>44</sup></b>	0	N/A
	<b>Facilities who did not receive 1–4-hour imminent notifications</b>	38	<ul style="list-style-type: none"> <li>PG&amp;E does not send automated notifications to customers between the hours of 21:00 and 08:00 PDT as a courtesy to prevent waking customers in the middle of the night. PG&amp;E began sending Warning Notifications prior to 21:00 to these 38 critical facilities and infrastructure customers at 10/13/21 19:12 PDT.</li> </ul>
	<b>Facilities who did not receive any notifications before de-energization</b>	0	N/A
	<b>Facilities who were not notified at de-energization initiation</b>	38	<ul style="list-style-type: none"> <li>PG&amp;E does not send automated notifications to customers between the hours of 21:00 and 08:00 PDT as a courtesy to prevent waking customers in the middle of the night. PG&amp;E began sending Warning Notifications prior to 21:00 to these 38 critical facilities and infrastructure customers at 10/13/21 19:12 PDT.</li> </ul>
	<b>Facilities who were not notified immediately before re-energization</b>	0	N/A
	<b>Facilities who were not notified when re-energization is complete</b>	0	N/A

<sup>43</sup> Includes Public Safety Partners who are critical facilities and infrastructure customers

<sup>44</sup> Includes only public safety partners who are critical facilities and infrastructure customers that are required to receive notifications 48-72 hour advanced notification.

Notifications Sent to:	Notification Failure Description	Number of Entities or Customer Accounts <sup>41</sup>	Explanation
	<b>Facilities who did not receive cancellation notification within two hours of the decision to cancel</b>	209	<ul style="list-style-type: none"> <li>This was due to the time required to build out cancellation notification files after the decision had been made to remove the customers from scope. PG&amp;E is reviewing the issues with our processes and is continuing to work on improving our ability to send cancellation notices within two hours of the decision to cancel the de-energization event or removal from scope.</li> </ul>
<b>All other affected customers</b>	<b>Customers who did not receive 24–48-hour advance notifications</b>	1	<ul style="list-style-type: none"> <li>One customer did not have valid contact information on file during the event.</li> </ul>
	<b>Customers who did not receive 1–4-hour imminent notifications</b>	628	<ul style="list-style-type: none"> <li>PG&amp;E does not send automated notifications to customers between the hours of 21:00 and 08:00 PDT as a courtesy to prevent waking customers in the middle of the night. PG&amp;E began sending Warning Notifications prior to 21:00 to these 627 customers at 10/13/21 19:12 PDT.</li> <li>One customer did not have valid contact information on file during the event.</li> </ul>
	<b>Customers who did not receive any notifications before de-energization</b>	1	<ul style="list-style-type: none"> <li>One customer did not have valid contact information on file during the event.</li> </ul>
	<b>Customers who were not notified at de-energization initiation</b>	628	<ul style="list-style-type: none"> <li>PG&amp;E does not send automated notifications to customers between the hours of 21:00 and 08:00 PDT as a courtesy to prevent waking customers in the middle of the night. PG&amp;E began sending Warning Notifications prior to 21:00 to these 627 customers at 10/13/21 19:12 PDT.</li> <li>One customer did not have valid contact information on file during the event.</li> </ul>
	<b>Customers who were not notified immediately before re-energization.</b>	35	<ul style="list-style-type: none"> <li>One customer did not have valid contact information on file during the event.</li> <li>33 customers were not notified immediately before re-energization due to data quality issues causing their notifications to be assigned to the wrong PSPS event.</li> <li>PG&amp;E implemented ad-hoc Weather “All-Clear” Notifications via phone calls for this event. One customer was not notified due to not having a phone number.</li> </ul>

Notifications Sent to:	Notification Failure Description	Number of Entities or Customer Accounts <sup>41</sup>	Explanation
	Customers who were not notified when re-energization is complete.	2	<ul style="list-style-type: none"> <li>One customer did not have valid contact information on file during the event.</li> <li>PG&amp;E implemented ad-hoc Restoration Notifications via phone calls for this event. One customer was not notified due to not having a phone number.</li> </ul>
	Customers who did not receive cancellation notification within two hours of the decision to cancel	6,377	<ul style="list-style-type: none"> <li>This was due to the time required to build out cancellation notification files after the decision had been made to remove the customers from scope. PG&amp;E is reviewing the issues with our processes and is continuing to work on improving our ability to send cancellation notices within two hours of the decision to cancel the de-energization event or removal from scope.</li> </ul>

Explanation of De-energization with no notice at least two hours prior to the de-energization event<sup>45</sup>

In accordance with ESRB-8, if an IOU is not able to provide customers with notice at least two hours prior to the de-energization event, the IOU shall provide an explanation in its report. This is a situation where a customer received a notification prior to the de-energization event, but the notification was not sent at least two hours prior to the de-energization event. For this event, there was one customer who did not receive notifications at least 2 hours prior to their de-energization start date/time as the customer did not have valid contact information on file during the event.

**Section 5.6 - Explain how the utility will correct the notification failures. (D.21-06-014, page 286.)**

**Response:**

PG&E aims to provide notifications in accordance with [D.21-06-014](#), weather and other factors permitting. In addition, PG&E is actively reviewing the scoping and notification processes to find further opportunities to send notifications to all customers in a more timely manner. Refer to Table 8 for a breakdown of customer notification failures for the October 14 – 16 PSPS event.

Due to the overlapping nature of the October 11 - 12 and October 14 - 16 PSPS events, PG&E was not able to hold a comprehensive hotwash or close the EOC directly after the October 11 - 12 PSPS event. As such, this section will cover explanations on how PG&E will correct the notification failures identified in the October 11 – 12 PSPS event and the October 14 - 16 PSPS event.

For customers who did not receive notifications due to the notification file being assigned to the wrong event, PG&E will review its processes to ensure that the necessary back-end updates are made during back-to-back PSPS events to prevent this issue in the future.

For customers who did not receive any notifications before de-energization due to an unplanned upstream

<sup>45</sup> When accounting for the number of customers with no notice at least two hours prior to the de-energization event, PG&E does not include customers who did not receive any notifications before de-energization. For a count of customers who did not receive any notifications before de-energization, see Table 8.

SCADA sectionalizing device that had to be used to meet the planned de-energization time, PG&E is working with the operations teams to further understand the constraints and build recommendations / processes to alleviate these issues going forward.

For customers who did not receive notifications due to the issue in PG&E's notifications system and processes, PG&E is reviewing this issue with the system and processes associated and will investigate opportunities to avoid this issue going forward.

For customers who did not receive notifications due to incomplete fields or data entry errors in the Outage Dispatch Tool, PG&E will correct this issue by reviewing the correct process with team members responsible for completing the fields in the Outage Dispatch Tool.

PG&E is reviewing the issues with our processes for building out cancellation notification files and is continuing to work on improving our ability to send Cancellation Notifications within two hours of the decision to cancel the de-energization event or removal from scope.

For customers who did not receive notifications due to data quality issues, PG&E is still working with internal teams to understand the root cause of the issues and ways to correct them going forward.

After the event, PG&E will send postcards to customers that did not receive a notification directly from PG&E due to invalid or missing contact information and encourage them to update their contact information for future notifications.

For additional information on lessons learned from the notification failures that occurred during this PSPS event as well as best practices and opportunities for improvement that we've identified, see Section 11 – Lessons Learned from this Event.

**Section 5.7 - Enumerate and explain the cause of any false communications citing the sources of changing data. (D.20-05-051, Appendix A, page 4.)**

**Response:**

Explanation of No De-energization after receiving a De-energization Notification

This is a situation where a customer was not de-energized but was notified that de-energization would occur (e.g., received Warning Notification), and did not receive a cancellation notice before the de-energization start date/time indicated in their Warning Notification. For this event, this situation did not occur.

Explanation of De-energization after receiving a Cancellation Notification

This is a situation where a customer was de-energized after receiving a cancellation notice and no other update notifications indicating the customer was in scope for de-energization. For this event, this situation did not occur.

## **Section 6 – Local and State Public Safety Partner Engagement**

**Section 6.1 - List the organization names of public safety partners including, but not limited to, local governments, tribal representatives, first responders and emergency management , and critical facilities and infrastructure the utility contacted prior to de-energization, the date and time on which they were contacted, and whether the areas affected by the de-energization are classified as Zone 1, Tier 2, or Tier 3 as per the definition in CPUC General Order 95, Rule 21.2-D.**

*(Resolution ESRB-8, page 5, SED Additional Information.)*

**Response:**

Please see Appendix E for a list of Public Safety Partners notified with the date and time of the initial notification.

In addition, PG&E notified the CPUC and Cal OES at key milestones throughout the PSPS event either during the daily routine check-ins and during key event milestones.

**Section 6.2 - List the names of all entities invited to the utility’s Emergency Operations Center for a PSPS event, the method used to make this invitation, and whether a different form of communication was preferred by any entity invited to the utility’s emergency operation center.**

*(D.21-06-014, page 289.)*

**Response:**

PG&E invited the following entities to virtually embed themselves into PG&E’s EOC through e-mail:

- **State Agencies:** Cal OES and CPUC
- **Counties:** Alameda, Butte, Colusa, Contra Costa, Glenn, Humboldt, Kern, Lake, Napa, Nevada, Plumas, San Luis Obispo, Santa Barbara, Shasta, Sierra, Solano, Sonoma, Stanislaus, Tehama, Trinity, Yolo, Yuba
- **Federally Recognized Tribes:** Grindstone Rancheria, Mooretown Rancheria, Pit River Tribes, Yocha Dehe Wintun Nation

Cal OES was virtually embedded into PG&E’s EOC, while the other entities preferred to work with their PG&E point of contact directly.

In June 2021, PG&E sent a letter to water infrastructure and communication service providers within PG&E’s electrical service area with information on how to request representation during a PSPS at the PG&E EOC in Vacaville or remotely pending the ongoing COVID-19 pandemic and how to request PG&E representation at their jurisdiction’s activated Operating Emergency Center (OEC)<sup>46</sup>. The letter also invited water infrastructure and communication service providers to Daily Systemwide Cooperator Calls that are held at noon daily for each PSPS event to provide situational awareness updates directly from the leadership within PG&E’s EOC. Updates shared during the daily Systemwide Cooperator Calls<sup>47</sup> are similar to the content conveyed during the daily operational briefing at PG&E’s EOC and activated OECs. PG&E sent the letter to the following water infrastructure and communication service providers:

- **Water Infrastructure Providers:** Amador Water Agency, American Water Works Company Inc, American Water Works Service Company Inc, Aromas Water District, Bear Valley Water District, Bodega Bay Public Utility District, Calaveras County Water District, California Water Service, California Water Service Company, Cambria Community Services District, Central Coast Water Authority, Central Contra Costa Sanitary District, Central Marin Sanitation Agency, Chicken Ranch Rancheria, City and County of San Francisco, City of American Canyon, City of

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<sup>46</sup> D.19-05-042.

<sup>47</sup> The Daily Systemwide Cooperator Calls are open to local and Tribal elected officials, staff and emergency managers, telecommunication providers, water agencies, emergency hospitals, publicly owned utilities, community choice aggregators, transportation authorities, and community-based organizations within PG&E’s electrical service area.

Anderson, City of Antioch, City of Atascadero, City of Benicia, City of Brentwood, City of Buellton, City of Calistoga, City of Chico, City of Cloverdale, City of Corte Madera, City of Eureka, City of Fresno, City of Gilroy, City of Hayward, City of Hollister, City of Jackson, City of King City, City of Morro Bay, City of Mountain View, City of Napa, City of Oakland Public Works, City of Pacifica, City of Paso Robles, City of Petaluma, City of Pismo Beach, City of Pittsburg, City of Pleasanton, City of Redwood City, City of San Bruno, City of San Jose, City of San Juan Bautista, City of San Luis Obispo, City of Santa Clara, City of Santa Cruz, City of Santa Maria, City of Santa Rosa, City of Scotts Valley, City of Sebastopol, City of Soledad, City of Solvang, City of Sutter Creek, City of Vallejo, City of Watsonville, City of Willows, Contra Costa Water District, County of Colusa, County of Madera, County of Mariposa, County of San Luis Obispo, County of Santa Cruz, County of Tuolumne, County of Yolo, Delta Diablo, Dublin San Ramon Services District, East Bay Municipal Utility District, El Dorado Irrigation District, Elk Creek Community Service, Fall River Mills Community Service District, Haskell Creek Tract Association, Hoopa Valley Public Utility District, Laguna County Sanitation District, Lake Don Pedro Community Service District, Lebec County Water District, Marin Municipal Water District, Mi Wuk Village Mutual Water Company, Mineral Mountain Estate, Mission Hills Community Services District, Modesto Irrigation District, Napa Sanitation District, Nipomo Community Services District, Novato Sanitary District, Oakdale Irrigation District, Placer County Water Agency, San Jose Water Company, San Lorenzo Valley Water District, San Rafael Sanitation District, Sausalito Marin City Sanitary District, Scotts Valley Water District, Sewer Agency of Southern Marin, Sierra Conservation Center, Sonoma County Water Agency, Soquel Creek Water District, Stockton East Water District, Tiburon Sanitary District, Tuolumne Utilities District, Vandenberg Village Community Services District, Yocha Dehe Wintun Nation, Yosemite Springs Park Utility Company Inc, Zone 7 Alameda County Flood Control District

- **Communication Service Providers:** Altice/Suddenlink, American Tower, AT&T, AT&T Services, Inc, Broadwing Communications LLC, Calaveras Telephone Co, Calneva, CalTel, Cequel III Communications, LLC, Charter Communications, Comcast, Consolidated Communications, ExteNet, Foresthill Telephone, Frontier Communications, Happy Valley Telephone Co, Hornitos Telephone Co. C/O TDS Telecom, Mediacom, Mediacom California LLC, Northland Cable Television Inc, Northland Communications, PGE, Ponderosa Telephone, Qwest/CenturyLink, SBA Towers, Sebastian Corp, Sierra Tel Co Inc, Sierra Telephone, Sprint Corporation, Sprint Spectrum LP, Suddenlink LLC, TDS Telecom, T-Mobile, United States Cellular Corp, US Cellular, Verizon, Volcano Communications, Volcano Vision, Inc, Wave Broadband

Furthermore, PG&E provides communication service providers a dedicated PG&E contact in the EOC known as the Critical Infrastructure Lead (CIL), who will share up-to-date event information and answer specific, individual questions. They can reach the CIL 24/7 during an event by e-mail or phone at PG&E's Business Customer Service Center.

**Section 6.3 - A statement verifying the availability to public safety partners of accurate and timely geospatial information, and real time updates to the GIS shapefiles in preparation for an imminent PSPS event and during a PSPS event. (D.21-06-014, page 289.)**

**Response:**

Prior to shutting off power, PG&E sent automated notifications with links to PDF maps and GIS data (i.e., PSPS Portal or PSPS Priority Notice website) to Public Safety Partners at the times outlined in Section 5 of this report. In addition, updated PDF maps and GIS data were uploaded to the PSPS Portal when scope changed, and users were notified via e-mail. For this event, PG&E provided updated PDF maps and GIS layers at:

**Table 9: PSPS Portal Time & Date for Map Sharing**

Date	Time PDF Maps Shared	Time GIS Layers Shared
10/11/2021	11:16 PDT	11:17 PDT
10/12/2021	06:54 PDT	07:33 PDT
10/12/2021	16:20 PDT	15:57 PDT
10/13/2021	08:54 PDT	08:58 PDT
10/13/2021	10:40 PDT	10:34 PDT
10/13/2021	18:28 PDT	18:25 PDT
10/14/2021	09:59 PDT	09:56 PDT
10/14/2021	19:04 PDT	19:06 PDT

After the EOC was activated, PDF maps and GIS data on the PSPS Portal were accurate and updated in a timely manner following changes to geographic scope or customer impacts.

**Section 6.4 - A description and evaluation of engagement with local and state public safety partners in providing advanced outreach and notification during the PSPS event. (D.19-05-042, Appendix, page A23.)**

**Response:**

Below is a description of the engagement with local (i.e., cities, counties, Tribes) and state (CPUC, Cal OES, CAL FIRE) Public Safety Partners:

- Submitted the PSPS State Notification Form to Cal OES twice a day (07:00 PDT and 15:00 PDT), if there was a significant change to scope and at least once for each of the five PSPS stages: Activating PSPS Protocols/Potential to De-energize (Stage 1), Decision to De-energize (Stage 2), De-energization Initiated (Stage 3), Initiating Re-energization Patrols (Stage 4) and All PSPS Lines Re-energized (Stage 5); this includes:
  - 10/11/2021 at 10:58 PDT
  - 10/11/2021 at 14:32 PDT
  - 10/12/2021 at 06:40 PDT
  - 10/12/2021 at 09:07 PDT
  - 10/12/2021 at 14:50 PDT
  - 10/13/2021 at 06:28 PDT
  - 10/13/2021 at 08:58 PDT
  - 10/13/2021 at 10:53 PDT
  - 10/13/2021 at 14:17 PDT
  - 10/13/2021 at 18:39 PDT
  - 10/14/2021 at 06:46 PDT
  - 10/14/2021 at 10:27 PDT
  - 10/14/2021 at 14:21 PDT
  - 10/15/2021 at 01:06 PDT
  - 10/15/2021 at 06:25 PDT
  - 10/15/2021 at 12:12 PDT
  - 10/15/2021 at 14:40 PDT
  - 10/16/2021 at 06:08 PDT
  - 10/16/2021 at 14:30 PDT
- Sent e-mails to the CPUC at least once for each of the five PSPS stages listed above; this includes:

- 10/11/2021 at 18:04 PDT
  - 10/12/2021 at 21:58 PDT
  - 10/13/2021 at 14:12 PDT
  - 10/13/2021 at 17:55 PDT
  - 10/14/2021 at 01:39 PDT
  - 10/14/2021 at 15:20 PDT
  - 10/15/2021 at 08:13 PDT
  - 10/15/2021 at 19:15 PDT
- Hosted daily State Executive Briefings with Cal OES, CPUC, CAL FIRE, Governor’s Office, U.S. Forest Service, Department of Interior, and other state agencies to provide the latest event information and answer questions. A deck with key event information was provided to participants.
  - Hosted the daily Systemwide Cooperators Call, where all Public Safety Partners in the service area were invited to join for situational awareness.
  - Hosted twice-daily Tribal Cooperators Calls with potentially impacted Tribes to provide the latest event information and answer questions.
  - Conducted ongoing coordination with local County OES and Tribal contacts through dedicated Agency Representatives. This included but is not limited to providing the latest event information, coordinating on Community Resource Center locations, and resolving local issues in real-time.
  - Offered local and state agencies to be embedded in PG&E’s EOC, as well as offered PG&E Agency Representatives to be embedded virtually in local EOCs. Due to COVID-19 precautions, PG&E only offered virtual embedded support.
  - A dedicated State Operations Center Agency Representative provided ongoing support to Cal OES to ensure all questions were addressed.
  - Provided links to the PSPS Portal that included event maps, situation reports, critical facility lists and Medical Baseline customer lists at each notification and when scope changed. Note that the Situation Report was provided twice a day and at scope changes prior to de-energization and hourly once restoration began.

Regarding engagement with state, local and Tribal governments, PG&E aims to provide agencies with accurate and timely event information, so they can prepare and effectively support their communities during a PSPS event. While PG&E will always look to improve, during this event, PG&E was able to complete the outreach tactics noted above to keep agencies informed with the latest event information.

**Section 6.5 - Specific engagement with local communities regarding the notification and support provided to the AFN community.** *(D.20-05-051, Appendix A, page 8, SED Additional Information)*  
**Response:**

Event Support for Customers with Access and Functional Needs (AFN)

PG&E provided a variety of resources to customers with access and functional needs before and during this event.

- Disability Disaster Access and Resource Program<sup>48</sup>: PG&E continued its collaboration with the California Foundation for Independent Living Centers (CFILC) to implement the Disability

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<sup>48</sup> For more information about the DDAR Program, refer to PG&E’s 2021 AFN Plan for PSPS Support.

Disaster Access and Resources (DDAR) Program during the event. Through this program, nine local Independent Living Center (ILCs) provided aid to impacted seniors and/or people with disabilities who rely on power for medical or independent living needs during this event. Through CFILC, PG&E has supported AFN customers with delivery of approximately 1,800 backup portable batteries (since July 2020) to qualifying customers who need power during a PSPS. During this event, one battery that was previously distributed and an additional five batteries delivered in the event provided support to impacted customers. In addition, the DDAR program also provided 12 individuals with hotel stays, along with 14 food vouchers and three gas cards for customers to purchase fuel for their generators. Some of these resources provided through CFILC were an outcome of Medical Baseline customer-related escalations called in to PG&E during the event. CFILC alerted their constituents about the available resources. During this event, CFILC engaged directly with approximately 280 PG&E customers relating to the PSPS event.

- Portable Battery Program<sup>49</sup>: PG&E's Portable Battery Program (PBP) provides free portable battery systems for low-income customers who live in Tiers 2 and 3 High Fire-Threat Districts (HFTDs) and are enrolled in the Medical Baseline program. During this event, two impacted customers were supported by batteries received through the PBP (delivered in 2020 and 2021). Since July 2020, a total of approximately 9,000 battery units have been delivered through the PBP across the entire PG&E service area.
- Food Bank Partnerships: PG&E continued to fund local food banks to provide food replacement to families during the event and three days following service restoration. For this event, we partnered with one local food bank<sup>50</sup> that served the impacted county to provide food replacement for families. We provided fact sheets with details about food bank partnerships at PSPS Community Resource Centers and shared them with CBOs to pass on to clients.
- Meals on Wheels Partnerships: PG&E continued our partnership with Meals on Wheels to provide additional support and services to customers in need during PSPS events. For this PSPS event, we partnered with Council on Aging who provided two meals to customers in Sonoma County. These meals were provided prior to the removal of the customers from the scope of this PSPS event.
- Haven of Hope on Wheels: PG&E has a partnership with Haven of Hope on Wheels in Butte County. Haven of Hope on Wheels provides portable laundry and shower services. They were deployed to provide services for this PSPS event until they received a cancellation notification due to removal of Butte County from scope.
- 211 Referral Services: PG&E has a long-standing relationship with 211 through our charitable grant program. As of August 13, 2021, PG&E has a partnership with the California network of 211s to connect customers with resources before, during, and after PSPS events. For this event, PG&E worked with 211 to assist customers with resources.

#### Engagement with Paratransit Agencies

- In accordance with the Phase 3 Guidelines<sup>51</sup>, PG&E provided proactive notifications and impacted zip code information to paratransit agencies that may serve all the known transit- or paratransit-dependent persons that may need access to a Community Resource Center during this event. For this PSPS event PG&E provided proactive notifications<sup>52</sup> to 133 paratransit

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<sup>49</sup> For more information about the PBP Program, refer to PG&E's 2021 AFN Plan for PSPS Support.

<sup>50</sup> Community Action Agency of Kern

<sup>51</sup> D.21-06-034.

<sup>52</sup> For this PSPS event, paratransit agencies received the Watch, Warning, Cancellation, and Restoration Notification. A list of zip codes were provided twice.

agencies. All notifications included a link to the PSPS emergency website event updates page, [www.pge.com/pspsupdates](http://www.pge.com/pspsupdates) and a section called “Additional Resources” with a link to a map showing areas potentially affected by a shutoff.

#### Communications to Customers with Limited English Proficiency

- PG&E provided translated customer support through its customer notifications, website, call center, social media and engagement with CBOs, and multicultural media partnerships. Notifications were provided to customers in English, with information on how to get event information in seven non-English languages. Customers with their language preference set received in-language (translated) notifications. The notifications were provided to customers in the following customer-set language preferences shown in Table 10.

**Table 10: Customer Notifications Based on Language Preference**

Language	Total Notifications <sup>53</sup>	Percent
English	1,419,794	99.65%
Spanish	3,714	0.26%
Chinese (Mandarin)	603	0.04%
Chinese (Cantonese)	482	0.03%
Vietnamese	136	0.01%
<b>Total</b>	<b>1,424,729</b>	<b>100%</b>

- Customers with limited English proficiency could access translation services through PG&E’s call center. PG&E displayed its call center phone number on its PSPS event webpage, highlighting that translation services are available in over 200 languages. Table 11 includes call center-related metrics associated with this PSPS event.

**Table 11: Call Center Support Services<sup>54</sup>**

Total Calls Handled	PSPS Calls Handled	Average Response Time for PSPS-related Calls (seconds)	Number of calls handled by Call Center Translation Services	Number of languages Supported by Call Center Translation Services
55,447	1,034	16	5,374	27

- PG&E continued support and engagement with multi-cultural media organizations and in-language CBOs to maximize the reach of in-language communications to the public during the event. Before the PSPS event, we reached out to 23 multicultural media organizations. These organizations covered the translated languages above and languages spoken by communities that occupy significant roles in California’s agricultural economy (e.g., Nahuatl). Throughout the event, we shared information and updates on PSPS with these media outlets, including news releases and social media infographics in English, as well as in translated languages and American Sign Language (ASL), for their use and distribution. PG&E also shared our new PSPS Language Resources page ([www.pge.com/pspslanguagehelp](http://www.pge.com/pspslanguagehelp) available in 16 languages) with organizations to share with their constituents.

<sup>53</sup> Total notifications do not include doorbell rings and Live Agent phone calls.

<sup>54</sup> Metrics are provided from October 13, 2021 through October 16, 2021.

Highlights from our coordination with multicultural media organizations and CBOs during this event include:

- KCHJ-Lotus Radio in Bakersfield shared the PSPS updates on Facebook in Spanish. See Figure 22.

**Figure 22: KCHJ-Lotus Radio update in Spanish**



- KFTV-Univision in Fresno conducted an interview with PG&E's Evelyn Escalera in Spanish to inform customers about the possibility of a PPS event in Central Valley. See Figure 23.

**Figure 23: Screenshot of KFTV-Univision's Video interview in Spanish**



### Other Channels of Communication and Additional Community Engagement

- To alert the public in advance of the PSPS event, PG&E used both media and online efforts. PG&E's online content, stability, and navigation have improved since 2019 PSPS events. PG&E also engaged with additional key stakeholders, including Community Based Organizations (CBOs) and critical facilities.
- PG&E engaged with over 290 "information-based" CBOs during the event, sharing courtesy notification updates, fact sheets, and other relevant information that they could share with their constituents to expand our reach of communications, including infographic videos with relevant PSPS updates in 16 languages and American Sign Language (ASL) that the organizations could use.
- CBO resource partners were invited to once-daily cooperator calls for Public Safety Partners, which was hosted by members from PG&E's EOC who provided a situational update about the latest scope of the event and an overview of the services available to customers. PG&E hosted additional daily coordination calls with the CBO resource partners supporting the event to provide an open forum to answer questions, offer suggestions regarding how they can best support their consumers, and facilitate more localized coordination among the partners.

### Media Engagement

From the time PG&E publicly announced the potential PSPS event until customers were restored, PG&E engaged with customers and the public through the media as described below.

- Issued two local news releases containing information and updated details about the PSPS and wind events.
- Identified approximately 75 unique print, online, and broadcast stories.
- Provided regular, ongoing news releases to more than 100 Public Information Officers (PIOs) representing city, county, state, and tribal agencies and to over 6,200 news outlets via Business Wire's national media list, which includes approximately 600 California news outlets. Also, PG&E's Integrated Multicultural Communications team reached out to 50 multi-cultural news outlets.
- Coordinated directly with nine multicultural media organizations to issue event updates on their in-language platforms (e.g., radio, TV, social media) in over 11 languages, including languages spoken by communities that occupy significant roles in California's agricultural economy (e.g., Mixteco).
- Handled approximately 36 media inquiries, either from media outlets that contacted PG&E's 24-hour media line or direct calls to field media reps and participated in four media interviews to provide situational updates and preparedness messages for the PSPS event.

### PG&E Website

During this PSPS event, PG&E placed banners on multiple pages on [pge.com](https://www.pge.com) that drove traffic to PG&E's PSPS event site, and implemented tools to drive traffic to and maintain stability of the PSPS emergency website/event updates page, [pgealerts.alerts.pge.com/updates](https://pgealerts.alerts.pge.com/updates). During this event, visits to the emergency website peaked on Wednesday, October 13, 2021, with approximately 84,451 visits and 148,863 page views. The emergency website saw a total of 153,192 visits and 267,477 page views from the time the event began to the time all customers had been restored to power.

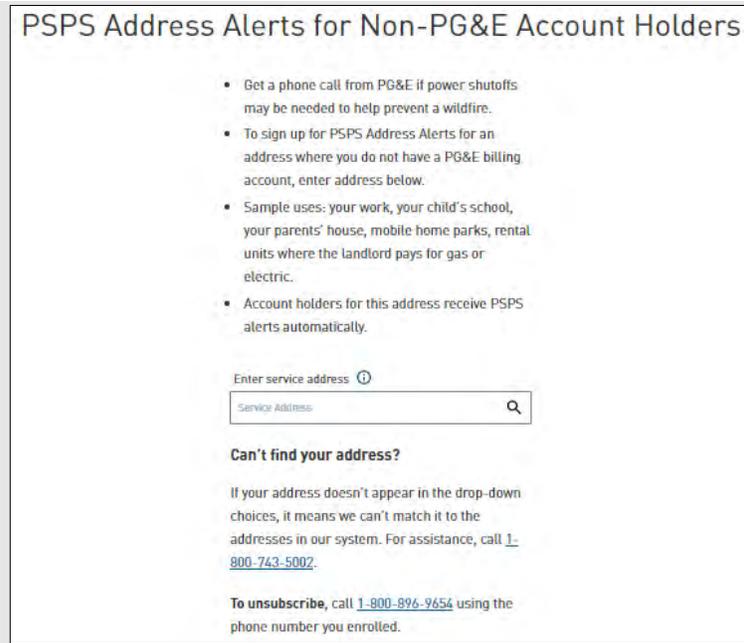
PG&E remains committed to the continuous improvement of its websites to better meet the diverse needs of its customers. As we launch new features and functionality to [pge.com](https://www.pge.com) and to [pgealerts.alerts.pge.com/](https://pgealerts.alerts.pge.com/), we test to help ensure compliance with WCAG 2.0 AA standards. We also seek to improve the customer

experience with user testing for key components. Where possible, we remediate accessibility issues that customers or stakeholders have brought to our attention.

The following content was available on PG&E's PSPS event updates pages or on links from those pages:

- Straightforward, simplified event information available in 16 languages, with clear updates about the planned scope of the event, including location (e.g., list of impacted, cities, counties, and Tribes), duration of the event, including estimated times of de-energization and re-energization at the individual address level, and overall, for the event.
- Interactive maps in one location where users can toggle between the PSPS planned outage maps and actual outage maps and more detailed, parcel-level view of the areas planned for de-energization.
- Address look-up tool that a customer and the public could use to identify specific PSPS impacts.
- PG&E Public Safety Partners could download PDFs of impacted areas, shape and KMZ files for use with their own mapping applications, and city/county lists with shutoff and restoration summaries.
- Details of Community Resource Centers (CRCs) made available as soon as sites were confirmed (up to two days before de-energization for some locations), including locations listed by county, resources available at each center, type of CRC (e.g., indoor, outdoor), COVID-19 policies, and operating hours. CRC locations were also indicated on the PSPS impact map – this includes the additional CRCs opened to support the wind event.
- Links to additional resources for customers, including links to PG&E's Electric Vehicle (EV) charging location map, videos in ASL, locations of Independent Living Centers, resources for customers with accessibility, financial, language, and aging needs, backup power safety tips, Medical Baseline program information, and more.
- Webpage available in 16 languages that describes our language support services for customers during PSPS events at [www.pge.com/pspslanguagehelp](http://www.pge.com/pspslanguagehelp).
- Survey to provide input about the website and event communications.
- Address-level alerts that allow non-PG&E-account holders to receive notifications via a phone call or SMS text for any address where they do not receive a bill, such as their workplace or child's school. This is also a valuable communication tool for renters and tenants of master metered accounts, such as mobile home parks. See [pgealerts.alerts.pge.com/outages/psps-address-alert](http://pgealerts.alerts.pge.com/outages/psps-address-alert) and Figure 24. Address Alerts are available in 16 languages, as well as English.

**Figure 24: PG&E PSPS Address Alert Sign-Up Webpage**



PG&E’s website offers PSPS preparedness information in 15 non-English languages covering topics including the Medical Baseline program application and fact sheets on PSPS, Community Wildfire Safety Program, Medical Baseline program, and more. PG&E’s emergency website with PSPS event update information was fully translated in the same 15 languages. See Table 12 for information on PG&E’s web traffic, Table 13 for the number of unique visitors to the translated versions of PGE’s Website ([pge.com](http://pge.com)) for this event, and Table 14 for the number of unique visitors to the translated versions of PG&E’s Emergency Website ([pgealerts.alerts.pge.com](http://pgealerts.alerts.pge.com)).

**Table 12: PG&E Website Traffic for October 14 - 16, 2021 PSPS Event**

Web Page	Unique Visitors	Visits	Page Views
PG&E’s Website ( <a href="http://pge.com">pge.com</a> )	546,848	638,757	937,102
PG&E’s Emergency Website ( <a href="http://pgealerts.alerts.pge.com">pgealerts.alerts.pge.com</a> ) <sup>55, 56</sup>	113,816	153,192	267,477

<sup>55</sup> The PSPS Event Updates page is at the following link: [pgealerts.alerts.pge.com/updates](http://pgealerts.alerts.pge.com/updates). PG&E also uses the following shortened URL for the same site: [www.pge.com/pspsupdates](http://www.pge.com/pspsupdates).

<sup>56</sup> The emergency website metrics are a subset of the [pge.com/](http://pge.com/) website traffic reported.

**Table 13: Unique Visitors to the Translated Versions of PG&E’s Website for the October 14 - 16, 2021 PSPS Event<sup>57</sup>**

Language	Unique Visitors	Percent
English	496,241	91.11%
Spanish	16,397	3.01%
Chinese	3,037	0.56%
Russian	2,658	0.49%
Korean	2,353	0.43%
Vietnamese	2,306	0.42%
Tagalog	2,269	0.42%
Hmong	2,167	0.40%
Khmer	2,164	0.40%
Portuguese	2,161	0.40%
Thai	2,158	0.40%
Arabic	2,157	0.40%
Hindi	2,155	0.40%
Punjabi	2,152	0.40%
Farsi	2,151	0.39%
Japanese	2,150	0.39%
<b>Grand Total<sup>58</sup></b>	<b>544,676</b>	<b>100%</b>

**Table 14: Unique Visitors to the Translated Versions of PG&E’s Emergency Website for the October 14 - 16, 2021 PSPS Event**

Language	Unique Visitors	Percent
English	113,392	99.58%
Spanish	349	0.31%
Chinese	67	0.06%
Vietnamese	9	0.01%
Russian	8	0.01%
Korean	7	0.01%
Hmong	7	0.01%
Tagalog	6	0.01%
Farsi	4	0.00%
Portuguese	4	0.00%
Japanese	4	0.00%
Punjabi	4	0.00%
Khmer	3	0.00%
Hindi	2	0.00%
Arabic	2	0.00%
Thai	1	0.00%
<b>Grand Total<sup>59</sup></b>	<b>113,869</b>	<b>100%</b>

<sup>57</sup> Not all webpages within PG&E’s Website are offered in the translated languages listed. If the language is not included in the selector on the webpage, the visitor can call 1-833-208-4167 for assistance in 250+ other languages.

<sup>58</sup> There is some overlap in unique visitors by language because some visitors viewed webpages in different languages.

<sup>59</sup> There is some overlap in unique visitors by language because some visitors viewed webpages in different languages.

**Section 6.6 - Provide the following information on backup power (including mobile backup power) with the name and email address of a utility contact for customers for each of the following topics: (D.21-06-014, page 300.)**

**Response:**

Any questions related to the information under this item may be directed to

[TempGenPSPSSupport@pge.com](mailto:TempGenPSPSSupport@pge.com).

**Section 6.6a. Description of the backup generators available for critical facility and infrastructure customers before and during the PSPS.**

**Response:**

Table 15 lists the generators available for critical facility and infrastructure customers before and during the PSPS.

**Table 15: Generators Available for Critical Facilities and Infrastructure Customers**

Generator Type	Number of Units	Individual Size (MW)	Run Time (Hrs.) <sup>60</sup>	Description
Diesel Generator	5	0.125	36	5 units on reserve in Sacramento
Diesel Generator	6	0.15	30	1 unit pre-staged at ICU Hospital, 5 units on reserve in Sacramento
Diesel Generator	5	0.2	29	1 unit pre-staged at ICU Hospital, 4 units on reserve in Sacramento
Diesel Generator	2	0.3	29	2 units staged at two ICU Hospitals
Diesel Generator	4	0.35	25	Reserve in Sacramento
Diesel Generator	1	0.4	21	1 unit pre-staged at ICU Hospital
Diesel Generator	13	0.5	23	6 units pre-staged at two ICU Hospitals, 7 units on reserve in Sacramento
Diesel Generator	3	1.0	21	3 units pre-staged at ICU Hospitals
Diesel Generator	9	1.25	20	1 unit pre-staged at ICU Hospital, 8 on reserve in Sacramento
Diesel Generator	1	1.5	14	1 unit pre-staged at ICU Hospital
Diesel Generator	7	2.0	11	Reserve in Santa Rosa

<sup>60</sup> Estimated based on a 75% load. Barring mechanical failure and refueling the temporary generators have the ability to operate continuously throughout a typical PSPS event.

**6.6b. The capacity and estimated maximum duration of operation of the backup generators available for critical facility and infrastructure customers before and during the PSPS.**

**Response:**

Table 15 lists the power capacity and maximum duration of operation of the generators available for critical facility and infrastructure customers before and during the PSPS.

**6.6c. The total number of backup generators provided to critical facility and infrastructure customer's site immediately before and during the PSPS.**

**Response:**

During and immediately before the PSPS event four backup generators were activated to energize the critical facility and infrastructure customers that did not have an existing mitigation in place.

**6.6d. How the utility deployed this backup generation to the critical facility and infrastructure customer's site.**

**Response:**

As a general policy, PG&E does not offer backup generation to individual facilities. However, PG&E's policy allows for granting exceptions for critical facilities when a prolonged outage could have a significant adverse impact to public health or safety.

Deployment of temporary generation is contingent on the expectation that duration for permanent repairs to be in place is significantly longer than the expected duration of installing back-up generation, that the expected customer outage is equivalent to at least 50,000 customer minutes, and the outage affects a distribution line that serves multiple customers without a backtie<sup>61</sup>.

PG&E has pre-arranged commitments with critical facility and infrastructure customers to provide temporary generation in case of a PSPS event and evaluated requests received during the event according to the prioritization described in section 6.6e.

**6.6e. An explanation of how the utility prioritized how to distribute available backup generation.**

**Response:**

PG&E prioritizes the deployment of available generation by first meeting existing commitments to individual facilities in the following order.

- a) Intensive care unit (ICU) hospitals, pre-identified by PG&E in partnership with the California Hospital Association (CHA) and Hospital Council of Northern and Central California (HC).
- b) Pandemic Response (PR-1) sites classified as medical stations and shelters.
- c) Additional facilities prepared to support public safety such as but not limited to First/emergency responders at the Tribal, local, state, and federal level, water, wastewater, and communication service providers, affected community choice aggregators, publicly-owned utilities/electrical cooperatives, the CPUC, the California Governor's Office of Emergency Services and the California Department of Forestry and Fire Protection<sup>62</sup>.

Followed by customers with special needs in the following order:

- a) Life support, Medical Baseline, and temperature sensitive

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<sup>61</sup> 50,000 customer minutes is approximately equivalent to 100 customers for about 8 hours.

<sup>62</sup> The term "emergency response providers" includes federal, state, and local governmental and non-governmental public safety, fire, law enforcement, emergency response, emergency medical services providers (including hospital emergency facilities), and related personnel, agencies, and authorities.

b) Large customers, economic damage customers, and danger to health and safety customers

Followed by other customers based on maximizing relief based on the number of customers times expected duration.

**6.6f. Identify the critical facility and infrastructure customers that received backup generation.**

**Response:**

During this event, PG&E utilized its rental fleet of temporary generators to mitigate the impacts of PSPS on its customers. During this event, this fleet was used to support four stand-alone facilities serving public safety, and one indoor Community Resource Centers (CRCs).

Table 15 describes the generators available for critical facility and infrastructure customers before and during the PSPS.

Critical facility and infrastructure customers that received backup generation are listed in Table 16.

**Table 16: Critical Facility and Infrastructure Customers Energized with Backup Generation**

County	Site Type	Generation Deployed	Duration of Operation	Reason Deployed
Kern	Water District	200 kW	25 hours, 2 minutes	High Risk to environment
Kern	Water District	50 kW	43 hours, 32 minutes	High Risk to environment
Tehama	Communications	150 kW	3 hours, 37 minutes	High Risk Public Safety
Glen	Community Center	56 kW	21 hours, 38 minutes	High Risk to Public Safety

## Section 7 – Complaints & Claims

**Section 7.1 - The number and nature of complaints received as the result of the de-energization event and claims that are filed against the utility because of de-energization. The utility must completely report all the informal and formal complaints, meaning any expression of grief, pain, or dissatisfaction, from various sources, filed either with CPUC or received by the utility as a result of the PSPS event. (Resolution ESRB-8, page 5, D.21-06- 014, page 304.)**

### **Response:**

Reported below are the complaints received and claims filed against PG&E because of PSPS de-energization.

### Complaints

For the number and nature of complaints received due to this PSPS event see Table 17.

**Table 17: Number and Nature of Complaints due to the October 14 – 16, 2021 PSPS Event**

Nature of Complaints	Number of Complaints
<b>Communications/Notifications</b> Including, but not limited to complaints regarding lack of notice, excessive notices, confusing notice, false alarm notice, problems with getting up-to-date information, inaccurate information provided, not being able to get information in the prevalent languages and/or information accessibility, complaints about website, Public Safety Partner Portal, Representational State Transfer (REST)/Digital Asset Manager (DAM) sites (as applicable).	32
<b>PSPS Frequency/Duration</b> Including, but not limited to complaints regarding the frequency and/or duration of PSPS events, including delays in restoring power, scope of PSPS and dynamic of weather conditions.	69
<b>Safety/Health Concern</b> Including, but not limited to complaints regarding difficulties experienced by AFN/MBL populations, traffic accidents due to non-operating traffic lights, inability to get medical help, well water or access to clean water, inability to keep property cool/warm during outage raising health concern.	26
<b>General PSPS Dissatisfaction/Other</b> Including, but not limited to complaints about being without power during PSPS event and related hardships such as food loss, income loss, inability to work/attend school, plus any PSPS-related complaints that do not fall into any other category.	46
<b>Outreach/Assistance</b> Including, but not limited to complaints regarding Community Resource Centers, community crew vehicles, backup power, hotel vouchers, other assistance provided by utility to mitigate impact of PSPS.	7

### Claims

As of October 25, 2021, PG&E did not receive claims for the October 14 - 16, 2021 PSPS event.

## **Section 8 – Power Restoration**

**Section 8.1 - A detailed explanation of the steps the utility took to restore power** (*Resolution ESRB-8 page 5*)

### **Response:**

During weather events, the PG&E Incident Command and meteorology teams monitor real-time and forecasted weather conditions based on weather models, weather station data, and field observations while patrol crews and helicopters are pre-positioned in anticipation of the Weather “All-Clear” to begin patrols. Weather “All-Clears” are called based on pre-defined areas geographic areas and mapping of each weather station in each zone to that area. This is known as the All-Clear Zone methodology. One of the lessons learned from 2020 PSPS events was that the previous method of using Fire Index Areas (FIAs) to issue Weather “All-Clear” could be improved by dividing those areas further. These divided areas are known as All-Clear Zones.

All-Clear Zones align with known meteorological phenomena, such as mountain tops and wind gaps which may experience longer periods of extreme weather. This allows for further granularity in calling Weather “All-Clears”, thereby helping areas less prone to wind gusts or adverse conditions to be cleared and restored more quickly. PG&E monitors the conditions in each of these All-Clear Zones and as they fall below our minimum fire potential conditions the PG&E meteorologists will recommend areas for restoration.

**Figure 25: Map of Fire Index Areas & Time-Places De-energized for October 14 – 16, 2021 PPS Event**



As Weather “All-Clears” are issued, restoration crews patrol electrical facilities to identify and repair or clear any damage or hazard before re-energizing. Using the Incident Command System (ICS) as a base response framework, each circuit is assigned a taskforce consisting of supervisors, crews, troublemen, and inspectors. This structure allows PG&E to patrol and perform step restoration in alignment with the centralized control centers.

During restoration, PG&E issued two sets of Weather “All-Clears” and deployed approximately 50 personnel and one helicopter to patrol the lines in advance of restoration. Patrols were conducted on approximately 60 miles of distribution circuits that had been de-energized. Power was restored to customers as patrol completion verified the safe condition of each line.

**Section 8.2 - The timeline for power restoration, broken down by phase if applicable (D.19-05-042, Appendix A, page A24, SED Additional Information.)**

**Response:**

PG&E issued Weather “All-Clears” for All-Clear Zones at the times noted in Table 18.

**Table 18: Weather All-Clear Times**

All-Clear Zones	Weather All-Clear Date and Time
445, 448A in their entirety. In addition, 448B and 651 were approved with the exception of areas on Tejon 1102 downstream of recloser 3760 and Fuse 14928.	10/15/2021 12:00 PDT
Remainder of 448B and 651 - areas on Tejon 1102 downstream of recloser 3760 and Fuse 14928.	10/16/2021 15:14 PDT

**Section 8.3 - For any circuits that require more than 24 hours to restore, the utility shall explain why it was unable to restore each circuit within this timeframe. (D.20-05-051, Appendix A, page 6.)**

**Response:**

PG&E was able to restore all impacted customers within 24 hours of the Weather “All-Clear.”

## **Section 9 – Community Resource Centers**

**Section 9.1 - The address of each location during a de-energization event, the location (in a building, a trailer, etc.), the assistance available at each location, the days and hours that it was open, and attendance (i.e., number of visitors) (Resolution ESRB-8, page 5, SED Additional Information.)**

### **Response:**

During this event, PG&E opened 11 Community Resource Centers (CRCs) in nine counties.

PG&E opens CRCs during a PSPS event to provide affected customers and residents a safe space to access electricity. CRCs are open from 08:00 to 22:00 PDT from the time the power is shut off until customers are restored. Visitors were provided with PSPS event information by dedicated staff, ADA-compliant restrooms, physically distanced tables and chairs, power strips to meet basic charging needs for personal medical devices and other electronics, snacks, bottled water, and Wi-Fi and cellular service access. For visitors who did not wish to remain on site, “grab and go” bags with a PSPS info card, water, non-perishable snacks, a mobile battery charger, and a blanket were available. Bagged ice was also available at indoor locations.

To communicate CRC availability, CRC locations were published on our website, shared on social media, shared with state and county officials and news media, and shared with AFN customers through California Foundation of Independent Living Centers (CFILC) and our media partners.

### **Local Government Coordination on Site Selection and Closure**

During this PSPS event, PG&E’s dedicated Liaisons closely coordinated with the potentially impacted counties and Tribes to review the proposed scope of the event and agree on CRC locations based on the anticipated areas of de-energization. This included phone calls and e-mails on October 11, 2021 through October 13, 2021 to the potentially impacted jurisdictions identified at that time, to share lists of CRC locations and confirm that the jurisdiction desired CRC mobilization. All 11 activated CRCs were in locations PG&E, counties, and Tribes had collaboratively pre-identified as desirable CRC locations. These locations have existing contracts in place to activate quickly.

As all customers in a county or impacted area were restored, PG&E coordinated with the local government to gain their agreement to close sites within their jurisdictions.

Based on initial event scope, Humboldt and Stanislaus counties declined CRC support due to the relatively small scope of impact forecasted at the time. The Cortina Rancheria also declined a CRC, but was provided CRC resources (battery packs, blankets, etc.) for the impacted Tribe members.

The initial event scope was in or near some areas where CRCs had been built to support the PSPS event on October 11. In these cases, 17 CRCs in Butte, Colusa, Glenn, Kern, Lake, Napa, Plumas, Shasta, Solano, Tehama, and Yolo counties were kept in place and put into standby mode. An additional 15 new CRCs were constructed in Butte, Napa, Plumas, Shasta, San Luis Obispo, Santa Barbara, Sierra, Solano, Sonoma, Tehama, and Yuba counties based on initial event scope. Later, as the event scope decreased, 21 of these CRC sites were not opened.

### **Location, Type and Timeline of CRCs**

PG&E initially opened 11 CRCs total across Butte Colusa, Glenn, Kern, Napa, Shasta, Solano, Tehama, and Yolo counties as shown in Figure 28, four were indoor (hardened) sites, and seven were outdoor micro or mobile sites (open air tents). All CRCs were in places known to the public including community centers, schools, post offices and other similar locations. (See images of locations in Figure 26 and Figure 27). The CRCs in Butte, Colusa, Glenn, Napa, Shasta, Solano, Tehama and Yolo were opened at 08:00 PDT on Thursday, October 14<sup>th</sup>, but closed later that day when those counties were removed from the event scope. The CRC in Kern County remained open for three days, October 14 – 16, 2021.

**Figure 26: PG&E Indoor CRC at Paradise Parks and Recreation Center in Butte County**



**Figure 27: PG&E Outdoor CRC at the Lebec Post Office in Kern County**



PG&E provided updates to the public and local partners on the CRC locations, hours of operations, and resources available through its website, state agency calls, press releases, and social media outlets. CRCs remained open until service had either been restored in each host county or County OES approval was given to close it. See Appendix G for specific operating hours by day.

#### Customer Visitation

Overall, approximately 350 people visited PG&E’s 11 CRC sites over the course of this PSPS event. See Appendix G for further details on the CRCs mobilized during the PSPS event, including specific locations, dates, and times available, and total attendance for each location.

#### COVID-19 Considerations

PG&E adapted its approach to CRCs to reflect appropriate COVID-19 health considerations and federal, state, and county guidelines, including requiring facial coverings and physical distancing at all sites. At both indoor and outdoor CRCs, supplies were handed out so customers could “grab and go” if they wished to minimize time at the CRC. On site staff perform enhanced sanitizing procedures and residents are asked not to visit CRCs if they are experiencing any symptoms of illness.

**Section 9.2 - Any deviations and explanations from the CRC requirement including operation hours, ADA accessibility, and equipment. (SED Additional Information.)**

**Response:**

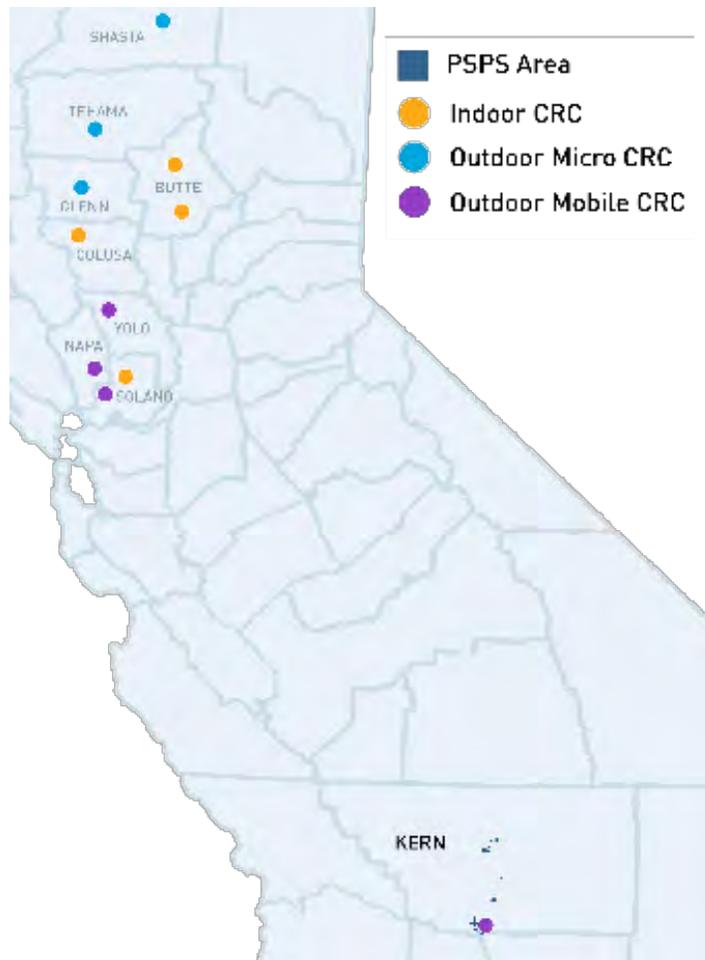
There were no deviations from CRC requirements during this event.

**Section 9.3 - A map identifying the location of each CRC and the de-energized areas (SED Additional Information.)**

**Response:**

PG&E provided 11 CRCs total in Butte, Colusa, Glenn, Kern, Napa, Shasta, Solano, Tehama and Yolo counties. Ten of these were closed a few hours after opening as the counties were removed from event scope. The Kern County site remained open for three days to support customers. All opened CRCs are shown in Figure 28.

**Figure 28: Location of Community Resource Centers Readied During October 14-16, 2021 PPS Event**



## **Section 10 – Mitigations to Reduce Impact**

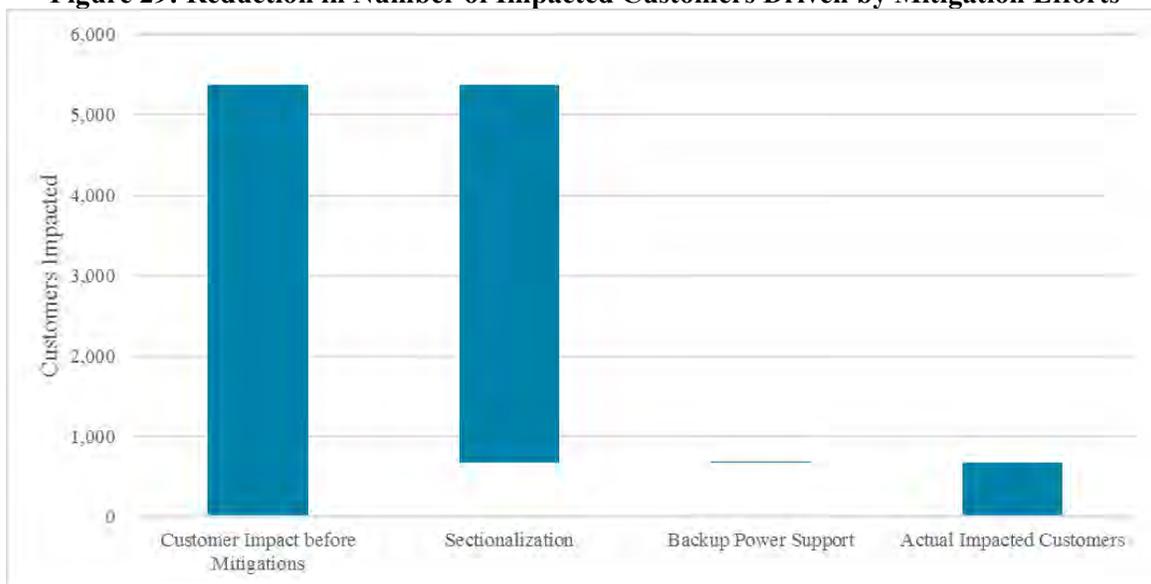
**Section 10.1 - Mitigation actions and impacts (both waterfall graph and map) including: sectionalization devices, temporary generation, microgrids, permanent backup generation, transmission switching, covered conductor, and any other grid hardening that mitigated the impact of the event (D.21-06-014, page 285, SED Additional Information.)**

**Response:**

### Mitigations to Reduce Impact

PG&E employed sectionalization devices and backup power support to avoid de-energizing approximately 4,700 customers. Figure 29 depicts the impact each mitigation measure had on the total number of customers.

**Figure 29: Reduction in Number of Impacted Customers Driven by Mitigation Efforts**



### Transmission Line Segmentation

Transmission lines are segmented using Supervisory Control and Data Acquisition (SCADA)-enabled switches when possible if only a portion of a line is required to be de-energized due to PSPS. Leaving segments of transmission lines energized allows PG&E to still reduce fire risk where needed and provide service to stations fed off the non-impacted segments during the PSPS events. Transmission line segmentation was not utilized during this event.

### Distribution Switching

Depending on fire risk patterns, distribution switch locations and switching plans maintain service to customers on radial lines that fall outside the high-risk area but are served by lines that pass through the fire risk area. Depending on event scope, we may be able to use back-tie switching to bypass the distribution lines that pass through the de-energization area to keep customers energized from a different set of lines. During this event, distribution switching was not used as a mitigation as there were no opportunities available. This was primarily due to the small scope of the event.

### Sectionalization

PG&E has installed new sectionalization devices near the borders of the CPUC-designated Tier 2 and 3 High Fire-Threat Districts to reduce the number of customers affected by PSPS events. PG&E used sectionalization devices on 5 circuits which reduced the customer impact by approximately 4,700 customers for this event. No newly installed “greenfield” devices were in scope for this event.

### Islanding

In some cases, PG&E can leverage islanding capabilities to keep some customers islanded apart from the rest of PG&E's transmission system and energized by generation located within the island. During this event no transmission islanding was used.

### Substation Temporary Generation

PG&E has prepared nine locations ready to interconnect and use temporary generation<sup>63</sup> to energize certain substations whose transmission sources must be shut off for safety, but which could otherwise safely deliver power to customers. PG&E's substation temporary generation capability was not required in this event.

### Temporary Microgrids:

PG&E temporary distribution microgrids were not in scope for this event. The objective of temporary microgrids is to enable some community resources to continue serving the surrounding population during PSPS events where it is safe to do so, using pre-installed interconnection hubs to safely and rapidly interconnect temporary generation.

While temporary microgrids do not often support large numbers of customers, the community resources served by the temporary microgrids include fire stations, local water and waste companies, markets, post offices, and medical facilities. On average, customers served by the temporary microgrids experience de-energization periods of under 30 minutes for the switch-over from grid to microgrid and go-back from microgrid to the grid.

Eight temporary microgrid sites are currently ready for immediate operation in PG&E's service area and others are in development.

### Backup Power Support:

PG&E used temporary generation to support four stand-alone customers.

Table 16 lists the facilities that received backup power support during the October 14 – 16, 2021 PSPS event.

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<sup>63</sup> Ready in this context is defined as operational within 48 hours.

## **Section 11 – Lessons Learned from this Event**

**Section 11.1 - Threshold analysis and the results of the utility’s examination of whether its thresholds are adequate and correctly applied in the de-energized areas. (D.21-06-014, page 305-306.)**

### **Response:**

This section addresses PG&E’s examination of the adequacy of the 2021 PSPS Protocols and the determination of the guidance thresholds for the 2021 PSPS Protocols. At the end of this section, we describe how we used many different resources and tools to verify and test our 2021 PSPS Protocols and its guidance thresholds. The information regarding how PSPS Guidance thresholds were correctly applied in the de-energized areas can be found in Section 2 of this report.

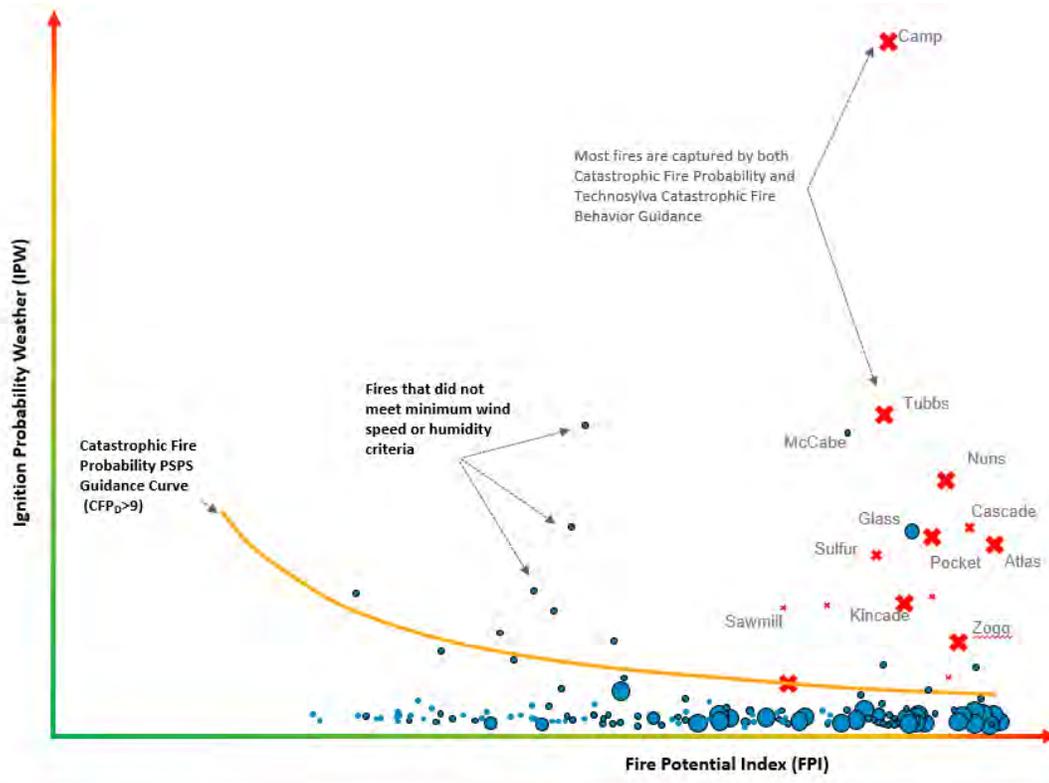
To evaluate if the 2021 PSPS Protocols capture large, catastrophic wind-driven fires, PG&E built a verification dataset by extracting the PSPS guidance for all recent fires that have occurred in PG&E’s service area from 2012 to 2020. Based on the historical review of incidents, verification of event dates, and the guidance sensitivity and calibration analysis, a CFP<sub>D</sub> value of nine was chosen as the quantitative threshold guidance value to consider for PSPS on PG&E’s distribution system. The minimum Fire Potential Conditions and CFP<sub>D</sub> guidance that is determined from Technosylva was also evaluated in this fashion.

To establish the PSPS threshold of nine, we performed numerous sensitivity studies in backcast mode for calibration and validation. In 2021, this involved running 68 different versions of the combined distribution PSPS guidance through hourly historical data from 2008 to 2020 to calibrate PSPS guidance. This included simulating and learning from more than 2,500 simulated PSPS events. Through this “lookback” analysis, we can evaluate the potential size, scope, and frequency of PSPS events (including potential customer impacts), the days PSPS events would have occurred, as well as whether utility infrastructure would have qualified for de-energization during the time period of prior fires.

The CFP<sub>D</sub> guidance value of nine mentioned previously is shown in Figure 30 below with respect to recent large fires since 2012. Any fires above the nine line that met the basic minimum Fire Potential Conditions indicate PSPS would have been executed had these models and guidance been in use during these historic events. The historical results show that had this model been deployed and implemented since 2012, the new PSPS protocols would have prevented wildfires such as the Camp, Tubbs, Nuns, Atlas, Kincade and Zogg fires. Please note that the inclusion of a fire in this analysis does not indicate that PG&E is directly responsible for and/or caused a fire. Instead, the fires are included for the purposes of analyzing the impact of PG&E’s 2021 PSPS Protocols.

The red “x” symbols in Figure 30 below represent fires that were captured by the both the Catastrophic Fire Probability and Technosylva Catastrophic Fire Behavior. The blue dots under the line represent fires below the CFP<sub>D</sub> guidance. Blue dots above the line represent events that did not meet the mFPC criteria.

**Figure 30: CFP<sub>D</sub> Guidance**



The analysis was a critical step to ensure the most catastrophic incidents of the past are being identified by PSPS guidance while considering the significant impacts to customers from PSPS events across multiple dimensions (e.g., duration and frequency). Furthermore, this step helps ensure that future PSPS events will capture conditions similarly present during the most catastrophic fires of the past while also balancing impacts to customers. To execute the analysis, we utilize cloud computing resources to run PSPS model guidance for every hour at every 2 x 2 km grid cell across the historical data set to determine the number of times and locations PSPS guidance is exceeded. Each location exceeding guidance is then grouped into events to determine the location and size of each PSPS event given the weather and fuels present at that time under the parameters of the study version. This allows us to determine if synoptic-driven events (e.g., Diablo wind events) are being identified, and if historical fires attributable to PG&E equipment may have been mitigated.

In addition to the sensitivity studies presented above, PG&E also performed extensive verification of the 2021 PSPS Protocols using several internal and external datasets. The goal of these analyses was to first determine if certain weather events are being captured (e.g., Diablo and offshore wind events), and second, to determine if lines that have been implicated in historic catastrophic fires would have been identified by the guidance. The following datasets were used in the analysis:

- National Center for Environmental Prediction (NCEP) North American Regional Reanalysis Archive (NARR) synoptic weather maps [external]
- Climatology of Diablo wind events [internal]
- Historical fire occurrence data compiled by federal agencies [external]
- Hourly high-resolution wind maps from the climatology data set [internal]
- Distribution and transmission outage history [internal]
- Red Flag Warnings from the NWS [external]

- High risk of potential large fires due to wind from the GACC [external]
- The weather signal database [internal]
- Exploratory and dynamic dashboards created with internal and external data [internal]

The paragraphs below explain how we leveraged external and internal data to verify its 2021 PSPS Protocols guidance thresholds.

#### NARR Archive

PG&E has acquired the NARR archive data dating back to 1995 and produced over 2 million maps that can be utilized to study past events. These maps are also useful to study the antecedent conditions leading up to the event such as the extent (or not) of precipitation events and heat waves. When the PSPS models are run through the climatology, each event identified is compared against the NARR archive by a meteorologist to determine the large-scale atmospheric features present for each event.

#### Climatology of Diablo Wind Events

PG&E also leverages the latest academic research on Diablo wind events that use surface-based observations to create a climatology of Diablo wind events. We adapted the criteria and processed it hour-by-hour through the 31-year weather climatology to determine the frequency, magnitude, and timing of Diablo winds. The output of this analysis was a 31-year calendar of Diablo wind events experienced in the PG&E service area. As it relates to PSPS directly, the strongest Diablo wind events were evaluated to verify if PSPS guidance also selects these days for potential PSPS events. Using the days identified by PSPS guidance and the Diablo event list, a high-level comparison was completed to evaluate overlap of the events. Any events that did not meet PSPS guidance were evaluated further using additional data sources described in this section. For example, the NARR archive proved useful, as antecedent conditions such as rainfall before an event and the magnitude of the event could be evaluated.

#### PG&E’s Weather Signal Database

PG&E’s Meteorology team built, and continues to maintain, a ‘weather signal’ database that flags each day from January 1, 1995 to present that experienced any weather-related outages on the distribution system and the main weather driver (e.g., heat, low-elevation snow, northeast wind, winter storm, etc.) for these outages. If distribution outage activity is not driven by weather, the day is classified as a “Blue Sky”<sup>64</sup> day, meaning that weather was not a main driver of outage activity. This dataset combines weather and distribution outage activity that allows rapid filtering of events based on the main weather drivers. To validate PSPS guidance, we used a combination of “Northeast”<sup>65</sup> wind days and “Blue-Sky” days.

The PSPS guidance was validated against all Northeast wind days in the database. This is similar, but complimentary to the Diablo event analysis as it also accounts for outage activity observed on those days. Events were also compared against Blue Sky days to ensure that PSPS would not be recommended for a high percentage of non-weather-impact days where little to no outage activity was observed.

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<sup>64</sup> The definition of a Blue Sky day is as follows: “Blue Sky Day is defined the same as a non-weather impact day (no or very limited impacts due to weather)”.

<sup>65</sup> Our definition of a Northeast wind day is as follows: “Weather type used when strong offshore (northerly or northeast winds) result in elevated outage activity. This includes Diablo and Santa Ana wind events. An example are the classic offshore winds events where surface high pressure develops in the Upper Great Basin.”

#### Red Flag Warnings from the National Weather Service

PG&E also validated PSPS guidance against Red Flag Warnings (RFWs) from the National Weather Service (NWS). A Red Flag Warning means warm temperatures, very low humidity, and stronger winds are expected to combine to produce an increased risk of fire danger. These RFWs were collected for the past six years (2015 – 2020) in shapefile format and used to evaluate the timing and spatial extent of historical RFWs against PSPS guidance. It should be noted that each NWS office in the PG&E service area has different RFW criteria, making direct and quantifiable comparison challenging. However, this dataset is used to evaluate whether RFWs were issued when PSPS guidance was met. Based on historical PSPS analysis, RFWs are expected to occur more frequently and cover a broader area than the area covered by PSPS events.

#### High Risk of Potential Large Fires due to Wind from the Geographic Area Coordination Center

PG&E also validated PSPS guidance against historical “High Risk” days from the Geographic Area Coordination Center (GACCs), also known as Predictive Services. The GACCs issue High Risk Day alerts when fuel and weather conditions are predicted that historically have resulted in a significantly higher than normal chance for a new large fire or for significant growth on existing fires. Examples of critical weather conditions are high winds, low humidity, an unstable atmosphere, and very hot weather. Similar to the RFW analysis, this dataset was used to evaluate if High Risk days were issued when PSPS guidance was high. Similar to RFWs, based on historical PSPS analysis, High Risk Days are expected to occur more frequently and cover a broader area than PSPS.

#### Hourly High-Resolution Wind Maps from PG&E Climatology Data Set

PG&E created hourly maps from high-resolution climatology and a web-based application to display any hour across 30 years. For each event that meets PSPS guidance in the climatology, these maps were evaluated by a meteorologist to better understand the nature of the event, wind speeds, antecedent conditions, and the spatial extent of strong winds. Importantly, forecast wind speeds are available in the same exact format, allowing operational meteorologists to put forecast events in perspective with historical events using the same model.

#### Detailed Event Dashboards

Meteorologists and data scientists utilized the data sources described above to evaluate historical PSPS events hour-by-hour to verify the locations and times that are being flagged as meeting PSPS guidance. These dashboards are very useful to determine if historical fire events would have been flagged by PSPS guidance. Meteorologists evaluated these data sources hourly to verify model performance of the IPW model and suitability for operations. The PSPS guidance can be evaluated spatially using the dashboard map integration, while the size and timing of the event can be evaluated using the timeseries integration.

**Section 11.2 - Any lessons learned that will lead to future improvement for the utility (SED Additional Information.)**

**Response:**

PG&E collects lessons learned input from staff during and after every PSPS event. The company regularly polls team members to identify best practices and biggest opportunities for improvement. The insights described in Table 19 have been contributed by individual EOC members and cover the October 11 – 12, 2021 and October 14 – 16, 2021 PSPS events.

**Table 19: Lessons Learned from the PPS Event**

Issue	Discussion	Resolution
<p>PG&amp;E faced issues in preparing and cascading the Restoration Playbooks in a timely manner after the Weather “All-clears.”</p>	<p>During the October 11 – 12 PPS event, some delays were experienced in the preparation of the Restoration Playbooks. This was partly attributable to the back-to-back PPS events which required the same team members to both produce PPS scopes for the upcoming October 14 – 16 PPS event as well as produce Restoration Playbooks for the October 11 – 12 event. Additionally, a lack of familiarity of the updated restoration process was noted by some new team members.</p>	<p>PG&amp;E plans to improve the automation and reduce the cycle time for creating the Restoration Playbooks. Additionally, PG&amp;E is further considering improvements in the cascading process by:</p> <ul style="list-style-type: none"> <li>• Using verbal communications subsequent to the “All-Clear” meetings to commence patrols.</li> <li>• Using the approved Restoration Playbooks and the information contained therein for re-energization.</li> </ul> <p>Additionally, PG&amp;E will continue to train on the updated restoration processes throughout the upcoming year.</p>
<p>Mitigating customer impacts by undertaking targeted Restoration for October 14 – 16 PPS event.</p>	<p>PG&amp;E strives to mitigate the impacts of PPS events on its customers. During the October 14 event, PG&amp;E applied a proactive approach to re-energize a majority of customers in the Lebec area.</p> <p>During the October 14 PPS event, two waves of sustained winds were expected: one commencing early morning on Friday October 15 and subsiding during the day on Friday October 15, and another subsequent wave commencing on the evening of October 15 and lasting through the afternoon of Saturday, October 16.</p> <p>Around mid-day Friday, PG&amp;E’s high resolution Meteorology model guidance showed that only areas in the elevated terrain in Lebec would still exceed minimum fire potential conditions moving forward. Winds were expected to peak again on Friday night into Saturday. However, these winds would mostly remain in the elevated terrain, and were not expected to mix into lower elevations over the next 12 hours.</p>	<p>Based on this Meteorology assessment, PG&amp;E made the decision to re-energize the Tejon 1102 circuit for all but two segments that were in the elevated terrain. Consequently, PG&amp;E was able to re-energize all of the 666 customers, except 33, one day earlier, on Friday October 15</p> <p>Going forward, PG&amp;E will continue to rely on its Meteorology model guidance to adapt to changing weather conditions and minimize customer impacts.</p>

Issue	Discussion	Resolution
<p>The process for identifying and including high risk tags into our PSPS scope took longer than expected for both the October 11 – 12 and October 14 – 16 PSPS events.</p>	<p>The Distribution Asset Health Specialist (DAHS) is responsible for determining which line segments need to be brought into scope due for high-risk tags. This new 2021 process includes several rounds of review by the Operations Team to determine which tags can be closed prior to the event, thus removing those lines from scope; this took longer than expected during both the October 11 – 12 and October 14 – 16 PSPS events.</p>	<p>PG&amp;E is working to streamline the process of including and communicating high-risk tags in our PSPS event scopes. Some items highlighted for further investigation included additional coordination between the Distribution Branch Director, the DAHS and the Field Ops Teams as well as the identification of several steps that could be combined if the right people were involved working on them in parallel.</p>
<p>Due to manual edits needed to customer notification files, select customers received Watch Notifications instead of Warning Notifications during the October 11-12 PSPS event.</p>	<p>As the result of manual edits that had to be made to adjust customer files, an undetected error occurred.</p> <p>Approximately 24,800 customers received a Warning Notification with the script used for Watch Notifications instead of the script used for Warning Notifications.</p> <p>Both the Watch and Warning Notification scripts communicate the planned de-energization start time and estimated time of restoration. See Appendix D for a copy of scripts of the Watch and Warning Notifications.</p>	<p>PG&amp;E recognizes the need to notify customers in a timely and accurate manner with correct messaging during PSPS events.</p> <p>The internal tool used for reviewing customer notifications will be enhanced to also enable the review of modified files.</p> <p>Teams responsible for utilizing this tool will be trained on the new enhancements once they are available.</p>

## **Section 12 – Other Relevant Information**

**Section 12.1 - This section includes any other relevant information determined by the utility.**

**Response:**

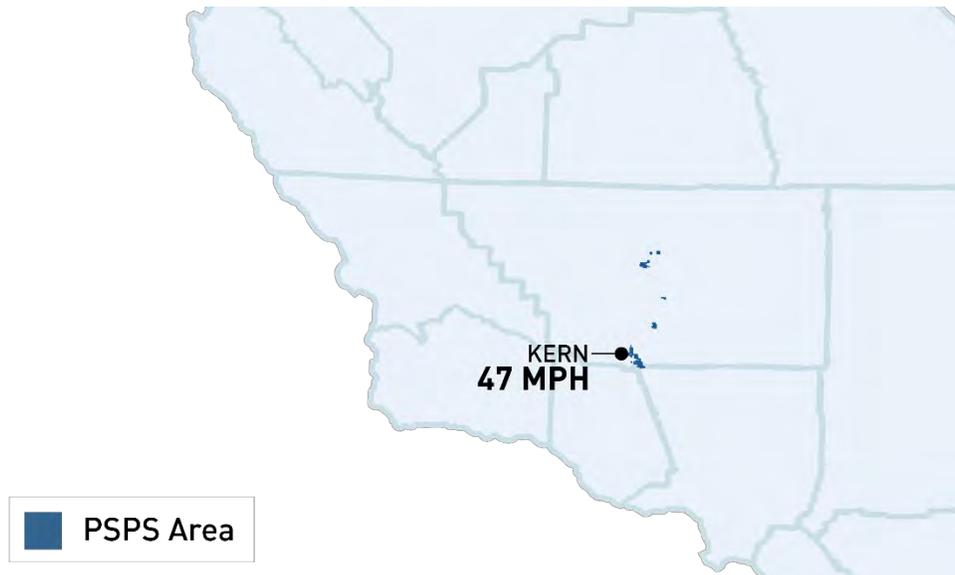
### Maximum Wind Gusts

Table 20 and Figure 31 show the maximum wind gust speeds recorded by weather stations in each county within PSPS scope.

**Table 20: Maximum Wind Gusts Recorded October 15 – 16, 2021 in Impacted Counties**

County	Maximum Wind Gust (mph)	Station ID	Station Name
Kern	47	PG654	Digier Road Hilltop

**Figure 31: Maximum Wind Gusts Recorded October 15 – 16, 2021 in Impacted Counties**



**APPENDIX**

PACIFIC GAS AND ELECTRIC COMPANY  
APPENDIX A  
SECTION 2 – DECISION MAKING PROCESS

## Appendix A: DECISION MAKING PROCESS

**Table A-1.1: Factors Considered in the Decision to Shut Off Power for Each Distribution Circuit De-energized During the October 14 – 16, 2021 PSPS Event**

\* Please see Table A-1.2 for the description of each column header, as well as the unit and value provided.

\*\* Note: PSPS decision making on Distribution does not occur at a per-circuit level, and instead occurs at the level of our 2 x 2 km weather and fuels model grid. These outputs are used in a GIS system to visualize the areas of concern by area, which meteorologists and Distribution Assets Health Specialists review to scope the event. The data provided here is representative of our high-resolution weather model data, which is driven by the Weather Research and Forecasting model. It is not inclusive of other model information reviewed by meteorologists that include external, public global and high-resolution weather models. This temporal and areal review of the risk, the operational timeline required to create the scope as well as any areas that were added based on subject matter expertise of meteorologists may lead to some circuits being de-energized that do not strictly exceed PSPS guidance.

Circuit Name	cfpd	flame length ft 2hr	rate of spread chhr 2hr	area acres 8hr	ws mph	wg ec mph	ws mph 50m	temp 2m_f	rh 2m	vpd2m mb	dfm 10hr	dfm 100hr	dfm 1000hr	lfm herb	lfm chamise new	lfm woody	prob large	prob cat	prob large or cat	sum tree ovr	prob ignition	RFW	GACC HighRisk	open psp tags	transmission impacts yes no	Actual ws mph	Actual rh min
CAL WATER 1102	1.7	5.0	42	3,120	15	25	19	83	7.1	34.7	0.047	0.073	0.071	30.0	55.2	64.9	0.39	0.65	0.88	4	0.0003	No	No	Yes	No	22	9
LAMONT 1104	3.1	6.1	64	9,008	26	41	36	84	6.7	36.5	0.048	0.075	0.074	30.0	59.7	64.9	0.40	0.47	0.76	N/A	0.0010	No	No	Yes	No	22	9
MAGUNDEN 1108	3.5	6.1	64	7,162	26	41	36	86	6.4	38.7	0.048	0.074	0.073	30.0	59.2	64.9	0.41	0.57	0.84	N/A	0.0017	No	No	Yes	No	22	9
SCE TEHACHAPI 1101	23.5	8.0	74	5,242	23	51	34	78	7.4	29.6	0.052	0.078	0.075	31.3	64.6	63.4	0.34	0.78	0.93	54	0.0030	No	No	No	No	20	11
TEJON 1102	27.5	10.6	99	18,726	34	59	44	80	7.3	30.4	0.050	0.072	0.069	30.0	61.2	57.9	0.41	0.81	0.96	2,475	0.0038	No	No	Yes	No	35	2
TEJON 1103	1.2	5.2	46	2,449	13	18	16	83	7.3	35.3	0.053	0.075	0.073	30.2	64.6	66.2	0.39	0.41	0.74	4	0.0003	No	No	Yes	No	27	10

**Table A-1.2: Description, Units, and Value provided for Factors Considered in the Decision to Shut Off Power for Each Distribution Circuit De-energized During the October 14 – 16, 2021 PSPS Event**

Value	Unit	Value provided	Description
<b>cfpd</b>	Scaled Probability	max	The product of probability of catastrophic fire (Prob_Cat) and IPW - probability of ignition (prob_ignition). This product is called the (CFP <sub>d</sub> ) Catastrophic Fire Probability distribution model. Scaled by 10 <sup>3</sup> to covert to an integer value.
<b>flame_length_ft_2hr</b>	ft	max	Flame length in feet on fire front for first 2 hours of fire spread simulation from Technoslyva.
<b>rate_of_spread_chhr_2hr</b>	Ch/hr.	max	Rate of fire spread in chains per hour for first 2 hours of fire spread simulation from Technoslyva.
<b>area_acres_8hr</b>	acres	max	Acres burned in the 8-hour fire spread simulation from Technoslyva.
<b>ws_mph</b>	mph	max	Sustained windspeed in miles per hour at 10 meters above ground level.
<b>wg_ec_mph</b>	mph	max	Wind gust in miles per hour at 10 meters above ground level.
<b>ws_mph_50m</b>	mph	max	Sustained windspeed in miles per hour at 50 meters above ground level.
<b>temp_2m_f</b>	F	max	Temperature in Fahrenheit at 2 meters above ground level.
<b>rh_2m</b>	%	min	Relative Humidity in percent at 2 meters above ground level.
<b>vpd2m_mb</b>	mb	max	Vapor pressure deficit at 2 meters above ground level in millibars.
<b>dfm_10hr</b>	fuel moisture fraction	min	Dead Fuel Moisture in 10-hour fuel moisture class. Can be scaled to percentage by multiplying by 100.
<b>dfm_100hr</b>	fuel moisture fraction	min	Dead Fuel Moisture in 100-hour moisture class. Can be scaled to percentage by multiplying by 100.
<b>dfm_1000hr</b>	fuel moisture fraction	min	Dead Fuel Moisture in 1000-hour moisture class. Can be scaled to percentage by multiplying by 100.
<b>lfm_herb</b>	%	min	Live Fuel Moisture Percentage of herbaceous plant species. (% of species that is comprised of water)
<b>lfm_chamise_new</b>	%	min	Live Fuel Moisture Percentage of Chamise (shrub) plant species. (% of species that is comprised of water)
<b>lfm_woody</b>	%	min	Live Fuel Moisture Percentage of woody plant species. (% of species that is comprised of water)
<b>prob_large</b>	Probability	max	Fire Potential Index (FPI) Model Output - Probability of a large fire if an ignition were to occur.
<b>prob_cat</b>	Probability	max	Fire Potential Index (FPI) Model Output - Probability of a catastrophic fire if an ignition were to occur. FPI component of the CFP <sub>D</sub> model.
<b>prob_large_or_cat</b>	Probability	max	Fire Potential Index (FPI) Model Output - Probability of a large or catastrophic fire if an ignition were to occur. Utilized in the minimum fire potential conditions.
<b>sum_tree_ovr</b>	ft	max	Sum of tree overstrike in a 2 x 2 km grid cell area in ft.
<b>prob_ignition</b>	Probability	max	2021 Ignition Probability Weather (IPW) Model Output - Probability of Ignition based on the probability of outages by cause. Ignition component of the CFP <sub>D</sub> model.
<b>RFW</b>	N/A	Yes/No during event	Red Flag Warning from the Federal National Weather Service.
<b>GACC_HighRisk</b>	N/A	Yes/No during event	High Risk issued by the Federal North or South Operations Predictive Services.
<b>open_pspstags</b>	N/A	Yes/No During Event	PSPS-Qualified Tags include P1 (tree represents an immediate risk) and P2 (tree is damaged or diseased and could fall into nearby power lines) tree tags and Electric Corrective tags (Priority A - emergency, B - urgent, E - risk-based, and H - hardening projects)
<b>transmission_impacts_yes_no</b>	N/A	Yes/No During Event	Distribution lines that would have been de-energized due to de-energization of upstream transmission lines, regardless of whether those distribution lines would have also been de-energized due to direct distribution PSPS.
<b>Actual ws_mph</b>	mph	max	Actual sustained wind speed recorded by weather stations within five miles of weather circuit. Note, this may not be reflective of windspeeds experienced on the circuit.
<b>Actual rh_min</b>	%	min	Actual relative humidity in percent recorded by weather stations within five miles of circuit.

PACIFIC GAS AND ELECTRIC COMPANY

APPENDIX B

SECTION 3 – DE-ENERGIZED TIME, PLACE, DURATION AND CUSTOMERS

## **Appendix B: DE-ENERGIZED TIME, PLACE, DURATION AND CUSTOMERS**

*Circuits labeled as “non-HFTD” are located outside of the CPUC High Fire-Threat District (HFTD). These circuits or portions of circuits are impacted for one of two reasons: (1) indirect impacts from transmission lines being de-energized or (2) the non-HFTD portion of the circuit are conductive to the HFTD at some point in the path to service.*

*Circuits with an asterisk (\*) were sectionalized during the event to further reduce customer impact. The de-energization date and time represents the time the first customer was de-energized on the circuit and the restoration time represents the date and time of the last customer restored on a circuit by circuit*

**Table B-1. Circuits De-Energized During the October 14- 16, 2021 PSPS Event**

Distribution / Transmission	Circuit Name	De-Energization Date and Time	All-Clear Date and Time	Restoration Date and Time	Key Communities	HFTD Tier(s)	Total Customers	Residential Customers	Commercial / Industrial Customers	Medical Baseline Customers	AFN other than MBL Customers	Other Customers
Distribution	CAL WATER 1102*	10/15/2021 1:00	10/15/2021 12:00	10/15/2021 15:38	KERN	Partially Outside HFTD, Tier 2	13	0	10	0	0	3
Distribution	LAMONT 1104*	10/15/2021 1:09	10/15/2021 12:00	10/15/2021 15:10	KERN	Tier 2	2	0	1	0	0	1
Distribution	MAGUNDEN 1108*	10/15/2021 1:05	10/15/2021 12:00	10/15/2021 15:12	KERN	Partially Outside HFTD, Tier 2	38	20	9	0	1	9
Distribution	SCE TEHACHAPI 1101*	10/15/2021 1:16	10/15/2021 12:00	10/15/2021 14:26	KERN	Tier 2	3	2	1	0	2	0
Distribution	TEJON 1102*	10/15/2021 1:07	10/16/2021 15:14	10/16/2021 16:32	KERN	Partially Outside HFTD, Tier 2	595	479	103	34	161	13
Distribution	TEJON 1103*	10/15/2021 1:00	10/15/2021 12:00	10/15/2021 14:46	KERN	Partially Outside HFTD, Tier 2	15	4	10	0	0	1
<b>Total</b>							<b>666</b>	<b>505</b>	<b>134</b>	<b>34</b>	<b>164</b>	<b>27</b>

PACIFIC GAS AND ELECTRIC COMPANY

APPENDIX C

SECTION 4 – DAMAGE AND HAZARDS TO OVERHEAD FACILITIES

## **Appendix C: DAMAGE AND HAZARDS TO OVERHEAD FACILITIES**

***Table C-1. DAMAGES & HAZARDS FOUND WITHIN THE DE-ENERGIZED AREAS***

<b>Circuit Name</b>	<b>County</b>	<b>Structure Identifier</b>	<b>Tier 2/3 or Non-HFTD</b>	<b>Damage / Hazard</b>	<b>Type of Damage/Hazard</b>	<b>Description of Damage</b>
TEJON 1102	Kern	103775928	Tier 2	Damage	Vegetation	A tree branch broke and fell on a customer's service causing damage to the service and weatherhead.

PACIFIC GAS AND ELECTRIC COMPANY  
APPENDIX D  
SECTION 5 – CUSTOMER NOTIFICATION SCRIPTS

# October 14, 2021

# Public Safety Power Shutoff

## Event Notifications



# TABLE OF CONTENTS

## City, County, Tribal and Community Choice Aggregator Notifications App-11

1. Advanced Notification
2. PSPS Watch
3. PSPS Warning
4. Cancellation Notification
5. Weather All Clear
6. Power Restoration

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## General Customers, Critical Facilities, Medical Baseline Customers and Self-Identified Vulnerable Customer Notifications App-18

1. Advanced Notification\*
2. PSPS Watch\*\*
3. PSPS Warning\*\*
4. De-Energization Initiated
5. Cancellation Notification
6. PSPS Update
7. Weather All Clear
8. Power Restoration

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## Publicly-Owned Utilities, Transmission and Wholesale Customers App-93

1. Transmission Watch
2. Transmission ISL Watch & Fault Duty
3. Transmission Warning
4. De-Energization Initiated
5. Transmission Cancellation
6. Transmission All Clear
7. Power Restoration

\* Public Safety Partners, communication providers, water agencies, emergency hospitals and publicly-owned utilities receive this advanced notification.

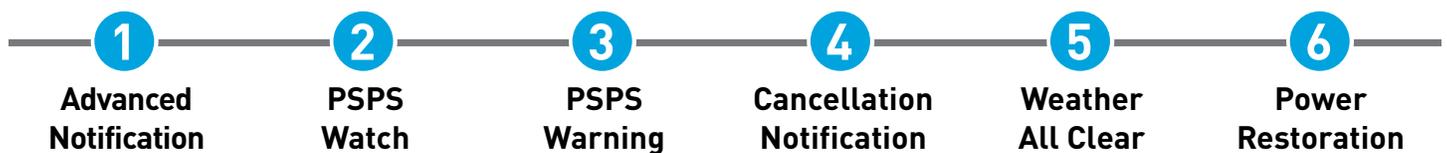
\*\* Medical Baseline Program Participants and Self-Identified Vulnerable Customers receive unique PPS Watch and PPS Warning notifications, but all other notifications align with all other customers.

# City, County, Tribal and Community Choice Aggregator (CCA) Notifications

PG&E made every attempt to provide notice to cities, counties, tribes, and CCAs, through automated calls, texts and emails.

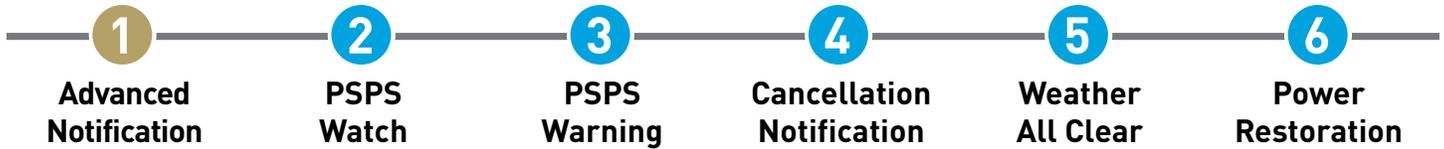
These notifications were sent based on potential PSPS impacts to PG&E's electric service within an agency's jurisdiction and were not tied to a specific PG&E account. Agency contacts also received notifications specific to their accounts, if their service was interrupted during this PSPS event.

The following outlines the various notifications PG&E sent prior to, during and after the PSPS event:



# City, County, Tribal and Community Choice Aggregator (CCA) Notifications

## SAMPLE AGENCY NOTIFICATIONS



### EMAIL

**SUBJECT:** PG&E PSPS Outage Alert: On [DATE] power shutoffs may be required for safety in [NAME]

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff (PSPS).

- **AREA:** Portions of [NAME]
- **ESTIMATED SHUTOFF:** Starting between [DATE] at [TIME] and [DATE] at [TIME]. We expect weather to improve beginning at [ALL CLEAR TIME] on [ALL CLEAR DATE]. After severe weather has passed, we will inspect equipment before restoring power.
- **ESTIMATED RESTORATION:** [ETOR DATE] by [ETOR TIME].

Actual shutoff and restoration times may be delayed depending on weather and equipment conditions. This is an advanced alert for public safety partner use only. Please do not share this information before it is publicly available.

Maps and other event-specific information can be found at [URL] and [URL].

Thank you,

PG&E Liaison Officer

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

### IVR VOICE MESSAGE

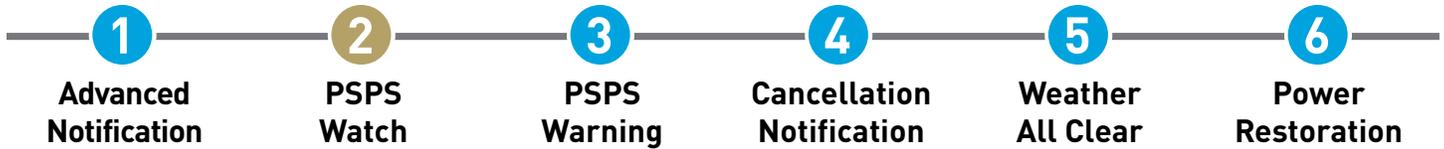
This is PG&E calling on [DATE] with a Public Safety Power Shutoff outage alert. On [DATE], power may be shut off in portions of [NAME] for safety. Due to current weather forecasts, your area is under a Watch for a PSPS. Portions of [NAME] are estimated to begin being shut off between [TIME] on [DATE] and [TIME] on [DATE]. Estimated restoration for your area on [ETOR DATE] by [ETOR TIME]. Actual shutoff and restoration times may be delayed depending on weather or equipment conditions. Maps and other information are available at [URL] and [URL]. These links are for public safety partner use only. We will provide daily updates until the severe weather has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off power.

### TEXT

PSPS Outage Alert. We may turn off power for safety in [NAME] on [DATE]. Shutoff estimated to begin between [TIME] on [DATE] and [TIME] on [DATE] and estimated restoration on [ETOR DATE] by [ETOR TIME]. Weather can affect these times. Maps available at [URL] or [URL].

# City, County, Tribal and Community Choice Aggregator (CCA) Notifications

## SAMPLE AGENCY NOTIFICATIONS



### EMAIL

**SUBJECT:** PG&E PSPS Outage Alert: On [DATE] power shutoffs may be required for safety in [NAME] Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff (PSPS).

- **AREA:** Portions of [NAME]
- **ESTIMATED SHUTOFF:** Starting between [DATE] at [TIME] and [DATE] at [TIME]. We expect weather to improve beginning at [ALL CLEAR TIME] on [ALL CLEAR DATE]. After severe weather has passed, we will inspect equipment before restoring power.
- **ESTIMATED RESTORATION:** [ETOR DATE] by [ETOR TIME].

Actual shutoff and restoration times may be delayed depending on weather and equipment conditions. Maps and other event information can be found at [URL] and [URL]. We recommend all potentially affected communities plan for an extended outage. We will provide daily updates until the severe weather has passed or power has been restored.

Thank you,  
PG&E Liaison Officer

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

### IVR VOICE MESSAGE

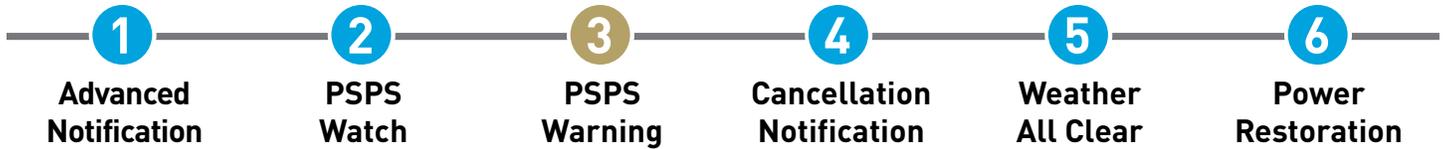
This is PG&E calling on [DATE] with a Public Safety Power Shutoff outage alert. On [DATE], power may be shut off in portions of [NAME] for safety. Due to current weather forecasts, your area is under a Watch for a Public Safety Power Shutoff. Portions of [NAME] are estimated to begin being shut off between [TIME] on [DATE] and [TIME] on [DATE]. The estimated restoration time for your area is on [ETOR DATE] by [ETOR TIME]. Actual shutoff and restoration times may be delayed depending on weather or equipment conditions. Maps and other information are available at [URL] and [URL]. We recommend all potentially affected communities plan for an extended outage. We will provide daily updates until the severe weather has passed or power has been restored.

### TEXT

PSPS Outage Alert. We may turn off power for safety in [NAME] on [DATE]. Shutoff estimated to begin between [TIME] on [DATE] and [TIME] on [DATE] and estimated restoration on [ETOR DATE] by [ETOR TIME]. Weather can affect these times. Maps available at [URL] or [URL].

# City, County, Tribal and Community Choice Aggregator (CCA) Notifications

## SAMPLE AGENCY NOTIFICATIONS



### EMAIL

**SUBJECT:** PG&E PSPS Outage Alert: Shutoffs in [NAME] start beginning [DATE] for safety

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff (PSPS) to a Warning. High temperatures, extreme dryness and high winds will require us to turn off power to help prevent a wildfire.

- **AREA:** Portions of [NAME]
- **ESTIMATED SHUTOFF:** Starting between [DATE] at [TIME] and [DATE] at [TIME]. We expect weather to improve beginning at [ALL CLEAR TIME] on [ALL CLEAR DATE]. After severe weather has passed, we will inspect equipment before restoring power.
- **ESTIMATED RESTORATION:** [ETOR DATE] by [ETOR TIME].

Actual shutoff and restoration times may be delayed depending on actual weather and equipment conditions. Maps and other event-specific information can be found at [URL] and [URL]. We recommend all affected communities plan for an extended outage. We will provide daily updates until the severe weather has passed or power has been restored.

Thank you,

PG&E Liaison Officer

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

### IVR VOICE MESSAGE

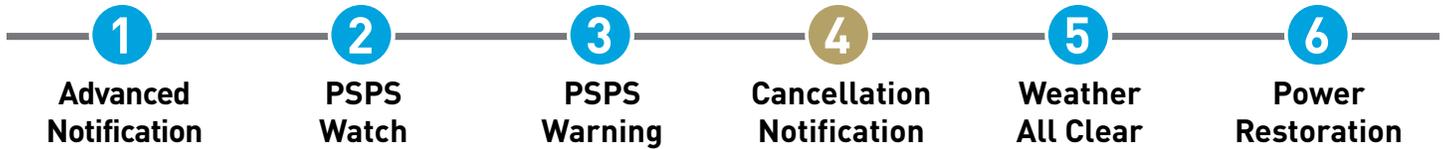
This is PG&E calling on [DATE] with a Public Safety Power Shutoff outage alert. Shutoffs in portions of [NAME] will begin on [DATE]. To protect public safety, PG&E has upgraded the PSPS Watch to a Warning. High temperatures, extreme dryness and high winds will require us to turn off power to help prevent a wildfire. Your area is estimated to be shut off beginning between [TIME] on [DATE] and [TIME] on [DATE]. The estimated restoration time for your area is on [ETOR DATE] by [ETOR TIME]. Actual shutoff and restoration times may be delayed depending on weather and equipment conditions. Maps and other information are available at [URL] and [URL]. We recommend all affected communities plan for an extended outage. We will provide daily updates until the severe weather has passed or power has been restored.

### TEXT

PSPS Outage Alert. We will turn off power for safety in [NAME] on [DATE]. Shutoff will begin between [TIME] on [DATE] and [TIME] on [DATE] and estimated restoration on [ETOR DATE] by [ETOR TIME]. Weather can affect these times. Maps for public safety partners available at [URL] or [URL].

# City, County, Tribal and Community Choice Aggregator (CCA) Notifications

## SAMPLE AGENCY NOTIFICATIONS



### EMAIL

**SUBJECT:** PG&E PSPS Alert: Power shutoff in [NAME] is canceled

Forecasted weather conditions have improved, and we are **NOT** planning to turn off power for public safety in [NAME] on [DATE].

For more information visit [URL] or [URL].

Thank you,

PG&E Liaison Officer

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

### IVR VOICE MESSAGE

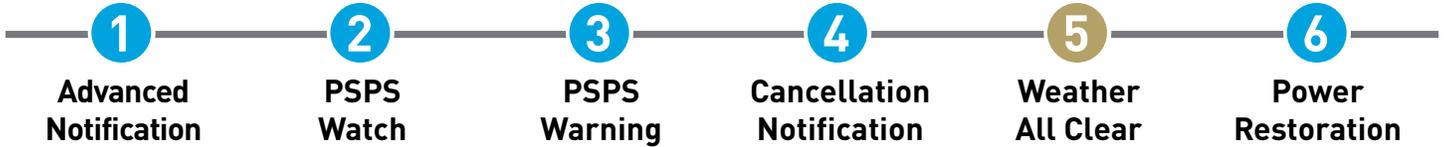
This is PG&E calling on [TIME] with a Public Safety Power Shutoff alert. Forecasted weather conditions have improved, and we are not planning to turn off power for public safety in [NAME] on [DATE]. For more information visit [URL] and [URL]

### TEXT

PG&E PSPS Alert. Forecasted weather conditions have improved, and we are not turning off power for public safety in [NAME] on [DATE]. More info: [URL] or [URL].

# City, County, Tribal and Community Choice Aggregator (CCA) Notifications

## SAMPLE AGENCY NOTIFICATIONS



### EMAIL

**SUBJECT:** PG&E PSPS Outage Alert: Crews are inspecting equipment

Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power. We apologize for the disruption and we appreciate your patience.

In [NAME], the estimated restoration is [ETOR DATE] by [ETOR TIME].

For more information visit [URL] or [URL].

Thank you,

PG&E Liaison Officer

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

### IVR VOICE MESSAGE

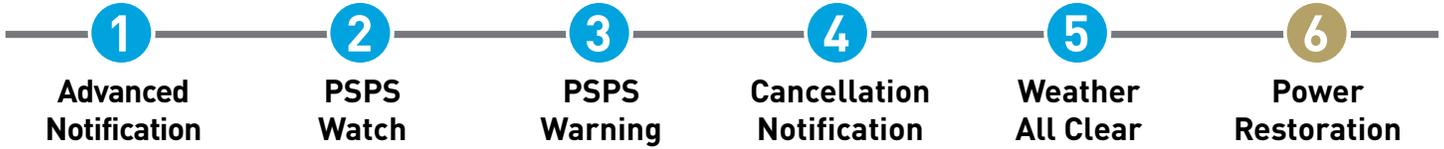
This is PG&E calling on [DATE] with a Public Safety Power Shutoff outage alert. Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power in [NAME]. The estimated restoration time for your area is on [ETOR DATE] by [ETOR TIME]. Restoration times may change depending on weather conditions and equipment damage. Maps and other information are available at [URL] and [URL]. We recommend all affected communities plan for an extended outage. We will provide daily updates until your power has been restored.

### TEXT

PSPS Outage Alert. Weather conditions have improved, crews are inspecting equipment and starting repairs in [NAME]. The estimated restoration is on [ETOR DATE] by [ETOR TIME] depending on weather and equipment damage. More info at [URL] or [URL].

# City, County, Tribal and Community Choice Aggregator (CCA) Notifications

## SAMPLE AGENCY NOTIFICATIONS



### EMAIL

**SUBJECT:** PG&E PSPS Alert: Power restored

Crews have successfully restored power to all customers in [NAME]. We apologize for the disruption, and we appreciate your patience. If you are still receiving reports of outages, please instruct customers to visit [pge.com/outages](#) or call 1-800-743-5002.

For more information visit [\[URL\]](#) or [\[URL\]](#).

Thank you,

PG&E Liaison Officer

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

### IVR VOICE MESSAGE

This is PG&E calling on [System Date Time] with a Public Safety Power Shutoff alert. Crews have successfully restored power to all customers in [NAME]. If you are still receiving reports of outages, please instruct customers to visit [\[URL\]](#) or call 1-800-743-5002. We apologize for the disruption, and we appreciate your patience.

### TEXT

PG&E PSPS Alert. Crews have successfully restored power in [NAME]. If you are still receiving reports of outages, please instruct customers to visit [\[URL\]](#) or call 1-800-743-5002.

# General Customers, Critical Facilities, Medical Baseline Customers and Self-Identified Vulnerable Customer Notifications

PG&E aimed to reach potentially impacted customers throughout the event via automated calls, texts and emails using contact information on file. Event-specific information was also posted on [pge.com](http://pge.com) and social media channels, as well as provided to local news, radio outlets and community based organizations.

Public Safety Partners that are also classified as a critical facility and were within the event scope area, received an advanced notification with facility and event information. These facilities include police and fire facilities, communication providers, water agencies, and emergency hospitals.

Medical Baseline Program Participants and Self-Identified Vulnerable Customers also received unique PSPS Watch and PSPS Warning notifications. These messages include customized phone calls, text and email messages that request confirmation that the notification was received. Additionally, PG&E sends hourly notifications to those customers who have not confirmed receipt and conducts site visits if notifications were not previously confirmed.

The following outlines the various notifications PG&E sent, during and after the PPS event:



**KEY:**

-  Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities
-  General Customers
-  Customers Supported by PG&E Microgrids
-  Medical Baseline Program Participants and Self-Identified Vulnerable Customers
-  All Customers

# Telecom Providers, Water Agencies and Emergency Hospitals



## IVR LIVE (SINGLE PREM)

This is P G and E calling Public Safety Partners with an important message. We are issuing an advance-notice Outage Watch for a Public Safety Power Shutoff. On [ESTIMATED SHUTOFF START DATE], power MAY be shut off for safety.

To replay this message at any time, press #.

[AD HOC1]

Due to current weather forecasts, [PREMISE ADDRESS] is under a WATCH for a Public Safety Power Shutoff. Severe weather MAY require us to turn off power to help prevent a wildfire.

ESTIMATED SHUTOFF START TIME: [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

ESTIMATED RESTORATION TIME: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

Maps showing the areas potentially affected by a shutoff are at [URL]. PSPS Portal users can log in at [URL]. **These are for public safety partner use only. \*\*PLEASE DO NOT SHARE THESE LINKS\*\***

[AD HOC2]

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power.

If this is not the correct phone number for [PREMISE ADDRESS], press 2.

Press # to repeat this message.

Thank you.

## IVR LIVE (MULTI PREM)

This is P G and E calling Public Safety Partners with an important message. We are issuing an advance-notice Outage Watch for a Public Safety Power Shutoff. On [ESTIMATED SHUTOFF START DATE], power MAY be shut off for safety.

To replay this message at any time, press #.

[AD HOC1]

Due to current weather forecasts, [NUMBER of SPIDs FOR MULTI PREM] of your meters are under a WATCH for a Public Safety Power Shutoff. Severe weather MAY require us to turn off power to help prevent a wildfire.

If we turn off power, we estimate the shutoff at [PREMISE ADDRESS #1] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START

## CONTINUED ON NEXT PAGE

# Telecom Providers, Water Agencies and Emergency Hospitals



## IVR LIVE (MULTI PREM) CONT.

[TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return [ETOR DAY], [ETOR DATE] by [ETOR TIME].

We estimate the shutoff at [PREMISE ADDRESS #2] will begin [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

To get shutoff details for all of your affected meters, visit [pge.com/myaddresses](http://pge.com/myaddresses). On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ].

To repeat instructions, press \*.

Maps showing the areas potentially affected by a shutoff can be found at [pge.com/pspsprioritynotice](http://pge.com/pspsprioritynotice). PSPS Portal users can log in at [URL]. **These are for public safety partner use only. \*\*PLEASE DO NOT SHARE THESE LINKS\*\***

[AD HOC2]

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power.

If this is not the correct phone number for the addresses provided, press 2.

Press # to repeat this message.

Thank you.

## IVR VOICE MESSAGE (SINGLE PREM)

This is P G and E calling Public Safety Partners with an important message. We are issuing an advance-notice Outage Watch for a Public Safety Power Shutoff. On [ESTIMATED SHUTOFF START DATE], power MAY be shut off for safety.

[AD HOC1]

Due to current weather forecasts, [PREMISE ADDRESS] is under a Watch for a Public Safety Power Shutoff. Severe weather MAY require us to turn off power to help prevent a wildfire.

ESTIMATED SHUTOFF START TIME: [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

ESTIMATED RESTORATION TIME: [ETOR DAY], [ETOR DATE] by [ETOR TIME]

## CONTINUED ON NEXT PAGE

# Telecom Providers, Water Agencies and Emergency Hospitals



## IVR VOICE MESSAGE (SINGLE PREM) CONT.

Maps showing the areas potentially affected by a shutoff can be found at [URL]. PSPS Portal users can log in at [URL]. **These are for public safety partner use only. \*\*PLEASE DO NOT SHARE THESE LINKS\*\***

[AD HOC2]

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. If this is not the correct phone number for [PREMISE ADDRESS], call 1-866-743-6589.

Thank you.

## IVR VOICE MESSAGE (MULTI PREM)

This is P G and E calling Public Safety Partners with an important message. We are issuing an advance-notice Outage Watch for a Public Safety Power Shutoff. On [ESTIMATED SHUTOFF START DATE], power MAY be shut off for safety.

[AD HOC1]

Due to current weather forecasts, [NUMBER of SPIDs FOR MULTI PREM] of your meters are under a Watch for a Public Safety Power Shutoff.

Severe weather MAY require us to turn off power to help prevent a wildfire.

If we turn off power, we estimate the shutoff at [PREMISE ADDRESS #1] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return [ETOR DAY], [ETOR DATE] by [ETOR TIME].

We estimate the shutoff at [PREMISE ADDRESS #2] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

To get shutoff details for all of your affected meters, visit [pge.com/myaddresses](http://pge.com/myaddresses). On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit code [ZZZZ].

To repeat instructions, press \*.

Maps showing the areas potentially affected by a shutoff can be found at [URL]. PSPS Portal users can log in at [URL]. **These are for public safety partner use only. \*\*PLEASE DO NOT SHARE THESE LINKS\*\***

## CONTINUED ON NEXT PAGE

# Telecom Providers, Water Agencies and Emergency Hospitals



## IVR VOICE MESSAGE (MULTI PREM) CONT.

[AD HOC2]

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. If this is not the correct phone number for the addresses provided, call 1-866-743-6589. Thank you.

## TEXT (SINGLE PREM)

PG&E Advance-Notice PSPS Outage Watch for Public Safety Partners, [SYSTEM DATE]. We MAY turn off power for safety at [PREMISE ADDRESS] on [ESTIMATED SHUTOFF START DATE]. Estimated shutoff: [ESTIMATED SHUTOFF START TIME] [ESTIMATED SHUTOFF END TIME]. Estimated restoration: [ETOR DATE] by [ETOR TIME]. Maps for public safety partners at [URL] or log in at [URL].

*SAMPLE BELOW IS 317 CHARACTERS (FITS 320 CHARACTER LIMIT), WITH 25 CHARACTERS MAX FOR THE ADDRESS VARIABLE*

*PG&E Advance-Notice PSPS Outage Watch for Public Safety Partners, 11/12/20. We MAY turn off power for safety at 1234567 EL ANYWHERE COURT on 11/23/20. Estimated shutoff: 2 am – 4 pm. Estimated restoration: 11/24/20 by 9 am. Maps for public safety partners at pge.com/pspsprioritynotice or log in at pge.com/pspsportal*

## TEXT (MULTI PREM)

PG&E Advance-Notice PSPS Outage Watch for Safety Partners, [SYSTEM DATE]. We MAY turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est. shutoff as early as: [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END TIME].

Est. restoration: [ETOR DATE] by [ETOR TIME]. Meter list: [pge.bz/12345]  
Safety partner maps: [URL] or log in at [URL].

*SAMPLE BELOW IS 320 CHARACTERS (FITS 320 CHARACTER LIMIT), WITH UP TO 4 CHARACTERS MAX FOR # OF METERS, up to 12 digits for pge.bz URL*

*PG&E Advance-Notice PSPS Outage Watch for Safety Partners, 11/20/20. We MAY turn off power for safety to 1234 of your meters. Est. shutoff as early as: 11/22/20 10:30pm – 11:45pm. Est. restoration: 11/24/20 by 10:15am. Meter list: pge.bz/12345 Safety partner maps: pge.com/pspsprioritynotice or log in at pge.com/pspsportal*

# Telecom Providers, Water Agencies and Emergency Hospitals



## EMAIL (SINGLE PREM)

**SUBJECT:** Advance-Notice PSPS Outage Watch issued for [ESTIMATED SHUTOFF START DATE]

**EMAIL PREVIEW TEXT:** Public Safety Partners: Severe weather may require a power shutoff to help prevent a wildfire.

**HEADLINE: Public Safety Power Shutoff – ADVANCE NOTICE**

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff.

[AD HOC1]

Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

- **ADDRESS:** [PREMISE ADDRESS, CITY, STATE, COUNTY]
- **ESTIMATED SHUTOFF:** [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME] - [ESTIMATED SHUTOFF END TIME]

Shutoff times may be delayed if winds arrive later than forecast.

We expect weather to improve by [ALL CLEAR TIME] on [ALL CLEAR DAY], [ALL CLEAR DATE]. After weather has improved, we will inspect equipment before restoring power.

- **ESTIMATED RESTORATION:** [ETOR DAY], [ETOR DATE] by [ETOR TIME]

Restoration time may change depending on weather and equipment damage.

Maps showing the areas potentially affected by a shutoff can be found at [URL]. PSPS Portal users can log in at [URL]. **These are for public safety partner use only. PLEASE DO NOT SHARE THESE LINKS.**

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

[AD HOC2]

If this is not the correct email address for [PREMISE ADDRESS], please call 1-866-743-6589.

## CONTINUED ON NEXT PAGE

# Telecom Providers, Water Agencies and Emergency Hospitals



## EMAIL (SINGLE PREM) CONT.

### RESOURCES TO HELP YOU PREPARE

- Maps showing the areas potentially affected by a shutoff can be found at [\[URL\]](#). **These are for public safety partner use only. PLEASE DO NOT SHARE THIS LINK.**
- PSPS Portal users can log in at [\[URL\]](#). **These are for public safety partner use only. PLEASE DO NOT SHARE THIS LINK.**
- To learn more about Public Safety Power Shutoffs, including the criteria used to turn off power, visit [pge.com/psps](http://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](http://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [\[SYSTEM DATE, SYSTEM TIME\]](#)

NOTE: To protect against spam, some email providers may delay delivery

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

## EMAIL (MULTI PREM)

**SUBJECT:** Advance-Notice PSPS Outage Watch issued for [\[ESTIMATED SHUTOFF START DATE\]](#)

**EMAIL PREVIEW TEXT:** Public Safety Partners: Severe weather may require a power shutoff to help prevent a wildfire.

**HEADLINE:** Public Safety Power Shutoff – ADVANCE NOTICE

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff.

[\[AD HOC1\]](#)

Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. Maps showing the areas potentially affected by a shutoff can be found at [\[URL\]](#). PSPS Portal users can log in at [\[URL\]](#). **These are for public safety partner use only. PLEASE DO NOT SHARE THIS LINK.**

## CONTINUED ON NEXT PAGE

# Telecom Providers, Water Agencies and Emergency Hospitals



## EMAIL (MULTI PREM) CONT.

**NUMBER OF METERS AFFECTED:** [NUMBER of SPIDs FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]          METER ID: [METER ID]          SERVICE AGREEMENT: [SERVICE AGREEMENT ID]          ESTIMATED SHUTOFF: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END TIME]          Shutoff times may be delayed if winds arrive later than forecast.          ESTIMATED RESTORATION: [ETOR DAY], [ETOR DATE] by [ETOR TIME]          Restoration time may change depending on weather and equipment damage.</p>
2.	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]          METER ID: [METER ID]          SERVICE AGREEMENT: [SERVICE AGREEMENT ID]          ESTIMATED SHUTOFF: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END TIME]          Shutoff times may be delayed if winds arrive later than forecast.          ESTIMATED RESTORATION: [ETOR DAY], [ETOR DATE] by [ETOR TIME]          Restoration time may change depending on weather and equipment damage.</p>

(Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

[AD HOC2]

If this is not the correct email address for the addresses provided, please call 1-866-743-6589.

**CONTINUED ON NEXT PAGE**

# Telecom Providers, Water Agencies and Emergency Hospitals



## EMAIL (MULTI PREM) CONT.

### RESOURCES TO HELP YOU PREPARE

- Maps showing the areas potentially affected by a shutoff can be found at [\[URL\]](#). **These are for public safety partner use only. PLEASE DO NOT SHARE THIS LINK.**
- PSPS Portal users can log in at [\[URL\]](#). **These are for public safety partner use only. PLEASE DO NOT SHARE THIS LINK.**
- To learn more about Public Safety Power Shutoffs, including the criteria used to turn off power, visit [pge.com/psps](http://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](http://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [\[SYSTEM DATE, SYSTEM TIME\]](#)

NOTE: To protect against spam, some email providers may delay delivery

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

# Medical Baseline Program Participants and Self-Identified Vulnerable Customers



## IVR LIVE (SINGLE PREM)

This is P G and E calling with an important message for Medical Baseline customers. We are issuing an Outage Watch for a Public Safety Power Shutoff.

To continue in English, press 1. To replay this message at any time, press #.

[AD HOC1]

Severe weather MAY require us to turn off power at [PREMISE ADDRESS] to help prevent a wildfire. IF WE TURN OFF POWER, WE ESTIMATE THE SHUTOFF WILL BEGIN: [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

WE ESTIMATE POWER WILL BE TURNED BACK ON: [ETOR DAY] [ETOR DATE] by [ETOR TIME].

[AD HOC2]

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. For more information, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

If this is not the correct phone number for [PREMISE ADDRESS], press 2.

Press # to repeat this message.

Thank you and please stay safe.

## IVR LIVE (MULTI PREM)

This is P G and E calling Medical Baseline customers with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff.

To continue in English, press 1. To replay this message at any time, press #.

[AD HOC1]

Severe weather MAY require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire.

If we turn off power, we estimate the shutoff at [PREMISE ADDRESS #1] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

## CONTINUED ON NEXT PAGE

# Medical Baseline Program Participants and Self-Identified Vulnerable Customers



## IVR LIVE (MULTI PREM) CONT.

We estimate the shutoff at [PREMISE ADDRESS #2] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

To get shutoff details for all of your affected meters, visit [pge.com/myaddresses](http://pge.com/myaddresses). On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ].

To repeat instructions, press \*.

[AD HOC2]

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power.

For more information, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

If this is not the correct phone number for the addresses provided, press 2.

Press # to repeat this message.

Thank you and please stay safe.

## IVR VOICE MESSAGE (SINGLE PREM)

This is P G and E calling with an important message for Medical Baseline customers. We are issuing an Outage Watch for a Public Safety Power Shutoff. On [ESTIMATED SHUTOFF START DATE], power MAY be shut off for safety. Your response is required.

To hear this message in another language, call 1-800-XXX-XXXX.

[AD HOC1]

Severe weather MAY require us to turn off power at [PREMISE ADDRESS] to help prevent a wildfire.

IF WE TURN OFF POWER, WE ESTIMATE THE SHUTOFF WILL BEGIN: [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

WE ESTIMATE POWER WILL BE TURNED BACK ON: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

As a Medical Baseline customer, we ask that you call 1-800-687-6302 to confirm you have received this message. Again, please call 1-800-687-6302. We will continue to attempt to reach you and may visit your home if you do not call.

[AD HOC2]

## CONTINUED ON NEXT PAGE

# Medical Baseline Program Participants and Self-Identified Vulnerable Customers



## IVR VOICE MESSAGE (SINGLE PREM) CONT.

For more information, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

If this is not the correct phone number for [PREMISE ADDRESS], call 1-866-743-6589.

Thank you and please stay safe.

## IVR VOICE MESSAGE (MULTI PREM)

This is P G and E calling with an important message for Medical Baseline customers. We are issuing an Outage Watch for a Public Safety Power Shutoff. Your response is required.

To hear this message in another language, call 1-800-XXX-XXXX.

[AD HOC1]

Severe weather MAY require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire.

If we turn off power, we estimate the shutoff at [PREMISE ADDRESS #1] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

We estimate the shutoff at [PREMISE ADDRESS #2] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

To get shutoff details for all of your affected meters, visit [pge.com/myaddresses](http://pge.com/myaddresses). On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ].

As a Medical Baseline customer, we ask that you call 1-800-687-6302 to confirm you have received this message. Again, please call 1-800-687-6302. We will continue to attempt to reach you and may visit your home if you do not call.

[AD HOC2]

For more information, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

If this is not the correct phone number for the addresses provided, call 1-866-743-6589.

Thank you and please stay safe.

# Medical Baseline Program Participants and Self-Identified Vulnerable Customers



## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert - Medical Baseline Customers [SYSTEM DATE]: PG&E may turn off power for safety at [PREMISE ADDRESS] on [ESTIMATED SHUTOFF START DATE]. Est shutoff: [ESTIMATED SHUTOFF START TIME] - [ESTIMATED SHUTOFF END TIME]. Est restoration: [ETOR DATE] by [ETOR TIME]. Weather can affect shutoff & restoration. Info & Languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## TEXT (MULTI PREM)

PG&E PSPS Outage Alert – Medical Baseline Customers [SYSTEM DATE]: PG&E may turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est shutoff: [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END TIME]. Est restoration: [ETOR DATE] by [ETOR TIME]. Weather can affect times. Meter list: [[pge.bz/12345](http://pge.bz/12345)]. [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: On [ESTIMATED SHUTOFF START DATE] power shutoffs may be required for safety

**EMAIL PREVIEW TEXT:** High winds and dry conditions may require that we turn off power at your location to help prevent a wildfire.

### HEADER LINKS:

[español](#)   [中文](#)   [tiếng việt](#)   [Tagalog](#)   [한국어](#)   [русский язык](#)

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff.

[AD HOC1]

Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

- **ADDRESS:** [PREMISE ADDRESS, CITY, STATE, COUNTY]
- **ESTIMATED SHUTOFF:** [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME] - [ESTIMATED SHUTOFF END TIME]  
Shutoff times may be delayed if winds arrive later than forecast.

## CONTINUED ON NEXT PAGE

# Medical Baseline Program Participants and Self-Identified Vulnerable Customers



## EMAIL (SINGLE PREM) CONT.

We expect weather to improve by [ALL CLEAR TIME] on [ALL CLEAR DAY], [ALL CLEAR DATE]. After weather has improved, we will inspect equipment before restoring power.

- **ESTIMATED RESTORATION:** [ETOR DAY], [ETOR DATE] by [ETOR TIME]

Restoration time may change depending on weather and equipment damage.

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

[AD HOC2]

If this is not the correct email address for [PREMISE ADDRESS], please call 1-866-743-6589.

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

## RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# Medical Baseline Program Participants and Self-Identified Vulnerable Customers



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: On [ESTIMATED SHUTOFF START DATE] power shutoffs may be required for safety

**EMAIL PREVIEW TEXT:** High winds and dry conditions may require that we turn off power at your location to help prevent a wildfire.

### HEADER LINKS:

español    中文    tiếng việt    Tagalog    한국어    русский язык

### HEADLINE: Public Safety Power Shutoff

#### SUBHEAD: PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff.

[AD HOC1]

Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

NUMBER OF METERS AFFECTED: [NUMBER of SPID<sub>s</sub> FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]            METER ID: [METER ID]            SERVICE AGREEMENT: [SERVICE AGREEMENT ID]            ESTIMATED SHUTOFF: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END TIME]            Shutoff times may be delayed if winds arrive later than forecast.            ESTIMATED RESTORATION: [ETOR DAY], [ETOR DATE] by [ETOR TIME]            Restoration time may change depending on weather and equipment damage.</p>
2.	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]            METER ID: [METER ID]            SERVICE AGREEMENT: [SERVICE AGREEMENT ID]            ESTIMATED SHUTOFF: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END TIME]            Shutoff times may be delayed if winds arrive later than forecast.            ESTIMATED RESTORATION: [ETOR DAY], [ETOR DATE] by [ETOR TIME]            Restoration time may change depending on weather and equipment damage.</p>

(Repeat for first 50 premises that would be affected)

## CONTINUED ON NEXT PAGE

# Medical Baseline Program Participants and Self-Identified Vulnerable Customers



## EMAIL (MULTI PREM) CONT.

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

[AD HOC2]

If this is not the correct email address for the addresses provided, please call 1-866-743-6589.

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

## RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# General Customers



## IVR LIVE (SINGLE PREM)

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff.

To continue in English, press 1. To replay this message at any time, press #.

[AD HOC1]

Severe weather MAY require us to turn off power at [PREMISE ADDRESS] to help prevent a wildfire.

IF WE TURN OFF POWER, WE ESTIMATE THE SHUTOFF WILL BEGIN: [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

WE ESTIMATE POWER WILL BE TURNED BACK ON: [ETOR DAY] [ETOR DATE] by [ETOR TIME].

[C1/C2]

[AD HOC2]

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power.

For more information, including medical device charging resources, food replacement and other support, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

If this is not the correct phone number for [PREMISE ADDRESS], press 2.

Press # to repeat this message.

Thank you and please stay safe.

## IVR LIVE (MULTI PREM)

This is P G & E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff.

To continue in English, press 1. To replay this message at any time, press #.

[AD HOC1]

Severe weather MAY require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire.

If we turn off power, we estimate the shutoff at [PREMISE ADDRESS #1] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

## CONTINUED ON NEXT PAGE

# General Customers



## IVR LIVE (MULTI PREM)

We estimate the shutoff at [PREMISE ADDRESS #2] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

To get shutoff details for all of your affected meters, visit [pge.com/myaddresses](http://pge.com/myaddresses). On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ].

To repeat instructions, press \*.

[C1/C2]

[AD HOC2]

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power.

For more information, including medical device charging resources, food replacement and other support, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

If this is not the correct phone number for the addresses provided, press 2.

Press # to repeat this message.

Thank you and please stay safe.

## IVR VOICE MESSAGE (SINGLE PREM)

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. On [ESTIMATED SHUTOFF START DATE], your power MAY be shut off for safety.

To hear this message in another language call 1-800-xxx-xxxx.

[AD HOC1]

Severe weather MAY require us to turn off power at [PREMISE ADDRESS] to help prevent a wildfire.

IF WE TURN OFF POWER, WE ESTIMATE THE SHUTOFF WILL BEGIN: [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

WE ESTIMATE POWER WILL BE TURNED BACK ON: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[C1/C2]

[AD HOC2]

## CONTINUED ON NEXT PAGE

# General Customers



## IVR VOICE MESSAGE (SINGLE PREM) CONT.

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power.

For more information, including medical device charging resources, food replacement and other support, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

If this is not the correct phone number for [PREMISE ADDRESS], call 1-866-743-6589.

Thank you and please stay safe.

## IVR VOICE MESSAGE (MULTI PREM)

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff.

To hear this message in another language, call 1-800-xxx-xxxx.

[AD HOC1]

Severe weather MAY require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire.

If we turn off power, we estimate the shutoff at [PREMISE ADDRESS #1] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

We estimate the shutoff at [PREMISE ADDRESS #2] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

To get shutoff details for all of your affected meters, visit [pge.com/myaddresses](http://pge.com/myaddresses). On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code: [ZZZZ].

[C1/C2]

[AD HOC2]

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power.

For more information, including medical device charging resources, food replacement and other support, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

If this is not the correct phone number for the addresses provided, call 1-866-743-6589.

Thank you and please stay safe.

# General Customers



## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: Due to weather PG&E may turn off power for safety at [PREMISE ADDRESS] on [ESTIMATED SHUTOFF START DATE]. Est shutoff: [ESTIMATED SHUTOFF START TIME] - [ESTIMATED SHUTOFF END TIME]. Est restoration: [ETOR DATE] by [ETOR TIME] depending on weather & damage. More info & other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## TEXT (MULTI PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: PG&E may turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est shutoff: [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END TIME]. Est restoration: [ETOR DATE] by [ETOR TIME] depending on weather & damage. Meters: [pge.bz/12345](http://pge.bz/12345). Info & Other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: On [ESTIMATED SHUTOFF START DATE] power shutoffs may be required for safety

**EMAIL PREVIEW TEXT:** High winds and dry conditions may require that we turn off power at your location to help prevent a wildfire.

### HEADER LINKS:

[español](#)   [中文](#)   [tiếng việt](#)   [Tagalog](#)   [한국어](#)   [русский язык](#)

### HEADLINE: Public Safety Power Shutoff

### SUBHEAD: PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff.

[AD HOC1]

Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

- **ADDRESS:** [PREMISE ADDRESS, CITY, STATE, COUNTY]
- **ESTIMATED SHUTOFF:** [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME] - [ESTIMATED SHUTOFF END TIME]  
Shutoff times may be delayed if winds arrive later than forecast.

## CONTINUED ON NEXT PAGE

# General Customers



## EMAIL (SINGLE PREM) CONT.

We expect weather to improve by [ALL CLEAR TIME] on [ALL CLEAR DAY], [ALL CLEAR DATE]. After weather has improved, we will inspect equipment before restoring power.

- **ESTIMATED RESTORATION:** [ETOR DAY], [ETOR DATE] by [ETOR TIME]

Restoration time may change depending on weather and equipment damage.

[C1/C2]

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

[AD HOC2]

If this is not the correct email address for [PREMISE ADDRESS], please call 1-866-743-6589.

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

## RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# General Customers



## EMAIL (MULTIPLE PREM)

**SUBJECT:** PSPS Outage Alert: On [ESTIMATED SHUTOFF START DATE] power shutoffs may be required for safety

**EMAIL PREVIEW TEXT:** High winds and dry conditions may require that we turn off power at your location to help prevent a wildfire.

**HEADER LINKS:**

español 中文 tiếng việt Tagalog 한국어 русский язык

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff.

[AD HOC1]

Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

[C1/C2]

NUMBER OF METERS AFFECTED: [NUMBER of SPIDs FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]  METER ID: [METER ID]  SERVICE AGREEMENT: [SERVICE AGREEMENT ID]  ESTIMATED SHUTOFF: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE]  [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END TIME]  Shutoff times may be delayed if winds arrive later than forecast.  ESTIMATED RESTORATION: [ETOR DAY], [ETOR DATE] by [ETOR TIME]  Restoration time may change depending on weather and equipment damage.</p>
2	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]  METER ID: [METER ID]  SERVICE AGREEMENT: [SERVICE AGREEMENT ID]  ESTIMATED SHUTOFF: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE]  [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END TIME]  Shutoff times may be delayed if winds arrive later than forecast.  ESTIMATED RESTORATION: [ETOR DAY], [ETOR DATE] by [ETOR TIME]  Restoration time may change depending on weather and equipment damage.</p>

## CONTINUED ON NEXT PAGE

# General Customers



## EMAIL (MULTIPLE PREM) CONT.

(Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

[AD HOC2]

If this is not the correct email address for the addresses provided, please call 1-866-743-6589.

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

## RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# Customers Supported by PG&E Microgrids



## IVR VOICE MESSAGE (SINGLE PREM)

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. On [DATE], your power MAY be shut off for safety. To hear this message in another language, call 1-833-208-4167. Severe weather MAY require us to turn off power in your area on [DAY, DATE] to help prevent a wildfire. If a shutoff is required, microgrid backup power will be provided to [PREMISE ADDRESS] to shorten your outage time. We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. For information about microgrids, power for medical or independent living needs, food replacement and more, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. If this is not the correct phone number for [PREMISE ADDRESS], call 1-866-743-6589. Thank you and please stay safe.

## IVR VOICE MESSAGE (MULTI PREM)

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. On [DATE], your power MAY be shut off for safety. To hear this message in another language, call 1-833-208-4167. Severe weather MAY require us to turn off power in your area on [DAY, DATE] to help prevent a wildfire. If a shutoff is required, microgrid backup power will be provided to [PREMISE ADDRESS] to shorten your outage time. We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. For information about microgrids, power for medical or independent living needs, food replacement and more, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. If this is not the correct phone number for [PREMISE ADDRESS], call 1-866-743-6589. Thank you and please stay safe.

# Customers Supported by PG&E Microgrids



## IVR LIVE (SINGLE PREM)

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. On [DATE], your power MAY be shut off for safety. To continue in English, press 1. Para continuar en Espanol, oprima el numero 3. To continue in Cantonese, press 5. **[[TRANSLATOR, PLEASE TRANSLATE PREVIOUS LINE INTO CANTONESE.]]** For all other languages, press \*. To replay this message at any time, press #. Severe weather MAY require us to turn off power in your area on [DAY, DATE] to help prevent a wildfire. If a shutoff is required, microgrid backup power will be provided to [PREMISE ADDRESS] to shorten your outage time. We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. For information about microgrids, power for medical or independent living needs, food replacement and more, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. If this is not the correct phone number for [PREMISE ADDRESS], call 1-866-743-6589. Thank you and please stay safe.

## IVR LIVE (MULTI PREM)

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. On [DATE], power MAY be shut off for safety. To continue in English, press 1. Para continuar en Espanol, oprima el numero 3. To continue in Cantonese, press 5. **[[TRANSLATOR, PLEASE TRANSLATE PREVIOUS LINE INTO CANTONESE.]]** For all other languages, press \*. Severe weather MAY require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. If a shutoff is required, microgrid backup power will be provided to one or more of your meters to shorten outage times. To get outage details for all of your affected meters, visit [pge.com/myaddresses](https://pge.com/myaddresses). Then, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ]. To repeat instructions, press \*. We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. For information about microgrids, power for medical or independent living needs, food replacement and more, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. If this is not the correct phone number for the addresses provided, press 2. Press # to repeat this message. Thank you and please stay safe.

# Customers Supported by PG&E Microgrids



## TEXT (SINGLE PREM)

PG&E PSPS Outage Watch: [DATE]. Power may be turned off in your area [DATE] to prevent a wildfire. If a shutoff is required, we will provide microgrid backup power to [PREMISE ADDRESS] to shorten your outage time. Microgrid info, other languages and more: [pge.com/pspsupdates](https://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## TEXT (MULTI PREM)

PG&E PSPS Outage Watch: [DATE]. PG&E may turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters on [ESTIMATED MICROGRID INSTALL SHUTOFF START DATE] to prevent a wildfire. If a shutoff is required, we will provide microgrid backup power to one or more of those locations to shorten outage times. Get outage details for all affected meters: [pge.bz/12345](https://pge.bz/12345) Microgrid info, other languages and more: [pge.com/pspsupdates](https://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Watch issued for [DAY, DATE]

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык  
Hmoob   عربي   ਪੰਜਾਬੀ   فارسی   日本語   ལྷོ་ཁྲིམས་ལྷོ་ཁྲིམས་   ไทย   Português   हिंदी

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Watch

Your area is under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off power in your area on [DAY, DATE] to help prevent a wildfire.

**BACKUP POWER WILL BE PROVIDED**

If a shutoff is required, microgrid backup power will be provided to your address to shorten your outage time.

- **ADDRESS:** [PREMISE ADDRESS, CITY, STATE, COUNTY]

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. If this is not the correct email address for [PREMISE ADDRESS], please call 1-866-743-6589.

## CONTINUED ON NEXT PAGE

# Customers Supported by PG&E Microgrids



## EMAIL (SINGLE PREM) CONT.

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

### RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# Customers Supported by PG&E Microgrids



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Watch issued for [DAY, DATE]

**HEADER LINKS:**

español 中文 tiếng việt Tagalog 한국어 русский язык  
 Hmoob عربي ਪੰਜਾਬੀ فارسی 日本語 ไทย Português हिंदी

**HEADLINE: Public Safety Power Shutoff**

**SUBHEAD:** PSPS Outage Watch

Your area is under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off power in your area on [DAY, DATE] to help prevent a wildfire.

**BACKUP POWER WILL BE PROVIDED TO ONE OR MORE OF YOUR METERS**

If a shutoff is required, the list below indicates which of your meters will experience an extended PSPS outage and which will receive microgrid backup power to shorten the outage. Note that there are two types of microgrid backup power. One requires a single outage of up to 4 hours, the other requires two outages of up of 4 hours each.

NUMBER OF METERS AFFECTED: [NUMBER of SPIDs FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [ETOR DAY], [ETOR DATE] by [ETOR TIME] Restoration time may change depending on weather and equipment damage.
2	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [ETOR DAY], [ETOR DATE] by [ETOR TIME] Restoration time may change depending on weather and equipment damage.

## CONTINUED ON NEXT PAGE

# Customers Supported by PG&E Microgrids



## EMAIL (MULTI PREM) CONT.

(Repeat for first 50 premises that would be affected)

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power.

If this is not the correct email address for the addresses provided, please call 1-866-743-6589.

For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

## RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspsupdates](http://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](http://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](http://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](http://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](http://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](http://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](http://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# Medical Baseline Program Participants and Self-Identified Vulnerable Customers



## IVR LIVE (SINGLE PREM)

This is P G and E calling Medical Baseline customers with an important message. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power for safety between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

To continue in English, press 1. To replay this message at any time, press #.

[AD HOC1]

Severe weather WILL require us to turn off power at [PREMISE ADDRESS] to help prevent a wildfire.

WE ESTIMATE THE SHUTOFF WILL BEGIN: [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

WE ESTIMATE THE POWER WILL RETURN: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[AD HOC2]

We'll continue to send updates.

For more information, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

Press # to repeat this message.

Thank you and please stay safe.

## IVR LIVE (MULTI PREM)

This is P G and E calling with an important message for Medical Baseline customers. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

To continue in English, press 1. To replay this message at any time, press #.

[AD HOC1]

Severe weather WILL require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire.

We estimate the shutoff at [PREMISE ADDRESS #1] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

We estimate the shutoff at [PREMISE ADDRESS #2] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

## CONTINUED ON NEXT PAGE

# Medical Baseline Program Participants and Self-Identified Vulnerable Customers



## IVR LIVE (MULTI PREM) CONT.

To get shutoff details for all of your affected meters, visit [pge.com/myaddresses](https://pge.com/myaddresses). On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ].

To repeat instructions, press \*.

[AD HOC2]

We'll continue to send updates.

For more information, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

Press # to repeat this message.

Thank you and please stay safe.

## IVR VOICE MESSAGE (SINGLE PREM)

This is P G and E calling Medical Baseline customers with an important message. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power for safety between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. Your response is required.

To hear this message in another language, call 1-800-XXX-XXXX.

[AD HOC1]

Severe weather WILL require us to turn off power at [PREMISE ADDRESS] to help prevent a wildfire.

WE ESTIMATE THE SHUTOFF WILL BEGIN: [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

WE ESTIMATE POWER WILL RETURN: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

As a Medical Baseline customer, we ask that you call 1-800-687-6302 to confirm you have received this message. Again, please call 1-800-687-6302. We will continue to attempt to reach you and may visit your home if you do not call.

[AD HOC2]

For more information, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

Thank you and please stay safe.

# Medical Baseline Program Participants and Self-Identified Vulnerable Customers



## IVR VOICE MESSAGE (MULTI PREM)

This is P G and E calling Medical Baseline customers with an important message. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power for safety between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. Your response is required.

To hear this message in another language, call 1-800-XXX-XXXX.

[AD HOC1]

Severe weather WILL require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire.

We estimate the shutoff at [PREMISE ADDRESS #1] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

To get shutoff details for all of your affected meters, visit [pge.com/myaddresses](http://pge.com/myaddresses). On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ].

As a Medical Baseline customer, we ask that you call 1-800-687-6302 to confirm you have received this message. Again, please call 1-800-687-6302. We will continue to attempt to reach you and may visit your home if you do not call.

[AD HOC2]

For more information, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

Thank you and please stay safe.

## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert - Medical Baseline Customers [SYSTEM DATE]: PG&E will turn off power for safety at [PREMISE ADDRESS]. Est shutoff: [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END TIME] Est restoration: [ETOR DATE] by [ETOR TIME] depending on weather & damage. More info & other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

# Medical Baseline Program Participants and Self-Identified Vulnerable Customers



## TEXT (MULTI PREM)

PG&E PSPS Outage Alert – Medical Baseline Customers [SYSTEM DATE]: PG&E will turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est shutoff: [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME] - [ESTIMATED SHUTOFF END TIME]. Est restoration: [ETOR DATE] by [ETOR TIME] depending on weather & damage. Meters: [pge.bz/12345]. Info & Languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: Shutoffs start between [ESTIMATED SHUTOFF START TIME] - [ESTIMATED SHUTOFF END TIME] for safety

**EMAIL PREVIEW TEXT:** High winds and dry conditions require that we turn off power at your location to help prevent a wildfire.

### HEADER LINKS:

español   中文   tiếng việt   Tagalog   한국어   русский язык

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Warning

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning.

[AD HOC1]

Current weather forecasts, including high winds and dry conditions, will require us to turn off your power to help prevent a wildfire.

- **ADDRESS:** [PREMISE ADDRESS, CITY, STATE, COUNTY]
- **ESTIMATED SHUTOFF:** [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME] - [ESTIMATED SHUTOFF END TIME]  
Shutoff times may be delayed if winds arrive later than forecast.  
We expect weather to improve by [ALL CLEAR TIME] on [ALL CLEAR DAY], [ALL CLEAR DATE].  
After weather has improved, we will inspect equipment before restoring power.
- **ESTIMATED RESTORATION:** [ETOR DAY], [ETOR DATE] by [ETOR TIME]

Restoration time may change depending on weather and equipment damage.

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored.

[AD HOC2]

## CONTINUED ON NEXT PAGE

# Medical Baseline Program Participants and Self-Identified Vulnerable Customers



## EMAIL (SINGLE PREM) CONT.

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

### RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# Medical Baseline Program Participants and Self-Identified Vulnerable Customers



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: Shutoffs start between [ESTIMATED SHUTOFF START TIME] - [ESTIMATED SHUTOFF END TIME] for safety

**EMAIL PREVIEW TEXT:** High winds and dry conditions will require that we turn off power at your locations to help prevent a wildfire.

**HEADER LINKS:**

español    中文    tiếng việt    Tagalog    한국어    русский язык

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Warning

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning.

[AD HOC1]

Current weather forecasts, including high winds and dry conditions will require us to turn off your power to help prevent a wildfire.

NUMBER OF METERS AFFECTED: [NUMBER of SPIDs FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]          METER ID: [METER ID]          SERVICE AGREEMENT: [SERVICE AGREEMENT ID]          ESTIMATED SHUTOFF: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END TIME]          Shutoff times may be delayed if winds arrive later than forecast.          ESTIMATED RESTORATION: [ETOR DAY], [ETOR DATE] by [ETOR TIME]          Restoration time may change depending on weather and equipment damage.</p>
2.	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]          METER ID: [METER ID]          SERVICE AGREEMENT: [SERVICE AGREEMENT ID]          ESTIMATED SHUTOFF: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END TIME]          Shutoff times may be delayed if winds arrive later than forecast.          ESTIMATED RESTORATION: [ETOR DAY], [ETOR DATE] by [ETOR TIME]          Restoration time may change depending on weather and equipment damage.</p>

(Repeat for first 50 premises that would be affected)

## CONTINUED ON NEXT PAGE

# Medical Baseline Program Participants and Self-Identified Vulnerable Customers



## EMAIL (MULTI PREM) CONT.

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. Weather forecasts change frequently.

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

### RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

NOTE: To protect against spam, some email providers may delay delivery.

# General Customers



## IVR LIVE (SINGLE PREM)

This is P G and E calling with an important message. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power for safety between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

To continue in English, press 1. To replay this message at any time, press #.

[AD HOC1]

Severe weather WILL require us to turn off power at [PREMISE ADDRESS] to help prevent a wildfire.

WE ESTIMATE THE SHUTOFF WILL BEGIN: [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

WE ESTIMATE THE POWER WILL RETURN: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[C1/C2]

[AD HOC2]

We'll continue to send updates.

For more information, including medical device charging resources, food replacement and other support, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

Press # to repeat this message.

Thank you and please stay safe.

## IVR LIVE (MULTI PREM)

This is P G and E calling with an important message. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

To continue in English, press 1. To replay this message at any time, press #.

[AD HOC1]

Severe weather WILL require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire.

We estimate the shutoff at [PREMISE ADDRESS #2] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

## CONTINUED ON NEXT PAGE

# General Customers



## IVR LIVE (MULTI PREM) CONT.

To get shutoff details for all of your affected meters, visit [pge.com/myaddresses](http://pge.com/myaddresses). On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ].

To repeat instructions, press \*.

[C1/C2]

[AD HOC2]

We'll continue to send updates.

For more information, including medical device charging resources, food replacement and other support, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

Press # to repeat this message.

Thank you and please stay safe.

## IVR VOICE MESSAGE (SINGLE PREM)

This is P G and E calling with an important message. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power for safety between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

To hear this message in another language call 1-800-XXX-XXXX.

[AD HOC1]

Severe weather WILL require us to turn off power at [PREMISE ADDRESS] to help prevent a wildfire.

WE ESTIMATE THE SHUTOFF WILL BEGIN: [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

WE ESTIMATE POWER WILL RETURN: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[C1/C2]

[AD HOC2]

We'll continue to send updates.

For more information, including medical device charging resources, food replacement and other support, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

Thank you and please stay safe.

# General Customers



## IVR VOICE MESSAGE (MULTI PREM)

This is P G and E calling with an important message. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

To hear this message in another language, call 1-800-XXX-XXXX.

[AD HOC1]

Severe weather WILL require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire.

We estimate the shutoff at [PREMISE ADDRESS #1] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

We estimate the shutoff at [PREMISE ADDRESS #2] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

To get shutoff details for all of your affected meters, visit [pge.com/myaddresses](http://pge.com/myaddresses). On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ].

[C1/C2]

[AD HOC2]

We'll continue to send updates.

For more information, including medical device charging resources, food replacement and other support, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

Thank you and please stay safe.

## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: PG&E will turn off power for safety at [PREMISE ADDRESS] on [ESTIMATED SHUTOFF START DATE]. Est. shutoff: [ESTIMATED SHUTOFF START TIME] - [ESTIMATED SHUTOFF END TIME]. Est. restoration: [ETOR DATE] by [ETOR TIME] depending on weather & equipment damage. More info & other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

# General Customers



## TEXT (MULTI PREM)

PG&E PSPS Outage Alert – [SYSTEM DATE]: PG&E will turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est shutoff: [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME] - [ESTIMATED SHUTOFF END TIME]. Est restoration: [ETOR DATE] by [ETOR TIME] depending on weather & damage. Meters: [pge.bz/12345]. Info & Languages: [pge.com/pspsupdates](https://pge.com/pspsupdates)  
Reply w/ "1" to verify receipt.

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: Shutoffs start between [ESTIMATED SHUTOFF START TIME] - [ESTIMATED SHUTOFF END TIME] for safety

**EMAIL PREVIEW TEXT:** High winds and dry conditions require that we turn off power at your location to help prevent a wildfire.

### HEADER LINKS:

español   中文   tiếng việt   Tagalog   한국어   русский язык

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Warning

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning.

[AD HOC1]

Current weather forecasts, including high winds and dry conditions, will require us to turn off your power to help prevent a wildfire.

- **ADDRESS:** [PREMISE ADDRESS, CITY, STATE, COUNTY]
- **ESTIMATED SHUTOFF:** [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME] - [ESTIMATED SHUTOFF END TIME]  
Shutoff times may be delayed if winds arrive later than forecast.  
We expect weather to improve by [ALL CLEAR TIME] on [ALL CLEAR DAY], [ALL CLEAR DATE].  
After weather has improved, we will inspect equipment before restoring power.
- **ESTIMATED RESTORATION:** [ETOR DAY], [ETOR DATE] by [ETOR TIME]

Restoration time may change depending on weather and equipment damage.

[C1/C2]

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored.

[AD HOC2]

## CONTINUED ON NEXT PAGE

# General Customers



## EMAIL (SINGLE PREM) CONT.

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

### RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# General Customers



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: Shutoffs start between [ESTIMATED SHUTOFF START TIME] - [ESTIMATED SHUTOFF END TIME] for safety

**EMAIL PREVIEW TEXT:** High winds and dry conditions will require that we turn off power at your locations to help prevent a wildfire.

**HEADER LINKS:**

español 中文 tiếng việt Tagalog 한국어 русский язык

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Warning

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning.

[AD HOC1]

Current weather forecasts, including high winds and dry conditions will require us to turn off your power to help prevent a wildfire.

[C1/C2]

NUMBER OF METERS AFFECTED: [NUMBER of SPID<sub>s</sub> FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]          METER ID: [METER ID]          SERVICE AGREEMENT: [SERVICE AGREEMENT ID]          ESTIMATED SHUTOFF: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END TIME]          Shutoff times may be delayed if winds arrive later than forecast.          ESTIMATED RESTORATION: [ETOR DAY], [ETOR DATE] by [ETOR TIME]          Restoration time may change depending on weather and equipment damage.</p>
2.	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]          METER ID: [METER ID]          SERVICE AGREEMENT: [SERVICE AGREEMENT ID]          ESTIMATED SHUTOFF: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END TIME]          Shutoff times may be delayed if winds arrive later than forecast.          ESTIMATED RESTORATION: [ETOR DAY], [ETOR DATE] by [ETOR TIME]          Restoration time may change depending on weather and equipment damage.</p>

[Repeat for first 50 premises that would be affected]

## CONTINUED ON NEXT PAGE

# General Customers



## EMAIL (MULTI PREM) CONT.

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. Weather forecasts change frequently.

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

### RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous, and report immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

NOTE: To protect against spam, some email providers may delay delivery.

# All Customers



## IVR LIVE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1.

[AD HOC1]

Power remains off at your location at [PREMISE ADDRESS] to help prevent a wildfire. Crews will restore power as soon as it is safe to do so.

ESTIMATED RESTORATION TIME: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

This restoration time may change depending on weather conditions and equipment damage.

[C1/C2]

[AD HOC2]

We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).

We apologize for the disruption and we appreciate your patience.

To opt out of call notifications to this number for the remainder of this outage, press 2.

Press # to repeat this message.

Goodbye.

## IVR LIVE (MULTI PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1.

[AD HOC1]

Power remains off for [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. Crews will restore power as soon as it is safe to do so.

The estimated restoration time for [PREMISE ADDRESS #1] is [ETOR DAY], [ETOR DATE] by [ETOR TIME].

The estimated restoration time for [PREMISE ADDRESS #2] is [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

Restoration times may change depending on weather conditions and equipment damage.

Please get ready to write down the following information. To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters, visit [pge.com/myaddresses](https://pge.com/myaddresses) and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted.

To repeat how to get details for all of your affected meters, press \*.

## CONTINUED ON NEXT PAGE

# All Customers



## IVR LIVE (MULTI PREM) CONT.

[C1/C2]

[AD HOC2]

We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).

We apologize for the disruption and we appreciate your patience.

To opt out of call notifications to this number for the remainder of this outage, press 2.

Press # to repeat this message.

To repeat how to get details for all of your affected meters, press \*.

Goodbye.

## IVR VOICE MESSAGE (SINGLE PREM)

This is PG&E calling on [SYSTEM DAY, SYSTEM DATE] at [SYSTEM TIME] with a PSPS outage alert. To hear this message in another language call 1-800-208-4167.

[AD HOC1]

Power remains off at your location at [PREMISE ADDRESS] to help prevent a wildfire. Crews will restore power as soon as it is safe to do so.

ESTIMATED RESTORATION TIME: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

This restoration time may change depending on weather conditions and equipment damage.

[C1/C2]

[AD HOC2]

We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).

We apologize for the disruption and we appreciate your patience.

To opt out of call notifications to this number for the remainder of this outage, call [X-XXX-XXX-XXXX] from this number.

Goodbye.

# All Customers



## IVR VOICE MESSAGE (MULTI PREM)

This is PG&E calling on [SYSTEM DAY, SYSTEM DATE] at [SYSTEM TIME] with a PPS outage alert. To hear this message in another language call 1-800-208-4167.

[AD HOC1]

Power remains off for [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. Crews will restore power as soon as it is safe to do so.

The estimated restoration time for [PREMISE ADDRESS #1] is [ETOR DAY], [ETOR DATE] by [ETOR TIME].

The estimated restoration time for [PREMISE ADDRESS #2] is [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

Restoration times may change depending on weather conditions and equipment damage.

To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters, visit [pge.com/myaddresses](http://pge.com/myaddresses) and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted.

[C1/C2]

[AD HOC2]

We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging).

We apologize for the disruption and we appreciate your patience.

To opt out of call notifications to this number for the remainder of this outage, call [X-XXX-XXX-XXXX] from this number.

Goodbye.

## TEXT (SINGLE PREM)

PG&E PPS Outage Alert [SYSTEM DATE]: Power remains off at [PREMISE ADDRESS] to help prevent a wildfire. Estimated restoration: [ETOR DATE] by [ETOR TIME] depending on weather & equipment damage. More info & other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates). Reply STOP to stop text alerts for this outage.

# All Customers



## TEXT (MULTI PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: Power remains off at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. Estimated restoration: [ETOR DATE] by [ETOR TIME] depending on weather & equipment damage. Meter list: [pge.bz/12345]. More info & other languages: [pge.com/pspsupdates](https://pge.com/pspsupdates). Reply STOP to stop text alerts for this outage.

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: Estimated restoration time

**EMAIL PREVIEW TEXT:** Power remains off. Get the most current information about your outage.

**HEADER LINKS:**

español    中文    tiếng việt    Tagalog    한국어    русский язык

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Update

Power remains off at your location to help prevent a wildfire. We apologize for the disruption and we appreciate your patience. Crews will restore power as soon as it is safe to do so.

[AD HOC1]

- **ADDRESS:** [PREMISE ADDRESS, CITY, STATE, COUNTY]
- **ESTIMATED RESTORATION:** [ETOR DAY], [ETOR DATE] by [ETOR TIME]

Restoration time may change depending on weather and equipment damage.

We recommend all customers plan for an extended outage. We will provide daily updates until your power has been restored. Weather forecasts change frequently.

[C1/C2]

[AD HOC2]

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

## ADDITIONAL RESOURCES

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).

## CONTINUED ON NEXT PAGE

# All Customers



## EMAIL (SINGLE PREM) CONT.

- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# All Customers



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: Estimated restoration time

**EMAIL PREVIEW TEXT:** Power remains off. Get the most current information about your outage.

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Update

[AD HOC1]

Power remains off at the locations below to help prevent a wildfire. We apologize for the disruption and we appreciate your patience. Crews will restore power as soon as it is safe to do so. Get the latest restoration information for each of your locations below.

NUMBER OF METERS AFFECTED: [NUMBER of SPIDs FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED RESTORATION: [ETOR DAY],[ETOR DATE] by [ETOR TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED RESTORATION: [ETOR DAY],[ETOR DATE] by [ETOR TIME] Restoration time may change depending on weather and equipment damage.

(Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until your power has been restored. Weather forecasts change frequently.

[C1/C2]

[AD HOC2]

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

## CONTINUED ON NEXT PAGE

# All Customers



## EMAIL (MULTI PREM) CONT.

### ADDITIONAL RESOURCES

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# All Customers



## IVR LIVE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1.

[AD HOC1]

Forecasted weather conditions have improved and we are not planning to turn off power for public safety at [PREMISE ADDRESS] on [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE].

[AD HOC2]

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

Press # to repeat this message.

Thank you. Goodbye.

## IVR LIVE (MULTI PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1.

[AD HOC1]

Forecasted weather conditions have improved and we are not planning to turn off power for public safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters.

The meters at the following addresses: [PREMISE ADDRESS #1], [PREMISE ADDRESS #2], [PREMISE ADDRESS #3] will not be turned off.

Please get ready to write down the following information. To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your canceled meters, visit [pge.com/myaddresses](https://pge.com/myaddresses) and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted.

To repeat how to get details for all of your affected meters, press \*.

[AD HOC2]

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

Press # to repeat this message.

To repeat how to get details for all of your affected meters, press \*.

Thank you. Goodbye.

# All Customers



## IVR VOICE MESSAGE (SINGLE PREM)

This is PG&E calling on [SYSTEM DAY, SYSTEM DATE] at [SYSTEM TIME] with a PSPS outage alert. To hear this message in another language call 1-800-208-4167.

[AD HOC1]

Forecasted weather conditions have improved and we are not planning to turn off power for public safety at [PREMISE ADDRESS] on [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE].

[AD HOC2]

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

Thank you. Goodbye.

## IVR VOICE MESSAGE (MULTI PREM)

This is PG&E calling on [SYSTEM DAY, SYSTEM DATE] at [SYSTEM TIME] with a PSPS outage alert. To hear this message in another language call 1-800-208-4167.

[AD HOC1]

Forecasted weather conditions have improved and we are not planning to turn off power for public safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters.

The meters at the following addresses: [PREMISE ADDRESS #1], [PREMISE ADDRESS #2], [PREMISE ADDRESS #3] will not be turned off.

To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your canceled PSPS meters, visit [pge.com/myaddresses](https://pge.com/myaddresses) and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted.

[AD HOC2]

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

Thank you. Goodbye.

# All Customers



## TEXT (SINGLE PREM)

PG&E PPS Outage Alert [SYSTEM DATE]: Forecasted weather conditions have improved & we are not turning off power for public safety at [PREMISE ADDRESS] on [ESTIMATED SHUTOFF START DATE]. More info & other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates)

## TEXT (MULTI PREM)

PG&E PPS Outage Alert [SYSTEM DATE]: Forecasted weather conditions have improved & we are not turning off power for public safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Meter list: [pge.bz/12345](http://pge.bz/12345). More info & other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates)

## EMAIL (SINGLE PREM)

**SUBJECT:** PPS Outage Alert: Your power shutoff is canceled

**EMAIL PREVIEW TEXT:** Weather has improved, and we do not need to turn off power at your location.

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PPS Outage Cancellation

[AD HOC1]

Forecasted weather conditions have improved and we are NOT planning to turn off power for public safety at: [PREMISE ADDRESS, CITY, STATE, COUNTY] on [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE].

[AD HOC2]

For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME].

NOTE: To protect against spam, some email providers may delay delivery

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

# All Customers



## EMAIL (MULTI PREM) CONT.

**SUBJECT:** PSPS Outage Alert: Your power shutoff is canceled

**EMAIL PREVIEW TEXT:** Weather has improved and we do not need to turn off power at some locations.

### HEADER LINKS:

español   中文   tiếng việt   Tagalog   한국어   русский язык

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Cancellation

[AD HOC1]

Forecasted weather conditions have improved and we are NOT planning to turn off power for public safety at the following locations:

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL CANCELED LOCATIONS/DOWNLOAD A LIST OF ALL CANCELED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] SHUTOFF CANCELED FOR: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DAY]
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] SHUTOFF CANCELED FOR: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DAY]

(Repeat for first 50 premises that would be affected)

[AD HOC2]

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# All Customers



## IVR LIVE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1.

[AD HOC1]

Power remains off at your location at [PREMISE ADDRESS] to help prevent a wildfire. Crews will restore power as soon as it is safe to do so.

ESTIMATED RESTORATION TIME: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

This restoration time may change depending on weather conditions and equipment damage.

[C1/C2]

[AD HOC2]

We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).

We apologize for the disruption and we appreciate your patience.

To opt out of call notifications to this number for the remainder of this outage, press 2.

Press # to repeat this message.

Goodbye.

## IVR LIVE (MULTI PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1.

[AD HOC1]

Power remains off for [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. Crews will restore power as soon as it is safe to do so.

The estimated restoration time for [PREMISE ADDRESS #1] is [ETOR DAY], [ETOR DATE] by [ETOR TIME].

The estimated restoration time for [PREMISE ADDRESS #2] is [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

Restoration times may change depending on weather conditions and equipment damage.

Please get ready to write down the following information. To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters, visit [pge.com/myaddresses](https://pge.com/myaddresses) and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted.

To repeat how to get details for all of your affected meters, press \*.

## CONTINUED ON NEXT PAGE

# All Customers



## IVR LIVE (MULTI PREM) CONT.

[C1/C2]

[AD HOC2]

We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).

We apologize for the disruption and we appreciate your patience.

To opt out of call notifications to this number for the remainder of this outage, press 2.

Press # to repeat this message.

To repeat how to get details for all of your affected meters, press \*.

Goodbye.

## IVR VOICE MESSAGE (SINGLE PREM)

This is PG&E calling on [SYSTEM DAY, SYSTEM DATE] at [SYSTEM TIME] with a PSPS outage alert. To hear this message in another language call 1-800-208-4167.

[AD HOC1]

Power remains off at your location at [PREMISE ADDRESS] to help prevent a wildfire. Crews will restore power as soon as it is safe to do so.

ESTIMATED RESTORATION TIME: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

This restoration time may change depending on weather conditions and equipment damage.

[C1/C2]

[AD HOC2]

We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).

We apologize for the disruption and we appreciate your patience.

To opt out of call notifications to this number for the remainder of this outage, call [X-XXX-XXX-XXXX] from this number.

Goodbye.

# All Customers



## IVR VOICE MESSAGE (MULTI PREM)

This is PG&E calling on [SYSTEM DAY, SYSTEM DATE] at [SYSTEM TIME] with a PSPS outage alert. To hear this message in another language call 1-800-208-4167.

[AD HOC1]

Power remains off for [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. Crews will restore power as soon as it is safe to do so.

The estimated restoration time for [PREMISE ADDRESS #1] is [ETOR DAY], [ETOR DATE] by [ETOR TIME].

The estimated restoration time for [PREMISE ADDRESS #2] is [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

Restoration times may change depending on weather conditions and equipment damage.

To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters, visit [pge.com/myaddresses](https://pge.com/myaddresses) and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted.

[C1/C2]

[AD HOC2]

We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).

We apologize for the disruption and we appreciate your patience.

To opt out of call notifications to this number for the remainder of this outage, call [X-XXX-XXX-XXXX] from this number.

Goodbye.

## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: Power remains off at [PREMISE ADDRESS] to help prevent a wildfire. Estimated restoration: [ETOR DATE] by [ETOR TIME] depending on weather & equipment damage. More info & other languages: [pge.com/pspsupdates](https://pge.com/pspsupdates). Reply STOP to stop text alerts for this outage.

# All Customers



## TEXT (MULTI PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: Power remains off at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. Estimated restoration: [ETOR DATE] by [ETOR TIME] depending on weather & equipment damage. Meter list: [pge.bz/12345]. More info & other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates). Reply STOP to stop text alerts for this outage.

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: Estimated restoration time

**EMAIL PREVIEW TEXT:** Power remains off. Get the most current information about your outage.

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Update

Power remains off at your location to help prevent a wildfire. We apologize for the disruption and we appreciate your patience. Crews will restore power as soon as it is safe to do so.

[AD HOC1]

- **ADDRESS:** [PREMISE ADDRESS, CITY, STATE, COUNTY]
- **ESTIMATED RESTORATION:** [ETOR DAY], [ETOR DATE] by [ETOR TIME]

Restoration time may change depending on weather and equipment damage.

We recommend all customers plan for an extended outage. We will provide daily updates until your power has been restored. Weather forecasts change frequently.

[C1/C2]

[AD HOC2]

For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

## ADDITIONAL RESOURCES

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspsupdates](http://pge.com/pspsupdates).

## CONTINUED ON NEXT PAGE

# All Customers



## EMAIL (SINGLE PREM) CONT.

- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# All Customers



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: Estimated restoration time

**EMAIL PREVIEW TEXT:** Power remains off. Get the most current information about your outage.

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Update

[AD HOC1]

Power remains off at the locations below to help prevent a wildfire. We apologize for the disruption and we appreciate your patience. Crews will restore power as soon as it is safe to do so. Get the latest restoration information for each of your locations below.

**NUMBER OF METERS AFFECTED:** [NUMBER of SPIDs FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED RESTORATION: [ETOR DAY],[ETOR DATE] by [ETOR TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED RESTORATION: [ETOR DAY],[ETOR DATE] by [ETOR TIME] Restoration time may change depending on weather and equipment damage.

(Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until your power has been restored. Weather forecasts change frequently.

[C1/C2]

[AD HOC2]

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

## CONTINUED ON NEXT PAGE

# All Customers



## EMAIL (MULTI PREM) CONT.

### ADDITIONAL RESOURCES

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# All Customers



## IVR LIVE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1.

[AD HOC1]

Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power at your location [PREMISE ADDRESS].

ESTIMATED RESTORATION TIME: [ETOR DAY] [ETOR DATE] by [ETOR TIME]

This restoration time may change depending on equipment damage.

[C1/C2]

[AD HOC2]

We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).

We apologize for the disruption and we appreciate your patience.

To opt out of call notifications to this number for the remainder of this outage, press 2.

Press # to repeat this message.

Goodbye.

## IVR LIVE (MULTI PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1.

To replay this message at any time, press #.

[AD HOC1]

Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power to [NUMBER of SPIDs FOR MULTI PREM] of your meters.

The estimated restoration time for [PREMISE ADDRESS #1] is [ETOR DAY], [ETOR DATE] by [ETOR TIME].

The estimated restoration time for [PREMISE ADDRESS #2] is [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

These restoration times may change depending on equipment damage.

## CONTINUED ON NEXT PAGE

# All Customers



## IVR LIVE (MULTI PREM) CONT.

Please get ready to write down the following information. To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters, visit [pge.com/myaddresses](https://pge.com/myaddresses) and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted.

To repeat how to get details for all of your affected meters, press \*.

[C1/C2]

[AD HOC2]

We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).

We apologize for the disruption and we appreciate your patience.

To opt out of call notifications to this number for the remainder of this outage, press 2.

Press # to repeat this message.

To repeat how to get details for all of your affected meters, press \*.

Goodbye.

## IVR VOICE MESSAGE (SINGLE PREM)

This is PG&E calling on [SYSTEM DAY, SYSTEM DATE] at [SYSTEM TIME] with a PSPS outage alert. To hear this message in another language call 1-800-208-4167.

[AD HOC1]

Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power at your location: [PREMISE ADDRESS]

ESTIMATED RESTORATION TIME: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

This restoration time may change depending on equipment damage.

[C1/C2]

[AD HOC2]

We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored.

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

## CONTINUED ON NEXT PAGE

# All Customers



## IVR VOICE MESSAGE (SINGLE PREM) CONT.

If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).

We apologize for the disruption and we appreciate your patience.

To opt out of call notifications to this number for the remainder of this outage, call [X-XXX-XXX-XXXX] from this number.

Goodbye.

## IVR VOICE MESSAGE (MULTI PREM)

This is PG&E calling on [SYSTEM DAY, SYSTEM DATE] at [SYSTEM TIME] with a PSPS outage alert. To hear this message in another language call 1-800-208-4167.

[AD HOC1]

Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power at to [NUMBER of SPIDs FOR MULTI PREM] of your meters.

The estimated restoration time for [PREMISE ADDRESS #1] is [ETOR DAY], [ETOR DATE] by [ETOR TIME].

The estimated restoration time for [PREMISE ADDRESS #2] is [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

These restoration times may change depending on equipment damage.

To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters, visit [pge.com/myaddresses](https://pge.com/myaddresses) and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted.

[C1/C2]

[AD HOC2]

We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).

We apologize for the disruption and we appreciate your patience.

To opt out of call notifications to this number for the remainder of this outage, call [X-XXX-XXX-XXXX] from this number.

Goodbye.

# All Customers



## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: Weather conditions have improved, and crews are inspecting equipment to safely restore power at [PREMISE ADDRESS]. Estimated restoration: [ETOR DATE] by [ETOR TIME] depending on equipment damage. More info & other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates)  
Reply STOP to stop text alerts for this outage.

## TEXT (MULTI PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: Weather has improved, and crews are inspecting equipment to safely restore power to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Estimated restoration: [ETOR DATE] by [ETOR TIME] depending on equipment damage. Meter list: [pge.bz/12345](http://pge.bz/12345). Info & Languages: [pge.com/pspsupdates](http://pge.com/pspsupdates). Reply STOP to stop text alerts for this outage.

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: Crews are inspecting equipment

**EMAIL PREVIEW TEXT:** Weather has improved, and crews are inspecting equipment and starting repairs.

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Equipment Inspections

Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power. We apologize for the disruption and we appreciate your patience.

[AD HOC1]

We expect your service at: [PREMISE ADDRESS, CITY, STATE, COUNTY] to be fully restored by [ETOR DAY], [ETOR DATE] by [ETOR TIME] depending on if any repairs are needed.

We will provide daily updates until your power has been restored.

For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

[C1/C2]

[AD HOC2]

## CONTINUED ON NEXT PAGE

# All Customers



## EMAIL (SINGLE PREM) CONT.

### ADDITIONAL RESOURCES

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- For generator safety tips visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# All Customers



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: Crews are inspecting equipment

**EMAIL PREVIEW TEXT:** Weather has improved, and crews are inspecting equipment and starting repairs.

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Equipment Inspections

Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power. We apologize for the disruption and we appreciate your patience.

[AD HOC1]

NUMBER OF METERS AFFECTED: [NUMBER of SPIDs FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED RESTORATION: [ETOR DAY], [ETOR DATE] by [ETOR TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED RESTORATION: [ETOR DAY], [ETOR DATE] by [ETOR TIME] Restoration time may change depending on weather and equipment damage.

(Repeat for first 50 premises that would be affected)

We will provide daily updates until your power has been restored.

[C1/C2]

[AD HOC1]

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

## CONTINUED ON NEXT PAGE

# All Customers



## EMAIL (MULTI PREM) CONT.

### ADDITIONAL RESOURCES

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- For generator safety tips visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# General Customers



## PHONE (ad hoc message)

This is PG&E calling with a Public Safety Power Shutoff update. For information in another language call 1-800-743-5002.

PG&E is actively monitoring the weather in your area and has determined that power can safely be restored at your property between approximately [DATE, TIME].

Once power is restored, we encourage you to charge devices and restock emergency kits.

It is possible that extreme weather conditions will require your power to be shut off again for safety [DATE, TIME]. If that's the case, you will receive a separate notification with updated information, including timing of shut-off and power restoration estimates.

For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

Thank you. Goodbye.

# Telecom Providers, Water Agencies and Emergency Hospitals



## PHONE (ad hoc message)

This is PG&E calling with a Public Safety Power Shutoff update. For information in another language call 1-800-743-5002.

PG&E is actively monitoring the weather in your area and has determined that power can safely be restored at your property between approximately [DATE, TIME].

Once power is restored, we encourage you to charge devices and restock emergency kits.

It is possible that extreme weather conditions will require your power to be shut off again for safety [DATE, TIME]. If that's the case, you will receive a separate notification with updated information, including timing of shut-off and power restoration estimates.

For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

Thank you. Goodbye.

# All Customers



## IVR LIVE (SINGLE PREM)

This is PG&E calling on [SYSTEM DAY, SYSTEM DATE] at [SYSTEM TIME] with a PSPS outage alert. To continue in English press 1.

[AD HOC1]

Crews have successfully restored power at [PREMISE ADDRESS]. If your power is still out in this location, please visit [pge.com/outages](http://pge.com/outages) or call 1-800-743-5002.

[AD HOC2]

We apologize for the disruption and we appreciate your patience.

Press # to repeat this message. Thank you.

Goodbye.

## PHONE (MULTI PREM)

This is PG&E calling on [SYSTEM DAY, SYSTEM DATE] at [SYSTEM TIME] with a PSPS outage alert. To continue in English press 1.

[AD HOC1]

Crews have successfully restored power to [NUMBER of SPIDs FOR MULTI PREM] of your meters.

The meters at the following addresses: [PREMISE ADDRESS #1], [PREMISE ADDRESS #2], [PREMISE ADDRESS #3] have been restored.

Please get ready to write down the following information. To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters, visit [pge.com/myaddresses](http://pge.com/myaddresses) and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted.

To repeat how to get details for all of your affected meters, press \*.

If your power is still out at any of these locations, please visit [pge.com/outages](http://pge.com/outages) or call 1-800-743-5002.

[AD HOC2]

We apologize for the disruption and we appreciate your patience. Press # to repeat this message. To repeat how to get details for all of your affected meters, press \*.

Thank you.

Goodbye.

# All Customers



## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: Crews have successfully restored power at your location, [PREMISE ADDRESS]. If your power is still out in this location, please visit [pge.com/outages](https://pge.com/outages) or call 1-800-743-5002. For other languages: [pge.com/pspsupdates](https://pge.com/pspsupdates).

## TEXT (MULTI PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: Crews have successfully restored power to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Meter list: [pge.bz/12345]. For other languages: [pge.com/pspsupdates](https://pge.com/pspsupdates).

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: Power restored

**EMAIL PREVIEW TEXT:** Power has been restored at your location

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** Power Restored

[AD HOC1]

Crews have successfully restored power at: [PREMISE ADDRESS, CITY, STATE, COUNTY]. We apologize for the disruption and we appreciate your patience. If your power is still out in this location, please visit [pge.com/outages](https://pge.com/outages) or call 1-800-743-5002.

[AD HOC2]

Thank you,

PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

# All Customers



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: Power restored

**EMAIL PREVIEW TEXT:** Power has been restored at your locations

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** Power Restored

[AD HOC1]

Crews have successfully restored power at the following locations:

NUMBER OF METERS RESTORED: [NUMBER of SPIDs FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL RESTORED LOCATIONS/DOWNLOAD A LIST OF ALL RESTORED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID]
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID]

(Repeat for first 50 premises that would be affected)

We apologize for the disruption and we appreciate your patience.

If your power is still out, please visit [pge.com/outages](http://pge.com/outages) or call 1-800-743-5002.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

**NOTE:** To protect against spam, some email providers may delay delivery

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

# General Customers



## PHONE (ad hoc message)

This is PG&E calling on [DATE] with a PSPS outage alert. To hear this message in another language call 1-800-743-5002. Crews have successfully restored power in your area. If your power is still out, please visit [pge.com/outages](http://pge.com/outages) or call 1-800-743-5002. We apologize for the disruption and we appreciate your patience. Goodbye.

# Telecom Providers, Water Agencies and Emergency Hospitals



## PHONE (ad hoc message)

This is PG&E calling on [DATE] with a PSPS outage alert. To hear this message in another language call 1-800-743-5002. Crews have successfully restored power in your area. If your power is still out, please visit [pge.com/outages](http://pge.com/outages) or call 1-800-743-5002. We apologize for the disruption and we appreciate your patience. Goodbye.

# Publicly-Owned Utilities, Transmission and Wholesale Customers

PG&E made every effort to provide notifications to Publicly-Owned Utilities, Transmission-level customers and Wholesale Customers through automated calls, texts and emails, as well as live calls.

PG&E will continue to support these customers through two PG&E contacts:

- Critical Infrastructure Lead (CIL) automated notification and/or Customer Relationship Manager leading up to the de-energization
- Grid Control Center (GCC) operators during de-energization and re-energization

The following outlines the various notifications PG&E sent, during and after the PSPS event:



# Publicly-Owned Utilities, Transmission and Wholesale Customers



## EMAIL

**SUBJECT:** PG&E Transmission PSPS Watch: On [ESTIMATED SHUTOFF START DATE] power shutoffs may be required for safety for [INDUSTRY CLASSIFICATION] substation.

[PG&E LOGO] Public Safety Power Shutoff (PSPS)

[EXCLAMATION LOGO] **PSPS Outage Watch**

Due to current weather forecasts, your substation is currently in scope for a Public Safety Power Shutoff (PSPS) Watch.

[AD HOC1]

When de-energization is imminent, PG&E's Transmission Grid Control Center (GCC) will notify your transmission operators and be available to answer questions. You can reach the GCC at 707-449-6700 for operational questions. For non-operational questions, reach out to [eoc-cso-cil-support@pge.com](mailto:eoc-cso-cil-support@pge.com).

**IMPACTED SUBSTATION:** [INDUSTRY CLASSIFICATION] substation served by [SERVICE DESCRIPTOR] line

- **ESTIMATED SHUT OFF:** Starting between [ESTIMATED SHUTOFF START TIME] on [ESTIMATED SHUT OFF START DATE] and [ESTIMATED SHUTOFF END TIME] on [ESTIMATED SHUT OFF END DATE]

We expect weather to improve beginning at [ALL CLEAR TIME] on [ALL CLEAR DATE]. After severe weather has passed, we will inspect equipment before restoring power.

- **ESTIMATED RESTORATION:** [ETOR DATE] by [ETOR TIME]. Actual shutoff and restoration times may be delayed depending on weather and equipment conditions.

We recommend all potentially affected facilities plan for an extended outage.

[AD HOC2]

Thank you,

PG&E Critical Infrastructure Lead

## PSPS RESOURCES

- To learn more about PSPS, including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day PSPS forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).

# Publicly-Owned Utilities, Transmission and Wholesale Customers



## IVR VOICE MESSAGE

Hello, this message is from Pacific Gas and Electric regarding [SERVICE DESCRIPTOR] line serving [INDUSTRY CLASSIFICATION] substation. Gusty winds and dry conditions are forecasted to begin around [ESTIMATED SHUTOFF START TIME] on [ESTIMATED SHUTOFF START DATE] with the peak period of fire risk forecasted to last until [ALL CLEAR TIME] on [ALL CLEAR DATE]. The estimated restoration is [ETOR DATE] by [ETOR TIME]. When de-energization is imminent, the Transmission Grid Control Center will notify your transmission operators and be available to answer questions. You can reach the Transmission Grid Control Center at 707-449-6700, for operational questions. For non-operational questions, reach out to 415-973-4760.

We are continuing to monitor conditions and will only turn off power for safety if conditions warrant.

We will continue to keep you informed.

Press # to repeat this message.

Thank you.

Pacific Gas and Electric Emergency Operations Center

Critical Infrastructure Lead

## TEXT

PG&E PSPS Outage Alert [SYSTEM DATE]: PG&E may need to turn power off for safety at [INDUSTRY CLASSIFICATION] substation served by [SERVICE DESCRIPTOR] line. When de-energization is imminent, PG&E Transmission Grid Control Center (GCC) will notify your transmission operators and be available to answer questions. You can reach PG&E's GCC by calling 707-449-6700 for operational questions.

*SAMPLE BELOW IS 307 CHARACTERS (FITS 320 CHARACTER LIMIT), WITH 25 CHARACTERS MAX FOR THE ADDRESS VARIABLE*

*PG&E PSPS Outage Alert 11/12/20: PG&E may need to turn power off for safety at Schuller SUB substation served by Logan Creek Line. When de-energization is imminent, PG&E Transmission Grid Control Center GCC will notify your transmission operators and be available to answer questions. You can reach the PG&E's GCC by calling 707-449-6700 for operational questions.*

# Publicly-Owned Utilities, Transmission and Wholesale Customers



## EMAIL

**SUBJECT:** PG&E Transmission PSPS Alert: Fault Duty impact for [INDUSTRY CLASSIFICATION] substation on [ESTIMATED SHUTOFF START DATE].

[PG&E LOGO] Public Safety Power Shutoff (PSPS)

[EXCLAMATION LOGO] **PSPS Outage Watch**

Due to current weather forecasts, your substation is currently under a Watch for a Public Safety Power Shutoff (PSPS).

[AD HOC1]

We do **NOT** expect your facility to lose power during the current PSPS event, but we do anticipate a fault duty drop that should be evaluated for your protective equipment to continue to operate as designed. These events will cause significant power flow deviations that may have a significant impact on the fault duty at your point of interconnection.

- **IMPACTED SUBSTATION:** [INDUSTRY CLASSIFICATION] substation served by [SERVICE DESCRIPTOR] line.
- **CONTACT PG&E SYSTEM PROTECTION:** Please have your facility's Protection Engineer or 3rd party protection contractor contact PG&E System Protection Engineering at 925-328-5090 as soon as possible to obtain the anticipated fault duty needed for protection settings during this event.

**We recommend all potentially affected facilities plan for an extended period.**

[AD HOC2]

Thank you.

PG&E Critical Infrastructure Lead

## PSPS RESOURCES

- To learn more about PSPS, including the criteria used to turn off power, visit [pge.com/psps](http://pge.com/psps).
- For a 7-day PSPS forecast, visit [pge.com/pspsweather](http://pge.com/pspsweather).

# Publicly-Owned Utilities, Transmission and Wholesale Customers



## IVR VOICE MESSAGE

Hello This is Pacific Gas & Electric calling regarding grid conditions expected to commence around [ESTIMATED SHUTOFF START TIME] on [ESTIMATED SHUTOFF START DATE] due to Public Safety Power Shutoff events. We do NOT expect your facility to lose power during the current event, but we do anticipate a fault duty drop that should be evaluated for your protective equipment to continue to operate as designed. These events will cause significant power flow deviations that may have a significant impact on the fault duty at [INDUSTRY CLASSIFICATION] substation.

Please have your facility's Protection Engineer or 3rd party protection contractor contact PG&E System Protection Engineering at 925.328.5090 as soon as possible. PG&E's Protection Engineering will give your protection specialist the anticipated fault duty needed for protection settings during this event.

Thank you.

P G and E Critical Infrastructure Lead

## TEXT

PG&E PSPS Outage Alert [SYSTEM DATE]: We do NOT expect [INDUSTRY\_CLASSIFICATION] substation to lose power, but we do anticipate a fault duty drop. Please have your facility's Protection Engineer contact PG&E System Protection Engineering at 925-328-5090 as soon as possible.

*SAMPLE BELOW IS 261 CHARACTERS (FITS 320 CHARACTER LIMIT), WITH 50 CHARACTERS MAX FOR THE INDUSTRY\_CLASSIFICATION VARIABLE*

*PG&E PSPS Outage Alert 11/12/20: We do not expect Blue Lake Power substation to lose power, but we do anticipate a fault duty drop. Please have your facility's Protection Engineer contact PG&E System Protection Engineering at 925-328-5090 as soon as possible.*

# Publicly-Owned Utilities, Transmission and Wholesale Customers



## EMAIL

**SUBJECT:** PG&E Transmission PSPS Alert: Warning Notification

[PG&E LOGO] Public Safety Power Shutoff (PSPS)

[EXCLAMATION LOGO] **PSPS Outage Warning**

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Current weather forecasts, including high winds and dry conditions, will require us to turn off the power to your substation to help prevent a wildfire.

When de-energization is imminent, PG&E's Transmission Grid Control Center (GCC) will notify your transmission operators and be available to answer questions. You can reach the GCC at 707-449-6700 for operational questions. For non-operational questions, reach out to [eoc-cso-cil-support@pge.com](mailto:eoc-cso-cil-support@pge.com).

We recommend all potentially affected facilities plan for an extended outage.

Thank you.

PG&E Critical Infrastructure Lead

## IVR VOICE MESSAGE

This is P G and E calling with a Public Safety Power Shutoff Outage Warning. To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Current weather forecasts, including high winds and dry conditions, will require us to turn off the power to your substation to help prevent a wildfire.

When de-energization is imminent, PG&E's Transmission Grid Control Center (GCC) will notify your transmission operators and be available to answer questions. You can reach the GCC at 707-449-6700 for operational questions. For non-operational questions, reach out to 415-973-4760.

We recommend all potentially affected facilities plan for an extended outage.

Thank you.

P G and E Critical Infrastructure Lead

## TEXT

PG&E PSPS Outage Warning: Current weather forecasts, including high winds and dry conditions, will require us to turn off the power to your substation to help prevent a wildfire. When de-energization is imminent, PG&E's Transmission Grid Control Center will notify your transmission operators and be available to answer questions.

# Publicly-Owned Utilities, Transmission and Wholesale Customers



## TEXT

At this time [XXXX HRS], I/[NAME], GCC Operator am making this notification to [TRANSMISSION CUSTOMER NAME] that we will begin the process of de-energizing the [LINE NAME] which will impact your facility. I am confirming you are prepared to be de-energized at this time.

# Publicly-Owned Utilities, Transmission and Wholesale Customers



## EMAIL

**SUBJECT:** PG&E Transmission PSPS Alert: Power shutoff for [INDUSTRY CLASSIFICATION] substation is canceled.

[PG&E LOGO] Public Safety Power Shutoff (PSPS)

[EXCLAMATION LOGO] **PSPS Outage Cancellation**

[AD HOC1]

Forecasted weather conditions have improved and we are NOT planning to turn off power for public safety for [INDUSTRY CLASSIFICATION] substation on [ESTIMATED SHUTOFF START DATE] at [ESTIMATED SHUTOFF START TIME].

Thank you.

PG&E Critical Infrastructure Lead

## IVR VOICE MESSAGE

This is Pacific Gas & Electric calling to let you know that forecasted weather conditions have improved and [INDUSTRY CLASSIFICATION] substation is not expected to be de-energized on [ESTIMATED SHUTOFF START TIME] on [ESTIMATED SHUTOFF START DATE].

Thank you.

P G and E Critical Infrastructure Lead

## TEXT

PG&E PSPS Outage Alert [SYSTEM DATE]: Power shutoff for [INDUSTRY CLASSIFICATION] substation is canceled

Forecasted weather conditions have improved and we are NOT planning to turn off power for public safety for [INDUSTRY CLASSIFICATION] substation.

# Publicly-Owned Utilities, Transmission and Wholesale Customers



## EMAIL

**SUBJECT:** PG&E Transmission PSPS Alert: Crews are inspecting lines

[PG&E LOGO] Public Safety Power Shutoff (PSPS)

[EXCLAMATION LOGO] **PSPS Outage All Clear**

Weather conditions have improved, and crews are inspecting lines to determine how quickly we can safely restore power. Depending on damage(s), the estimated restoration is 24 hours from now. When it is safe to energize, PG&E Transmission Grid Control Center will notify your transmission operators and be available to answer questions. You can reach the GCC at 707-449-6700 for operational questions. For non-operational questions, reach out to [eoc-cso-cil-support@pge.com](mailto:eoc-cso-cil-support@pge.com).

As a reminder, if you maintain facilities beyond your interconnection point with PG&E, please inspect and perform any necessary repairs of your lines/equipment prior to re-energization.

Thank you,

PG&E Critical Infrastructure Lead

## IVR VOICE MESSAGE

This is P G and E calling with a Public Safety Power Shutoff outage alert. Weather conditions have improved, and crews are inspecting lines to determine how quickly we can safely restore power. Depending on damages, the estimated restoration is 24 hours from now. When it is safe to energize, PG&E Transmission Grid Control Center will notify your transmission operators and be available to answer questions. You can reach the GCC at 707-449-6700 for operational questions. For non-operational questions, reach out to 415-973-4760.

As a reminder, if you maintain facilities beyond your interconnection point with PG&E, please inspect and perform any necessary repairs of your lines/equipment prior to re-energization.

Thank you,

PG&E Critical Infrastructure Lead

## TEXT

PG&E PSPS Outage Alert: Weather conditions have improved, crews are inspecting lines and restoring power. Depending on damages, estimated restoration is 24 hours from now. As a reminder, if you maintain facilities beyond your interconnection point with PG&E, please inspect and perform any necessary repairs of your lines/equipment prior to re-energization.

# Publicly-Owned Utilities, Transmission and Wholesale Customers



## LIVE CALL / VOICE MESSAGE

At this time [XXXX HRS]., I/[NAME], GCC Operator am making this notification to you, our [TRANSMISSION CUSTOMER NAME] that we have received an all clear, patrol completed with no trouble found and will be re-energizing the [LINE NAME] which will impact your facility. I am confirming you have all personnel in the clear at this time.

PACIFIC GAS AND ELECTRIC COMPANY  
APPENDIX E  
SECTION 6 – PUBLIC SAFETY PARTNERS CONTACTED

## Appendix E: Public Safety Partners Contacted

*Table E-1. Public Safety Partners Contacted*

Organization/Jurisdiction	Title	HFTD Tier	Date/Time Contacted
Alameda County CCA	GENERAL	Tier 2, Tier 3, Zone 1	10/13/2021 9:09 PDT
Alpine County	OES STAFF	Tier 2, Zone 1	10/11/2021 11:40 PDT
Amador County	OES STAFF	Tier 2, Tier 3, Zone 1	10/11/2021 11:45 PDT
Butte County	ASSISTANT DIRECTOR	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Butte County	CAO	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Butte County	DIRECTOR	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Butte County	GENERAL	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Butte County	GENERAL	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Butte County	GENERAL	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Butte County	GENERAL	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Butte County	GENERAL	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Butte County	GENERAL	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Butte County	GENERAL	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Butte County	GENERAL	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Butte County	GENERAL	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Butte County	GENERAL	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Butte County	GENERAL	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Butte County	GENERAL	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Butte County	GENERAL	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Butte County	GENERAL CAL FIRE	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Butte County	GENERAL SERVICES DIRECTOR	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Butte County	OES DIRECTOR	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Butte County	PROBATION OFFICER	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Butte County	PUBLIC HEALTH DIRECTOR	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Butte County	SHERIFF	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Butte County	OES DIRECTOR	Tier 2, Tier 3, Zone 1	10/11/2021 11:55 PDT
Butte County Communication Facility	AT&T MOBILITY	Tier 3	10/11/2021 12:05 PDT
Butte County Communication Facility	AT&T MOBILITY LLC	Tier 3	10/11/2021 12:05 PDT
Butte County Communication Facility	GTE MOBILNET OF CALIFORNIA LP	Tier 3	10/11/2021 12:05 PDT
Butte County Communication Facility	SPRINT CORPORATION	Tier 2	10/11/2021 12:05 PDT
Butte County Communication Facility	AT&T SERVICES INC	Tier 3	10/11/2021 12:05 PDT
Butte County Emergency Services Facility	CALIFORNIA DEPARTMENT OF FORESTRY	Tier 3	10/11/2021 12:05 PDT
Butte County Emergency Services Facility	COUNTY OF BUTTE	Tier 3	10/11/2021 12:05 PDT
Butte County Other Facility	CALIFORNIA DEPARTMENT OF FORESTRY	Tier 3	10/11/2021 12:05 PDT
Butte County Other Facility	CHRISTOPHERSON, JEFF	Tier 3	10/11/2021 12:05 PDT
Butte County Other Facility	PORTER, BRUCE	Tier 3	10/11/2021 12:05 PDT
Butte County Water And Waste Water Facility	ENTERPRISE RANCHERIA	Tier 2	10/11/2021 12:05 PDT
Colusa County	DEPUTY CHIEF	Tier 2	10/11/2021 11:38 PDT
Colusa County	DIRECTOR	Tier 2	10/11/2021 11:38 PDT
Colusa County	DIVISION CHIEF	Tier 2	10/11/2021 11:38 PDT
Colusa County	GENERAL	Tier 2	10/11/2021 11:38 PDT
Colusa County	MHOAC	Tier 2	10/11/2021 11:38 PDT
Colusa County	OES LIEUTENANT	Tier 2	10/11/2021 11:38 PDT
Colusa County	OES STAFF	Tier 2	10/11/2021 11:55 PDT
Colusa County	OES STAFF	Tier 2	10/11/2021 11:55 PDT
Colusa County Communication Facility	FRONTIER COMMUNICATIONS CORPORATION DIP	Tier 2	10/11/2021 12:05 PDT
Colusa County Communication Facility	AT&T SERVICES INC	Tier 2	10/11/2021 12:05 PDT
Colusa County Communication Facility	AT&T MOBILITY LLC	Tier 2	10/11/2021 12:05 PDT
Colusa County Communication Facility	GTE MOBILNET OF CALIFORNIA LP	Tier 2	10/11/2021 12:05 PDT
Colusa County Communication Facility	AT&T	N/A	10/11/2021 12:05 PDT
Colusa County Emergency Services Facility	COUNTY OF COLUSA	N/A	10/11/2021 12:05 PDT
Colusa County Energy Sector Facility	CITY OF SANTA CLARA	Tier 2	10/11/2021 12:05 PDT
Colusa County Other Facility	CALIFORNIA DEPARTMENT OF FORESTRY	Tier 2	10/11/2021 12:05 PDT
Colusa County Water and Waste Water Facility	COUNTY OF COLUSA	Tier 2	10/11/2021 12:05 PDT
Contra Costa County	BATTALION CHIEF	Tier 2, Tier 3	10/11/2021 11:38 PDT
Contra Costa County	CHAIR OF THE BOARD	Tier 2, Tier 3	10/11/2021 11:38 PDT
Contra Costa County	CHIEF OF STAFF	Tier 2, Tier 3	10/11/2021 11:38 PDT
Contra Costa County	COUNTY ADMINISTRATOR	Tier 2, Tier 3	10/11/2021 11:38 PDT
Contra Costa County	DIRECTOR OF PUBLIC AFFAIRS	Tier 2, Tier 3	10/11/2021 11:38 PDT
Contra Costa County	DUTY OFFICER	Tier 2, Tier 3	10/11/2021 11:38 PDT
Contra Costa County	EMERGENCY PLANNING COORDINATOR	Tier 2, Tier 3	10/11/2021 11:38 PDT
Contra Costa County	FIRE CHIEF	Tier 2, Tier 3	10/11/2021 11:38 PDT

Organization/Jurisdiction	Title	HFTD Tier	Date/Time Contacted
Contra Costa County	MHOAC	Tier 2, Tier 3	10/11/2021 11:38 PDT
Contra Costa County	OES DIRECTOR	Tier 2, Tier 3	10/11/2021 11:38 PDT
Contra Costa County	REPRESENTATIVE	Tier 2, Tier 3	10/11/2021 11:38 PDT
Contra Costa County	OES STAFF	Tier 2, Tier 3	10/11/2021 12:06 PDT
Contra Costa County	OES STAFF	Tier 2, Tier 3	10/11/2021 12:06 PDT
Contra Costa County	OES STAFF	Tier 2, Tier 3	10/11/2021 12:06 PDT
Contra Costa County CCA	GENERAL	Tier 2, Tier 3	10/11/2021 11:38 PDT
Contra Costa County Communication Facility	AT&T SERVICES INC	Tier 3	10/11/2021 12:05 PDT
Contra Costa County Communication Facility	COUNTY OF CONTRA COSTA	Tier 3	10/11/2021 12:05 PDT
Contra Costa County Communication Facility	U S COAST GUARD	Tier 3	10/11/2021 12:05 PDT
Contra Costa County Emergency Services Facility	SAN RAMON VALLEY FIRE DISTRICT	Tier 3	10/11/2021 12:05 PDT
El Dorado County	SERGEANT	Tier 2, Tier 3, Zone 1	10/11/2021 11:50 PDT
El Dorado County	LIENTENANT	Tier 2, Tier 3, Zone 1	10/11/2021 11:50 PDT
El Dorado County	OES OFFICER	Tier 2, Tier 3, Zone 1	10/11/2021 11:50 PDT
Fresno County	OES STAFF	Tier 2, Tier 3, Zone 1	10/11/2021 12:00 PDT
Fresno County	OES STAFF	Tier 2, Tier 3, Zone 1	10/11/2021 12:00 PDT
Fresno County	OES STAFF	Tier 2, Tier 3, Zone 1	10/11/2021 12:00 PDT
Glenn County	COUNTY ADMINISTRATIVE OFFICER	Tier 2	10/11/2021 11:38 PDT
Glenn County	DEPUTY DIRECTOR OES	Tier 2	10/11/2021 11:38 PDT
Glenn County	FIRE CHIEF	Tier 2	10/11/2021 11:38 PDT
Glenn County	GENERAL	Tier 2	10/11/2021 11:38 PDT
Glenn County	PLANNING DIRECTOR; DESIGNATED POC	Tier 2	10/11/2021 11:38 PDT
Glenn County	SHERIFF	Tier 2	10/11/2021 11:38 PDT
Glenn County	OES STAFF	Tier 2	10/11/2021 11:35 PDT
Glenn County Communication Facility	AT&T MOBILITY	Tier 2	10/11/2021 12:05 PDT
Glenn County Communication Facility	GTE MOBILE NET	Tier 2	10/11/2021 12:05 PDT
Glenn County Communication Facility	AMERICAN TOWER CORPORATION	Tier 2	10/11/2021 12:05 PDT
Glenn County Communication Facility	AT&T SERVICES INC	Tier 2	10/11/2021 12:05 PDT
Glenn County Emergency Services Facility	COUNTY OF GLENN	Tier 2	10/11/2021 12:05 PDT
Glenn County Emergency Services Facility	ELK CREEK FIRE DISTRICT	Tier 2	10/11/2021 12:05 PDT
Glenn County Water and Waste Water Facility	ELK CREEK COMMUNITY SERVICE	Tier 2	10/11/2021 12:05 PDT
Grindstone Rancheria	CHAIRMAN	N/A	10/11/2021 11:38 PDT
Grindstone Rancheria	TRIBAL SECRETARY	N/A	10/11/2021 11:38 PDT
Humboldt County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/11/2021 13:51 PDT
Humboldt County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/11/2021 13:54 PDT
Humboldt County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/11/2021 13:57 PDT
Humboldt County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/11/2021 14:00 PDT
Humboldt County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/11/2021 14:03 PDT
Humboldt County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/11/2021 14:06 PDT
Humboldt County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/11/2021 13:57 PDT
Humboldt County	OES STAFF	Tier 2, Tier 3, Zone 1	10/11/2021 11:07 PDT
Humboldt County CCA	GENERAL	Tier 2, Tier 3, Zone 1	10/13/2021 9:09 PDT
Kern County	CAO; DESIGNATED POC	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Kern County	EMERGENCY	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Kern County	EMERGENCY	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Kern County	EMERGENCY SUPERVISOR	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Kern County	FIRE CHIEF	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Kern County	GENERAL	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Kern County	HISTORIC PRESERVATION OFFICER	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Kern County	MANAGER; DESIGNATED POC	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Kern County	MHOAC	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Kern County	TRIBAL CHAIRMAN	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Kern County	OES STAFF	Tier 2, Tier 3, Zone 1	10/11/2021 11:45 PDT
Kern County Communication Facility	AMERICAN TOWER CORPORATION	Tier 2	10/12/2021 9:34 PDT
Kern County Communication Facility	GTE MOBILNET OF CALIFORNIA LIMITED PARTNERSHIP	Tier 2	10/11/2021 12:05 PDT
Kern County Communication Facility	SPRINT NEXTEL CORPORATION	Tier 2	10/11/2021 12:05 PDT
Kern County Communication Facility	T-MOBILE WEST LLC	Tier 2	10/11/2021 12:05 PDT
Kern County Communication Facility	AT&T SERVICES INC	Tier 2	10/11/2021 12:05 PDT
Kern County Communication Facility	AT&T MOBILITY LLC	Tier 2	10/11/2021 12:05 PDT
Kern County Emergency Services Facility	CALIFORNIA HIGHWAY PATROL	Tier 2	10/11/2021 12:05 PDT
Kern County Emergency Services Facility	COUNTY OF KERN	Tier 2	10/11/2021 12:05 PDT
Kern County Water and Waste Water Facility	LEBEC COUNTY WATER DISTRICT	Tier 2	10/11/2021 12:05 PDT
Kings County	DISPATCH	Tier 2	10/11/2021 11:38 PDT

Organization/Jurisdiction	Title	HFTD Tier	Date/Time Contacted
Kings County	OES STAFF	Tier 2	10/11/2021 12:00 PDT
Kings County	OES STAFF	Tier 2	10/11/2021 12:00 PDT
Lake County	BATTALION CHIEF	Tier 2, Tier 3	10/11/2021 11:38 PDT
Lake County	CHAIR OF THE BOARD	Tier 2, Tier 3	10/11/2021 11:38 PDT
Lake County	COUNTY ADMINISTRATIVE OFFICER	Tier 2, Tier 3	10/11/2021 11:38 PDT
Lake County	DEPUTY CHIEF	Tier 2, Tier 3	10/11/2021 11:38 PDT
Lake County	DISPATCH	Tier 2, Tier 3	10/11/2021 11:38 PDT
Lake County	DIVISION CHIEF	Tier 2, Tier 3	10/11/2021 11:38 PDT
Lake County	LIEUTENANT	Tier 2, Tier 3	10/11/2021 11:38 PDT
Lake County	MHOAC	Tier 2, Tier 3	10/11/2021 11:38 PDT
Lake County	OES EMERGENCY DIRECTOR; DESIGNATED POC	Tier 2, Tier 3	10/11/2021 11:38 PDT
Lake County	SHERIFF	Tier 2, Tier 3	10/11/2021 11:38 PDT
Lake County	SPECIAL DISTRICTS ADMINISTRATOR	Tier 2, Tier 3	10/11/2021 11:38 PDT
Lake County	OES STAFF	Tier 2, Tier 3	10/11/2021 11:50 PDT
Lake County	OES STAFF	Tier 2, Tier 3	10/11/2021 11:50 PDT
Lake County Communication Facility	US CELLULAR	Tier 2	10/12/2021 9:34 PDT
Lake County Communication Facility	AT&T MOBILITY LLC	Tier 2	10/11/2021 12:05 PDT
Lake County Communication Facility	GTE MOBILNET OF CALIFORNIA LIMITED PARTNERSHIP	Tier 2	10/12/2021 9:34 PDT
Lake County Communication Facility	AT&T SERVICES INC	Tier 3	10/11/2021 12:05 PDT
Lake County Communication Facility	MEDIACOM CALIFORNIA LLC	N/A	10/11/2021 12:05 PDT
Lake County Communication Facility	GTE MOBILNET OF CALIFORNIA LP	Tier 3	10/11/2021 12:05 PDT
Lassen County	CAL FIRE	Tier 2, Zone 1	10/11/2021 11:38 PDT
Lassen County	OES STAFF	Tier 2, Zone 1	10/11/2021 12:00 PDT
Madera County	OES STAFF	Tier 2, Tier 3, Zone 1	10/11/2021 11:39 PDT
Marin County	CEO	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Mariposa County	OES STAFF	Tier 2, Tier 3, Zone 1	10/11/2021 11:39 PDT
Mendocino County	CEO	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Mendocino County	OES STAFF	Tier 2, Tier 3, Zone 1	10/11/2021 12:01 PDT
Merced County	OES STAFF	Tier 2	10/11/2021 11:39 PDT
Merced County	OES STAFF	Tier 2	10/11/2021 11:39 PDT
Monterey County	OES STAFF	Tier 2, Tier 3, Zone 1	10/11/2021 11:45 PDT
Monterey County	OES STAFF	Tier 2, Tier 3, Zone 1	10/11/2021 11:45 PDT
Monterey County	OES STAFF	Tier 2, Tier 3, Zone 1	10/11/2021 11:45 PDT
Mooretown Rancheria	CASINO OPERATIONS	Tier 2, Tier 3	10/11/2021 11:38 PDT
Mooretown Rancheria	CHAIRMAN	Tier 2, Tier 3	10/11/2021 11:38 PDT
Mooretown Rancheria	TRIBAL ADMINISTRATOR	Tier 2, Tier 3	10/12/2021 9:10 PDT
Mooretown Rancheria	TRIBAL ENFORCEMENT	Tier 2, Tier 3	10/12/2021 9:10 PDT
Napa County	CAPTAIN	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Napa County	CAPTAIN	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Napa County	COUNTY EXECUTIVE OFFICER	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Napa County	EMERGENCY SERVICES MANAGER	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Napa County	GENERAL	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Napa County	GENERAL	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Napa County	GIS	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Napa County	LNU COMMAND CENTER	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Napa County	MHOAC	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Napa County	MHOAC	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Napa County	NAPA COUNTY FIRE CHIEF	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Napa County	NAPA COUNTY FIRE OPERATIONS CHIEF	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Napa County	SHERIFF	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Napa County	UNDER-SHERIFF	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Napa County	OES STAFF	Tier 2, Tier 3, Zone 1	10/11/2021 11:45 PDT
Napa County	OES STAFF	Tier 2, Tier 3, Zone 1	10/11/2021 11:45 PDT
Napa County	OES STAFF	Tier 2, Tier 3, Zone 1	10/11/2021 11:45 PDT
Napa County Communication Facility	GTE MOBILNET OF CALIFORNIA LIMITED PARTNERSHIP	N/A	10/11/2021 12:05 PDT
Napa County Communication Facility	SPRINT NEXTEL CORPORATION	Tier 2	10/11/2021 12:05 PDT
Napa County Communication Facility	GTE MOBILNET OF CALIFORNIA LP	Tier 2	10/11/2021 12:05 PDT
Napa County Communication Facility	T-MOBILE WEST CORPORATION	Tier 3	10/11/2021 12:05 PDT
Napa County Communication Facility	AT&T SERVICES INC	Tier 3	10/11/2021 12:05 PDT
Napa County Communication Facility	CITY OF NAPA	Tier 3	10/11/2021 12:05 PDT
Napa County Communication Facility	T-MOBILE WEST LLC	Tier 3	10/11/2021 12:05 PDT
Napa County Communication Facility	CALIFORNIA HIGHWAY PATROL	Tier 2	10/11/2021 12:05 PDT
Napa County Communication Facility	AT&T MOBILITY LLC	Tier 3	10/11/2021 12:05 PDT
Napa County Communication Facility	SPRINT CORPORATION	Tier 2	10/11/2021 12:05 PDT
Napa County Emergency Services Facility	COUNTY OF NAPA	Tier 3	10/11/2021 12:05 PDT
Napa County Emergency Services Facility	CALIFORNIA DEPARTMENT OF FORESTRY	Tier 3	10/11/2021 12:05 PDT

Organization/Jurisdiction	Title	HFTD Tier	Date/Time Contacted
Napa County Emergency Services Facility	NAPA COUNTY DEPARTMENT OF PUBLIC WORKS	N/A	10/11/2021 12:05 PDT
Napa County Other Facility	CALIFORNIA DEPARTMENT OF FORESTRY	Tier 3	10/11/2021 12:05 PDT
Nevada County	OES STAFF	Tier 2, Tier 3, Zone 1	10/11/2021 11:50 PDT
Pit River Tribes	CHAIRMAN	Tier 2	10/11/2021 11:38 PDT
Pit River Tribes	CHAIRPERSON	Tier 2	10/11/2021 11:38 PDT
Pit River Tribes	OES DIRECTOR	Tier 2	10/11/2021 11:38 PDT
Pit River Tribes	TRIBAL HOUSING AUTHORITY	Tier 2	10/11/2021 11:38 PDT
Pit River Tribes	TRIBAL LEADER	Tier 2	10/11/2021 11:38 PDT
Placer County	OES STAFF	Tier 2, Tier 3, Zone 1	10/11/2021 11:50 PDT
Plumas County	CAL FIRE	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Plumas County	CAO; DESIGNATED POC	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Plumas County	DIRECTOR	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Plumas County	DISPATCH	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Plumas County	DIVISION CHIEF	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Plumas County	GENERAL	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Plumas County	GENERAL	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Plumas County	MAIN OFFICE	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Plumas County	MHOAC	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Plumas County	OES DIRECTOR	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Plumas County	USFS PNF DISPATCH	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Plumas County	OES STAFF	Tier 2, Tier 3, Zone 1	10/11/2021 11:55 PDT
Plumas County Communication Facility	CALIFORNIA HIGHWAY PATROL	Tier 2	10/11/2021 12:05 PDT
Plumas County Communication Facility	SPRINT CORPORATION	Tier 3	10/11/2021 12:05 PDT
Plumas County Communication Facility	US DEPARTMENT OF AGRICULTURE	Tier 2	10/11/2021 12:05 PDT
Plumas County Communication Facility	AT&T SERVICES INC	Tier 3	10/11/2021 12:05 PDT
Plumas County Energy Sector Facility	CITY OF SANTA CLARA	Tier 3	10/11/2021 12:05 PDT
Sacramento County	OES STAFF	Tier 2	10/11/2021 15:20 PDT
San Benito County	OES STAFF	Tier 2	10/11/2021 11:52 PDT
San Benito County	OES STAFF	Tier 2	10/11/2021 11:52 PDT
San Benito County	OES STAFF	Tier 2	10/11/2021 11:52 PDT
San Luis Obispo County	CHAIRPERSON	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
San Luis Obispo County	OES STAFF	Tier 2, Tier 3, Zone 1	10/11/2021 11:56 PDT
San Luis Obispo County Communication Facility	AT&T MOBILITY	Tier 2	10/11/2021 12:05 PDT
San Luis Obispo County Communication Facility	AT&T WIRELESS SERVICES	Tier 3	10/11/2021 12:05 PDT
San Luis Obispo County Communication Facility	METRO PCS INC	Tier 3	10/11/2021 12:05 PDT
San Luis Obispo County Communication Facility	GTE MOBILNET OF CALIFORNIA LIMITED PARTNERSHIP	Tier 3	10/11/2021 12:05 PDT
San Luis Obispo County Communication Facility	CHARTER COMMUNICATIONS HOLDING COMPANY LLC	Tier 3	10/11/2021 12:05 PDT
San Luis Obispo County Communication Facility	AT&T MOBILITY LLC	Tier 3	10/11/2021 12:05 PDT
San Luis Obispo County Communication Facility	AT&T SERVICES INC	Tier 3	10/11/2021 12:05 PDT
San Luis Obispo County Communication Facility	AT&T WIRELESS SERVICE LLC	Tier 3	10/11/2021 12:05 PDT
San Luis Obispo County Communication Facility	T-MOBILE WEST LLC	Tier 3	10/11/2021 12:05 PDT
San Luis Obispo County Communication Facility	SPRINT CORPORATION	Tier 3	10/11/2021 12:05 PDT
San Luis Obispo County Communication Facility	GTE MOBILNET OF CALIFORNIA LP	Tier 3	10/11/2021 12:05 PDT
San Luis Obispo County Communication Facility	AMERICAN TOWER CORPORATION	Tier 3	10/11/2021 12:05 PDT
San Luis Obispo County Communication Facility	SPRINT NEXTEL CORPORATION	Tier 3	10/11/2021 12:05 PDT
San Luis Obispo County Emergency Services Facility	CALIFORNIA HIGHWAY PATROL	Tier 2	10/11/2021 12:05 PDT
San Luis Obispo County Other Facility	AT&T SO CAL PROP MGMT	Tier 2	10/11/2021 12:05 PDT
Santa Barbara County	CHAIRPERSON	Tier 2, Tier 3	10/11/2021 11:38 PDT
Santa Barbara County	COUNTY EXECUTIVE OFFICER	Tier 2, Tier 3	10/11/2021 11:38 PDT
Santa Barbara County	ENERGY MANAGER	Tier 2, Tier 3	10/11/2021 11:38 PDT
Santa Barbara County	FACILITIES MANAGER	Tier 2, Tier 3	10/11/2021 11:38 PDT
Santa Barbara County	FIRE CHIEF	Tier 2, Tier 3	10/11/2021 11:38 PDT
Santa Barbara County	OEM DUTY OFFICER (24-HOUR)	Tier 2, Tier 3	10/11/2021 11:38 PDT
Santa Barbara County	OES DIRECTOR	Tier 2, Tier 3	10/11/2021 11:38 PDT

Organization/Jurisdiction	Title	HFTD Tier	Date/Time Contacted
Santa Barbara County	SHERIFF	Tier 2, Tier 3	10/11/2021 11:38 PDT
Santa Barbara County	OES STAFF	Tier 2, Tier 3	10/11/2021 11:58 PDT
Santa Barbara County Communication Facility	FRONTIER COMMUNICATIONS CORPORATION DIP	Tier 3	10/11/2021 12:05 PDT
Santa Clara County	OES STAFF	Tier 2, Tier 3, Zone 1	10/11/2021 13:00 PDT
Santa Cruz County	DIRECTOR	Tier 2, Tier 3, Zone 1	10/11/2021 11:46 PDT
Shasta County	CEO; DESIGNATED POC	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Shasta County	CHIEF, COUNTY FIRE WARDEN	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Shasta County	CHIEF, NORTHERN OPERATIONS	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Shasta County	DISTRICT DIRECTOR	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Shasta County	ECC	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Shasta County	FIRE CHIEF	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Shasta County	GENERAL	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Shasta County	GENERAL	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Shasta County	GENERAL	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Shasta County	GENERAL	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Shasta County	GENERAL	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Shasta County	GENERAL	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Shasta County	LIEUTENANT	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Shasta County	MHOAC	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Shasta County	OES ASSISTANT DIRECTOR	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Shasta County	OES DIRECTOR	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Shasta County	SHERIFF	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Shasta County	SUPERVISOR	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Shasta County	SUPERVISOR	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Shasta County	UNDERSHERIFF	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Shasta County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/11/2021 11:45 PDT
Shasta County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/11/2021 11:45 PDT
Shasta County	OES STAFF	Tier 2, Tier 3, Zone 1	10/11/2021 11:50 PDT
Shasta County	OES STAFF	Tier 2, Tier 3, Zone 1	10/11/2021 11:50 PDT
Shasta County Communication Facility	AT&T MOBILITY LLC	Tier 2	10/11/2021 12:05 PDT
Shasta County Communication Facility	SPRINT NEXTEL CORPORATION	Tier 2	10/11/2021 12:05 PDT
Shasta County Communication Facility	TDS TELECOM	Tier 2	10/11/2021 12:05 PDT
Shasta County Communication Facility	GTE MOBILNET OF CALIFORNIA LIMITED PARTNERSHIP	Tier 2	10/11/2021 12:05 PDT
Shasta County Communication Facility	GTE MOBILNET OF CALIFORNIA LP	Tier 2	10/11/2021 12:05 PDT
Shasta County Communication Facility	CINGULAR WIRELESS SERVICES, INC	Tier 2	10/11/2021 12:05 PDT
Shasta County Communication Facility	METRO PCS INC	Tier 2	10/11/2021 12:05 PDT
Shasta County Communication Facility	CHARTER COMMUNICATIONS HOLDING COMPANY LLC	Tier 2	10/11/2021 12:05 PDT
Shasta County Communication Facility	HAPPY VALLEY TELEPHONE CO	Tier 2	10/11/2021 12:05 PDT
Shasta County Communication Facility	AT&T SERVICES INC	Tier 3	10/11/2021 12:05 PDT
Shasta County Communication Facility	FRONTIER COMMUNICATIONS CORPORATION DIP	Tier 3	10/11/2021 12:05 PDT
Shasta County Communication Facility	SPRINT CORPORATION	Tier 3	10/11/2021 12:05 PDT
Shasta County Communication Facility	US DEPARTMENT OF AGRICULTURE	Tier 2	10/11/2021 12:05 PDT
Shasta County Emergency Services Facility	CALIFORNIA DEPARTMENT OF FORESTRY	Tier 2	10/11/2021 12:05 PDT
Shasta County Emergency Services Facility	US DEPARTMENT OF AGRICULTURE	Tier 2	10/11/2021 12:05 PDT
Shasta County Emergency Services Facility	COUNTY OF SHASTA	Tier 2	10/11/2021 12:05 PDT
Shasta County Other Facility	CALIFORNIA DEPARTMENT OF FORESTRY	Tier 3	10/11/2021 12:05 PDT
Shasta County Other Facility	HAPPY VALLEY TELEPHONE CO	N/A	10/11/2021 12:05 PDT
Shasta County, Trinity County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/11/2021 11:45 PDT
Sierra County	CHAIR OF THE BOARD	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Sierra County	DISPATCH SUPERVISOR	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Sierra County	FIRE CHIEF	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Sierra County	FIRE CHIEF	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Sierra County	HEALTH OFFICER	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Sierra County	OES COORDINATOR; DESIGNATED POC	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Sierra County	OES DIRECTOR	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Sierra County	SHERIFF	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Sierra County	SUPERINTENDENT	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Sierra County	SUPERVISOR	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Sierra County	SUPERVISOR	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Sierra County	OES STAFF	Tier 2, Tier 3, Zone 1	10/11/2021 11:55 PDT
Sierra County Communication Facility	AT&T SERVICES INC	Tier 3	10/11/2021 12:05 PDT
Sierra County Communication Facility	AT&T MOBILITY LLC	Tier 3	10/11/2021 12:05 PDT
Sierra County Communication Facility	CALIFORNIA HIGHWAY PATROL	Tier 3	10/11/2021 12:05 PDT
Sierra County Communication Facility	US DEPARTMENT OF AGRICULTURE	Tier 3	10/11/2021 12:05 PDT
Sierra County Emergency Services Facility	DOWNIEVILLE FIRE DISTRICT	Tier 3	10/11/2021 12:05 PDT
Sierra County Emergency Services Facility	SIERRA CITY FIRE PROTECTION DISTRICT	Tier 2	10/11/2021 12:05 PDT

Organization/Jurisdiction	Title	HFTD Tier	Date/Time Contacted
Sierra County Energy Sector Facility	HENWOOD ASSOCIATE INC	Tier 2	10/11/2021 12:05 PDT
Sierra County Government - Jail Facility	COUNTY OF SIERRA	Tier 3	10/11/2021 12:05 PDT
Sierra County Other Facility	AT&T SERVICES INC	Tier 3	10/11/2021 12:05 PDT
Sierra County Other Facility	SIERRA CITY FIRE DEPT AUXILIARY	Tier 2	10/11/2021 12:05 PDT
Sierra County Water and Waste Water Facility	DOWNIEVILLE PUBLIC UTILITIES DISTRICT	Tier 3	10/11/2021 12:05 PDT
Sierra County Water and Waste Water Facility	HASKELL CREEK TRACT ASSOCIATION	Tier 1	10/11/2021 12:05 PDT
Solano County	CHAIR OF THE BOARD	Tier 2	10/11/2021 11:38 PDT
Solano County	COUNTY ADMINISTRATOR	Tier 2	10/11/2021 11:38 PDT
Solano County	EMERGENCY	Tier 2	10/11/2021 11:38 PDT
Solano County	EMERGENCY	Tier 2	10/11/2021 11:38 PDT
Solano County	EMERGENCY	Tier 2	10/11/2021 11:38 PDT
Solano County	FIRE CHIEF	Tier 2	10/11/2021 11:38 PDT
Solano County	LOCAL CAL FIRE	Tier 2	10/11/2021 11:38 PDT
Solano County	MHOAC	Tier 2	10/11/2021 11:38 PDT
Solano County	SHERIFF	Tier 2	10/11/2021 11:38 PDT
Solano County	OES STAFF	Tier 2	10/11/2021 12:13 PDT
Solano County Communication Facility	SPRINT CORPORATION	Tier 2	10/11/2021 12:05 PDT
Solano County Communication Facility	AT&T SERVICES INC	Tier 2	10/11/2021 12:05 PDT
Solano County Communication Facility	AMERICAN TOWER CORPORATION	Tier 2	10/11/2021 12:05 PDT
Solano County Communication Facility	AT&T MOBILITY LLC	Tier 2	10/11/2021 12:05 PDT
Solano County Communication Facility	AMERICAN TOWER CORP	Tier 2	10/11/2021 12:05 PDT
Solano County Communication Facility	GTE MOBILNET OF CALIFORNIA LIMITED PARTNERSHIP	Tier 2	10/11/2021 12:05 PDT
Solano County Communication Facility	T-MOBILE WEST LLC	Tier 2	10/11/2021 12:05 PDT
Solano County Communication Facility	T-MOBILE WEST CORPORATION	Tier 2	10/11/2021 12:05 PDT
Solano County Emergency Services Facility	VACAVILLE FIRE PROTECTION DISTRICT	Tier 2	10/12/2021 9:34 PDT
Sonoma County	CHAIR OF THE BOARD	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Sonoma County	CHAIRPERSON	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Sonoma County	COMMUNICATIONS & ENGAGEMENT COORDINATOR	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Sonoma County	COMMUNICATIONS & ENGAGEMENT COORDINATOR	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Sonoma County	COMMUNITY ALERT & WARNING MANAGER	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Sonoma County	COSTAL VALLEYS EMS	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Sonoma County	COUNTY ADMINISTRATOR	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Sonoma County	DIRECTOR OF CUSTOMER CARE	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Sonoma County	EMERGENCY COORDINATOR	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Sonoma County	EMERGENCY MANAGER	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Sonoma County	EMS DISPATCH	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Sonoma County	GENERAL	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Sonoma County	MAIN OFFICE	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Sonoma County	MHOAC	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Sonoma County	OES DIRECTOR	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Sonoma County	PUBLIC HEALTH OFFICER	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Sonoma County	SHERIFF	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Sonoma County	SHERIFF DISPATCH	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Sonoma County	SHERIFF'S LIAISON	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Sonoma County	DEPUTY DIRECTOR	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Sonoma County CCA	GENERAL	Tier 2, Tier 3, Zone 1	10/11/2021 11:38 PDT
Sonoma County Communication Facility	T-MOBILE USA	Tier 3	10/12/2021 9:34 PDT
Sonoma County Communication Facility	FRONTIER COMMUNICATIONS CORPORATION DIP	Tier 3	10/11/2021 12:05 PDT
Sonoma County Communication Facility	AT&T	Tier 3	10/12/2021 9:34 PDT
Sonoma County Communication Facility	CALIFORNIA HIGHWAY PATROL	Tier 2	10/12/2021 9:34 PDT
Sonoma County Communication Facility	SPRINT CORPORATION	Tier 3	10/11/2021 12:05 PDT
Sonoma County Communication Facility	GTE MOBILNET OF CALIFORNIA LIMITED PARTNERSHIP	Tier 2	10/11/2021 12:05 PDT
Sonoma County Communication Facility	T-MOBILE WEST LLC	Tier 2	10/11/2021 12:05 PDT
Sonoma County Communication Facility	AT&T MOBILITY LLC	Tier 3	10/11/2021 12:05 PDT
Sonoma County Communication Facility	AT&T SERVICES INC	Tier 3	10/11/2021 12:05 PDT
Sonoma County Emergency Services Facility	COUNTY OF SONOMA	Tier 3	10/11/2021 12:05 PDT
Sonoma County Other Facility	CITY OF PETALUMA	N/A	10/12/2021 9:34 PDT
Stanislaus County	LOCAL CAL FIRE	Tier 2	10/11/2021 11:38 PDT
Stanislaus County	OES STAFF	Tier 2	10/11/2021 12:13 PDT
Stanislaus County Communication Facility	FEDERAL BUREAU OF INVESTIGATION	N/A	10/11/2021 12:05 PDT
Sutter County	OES STAFF	N/A	10/11/2021 15:05 PDT
Tehama County	ADMINISTRATIVE ANALYST	Tier 2	10/11/2021 11:38 PDT

Organization/Jurisdiction	Title	HFTD Tier	Date/Time Contacted
Tehama County	CAL FIRE TEHAMA-GLENN	Tier 2	10/11/2021 11:38 PDT
Tehama County	CAO; DESIGNATED POC	Tier 2	10/11/2021 11:38 PDT
Tehama County	COMMUNICATIONS SUPERVISOR	Tier 2	10/11/2021 11:38 PDT
Tehama County	OES DEPUTY DIRECTOR	Tier 2	10/11/2021 11:38 PDT
Tehama County	OES DIRECTOR	Tier 2	10/11/2021 11:38 PDT
Tehama County	OES STAFF	Tier 2	10/11/2021 11:50 PDT
Tehama County Communication Facility	AT&T SERVICES INC	Tier 2	10/11/2021 12:05 PDT
Tehama County Communication Facility	FRONTIER COMMUNICATIONS CORPORATION DIP	Tier 2	10/11/2021 12:05 PDT
Tehama County Communication Facility	AT&T MOBILITY	Tier 2	10/11/2021 12:05 PDT
Tehama County Emergency Services Facility	COUNTY OF TEHAMA	Tier 2	10/11/2021 12:05 PDT
Tehama County Emergency Services Facility	CALIFORNIA DEPARTMENT OF FORESTRY	Tier 2	10/11/2021 12:05 PDT
Tehama County Government - Jail Facility	CALIFORNIA DEPARTMENT OF CORRECTIONS	Tier 2	10/11/2021 12:05 PDT
Tehama County Other Facility	CALIFORNIA DEPARTMENT OF FORESTRY	Tier 2	10/11/2021 12:05 PDT
The City of Anderson	CHIEF TREATMENT PLANT OPERATOR	Tier 2	10/11/2021 11:38 PDT
The City of Anderson	CITY MANAGER	Tier 2	10/11/2021 11:38 PDT
The City of Anderson	DEPUTY PUBLIC WORKS DIRECTOR	Tier 2	10/11/2021 11:38 PDT
The City of Anderson	FIRE CHIEF	Tier 2	10/11/2021 11:38 PDT
The City of Anderson	LIEUTENANT	Tier 2	10/11/2021 11:38 PDT
The City of Anderson	POLICE CHIEF	Tier 2	10/11/2021 11:38 PDT
The City of Anderson	PUBLIC WORKS SUPERINTENDENT	Tier 2	10/11/2021 11:38 PDT
The City of Bakersfield	CITY HALL; DESIGNATED POC	Tier 2	10/12/2021 9:10 PDT
The City of Bakersfield	DEPUTY CHIEF	Tier 2	10/12/2021 9:10 PDT
The City of Bakersfield	DEPUTY CHIEF	Tier 2	10/12/2021 9:10 PDT
The City of Bakersfield	DEPUTY CHIEF	Tier 2	10/12/2021 9:10 PDT
The City of Bakersfield	GENERAL; DESIGNATED POC	Tier 2	10/12/2021 9:10 PDT
The City of Bakersfield	GENERAL; DESIGNATED POC	Tier 2	10/12/2021 9:10 PDT
The City of Corning	CITY MANAGER; DESIGNATED POC	N/A	10/11/2021 11:38 PDT
The City of Fairfield	CITY MANAGER	Tier 2	10/11/2021 11:38 PDT
The City of Fairfield	EMERGENCY	Tier 2	10/11/2021 11:38 PDT
The City of Fairfield	FIRE CHIEF; DESIGNATED POC	Tier 2	10/11/2021 11:38 PDT
The City of Fairfield	GENERAL	Tier 2	10/11/2021 11:38 PDT
The City of Fairfield	MAYOR	Tier 2	10/11/2021 11:38 PDT
The City of Fairfield	POLICE CHIEF	Tier 2	10/11/2021 11:38 PDT
The City of Gridley	DIVISION CHIEF, GRIDLEY FIRE CHIEF	N/A	10/11/2021 11:38 PDT
The City of Hercules	CITY MANAGER	Tier 2	10/11/2021 11:38 PDT
The City of Hercules	FIRE CHIEF; DESIGNATED POC	Tier 2	10/11/2021 11:38 PDT
The City of Hercules	GENERAL	Tier 2	10/11/2021 11:38 PDT
The City of Hercules	POLICE CHIEF	Tier 2	10/11/2021 11:38 PDT
The City of Oroville	CITY MANAGER; DESIGNATED POC	Tier 2	10/11/2021 11:38 PDT
The City of Oroville	DEPUTY CHIEF	Tier 2	10/11/2021 11:38 PDT
The City of Oroville	MAYOR	Tier 2	10/11/2021 11:38 PDT
The City of Oroville	POLICE CHIEF	Tier 2	10/11/2021 11:38 PDT
The City of Oroville	VICE MAYOR	Tier 2	10/11/2021 11:38 PDT
The City of Red Bluff	FIRE CHIEF	Tier 2	10/11/2021 11:38 PDT
The City of Saint Helena	CITY MANAGER; DESIGNATED POC	Tier 2, Tier 3	10/11/2021 11:38 PDT
The City of Saint Helena	FIRE CHIEF	Tier 2, Tier 3	10/11/2021 11:38 PDT
The City Of San Francisco	EMERGENCY PREPAREDNESS MANAGER	Tier 2	10/11/2021 11:38 PDT
The City of Sonoma	ASSISTANT CITY MANAGER	Tier 2, Tier 3	10/11/2021 11:38 PDT
The City of Sonoma	FIRE CHIEF; DESIGNATED POC	Tier 2, Tier 3	10/11/2021 11:38 PDT
The City of Sonoma	INTERIM CITY MANAGER	Tier 2, Tier 3	10/11/2021 11:38 PDT
The City of Sonoma	MAYOR	Tier 2, Tier 3	10/11/2021 11:38 PDT
The City of Sonoma	POLICE CHIEF	Tier 2, Tier 3	10/11/2021 11:38 PDT
The City of Sonoma	PUBLIC WORKS DIRECTOR/CITY ENGINEER	Tier 2, Tier 3	10/11/2021 11:38 PDT
The City of Vacaville	ASSISTANT CITY MANAGER	Tier 2	10/11/2021 11:38 PDT
The City of Vacaville	CITY MANAGER	Tier 2	10/11/2021 11:38 PDT
The City of Vacaville	EMERGENCY	Tier 2	10/11/2021 11:38 PDT
The City of Vacaville	GENERAL	Tier 2	10/11/2021 11:38 PDT
Trinity County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/11/2021 11:45 PDT
Trinity County	OES STAFF	Tier 2, Tier 3, Zone 1	10/11/2021 11:45 PDT
Trinity County Communication Facility	FRONTIER COMMUNICATIONS CORPORATION DIP	Tier 2	10/11/2021 12:05 PDT
Tulare County	OES STAFF	Tier 2, Tier 3, Zone 1	10/11/2021 11:50 PDT
Yocha Dehe Wintun Nation	BATTALION CHIEF	Tier 2	10/13/2021 18:50 PDT
Yocha Dehe Wintun Nation	CHAIRMAN	Tier 2	10/13/2021 18:50 PDT
Yocha Dehe Wintun Nation	COMMUNICATIONS DIRECTOR	Tier 2	10/13/2021 18:50 PDT
Yocha Dehe Wintun Nation	DISPATCH	Tier 2	10/13/2021 18:50 PDT
Yocha Dehe Wintun Nation	EMERGENCY MANAGER	Tier 2	10/13/2021 18:50 PDT
Yocha Dehe Wintun Nation	ENVIRONMENTAL DIRECTOR	Tier 2	10/13/2021 18:50 PDT

Organization/Jurisdiction	Title	HFTD Tier	Date/Time Contacted
Yocha Dehe Wintun Nation	FIRE CHIEF	Tier 2	10/13/2021 18:50 PDT
Yocha Dehe Wintun Nation	HEALTH REPRESENTATIVE	Tier 2	10/13/2021 18:50 PDT
Yocha Dehe Wintun Nation	INFRASTRUCTURE TEAM	Tier 2	10/13/2021 18:50 PDT
Yocha Dehe Wintun Nation	TRIBAL ADMINISTRATOR	Tier 2	10/13/2021 18:50 PDT
Yocha Dehe Wintun Nation	VP OF SECURITY	Tier 2	10/13/2021 18:50 PDT
Yolo County	BOARD CLERK/ADMINISTRATIVE ANALYST	Tier 2	10/11/2021 11:38 PDT
Yolo County	DIRECTOR CUSTOMER CARE AND MARKETING	Tier 2	10/11/2021 11:38 PDT
Yolo County	DISPATCH	Tier 2	10/11/2021 11:38 PDT
Yolo County	FIRE CHIEF	Tier 2	10/11/2021 11:38 PDT
Yolo County	GENERAL	Tier 2	10/11/2021 11:38 PDT
Yolo County	MHOAC	Tier 2	10/11/2021 11:38 PDT
Yolo County	NON-EMERGENCY	Tier 2	10/11/2021 11:38 PDT
Yolo County	OES COORDINATOR	Tier 2	10/11/2021 11:38 PDT
Yolo County	OES STAFF	Tier 2	10/11/2021 15:00 PDT
Yolo County CCA	GENERAL	Tier 2	10/11/2021 11:38 PDT
Yolo County Communication Facility	AT&T MOBILITY LLC	Tier 2	10/11/2021 12:05 PDT
Yolo County Communication Facility	AT&T SERVICES INC	N/A	10/11/2021 12:05 PDT
Yolo County Communication Facility	SPRINT CORPORATION	Tier 2	10/11/2021 12:05 PDT
Yolo County Communication Facility	GTE MOBILNET OF CALIFORNIA LP	Tier 2	10/11/2021 12:05 PDT
Yolo County Emergency Services Facility	CAPAY VALLEY FIRE DISTRICT	N/A	10/12/2021 9:34 PDT
Yuba County	BOARD SUPERVISOR	Tier 2, Tier 3	10/11/2021 11:38 PDT
Yuba County	CHAIRPERSON	Tier 2, Tier 3	10/11/2021 11:38 PDT
Yuba County	COUNTY EXECUTIVE OFFICER	Tier 2, Tier 3	10/11/2021 11:38 PDT
Yuba County	DIRECTOR	Tier 2, Tier 3	10/11/2021 11:38 PDT
Yuba County	EMERGENCY MANAGER; DESIGNATED POC	Tier 2, Tier 3	10/11/2021 11:38 PDT
Yuba County	GENERAL	Tier 2, Tier 3	10/11/2021 11:38 PDT
Yuba County	HEALTH ADMINISTRATOR	Tier 2, Tier 3	10/11/2021 11:38 PDT
Yuba County	HEALTH OFFICER	Tier 2, Tier 3	10/11/2021 11:38 PDT
Yuba County	INTERM EMERGENCY OPERATIONS MANAGER	Tier 2, Tier 3	10/11/2021 11:38 PDT
Yuba County	LOCAL CAL FIRE	Tier 2, Tier 3	10/11/2021 11:38 PDT
Yuba County	OES STAFF	Tier 2, Tier 3	10/11/2021 11:55 PDT
Yuba County Communication Facility	AT&T SERVICES INC	Tier 3	10/11/2021 12:05 PDT
Yuba County Communication Facility	GTE MOBILNET OF CALIFORNIA LP	Tier 3	10/11/2021 12:05 PDT
Yuba County Communication Facility	VERIZON	Tier 3	10/11/2021 12:05 PDT
Yuba County Communication Facility	AT&T MOBILITY	Tier 3	10/11/2021 12:05 PDT
Yuba County Communication Facility	AT&T MOBILITY LLC	Tier 3	10/11/2021 12:05 PDT
Yuba County Emergency Services Facility	DOBBINS & OREGON HOUSE FIRE PROTECTION DISTRICT	Tier 3	10/11/2021 12:05 PDT
Yuba County Emergency Services Facility	LOMA RICA & BROWNS VALLEY FIRE STATION	Tier 2	10/11/2021 12:05 PDT
Yuba County Other Facility	CALIFORNIA DEPARTMENT OF FORESTRY	Tier 2	10/11/2021 12:05 PDT

PACIFIC GAS AND ELECTRIC COMPANY

APPENDIX F

SECTION 8 – ALL CLEAR ZONE MAP



PACIFIC GAS AND ELECTRIC COMPANY

APPENDIX G

SECTION 9 – COMMUNITY RESOURCE CENTER LOCATIONS

## Appendix G: List of PG&E Community Resource Centers

The table below provided details of the 11 CRCs that PG&E mobilized during the October 14 – 16, 2021 PSPS event, including specific locations, dates and times opened and closed, total attendance for each location, and amenities provided.

**Table G-1. Community Resource Centers Provided by PG&E**

#	County	Site Name	Address	Operating Hours (PDT)			Total Visitors	Indoor / Micro / Mobile	Amenities Provided
				Day 1 Oct-14	Day 2 Oct-15	Day 3 Oct-16			
1	Butte	Paradise Parks and Recreation Center (aka Terry Ashe Center)	6626 Skyway, Paradise, CA 95969	08:00 - 09:30	N/A	N/A	38	Indoor	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging, Cooling & Heating, Ice
2	Butte	Southside Oroville Community Center	2959 Lower Wyandotte Rd, Oroville, CA 95966	08:00 - 09:30	N/A	N/A	0	Indoor	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging, Cooling & Heating, Ice
3	Colusa	Stonyford Community Center/Hall	229 Market St, Stonyford, CA 95979	08:00 - 12:00	N/A	N/A	5	Indoor	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging, Cooling & Heating, Ice
4	Glenn	Elk Creek Junior Senior High School	3430 Co Rd 309, Elk Creek, CA 95939	08:00 - 10:30	N/A	N/A	2	Micro	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
5	Kern	Lebec Post Office	2132 Lebec Road, Lebec, CA 93243	08:00 - 22:00	08:00 - 22:00	08:00 - 18:30	273	Mobile	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
6	Napa	Highways 128/121 and Steele Canyon	6003 Monticello Rd, Napa, CA 94558	08:00 - 09:30	N/A	N/A	0	Mobile	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
7	Shasta	Hill Country Health and Wellness Center	29632 CA-299, Round Mountain, CA 96084	08:00 - 10:30	N/A	N/A	20	Micro	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
8	Solano	Solano Community College - Vacaville	2001 N Village Pkwy, Vacaville, CA 95688	08:00 - 09:30	N/A	N/A	0	Indoor	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging, Cooling & Heating, Ice
9	Solano	Green Valley Golf Course	35 Country Club Road, Fairfield, CA 94534	08:00 - 09:30	N/A	N/A	0	Mobile	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
10	Tehama	Rancho Tehama Association	17605 Park Terrace Road, Corning, CA 96021	08:00 - 10:30	N/A	N/A	9	Micro	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
11	Yolo	United States Postal Service	7575 CA-16, Guinda, CA 95637	08:00 - 09:30	N/A	N/A	0	Mobile	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging

**VERIFICATION**

I, undersigned, say:

I am an officer of PACIFIC GAS AND ELECTRIC COMPANY, a corporation, and am authorized to make this verification for that reason.

I have read the foregoing "PG&E Public Safety Power Shutoff Report to the CPUC" for the events of October 14-16, 2021, and I am informed and believe the matters stated therein to be true.

I declare under penalty of perjury that the foregoing is true and correct.

Executed at San Ramon, California this 29<sup>th</sup> day of October, 2021.



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SUMEET SINGH  
CHIEF RISK OFFICER  
PACIFIC GAS & ELECTRIC COMPANY