



Meredith E. Allen
Senior Director
Regulatory Relations

Pacific Gas and Electric Company
P.O. Box 770000
Mail Code: B23A
San Francisco, CA 94177

Tel.: 415-973-2868
Meredith.Allen@pge.com

October 5, 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 September 20, 2021 and fully restored for those who could receive power on September 21, 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
EnergyDivisionCentralFiles@cpuc.ca.gov

Pacific Gas and Electric Company
Public Safety Power Shutoff (PSPS) Report to the CPUC
September 20 - 21, 2021 De-energization Event

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PG&E Public Safety Power Shutoff (PSPS) Report to the CPUC September 20 - 21, 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 request as part of draft PSPS Post Event De-energization template.)

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.

California is currently experiencing the hottest summer on record following a significantly below normal rainfall season.¹ This has led extreme to exceptional drought across the entire PG&E service area. Fuel moisture values in many locations are setting record low values for this time of year and fire activity observed shows how receptive and explosive the fuels are at this time. Based on the current state of the fuels, warnings issued from three federal forecast agencies on the upcoming fire risk, and weather forecast models showing a dry wind event in the Monday, September 20, 2021 to Tuesday, September 21, 2021 timeframe, a PSPS event was initiated.

On September 16, 2021 PG&E's Meteorology Team noted a potential weather event and notified the on-call Emergency Operations Center (EOC) Incident Commander to provide an overview of the potential event. The next day, Friday, September 17, 2021, 16:00 PDT, PG&E activated its EOC for a potential PSPS event and began notifying state and local Public Safety Partners. From Saturday, September 18 to Tuesday, September 21, 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 its customers, and readied Community Resource Centers (CRCs).

On September 20, 2021, 05:30 PDT, PG&E began de-energizing its assets and customers to mitigate catastrophic wildfire risk across the west side of the Sacramento Valley, Lake County, the Napa Hills, and the far Southern extent of the Sierra. Further de-energizations began September 20, 2021, 22:00 PDT for the southern regions in Santa Barbara County and the Tehachapis. The regions de-energized experienced significant wind events, record-dry fuels, low relative humidity, and received little to no rainfall during the preceding precipitation event. During this PSPS event, PG&E ultimately de-energized 2,968 customers², 750 of which only experienced a 23-minute outage as part of PG&E's de-energization operations, across seven different Time-Places (TPs)³ spanning eight California counties.⁴ During this event, PG&E weather stations recorded wind gusts of up to 48 mph in counties impacted by the event.

¹ National Climatic Data Center, Statewide Average Temperature Ranks – August 2021.

² Customers refers to active service points (meters).

³ 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.

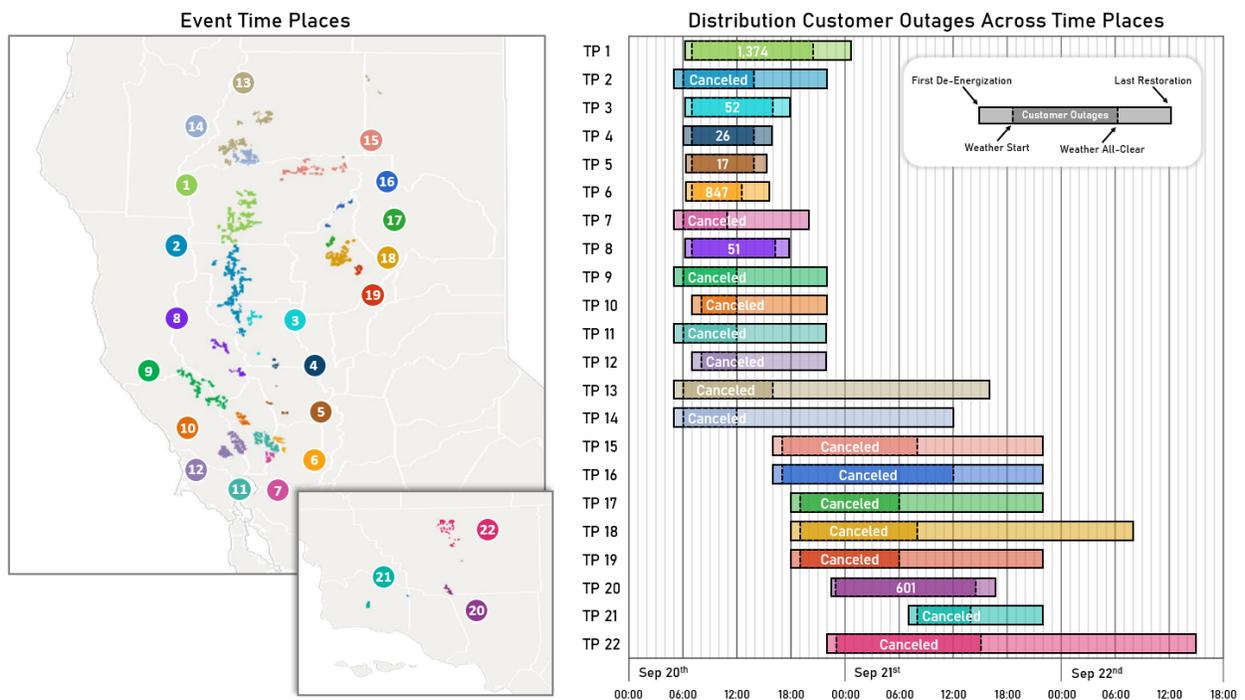
⁴ The information, times, and figures referenced in this report are based on the best available information available at the time of this report's submission. The information, times, and figures herein are subject to revision based on further analysis and validation.

During this event, PG&E mitigated and therefore avoided the de-energization of approximately 19,400 customers through sectionalization while approximately 15,000 customers were removed from scope due to real time changes in the Fire Probability Index (FPI) due to the precipitation that preceded the event. For those customers who required de-energization, PG&E sent notifications to the customers in scope and contacted more than 250 community representatives to ensure that communities could prepare before the event.

During the event, nine Community Resource Centers (CRCs) were operated within the impacted counties which hosted more than 265 visits over the two-day span. Additionally, PG&E partnered with local organizations to provide more than 48 hotel stays, and food for more than 120 customers in need.

Once the wind event had passed and it was safe to patrol and restore, PG&E deployed more than 550 personnel and nine helicopters to patrol roughly 260 miles of distribution circuits and impacted assets. 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 2.7 hours. This effort identified zero incidents of damages or hazards resulting from high winds experienced in the de-energized areas. PG&E notes that while no damages and hazards were found, line slap or other issues (e.g., branch blowing onto wires and off again) may have occurred during the wind event. As part of our continuous improvement process, PG&E will consider all damages and hazards found as well as all outages that occurred in 2021 when we train and calibrate our 2022 PSPS models.

Figure 1: Event Timelines



Section 1.2 - A table including the maximum numbers 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; number of critical facilities and infrastructure de-energized. (D.21-06-034, Appendix A, page A15, SED additional information request as part of draft PSPS Post Event De-energization template.)

Response:

Table 1 identifies the maximum numbers 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; 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		
17,061 ⁵	2,968 ⁶	14,848	234	8	1	0	70	16	0 damages 0 hazards	115

Section 1.3 - A PDF map depicting the de-energized area(s) (SED additional information request as part of draft PSPS Post Event De-energization template.)

Response:

During the PSPS Event, September 20-21, 2021

Ultimately, this PSPS event de-energized 2,968 customers in seven TPs. The final de-energization footprint is shown in Figure 2. This customer count includes 750 customers who were not in scope to be de-energized but were de-energized for 23 minutes due to use of an unplanned upstream SCADA sectionalizing device before the planned downstream device could be opened.

⁵ Of the 17,061 customer notifications sent to customers, one 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. Please see page 57 regarding PG&E’s Explanation of No De-energization after receiving a De-energization Notification.

⁶ Of the 2,968 customers de-energized, 756 customers did not receive any notifications before de-energization. For further detail, please refer to Table 8.

Figure 2: De-energization Footprint Map



Section 1.4 - Provide a narrative describing any mitigation work or actions taken since the previous wildfire season in the de-energized area and how they affected the scope or size of this PSPS event. (SED additional information request as part of draft PSPS Post Event De-energization template.)

Response:

Due to on-going efforts of increasing sectionalizing devices, microgrid deployments, transmission line scoping, and grid mitigation measures by PG&E since the previous wildfire season, this PSPS event affected about 69 fewer customers than if PG&E had not made these changes for this season. For more information about PG&E's PSPS program and work to mitigate frequently impacted circuits, please refer to our [Revised 2021 Wildfire Mitigation Plan](#). Additionally, for further detail on the total mitigations used during this event, please refer to Section 10 – Mitigations to Reduce Impact.

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 request as part of draft PSPS Post Event De-energization template.)

Response:

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

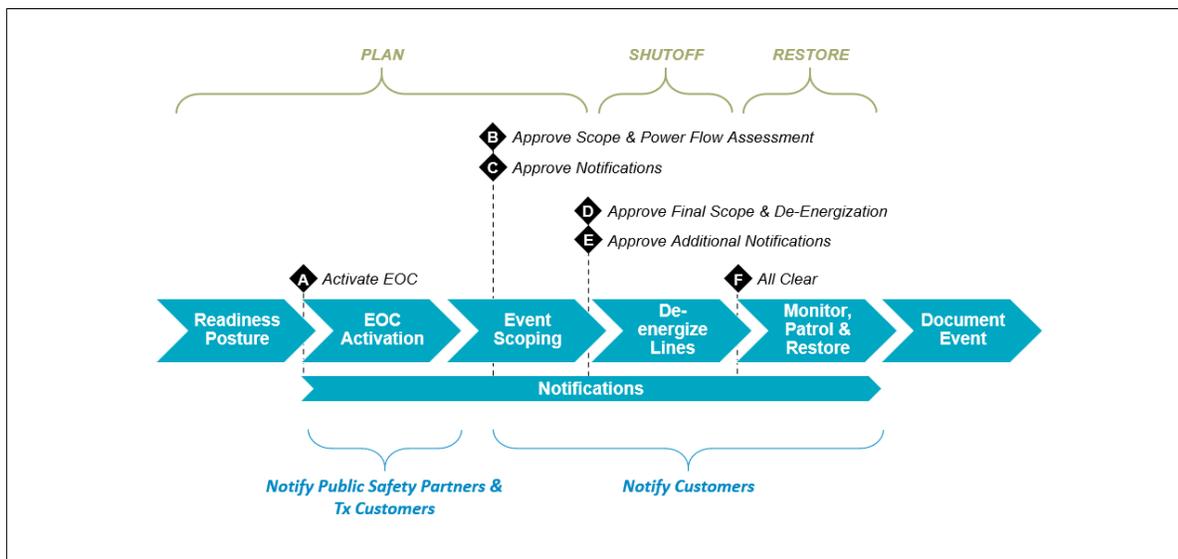
Section 2.2 - Decision criteria and detailed thresholds leading to de-energization. Please also include a PPS decision-making diagram(s)/flowchart(s) or equivalent along with narrative description (D.19-05-042, Appendix A, page A22, D.21-06-014, page 284, SED additional information request as part of draft PPS Post Event De-energization template.)

Response:

PPSP Preparation and Scoping Process

This section provides an overview of the process for determining when to initiate a PPS event under the 2021 PPS Protocols, as implemented for the September 20-21, 2021 PPS event. Figure 3 shows at a high-level the process PG&E uses to prepare for and conduct a PPS event.

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 below. 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, 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 WMP⁷, 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.

⁷ Revised 2021 WMP, p. 983.

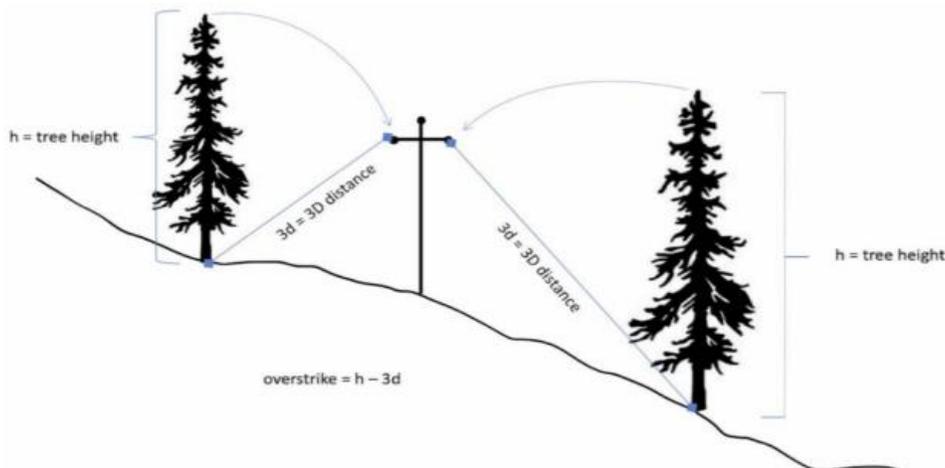
Integration of Technosylva Fire Spread Modeling

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 Tree Overstrike

Overstrike is defined by the amount of timber in which one tree 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 below. 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

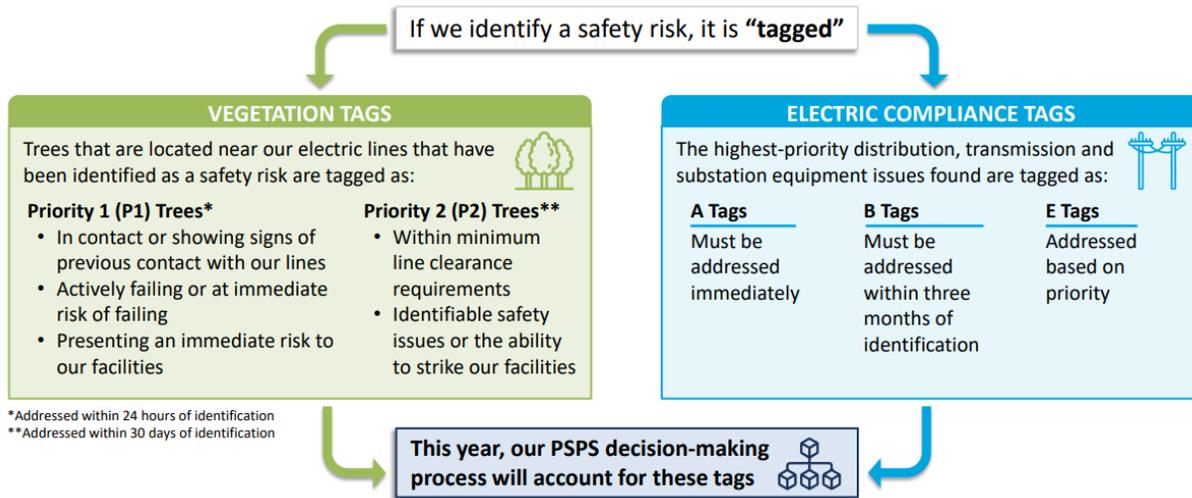


Incorporation of High-Risk Vegetation and Asset Tags

Like 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 tags⁸ that meet our minimum Fire Potential Conditions. In addition to Priority Tags, we are also including any circuits with high-risk compliance tags that meet our minimum Fire Potential Conditions as part of our PSPS. Figure 5 below shows a schematic of our current Vegetation and Asset Hazard Considerations.

⁸ “Priority 1” and “Priority 2” vegetation tags are created when trained vegetation inspectors identify trees or limbs that currently presented 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.

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.

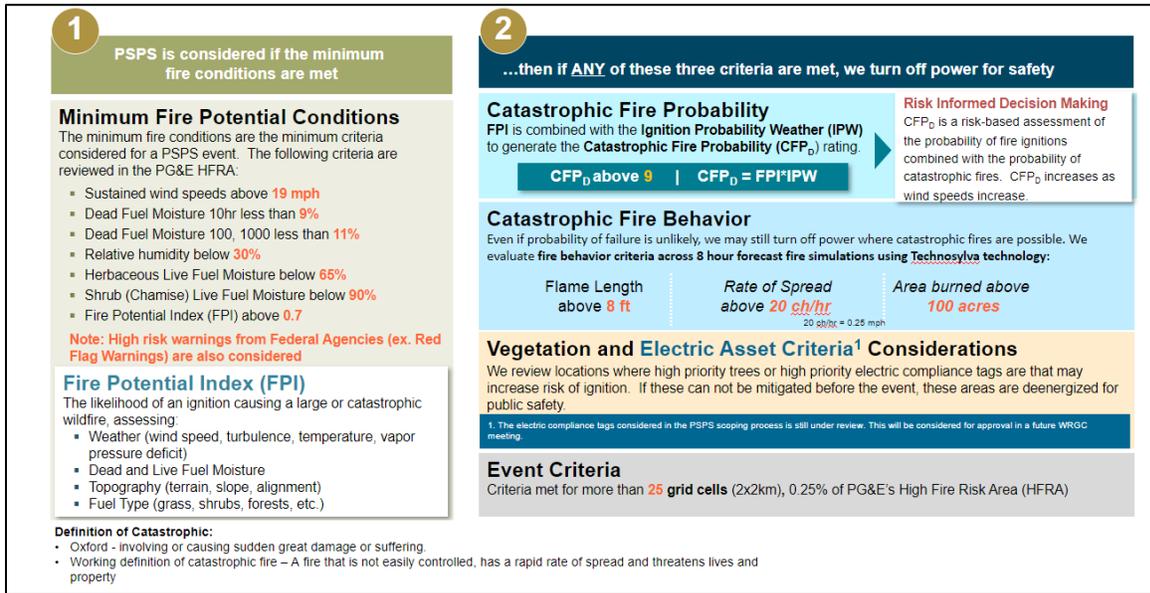
2021 PSPS Protocols (Distribution)

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_D) 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

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 below 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_D) output at a 2 x 2 km resolution. CFP_D 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 of determining the scope of a PSPS event for distribution is evaluating the minimum Fire Potential Conditions. 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 a High Fire Risk Area (HFRA)⁹:

- Sustained wind speeds above 19 mph;
- Dead fuel moisture 10-hr less than 9%¹⁰;
- Dead fuel moisture 100-hr, 1000-hr less than 11%¹¹;

⁹ Revised 2021 WMP, pp. 85-89.

¹⁰ 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.

¹¹ 100-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.

- 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_D 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".

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

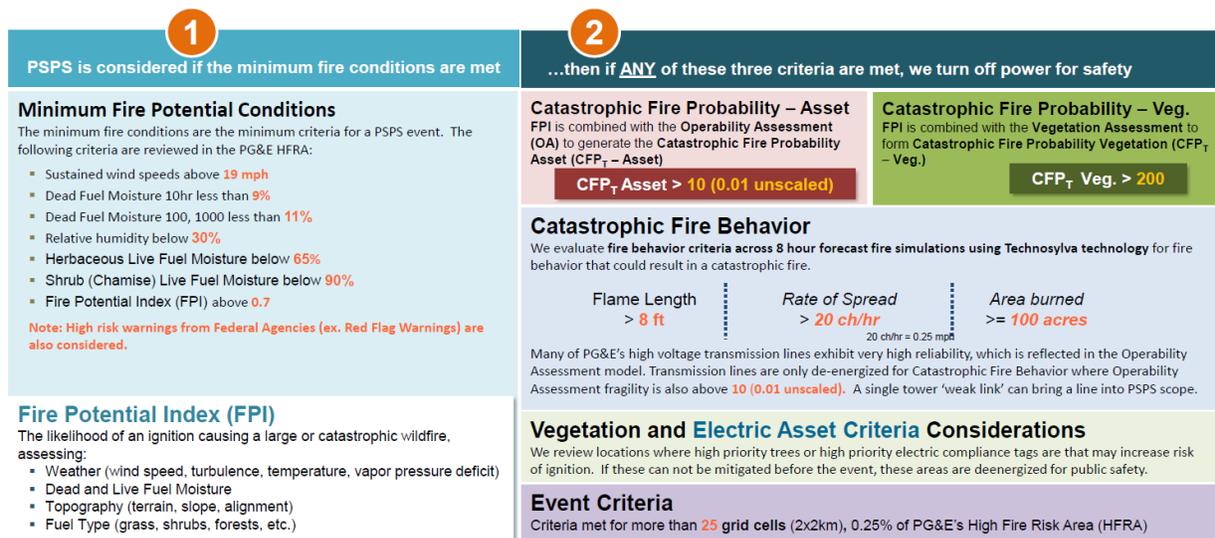
individual structures for risk of igniting a catastrophic wildfire. Like the 2021 PSPS Protocols (Distribution), there is no single factor or threshold that will require shutting off power to a transmission circuit.

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_T - Asset) comprised of the following:
 - Transmission Operability Assessment (OA)
 - Utility Fire Potential Index (FPI)
 - Catastrophic Fire Probability from Vegetation (CFP_T - 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 below 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 three 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_T - 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 CFPT – 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 below.

External Tools and Analysis

During high-risk periods, PG&E meteorologists participate in daily interagency conference calls that commonly include multiple 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 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 EOC ahead of any PSPS event whenever possible. The PG&E Meteorology team updates weather forecasts approximately four times a day to monitor for changes in weather event timing, strength, and potential locations impacted. 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. This is 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 request as part of draft PSPS Post Event De-energization template.)

Response:

September 20-21, 2021 PSPS Event

On Thursday, September 16, 2021 numerical weather models began to show the potential for an early season weather system Saturday, September 18, and Sunday, September 19, followed by dry, northerly winds Monday, September 20 potentially continuing into Tuesday September 21. The PG&E EOC was fully activated on September 17, 2021 at 16:00 PDT in preparation for the potential of an offshore wind event that was forecast to develop Monday, after a weather system passage with some rain Saturday and Sunday. The initial area impacted by drying north to northeast winds included the Northern Sierra Nevada, the west side and adjacent terrain of the Sacramento Valley, and the North Bay Mountains, where fuels are dry and predicted rainfall would not be substantial. At that point in time, some forecast models were also indicating some portions of the foothills of the Northern Sierra Nevada and Kern County may come into scope for the second pulse of offshore winds Monday into Tuesday.

During the morning hours of September 18, 2021, federal forecast agencies began to issue warnings for the upcoming event with Fire Weather Watches being issued from the San Francisco, Eureka, and Sacramento NWS offices. North Ops Predictive Services also highlighted the event in their forecast discussion and included a couple areas in “High Risk” due to wind.

The forecasted rainfall was complete at approximately 10:00 PDT on Sunday, September 19, 2021. At this point, areas where validated precipitation amounts showed sufficient rainfall were removed from scope, such as the Northern Sierra Nevada. It was also confirmed that little to no rain was observed along the west side of the Sacramento Valley and eastern Bay Area elevated terrain.

On September 20, 2021 at approximately 05:30 PDT the offshore flow came over the Sierra and down through the Sacramento Valley, but did not penetrate west of the valley floor. A weaker offshore flow moved through the North Bay Area hills and Sacramento Delta, with wind speeds generally coming in lower than forecast. Pressure gradients were tracked with the forecast and expected to continue to build throughout the morning and into the next day. There were 14 Time Places (TPs) at the beginning of the event scoping, with as many as 22 separate TPs considered over the course of the event. Ultimately, only seven TPs were de-energized based on PG&E’s fire risk models as described above and their alignment with real time weather conditions.

On September 20, 2021 the weather conditions and forecasts were monitored throughout the course of the day to ensure the conditions had reached safe levels and forecasts did not indicate conditions would

worsen. A total of 12 All-Clear Zones¹² were declared All-Clear at various times as weather conditions subsided in local areas. After All-Clears were issued for the All-Clear Zones comprising the northern TPs, the focus then shifted to the southern TPs in Kern and Santa Barbara County. De-energizations in Kern began at 22:00 PDT on September 20, 2021 for one TP. The All-Clear Zones comprising this TP were given the Weather All-Clear on the morning of Tuesday, September 21, 2021. The other two southern TPs under consideration were never de-energized; their de-energization was delayed and then canceled on Tuesday afternoon.

PSPS Scope Adjustments Based on High Resolution PSPS Models Guidance

The sections above 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 a PSPS 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 are. 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 notifying agency partners and customers early using a less certain advanced scope or waiting until forecasts are more certain but allow less forewarning. This ultimately leads to changes in PSPS scope as weather forecast models are updated and the scope is refined.

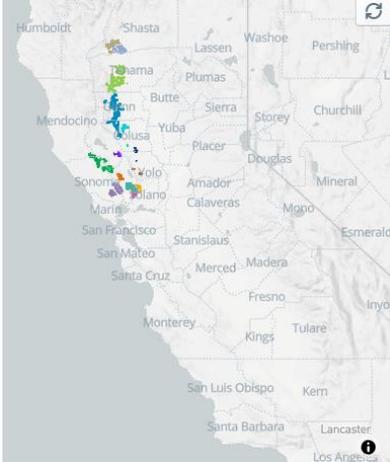
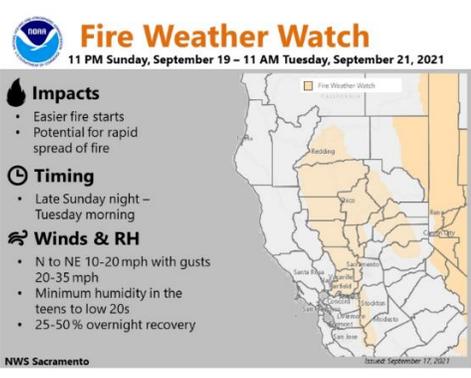
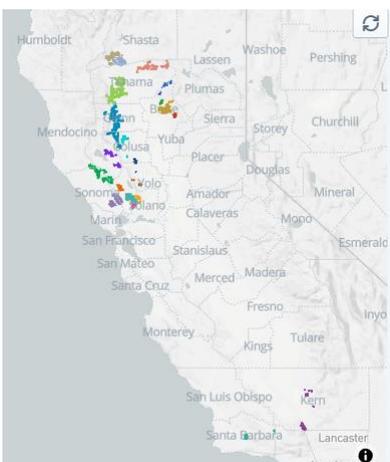
During PSPS events, meteorologists track weather forecasts over time and compare weather forecast models against one another to gauge the level of uncertainty in the forecast. Forecasts of PSPS are routinely updated heading into an event. On Thursday, September 16, 2021, meteorologists created the first scope of the event based off the latest high-resolution weather, fuels, PSPS guidance, and fire spread simulations that were initialized at 18:00 UTC. The forecasts were updated on Friday, September 17, 2021, Saturday, September 18, 2021, Sunday, September 19, 2021, and again on Monday, September 20, 2021. Each forecasted scope used the latest forecast information that was available at that time regarding the upcoming PSPS event. Sunday’s updated version of scope removed many areas where significant rainfall occurred, such as the Northern Sierra Nevada; but also confirmed that little to no rain was observed along the west side of the Sacramento Valley and elevated terrain in the eastern Bay Area.

As the event unfolds in real-time, meteorologists transition to real-time observations of weather stations, satellite data, and pressure gradients 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. This can result in decisions to move forward with de-energization or to cancel the areas in scope.

¹² In 2021, PG&E adopted the “All-Clear Zone” methodology for calling Weather “All Clears”. Due to the large geographic span of some Fire Index Areas (FIA’s) which were historically used to call weather “All Clears”, PG&E further divided FIAs into pre-defined boundaries, or All -Clear Zones, to account for varying geographic weather conditions within a FIA. These All-Clear Zones align with known meteorological phenomena, such as mountain tops and wind gaps which may experience longer periods of extreme weather. This method has allowed for further granularity in calling weather “All Clears.

Figure 8: PSPS Scope Changes as Weather Forecasts Change

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

<p>Scope as of 09/17/2021 14:57 PDT</p> <p>Forecasted Event Data: Fire Weather Timing: <ul style="list-style-type: none"> ● Start: 09/20 06:00 ● End: 09/20 22:00 ~ 9,300 Customers</p> <p>14 TPs 10 Counties</p> <p>45 Distribution Circuits 0 Transmission Circuits</p>	 
<p>Scope as of 09/18/2021 11:37 PDT</p> <p>Forecasted Event Data: Fire Weather Timing: <ul style="list-style-type: none"> ● Start: 09/20 06:00 ● End: 09/21 15:00 ~ 14,300 Customers</p> <p>21 TPs 13 Counties</p> <p>66 Distribution Circuits 0 Transmission Circuits</p>	 

**Scope as of 09/19/2021
09:33 PDT**

Forecasted Event Data:

Fire Weather Timing:

- Start: 09/20 06:00
- End: 09/21 15:00

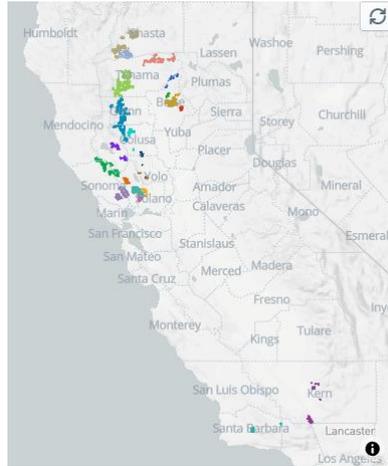
~ 16,900 Customers

21 TPs

13 Counties

70 Distribution Circuits

1 Transmission Circuit



**Scope as of 09/19/2021
17:49 PDT**

Forecasted Event Data:

Fire Weather Timing:

- Start: 09/20 06:00
- End: 09/21 15:00

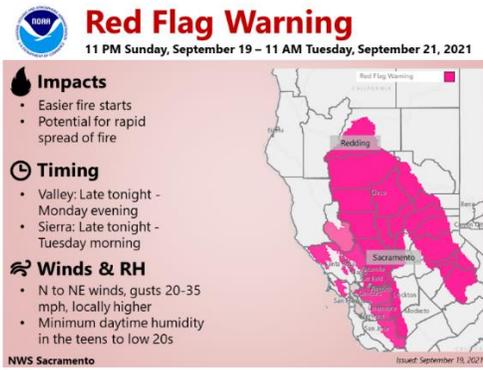
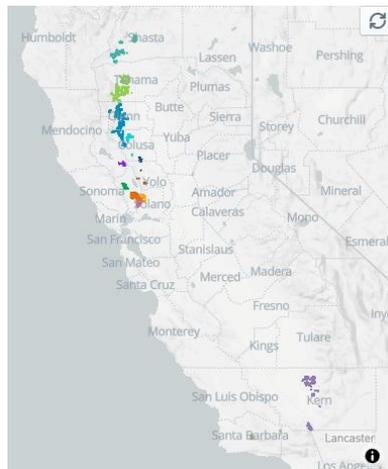
~ 7,100 Customers

13 TPs

10 Counties

39 Distribution Circuits

1 Transmission Circuit



**Scope as of 09/19/2021
23:40 PDT**

Forecasted Event Data:

Fire Weather Timing:

- Start: 09/20 06:00
- End: 09/21 15:00

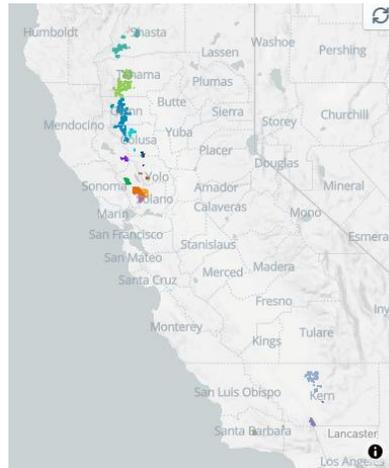
~ 7,100 Customers

14 TPs

10 Counties

38 Distribution Circuits

1 Transmission Circuit



Red Flag Warning
11 PM Sunday, September 19 – 11 AM Tuesday, September 21, 2021

Impacts

- Easier fire starts
- Potential for rapid spread of fire

Timing

- Valley: Late tonight - Monday evening
- Sierra: Late tonight - Tuesday morning

Winds & RH

- N to NE winds, gusts 20-35 mph, locally higher
- Minimum daytime humidity in the teens to low 20s

NWS Sacramento

**Scope as of 09/20/2021
02:03 PDT**

Forecasted Event Data:

Fire Weather Timing:

- Start: 09/20 06:00
- End: 09/21 15:00

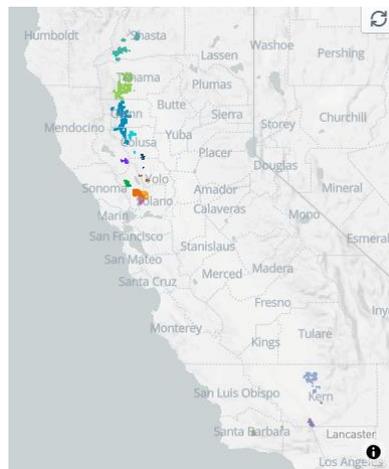
~ 7,100 Customers

14 TPs

10 Counties

38 Distribution Circuits

1 Transmission Circuit



RED FLAG WARNING
Valid: 11 PM PDT Sunday through 8 PM PDT Monday

Published: September 19, 2021

- North Bay Mountains, East Bay Hills, and the East Bay Valleys
- 11 PM PDT Sunday through 8 PM PDT Monday
- N to NE winds 10-20 mph with gusts 40 mph, locally in excess of 50 mph.
- NE winds with gusts up to 35 mph for the East Bay Valleys
- Peak winds expected after midnight through 10am Monday
- Poor humidity recoveries.
- Any new fire starts will likely show moderate to rapid growth.

NWS Bay Area

**Scope as of 09/20/2021
09:45 PDT**

Forecasted Event Data:

Fire Weather Timing:

- Start: 09/20 06:00
- End: 09/21 15:00

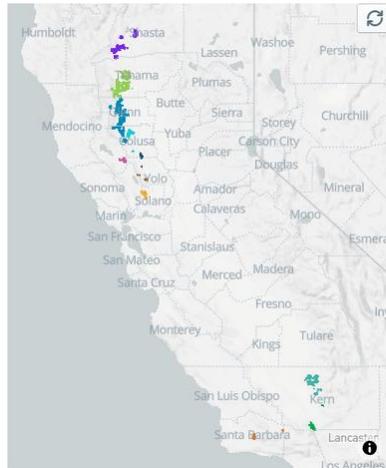
~ 5,200 Customers

11 TPs

10 Counties

30 Distribution Circuits

1 Transmission Circuit



**Scope as of 09/20/2021
12:04 PDT**

Forecasted Event Data:

Fire Weather Timing:

- Start: 09/20 06:00
- End: 09/21 15:00

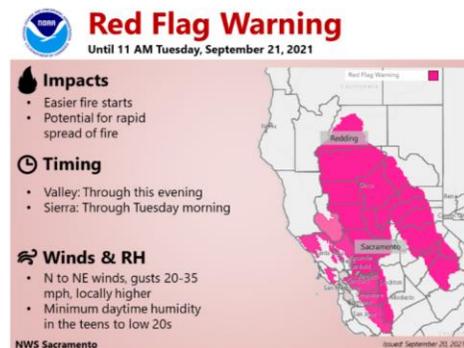
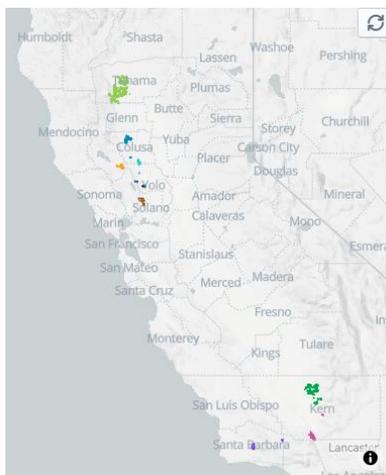
~ 2,500 Customers

9 TPs

9 Counties

25 Distribution Circuits

0 Transmission Circuits



Scope as of 09/21/2021
09:29 PDT

Forecasted Event Data:

Fire Weather Timing:

- Start: 09/20 06:00
- End: 09/21 15:00

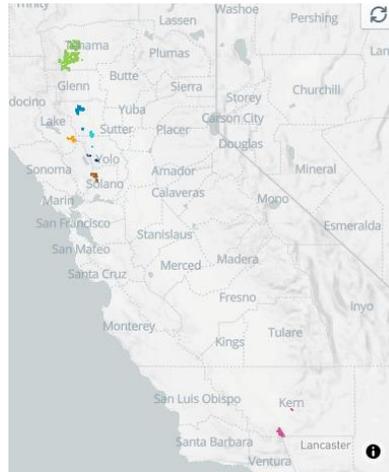
~ 2,200 Customers

7 TPs

8 Counties

16 Distribution Circuits

0 Transmission Circuits



Red Flag Warning
Until 11 AM Tuesday, September 21, 2021

Impacts

- Easier fire starts
- Potential for rapid spread of fire

Timing

- Valley: Through this evening
- Sierra: Through Tuesday morning

Winds & RH

- N to NE winds, gusts 20-35 mph, locally higher
- Minimum daytime humidity in the teens to low 20s

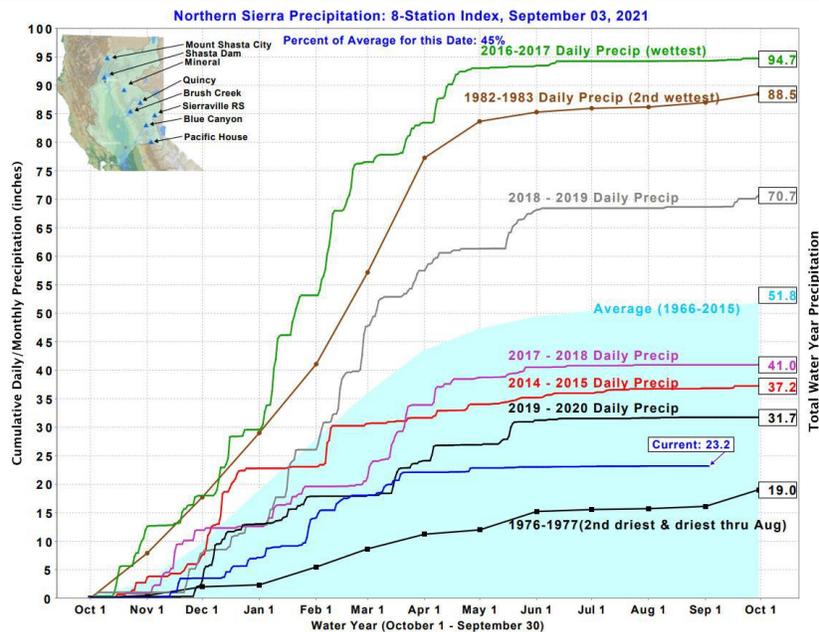
NWS Sacramento
Issued September 20, 2021

Event Scoping and Preparation

Based on the current state of the fuels, warnings issued from three federal forecast agencies on the upcoming fire risk, and weather forecast models showing a strong wind event in the Monday, September 20 to Tuesday, September 21 timeframe, a PSPS event was initiated. The following evidence supported the rationale to initiate a PSPS event:

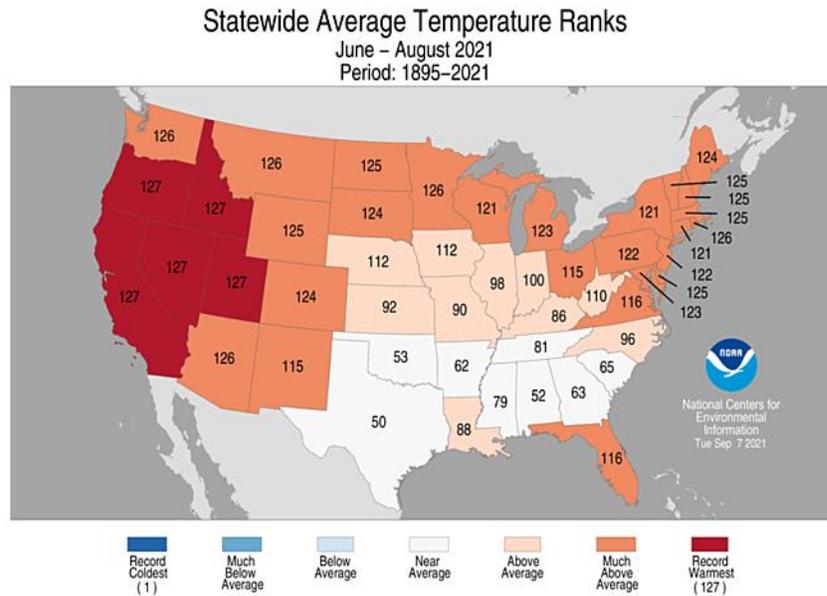
- California precipitation this winter season was well below normal with less than half of the normal precipitation falling across the Northern and Central Sierra according to the California Department of Water Resources. This was combined with an abnormally low snowpack and earlier run-off than normal.

Figure 9: Northern Sierra 8-Station Precipitation Index



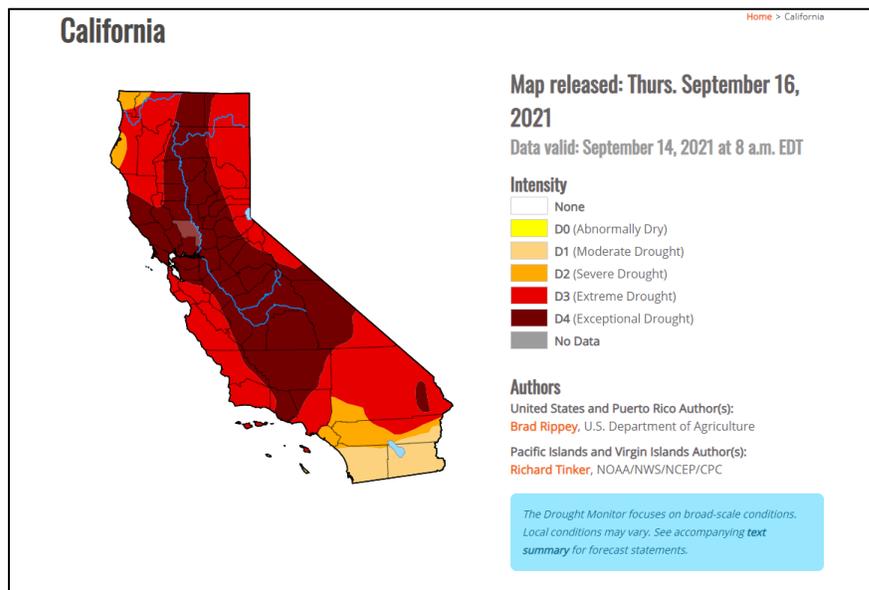
- California has also been abnormally hot over the past three months, June through August 2021. The NCDC reports that California observed the warmest three months on record in history, compared to a database that extends 127 years.

Figure 10: NCDC Statewide Average Temperature Ranks for June – August 2021.



- 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.

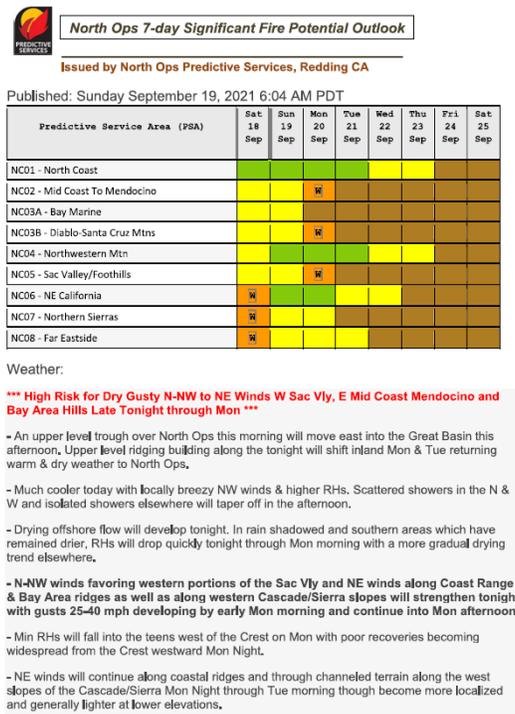
Figure 11: U.S. Drought Monitor: California. Source: UDSA U.S. Drought Monitor



- Extreme fire behavior has been experienced for weeks on several extended incidents such as the Monument, McFarland, Caldor, and Dixie fires proving that the current state of the fuels (extremely dry) is very receptive to fire and explosive fire growth.

- Forecasts of strong winds coupled with low relative humidity (RH) values: High resolution models indicated that wind gusts of 30 – 40 mph with isolated gusts to 50+ mph over elevated terrain were possible with this event combined with RH from 30 – 40% and dropping to approximately 10 – 20% during the day.
- Figure 12 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 12: 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 PSPS guidance Monday, September 20 through Tuesday, September 21.
- 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 September 17, 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 September 20, 2021, 05:30 PDT.

Starting September 17, 2021, 16:00 PDT and continuing through the event, PG&E teams conducted a variety of activities to prepare for the upcoming PSPS 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 944,000 automated notifications¹³ via customer calls, text messages, and emails available in English, with information on how to get event information in 15 non-English languages, referred to herein as “translated languages”. Customers with their language preference selected in their PG&E accounts received in-language (translated) notifications via customer calls, text messages, and emails.
 - Confirming that affected Medical Baseline customers and Self-Identified Vulnerable customers received notifications, including making in-person visits if confirmation of automated notification was not received.
 - Handling over 47,200 calls in PG&E’s Customer Call Centers, including over 1,500 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 September 20, 2021, all PG&E’s weather sources and forecasts indicated severe fire weather risk was imminent. Forecasts from federal agencies like the NWS and North Ops Predictive Services 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 available to the customers in scope, and the results of the PSPS Risk Benefit Analysis 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 from keeping the in-scope lines energized outweighed the risk to public safety from de-energization based upon the information presented.

The PG&E team monitors weather forecasts and real-time observations continually throughout each PSPS event, to assure that any required de-energizations track closely to actual weather conditions. As such, weather adjustments can include shifting a de-energization time earlier if the weather threat gets stronger

¹³ Not including doorbell rings and Live Agent phone calls.

earlier than forecasts indicated, delaying de-energization if the severe weather is advancing more slowly than expected, and shrinking or descoping one or more TPs if changes in the forecasted and observed weather lessen the fire threat.

External PSPS 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 PSPS 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 September 16, 2021 and September 21, 2021, PG&E’s analysis of fire risk justifying a PSPS event was validated by numerous sources and warnings:

- Red Flag Warnings from the National Weather Service (NWS) were issued from three local NWS offices: Eureka (Figure 13), Sacramento (Figure 14), and San Francisco Bay Area/Monterey (Figure 15).
- The NOAA’s Storm Prediction Center’s Fire Weather Outlooks indicating elevated and critical fire-weather conditions across California (Figure 16).
- The NWS summary of weather conditions and hazards supporting severe fire weather risk (Figure 17).
- The weather system that passed through the region Saturday into Sunday brought Northern California rainfall, which mitigated the need for PSPS in some areas where rain was observed. (Figure 18)

Figure 13: National Weather Service Red Flag Warning Coverage from the Eureka Weather Office.

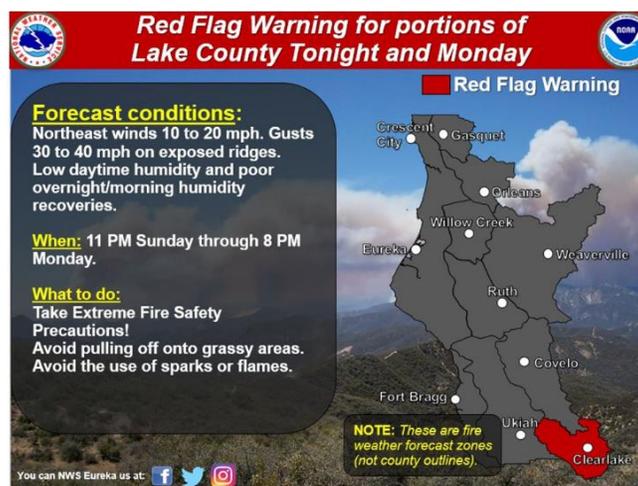


Figure 14: National Weather Service Red Flag Warning Coverage from the Sacramento Weather Office.

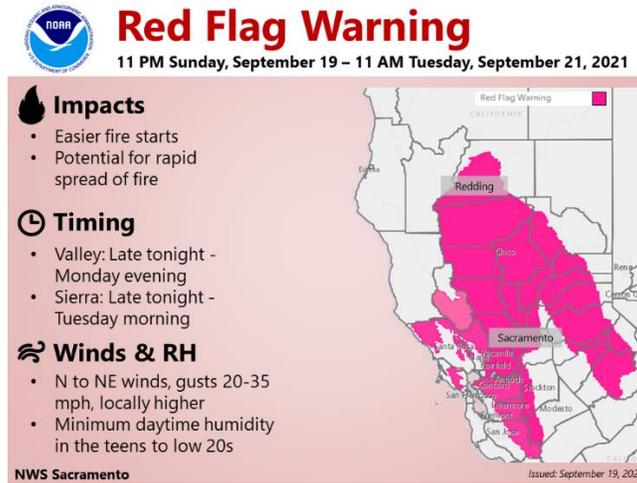


Figure 15: National Weather Service Red Flag Warning Coverage from the San Francisco Bay Area / Monterey Weather Office.



Figure 16: National Oceanic and Atmospheric Administration – Storm Prediction Center (SPC) Forecasts of Elevated and Critical Fire Weather Conditions.

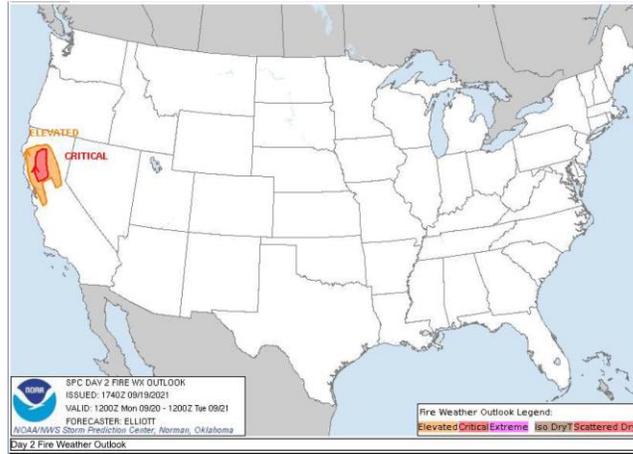


Figure 17: National Weather Service Summary, Weather Conditions and Hazards Supporting Conclusion of Severe Fire Weather Risk on September 20, 2021

CA Hazards Summary

Last Update Mon Sep 20 6:54am (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 (EKA) +	Now	Mon Sep 20 8:00pm	9mins ago
Red Flag Warning (MTR) +	Now	Mon Sep 20 8:00pm	53mins ago
Red Flag Warning (STO) +	Now	Tue Sep 21 11:00am	3hrs ago
Red Flag Warning (STO) +	Now	Mon Sep 20 8:00pm	3hrs ago
Wind Advisory (STO) +	Mon Sep 20 9:00am	Mon Sep 20 4:00pm	3hrs ago
Wind Advisory (LOX) +	Now	Tue Sep 21 3:00am	2hrs 43mins ago

Marine Areas	Begins	Ends	Last Updated
Hazardous Seas Warning (MFR) +	Mon Sep 20 3:00pm	Tue Sep 21 5:00am	4hrs ago
Small Craft Advisory (MFR) +	Now	Tue Sep 21 5:00am	4hrs ago
Small Craft Advisory (MFR) +	Now	Tue Sep 21 11:00am	4hrs ago
Small Craft Advisory (LOX) +	Now	Mon Sep 20 9:00am	4hrs ago
Small Craft Advisory (MTR) +	Now	Mon Sep 20 9:00am	4hrs ago
Small Craft Advisory (MTR) +	Now	Mon Sep 20 2:00pm	4hrs ago
Small Craft Advisory (EKA) +	Now	Tue Sep 21 3:00am	3hrs ago
Small Craft Advisory (EKA) +	Now	Tue Sep 21 12:00pm	3hrs ago
Small Craft Advisory (EKA) +	Now	Mon Sep 20 9:00pm	3hrs ago
Small Craft Advisory (EKA) +	Now	Mon Sep 20 3:00pm	3hrs ago

Figure 19: PG&E Utility Fire Potential Index Ratings for September 20-22, 2021

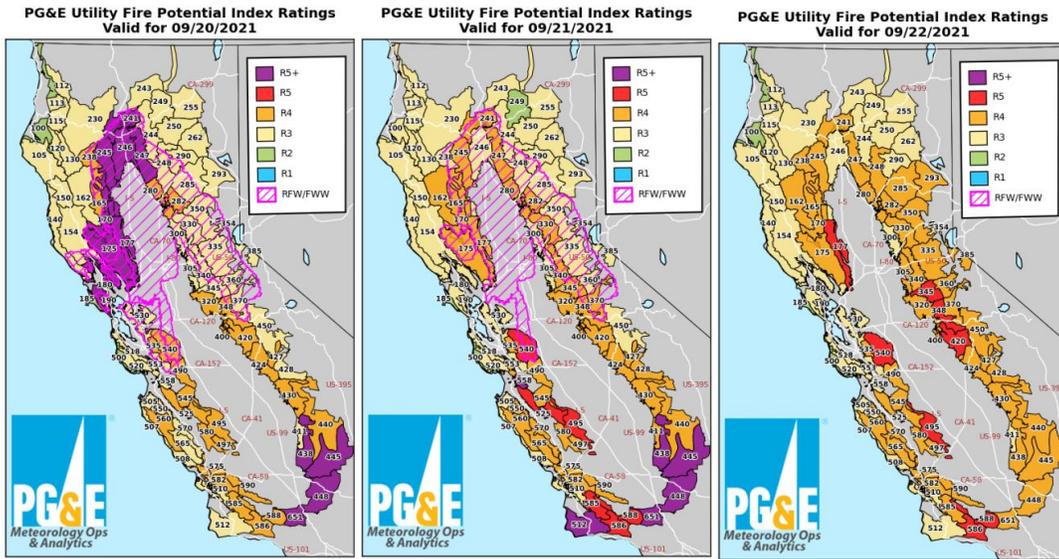
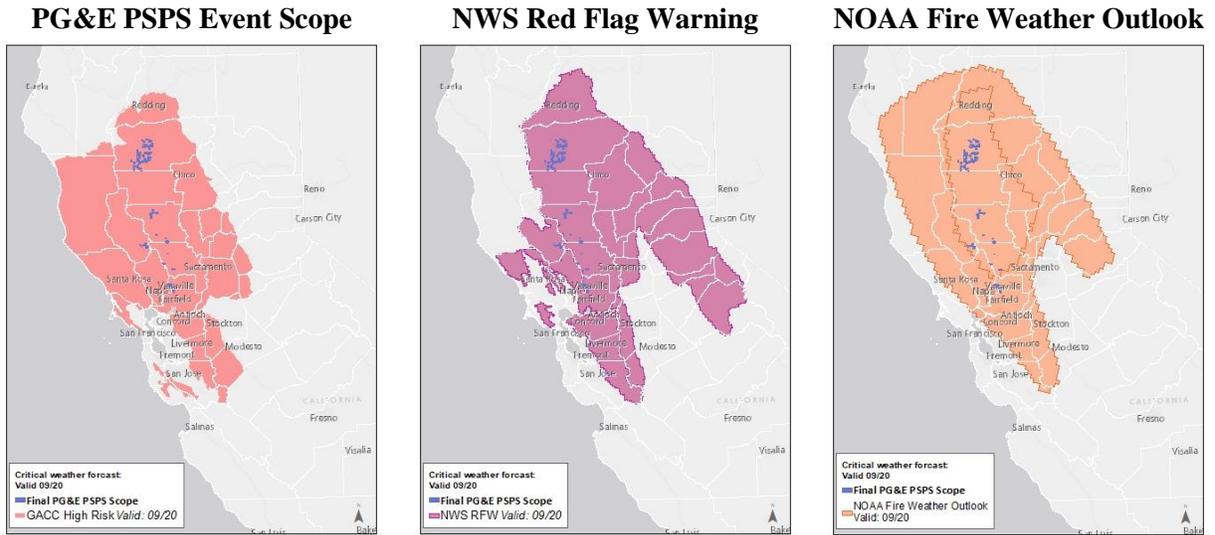


Figure 20: Comparison of Federal Agency Severe Fire Weather Warning Footprints to Final PSPS Scope for September 20, 2021



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 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 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 request as part of draft PSPS Post Event De-energization template.)

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 PSPS event for our customers. This tool was developed in collaboration with PG&E's Risk Management and Safety team and Joint IOU PSPS Working Group ahead of the 2021 PSPS season, with alignment on the industry-standard methodology described in PG&E's Risk Assessment and Mitigation Phase (RAMP) and General Rate Case workpapers¹⁴.

We incorporated the aforementioned risk-benefit analysis into the PSPS execution process to help inform the PSPS decision-making process. PG&E appreciates the areas of potential concern which the CPUC has previously identified and shared regarding public safety risks¹⁵, and, where possible, we have worked to incorporate these risks into our PSPS 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 PSPS 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. Going forward 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 PSPS potential benefit from initiating an event (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.

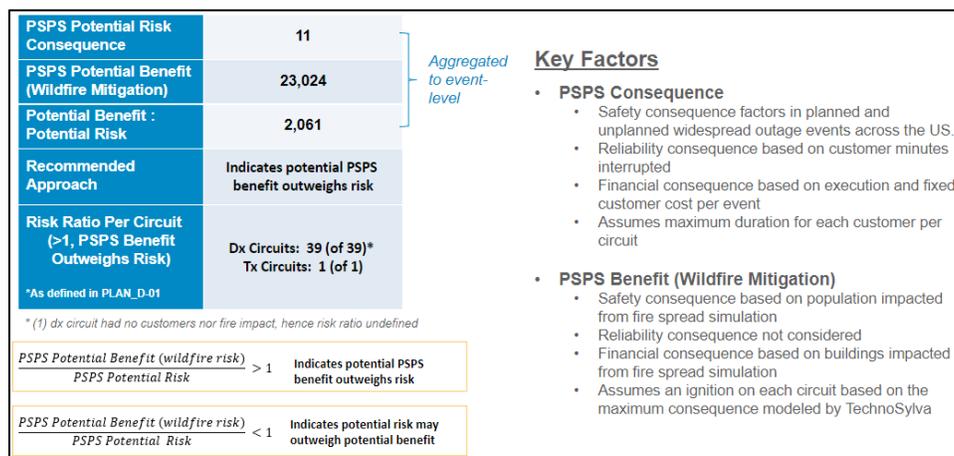
¹⁴ PG&E response to CPUC Energy Division Data Request GRC-2023-Ph1-DR_ED_001_Q01Supp01

¹⁵ D.21-06-014, pp. 12-14.

September 20-21, 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 on 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-8¹⁶. In the latest PSPS event, the results from the PSPS Risk Model (see Figure 21) supported initiating a PSPS event based on the forecasted impact information and indicated that each of the 39 distribution circuits and 1 transmission circuit in scope surpassed the analysis threshold of 1 to support a PSPS event. Ultimately, only 16 distribution circuits and no transmission circuits were de-energized.

Figure 21: PSPS Potential Benefit Versus PSPS Potential Risk Consequence



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.¹⁷ 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.

¹⁶ 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.

¹⁷ 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.

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.

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 22.

Table 2: 2021 PSPS Risk-Benefit Consequence Modelling Considerations

Consequence Type	Wildfire Consequence Considerations	PSPS Consequence Considerations
Safety	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 PPS and other large external outage events. ¹⁸
Reliability	N/A	Calculated directly from the potential number of customers impacted and outage duration based on customer minutes interrupted.
Financial	Calculated based on maximum building impacts derived from Technosylva wildfire simulation models and a cost per structure burned previously evaluated in 2020 RAMP Report. ¹⁹	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 PPS event. ²⁰

¹⁸ Previous PG&E PPS 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.

¹⁹ See A.20-06-012.

²⁰ The assumptions used in these calculations, including the proxy cost per customer per PPS 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 PPS 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

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)

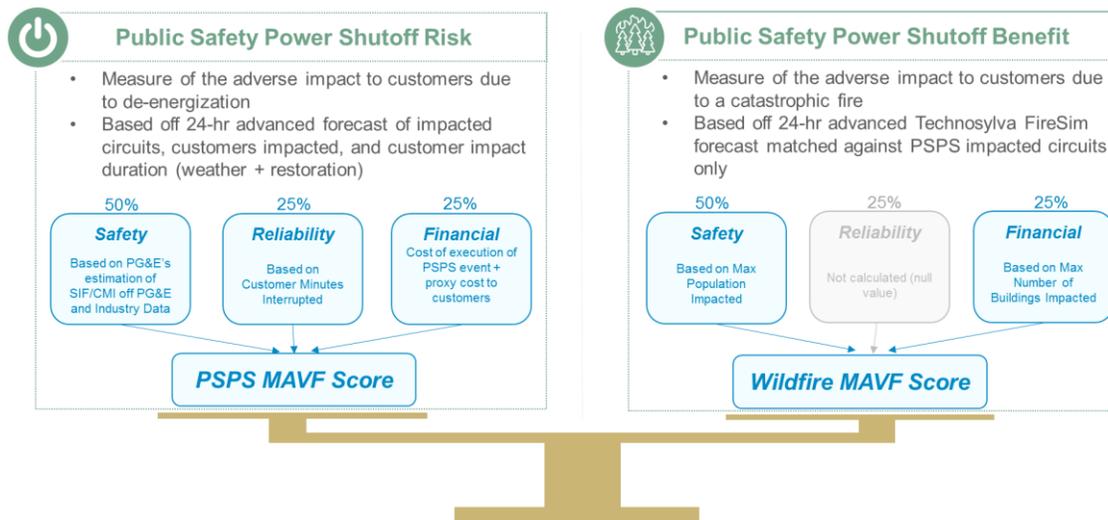
Potential PSPS Risk

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)

Once the consequence values (safety, reliability, financial) are estimated, they are converted into MAVF risk scores as defined through our RAMP and GRC²¹ 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 22: Visual Representation of PSPS Risk-Benefit Tool



²¹ 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.

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 to obviate the need for de-energization. PG&E determined these measures alone did not reduce the risk of catastrophic wildfire in areas within the PSPS scope sufficiently to protect public safety.

- PG&E Operations team reviewed asset and vegetation tags that were including incremental customers into PSPS scope and worked to correct these tags prior to de-energization.
- PG&E conducted hazard tree mitigation efforts on circuits potentially in PSPS 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 PSPS.
- 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 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 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 Teams (SIPT) crews for real-time observations. While these real-time observations are used to further refine the 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).

- 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 didn't offer any opportunities for islanding.
- Reducing 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 CBO resource partners that offered various services to customers impacted by this event. For further information please see section 6.5.
- 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-9 page 3, SED additional information request as part of draft PSPS Post Event De-energization template.)

Response:

The PSPS event occurred over the timeframe of September 20, 2021 to September 21, 2021 in seven different Time-Places located in Colusa, Glenn, Kern, Lake, Napa, Solano, Tehama, and Yolo counties.

Section 3.2 - A zipped geodatabase file that includes PSPS event polygons of de-energized areas. (SED additional information request as part of draft PSPS Post Event De-energization template.)

Response:

The geodatabase file that includes PSPS event polygons of de-energized areas can be found in the attachment, PGE_PSPS_EVENT_09202021.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 request as part of draft PSPS Post Event De-energization template.)

- **County**
- **De-energization date/time**
- **Restoration date/time**
- **General Order (GO) 95, Rule 21.2-D Zone 1, Tier 2, or Tier 3 classification**
- **Total customers de-energized**
- **Residential customers de-energized**
- **Commercial/Industrial Customers**
- **Medical Baseline customers de-energized**
- **Other Customers**
- **Distribution or transmission classification**

Response:

A total of 2,968 customers were de-energized during the PSPS event. Of the customers de-energized, all were distribution customers including 2,483²² residential, 234 Medical Baseline, 405 commercial/industrial, and 80 customers in the “Other²³” category.

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

²² Medical Baseline customers are included within the count of residential customers affected.

²³ ‘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 request as part of draft PSPS Post Event De-energization template.)*

Response:

There were no damages or hazards found in post-weather patrols for this PSPS event. Momentary hazards may have occurred during the period of high winds, such as conductor slap or blown branches temporarily contacting lines. These hazards could have produced ignitions and thus the risk of catastrophic wildfires if the lines had remained energized – however, these hazards, if they occurred during the event, would not be identifiable during post-weather patrols and inspection.

Section 4.2 - Circuit name and structure identifier (if applicable) for each damage or hazard *(SED additional information request as part of draft PSPS Post Event De-energization template.)*

- **County that each damage or hazard was located in** *(SED additional information request as part of draft PSPS Post Event De-energization template.)*
- **Identify if the damage or hazard was in a High Fire-Threat District (HFTD) or non-HFTD.** *(SED additional information request as part of draft PSPS Post Event De-energization template.)*
- **Type of damage/hazard/source of damage.** *(SED additional information request as part of draft PSPS Post Event De-energization template.)*

Response:

There were no damages or hazards found in post-weather patrols for this PSPS event.

Section 4.3 - A zipped geodatabase file that includes the PSPS event damage points. *(SED additional information request as part of draft PSPS Post Event De-energization template.)*

Response:

There were no damages or hazards found in post-weather patrols for this PSPS event.

Section 4.4 - A PDF map identifying the location of each damage or hazard. *(SED additional information request as part of draft PSPS Post Event De-energization template.)*

Response:

There were no damages or hazards found in post-weather patrols for this PSPS event.

Section 5 – Notifications

Section 5.1 - A description of the notice to Public Safety Partners, Local/Tribal Governments, and all customers. (*Resolution ESRB-8, page 3, SED additional information request as part of draft PSPS Post Event De-energization template.*)

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 potentially impacted by PSPS late at night or overnight, PG&E did not send automated 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. However, PG&E will send 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).

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 email or phone. In addition, PG&E will proactively reach out to telecommunications service providers via email or phone as weather changes or new information regarding the PSPS event is available.

Table 3 below 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).

Table 3: Notification Descriptions

Type of Notification	Recipients	Description
<p>ADVANCED NOTIFICATION: 48-72 hours in advance of anticipated de-energization</p>	<p>Public Safety Partners</p>	<p>Following PG&E’s activation of its EOC for a potential PSPS event, PG&E completed the following:</p> <ul style="list-style-type: none"> • Submitted a PSPS State Notification Form to Cal OES and sent an email to the CPUC notifying them that PG&E’s EOC has been activated and that PG&E is monitoring for a potential PSPS event. • Sent notifications to other Public Safety Partners²⁴ via call, text, and email; these notifications include the following information: <ul style="list-style-type: none"> ○ Estimated window of the de-energization time.

²⁴ 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.

Type of Notification	Recipients	Description
		<ul style="list-style-type: none"> ○ When weather is anticipated to pass. ○ Estimated Time of Restoration (ETOR). ○ For Public Safety Partners Only: Links to the PSPS Portal and website where event-specific maps and information are available.
<p>WATCH NOTIFICATION: 24-48 hours in advance of anticipated de-energization</p>	<p>Public Safety Partners, All Customers (including Medical Baseline program customers and Self-Identified Vulnerable (SIV)²⁵ customers)</p>	<p>During this time, PG&E completed the following:</p> <ul style="list-style-type: none"> ● Submitted a PSPS State Notification Form to Cal OES and sent an email to the CPUC notifying them of a scope change. ● Sent notifications to other Public Safety Partners, and all customers via call, text message, and email; these notifications include the following information: <ul style="list-style-type: none"> ○ Potentially impacted addresses (for customers only). ○ Estimated window of the de-energization time. ○ When the adverse weather is anticipated to pass. ○ Estimated Time of Restoration (ETOR). ○ For Public Safety Partners Only: Links to the PSPS Portal and website where event-specific maps and information is available. ○ 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. ● 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

²⁵ 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.

Type of Notification	Recipients	Description
		<p>receipt of the notification (up to 21:00 PDT or when PG&E halts notifications²⁶).</p> <ul style="list-style-type: none"> • 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. <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”.²⁷ Customers with their language preference selected in their PG&E accounts received in-language (translated) notifications. Public Safety Partner notifications were provided in English.</p>
<p>WARNING NOTIFICATION: 1-4 hours in advance of anticipated de-energization, if possible</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&E completed the following:</p> <ul style="list-style-type: none"> • Submitted a PSPS State Notification Form to Cal OES and sent an email to the CPUC notifying them that PG&E has made the decision to de-energize. • Sent notifications to other Public Safety Partners, and customers; these notifications include the same key event timing information and resource links as the “Watch Notification”. • 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&E halts notifications). • Sent Cancellation Notifications to Public Safety Partners and customers removed from scope; this was to inform them that power would not be shut off. <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&E accounts</p>

²⁶ For customers potentially impacted by PSPS late at night or overnight, PG&E, did not send automated 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 will send 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).

²⁷ 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.

Type of Notification	Recipients	Description
<p>POWER OFF NOTIFICATION: When de-energization is initiated</p>	<p>Public Safety Partners, All Customers (including Medical Baseline program customers and Self-Identified Vulnerable (SIV) customers)</p>	<p>received in-language (translated) notifications. Public Safety Partner notifications were provided in English.</p> <p>When shut off was initiated, PG&E completed the following:</p> <ul style="list-style-type: none"> • Submitted a PSPS State Notification Form to Cal OES and sent an email to the CPUC to notify them that power is in the process of being shut off. • Agency Representatives conducted a live call and/or sent an email, 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. • Sent notification to other Public Safety Partners and customers via phone, text messages, and email, that included: <ul style="list-style-type: none"> ○ Impacted addresses (for customers only). ○ De-energization time. ○ When the adverse weather is anticipated to pass. ○ Estimated Time of Restoration (ETOR). ○ 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. <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&E accounts received in-language (translated) notifications. Public Safety Partner notifications were provided in English.</p>
<p>WEATHER “ALL-CLEAR”/ETOR UPDATE NOTIFICATION: Immediately before re-energization begins</p>	<p>Public Safety Partners, All Customers (including Medical Baseline program customers and Self-Identified Vulnerable (SIV) customers)</p>	<p>After the weather event had passed and the area is deemed safe to begin patrols and restoration, PG&E completed the following:</p> <ul style="list-style-type: none"> • Submitted a PSPS State Notification Form to Cal OES and sent an email to the CPUC notifying them that PG&E is initiating re-energization patrols. • Sent notifications to other Public Safety Partners, and customers via phone, text message, and email; these notifications included the ETOR.

Type of Notification	Recipients	Description
		<ul style="list-style-type: none"> ○ Note: Customers can opt out of receiving event update notifications after de-energization has occurred. • Sent “event update” notifications to customers if their ETOR changed; two ways that an ETOR may change include: <ul style="list-style-type: none"> ○ New field or meteorology conditions. ○ Damage was found during patrols and repair is needed. <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&E accounts received in-language (translated) notifications. Public Safety Partner notifications were provided in English.</p>
<p>RESTORATION NOTIFICATION: When re-energization is complete</p>	<p>Public Safety Partners, All Customers (including Medical Baseline program customers and Self-Identified Vulnerable (SIV) customers)</p>	<p>Once customers, including Medical Baseline program customers and SIV customers, were restored, they received notifications via phone, text, and email. 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&E accounts received in-language (translated) notifications.</p> <p>Once all customers were restored, PG&E submitted the final PSPS State Notification Form to Cal OES, sent an email to the CPUC, and sent a notification to Public Safety Partners via phone, text, and email. Public Safety Partner notifications were provided in English.</p>

Section 5.2 - Notification timeline including prior to de-energization, initiation, and restoration. The timeline should include the required minimum timeline and approximate time sent. (D.19-05-042, Appendix A, page A8-A9.)

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 September 20, 2021 PSPS Event

Event Order	Minimum Timeline ²⁸	Notification Sent to:	Approximate Time Sent	Message	Notes
Pre-De-energization (Prior)	72-48 hours	Local/Tribal Governments and CCAs*	9/17/2021 17:31 PDT	Advanced	
		Public Safety Partners**	9/17/2021 17:46 PDT	Advanced	
	48-24 hours	Local/Tribal Governments and CCAs*	9/18/2021 12:55 PDT	Watch	
		Local/Tribal Governments and CCAs*	9/19/2021 11:45 PDT	Watch	
		Public Safety Partners**	9/18/2021 15:30 PDT	Watch	
		Public Safety Partners**	9/18/2021 19:47 PDT	Watch	
		Public Safety Partners**	9/18/2021 19:51 PDT	Cancel	Only Public Safety Partners removed from scope received the cancel notification.
		Public Safety Partners**	9/19/2021 11:30 PDT	Watch	
		Public Safety Partners**	9/19/2021 11:16 PDT	Cancel	Only Public Safety Partners removed from scope received the cancel notification.
		Public Safety Partners**	9/19/2021 18:54 PDT	Watch	
		All Customers***	9/18/2021 15:30 PDT	Watch	
		All Customers***	9/18/2021 19:47 PDT	Watch	
		All Customers***	9/18/2021 19:51 PDT	Cancel	Only Customers removed from scope received the cancel notification.
		All Customers***	9/19/2021 11:30 PDT	Watch	
		All Customers***	9/19/2021 11:16 PDT	Cancel	Only Customers removed from scope received the cancel notification.
		All Customers***	9/19/2021 18:54 PDT	Watch	
	4-1 hours	Local/Tribal Governments and CCAs*	9/19/2021 18:24 PDT	Warning	
		Local/Tribal Governments and CCAs*	9/19/2021 07:17 PDT	Cancel	Only Local/Tribal Governments and CCAs removed from scope received the cancel notification.

²⁸ Decision 19-05-042, Appendix A, Timing of Notification.

Event Order	Minimum Timeline ²⁸	Notification Sent to:	Approximate Time Sent	Message	Notes
		Local/Tribal Governments and CCAs*	9/20/2021 12:44 PDT	Cancel	Only Local/Tribal Governments and CCAs removed from scope received the cancel notification.
		Local/Tribal Governments and CCAs*	9/20/2021 14:20 PDT	Cancel	Only Local/Tribal Governments and CCAs removed from scope received the cancel notification.
		Local/Tribal Governments and CCAs*	9/20/2021 18:09 PDT	Warning	
		Public Safety Partners**	9/19/2021 20:34 PDT	Warning	
		Public Safety Partners**	9/19/2021 18:51 PDT	Cancel	Only Public Safety Partners removed from scope received the cancel notification
		Public Safety Partners**	9/20/2021 12:45 PDT	Cancel	Only Public Safety Partners removed from scope received the cancel notification
		Public Safety Partners**	9/20/2021 14:23 PDT	Cancel	Only Public Safety Partners removed from scope received the cancel notification
		Public Safety Partners**	9/20/2021 19:27 PDT	Warning	
		Public Safety Partners**	9/21/2021 11:03 PDT	Cancel	Only Public Safety Partners removed from scope received the cancel notification
		All Customers***	9/19/2021 20:34 PDT	Warning	
		All Customers***	9/19/2021 18:51 PDT	Cancel	Only Customers removed from scope received the cancel notification
		All Customers***	9/20/2021 12:45 PDT	Cancel	Only Customers removed from scope received the cancel notification
		All Customers***	9/20/2021 14:23 PDT	Cancel	Only Customers removed from scope received the cancel notification
		All Customers***	9/20/2021 19:27 PDT	Warning	
		All Customers***	9/21/2021 11:03 PDT	Cancel	Only Customers removed from scope received the cancel notification
Initiation (During)		Local/Tribal Governments and CCAs*	9/20/2021 14:18 PDT	Weather All-Clear	

Event Order	Minimum Timeline ²⁸	Notification Sent to:	Approximate Time Sent	Message	Notes
	Immediately before re-energization	Local/Tribal Governments and CCAs*	9/20/2021 14:47 PDT	Weather All-Clear	
		Local/Tribal Governments and CCAs*	9/21/2021 15:27 PDT	Weather All-Clear	
		Public Safety Partners**	9/20/2021 15:44 PDT	Weather All-Clear	First initial Weather All-Clear Notification sent.
		Public Safety Partners**	9/21/2021 15:14 PDT	Weather All-Clear	Last Weather All-Clear Notification sent.
		Public Safety Partners**	9/20/2021 17:59 PDT	ETOR Update	First initial ETOR Update Notification sent.
		Public Safety Partners**	9/21/2021 16:00 PDT	ETOR Update	Last ETOR Update Notification sent.
		All Customers***	9/20/2021 15:44 PDT	Weather All-Clear	First initial Weather All-Clear Notification sent.
		All Customers***	9/21/2021 15:14 PDT	Weather All-Clear	Last Weather All-Clear Notification sent.
		All Customers***	9/20/2021 17:59 PDT	ETOR Update	First initial ETOR Update Notification sent.
		All Customers***	9/21/2021 16:00 PDT	ETOR Update	Last ETOR Update Notification sent.
Restoration (After)	After re-energization was completed	Local/Tribal Governments and CCAs*	9/21/2021 18:16 PDT	Restore	
		Public Safety Partners**	9/20/2021 15:46 PDT	Restore	First initial Restoration Notification sent.
		Public Safety Partners**	9/21/2021 17:01 PDT	Restore	Last Restoration Notification sent.
		All Customers***	9/20/2021 15:46 PDT	Restore	First initial Restoration Notification sent.
		All Customers***	9/21/2021 17:01 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 request as part of draft PSPS Post Event De-energization template.)

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 request as part of draft PSPS Post Event De-energization template.)

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. 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

Category	Total Number of customers ²⁹	Notification Attempts Made ³⁰	Timing of Attempts ³¹	Who made the Notification Attempt	Successful Positive Notification ³²
Medical Baseline ³³	1,325	2,399 Watch Notifications	9/18/2021 15:30 PDT	PG&E	1,260 Watch Notifications
		667 Warning Notifications	9/19/2021 08:13 PDT		468 Warning Notifications
		3,066 Overall Notifications	9/18/2021 15:30 PDT		1,728 Overall Notifications
MBL behind a master meter	1	2 Watch Notifications	9/18/2021 15:30 PDT	PG&E	1 Watch Notifications
		0 Warning Notifications	N/A		0 Warning Notifications
		2 Overall Notifications	9/18/2021 15:30 PDT		1 Overall Notifications
Access and Functional Needs (AFN) ³⁴	3,343	5,929 Watch Notifications	9/18/2021 15:30 PDT	PG&E	1,394 Watch Notifications
		1,262 Warning Notifications	9/19/2021 08:13 PDT		430 Warning Notifications

²⁹ 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.

³⁰ Count of Warning Notifications includes doorbell rings and Live Agent phone calls.

³¹ Initial start time notification was sent.

³² 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.

³³ 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.

³⁴ 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.

Category	Total Number of customers ²⁹	Notification Attempts Made ³⁰	Timing of Attempts ³¹	Who made the Notification Attempt	Successful Positive Notification ³²
		7,191 Overall Notifications	9/18/2021 15:30 PDT		1,824 Overall Notifications

During the PSPS event, Medical Baseline program customers and SIV customers received automated calls, texts, and emails at the same intervals as the general customer notifications. PG&E provided unique PSPS Watch and PSPS Warning Notifications to Medical Baseline program customers³⁵ 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 email. 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.³⁶ 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.³⁷ 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.

³⁵ Including Medical Baseline program customers who are master-metered tenants (e.g., renters or tenants in mobile home park).

³⁶ 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.

³⁷ 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.”

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
234	Total De-energized Medical Baseline Customers	The number of customers de-energized who participate in PG&E's Medical Baseline Program
176	Total Notifications Attempted / Sent	The total sum of automated notifications attempted via call, text, and email, in-person doorbell ring visit attempts and/or Live Agent phone calls.
58	<i>Total Notifications Not Attempted / Sent</i>	<i>Total Medical Baseline customers without an attempted notification</i>
176	Total Notifications Delivered	The total sum of automated notifications sent via phone, text, and email, in-person doorbell ring visit attempts and/or Live Agent phone calls that were executed (i.e., active phone number, deliverable email address, and/or accessible to deliver in-person doorbell ring).
58	<i>Total Notifications Not Delivered</i>	<i>Total Medical Baseline customers without a delivered notification</i>
173	Total Notifications Received	Customers who acknowledged their notification by taking one of the following actions: answered an automated or Live Agent phone call, responded to a text message, opened an email, or greeted an in-person doorbell ring (excludes voicemails left, text message delivered only and not confirmed, door hanger left).
61	<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
137	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. ³⁸
0	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.

³⁸ 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 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 request as part of draft PSPS Post Event De-energization template.)

Response:

Please reference Appendix D for templates of notifications PG&E sent during the event via phone, email, 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, a breakdown of the notification failure and an explanation of what caused the failure. (D.21-06-014 page 286)

Response:

PG&E aims to provide notifications in accordance with D.19-05-042³⁹ 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 below.

Table 8: Notification Failure Causes

Notifications Sent to:	Notification Failure Description	Number of Entities or Customer Accounts ⁴⁰	Explanation
Public Safety Partners excluding Critical Facilities and Infrastructure⁴¹	Entities who did not receive 48-to 72-hour advance notification.	8	This was due to the change in weather patterns. At the time advanced notifications were sent, four cities and four counties were not in scope.
	Entities who did not receive 1–4-hour imminent notification.	0	N/A

³⁹ D.19-05-042, page 87

⁴⁰ 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 emails sent manually by PG&E for this PSPS event. For example, telecommunication service providers may have received an email or phone call from the CIL during the event.

⁴¹ Only includes cities, counties, tribes, and community choice aggregators

Notifications Sent to:	Notification Failure Description	Number of Entities or Customer Accounts ⁴⁰	Explanation
Critical Facilities and Infrastructure ⁴²	Facilities who did not receive 48–72-hour advance notification.	42	<ul style="list-style-type: none"> For 27 critical facilities and infrastructure customers, this was due to the change in weather patterns. At the time advanced notifications were sent, these critical facilities and infrastructure customers were not in scope. Furthermore, the notifications were negatively impacted by a 23-minute outage that caused 15 critical facilities and infrastructure customers who were not in scope for the PSPS event to be de-energized when an unplanned upstream SCADA sectionalizing device had to be used to meet the planned de-energization time. Follow up actions are included in the lessons learned section.
	Facilities who did not receive 1–4-hour imminent notifications.	86	<ul style="list-style-type: none"> For 71 critical facilities and infrastructure customers, de-energization occurred between the hours of approximately 06:00 and 07:30 PDT. PG&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&E began sending Warning Notifications to these critical facilities and infrastructure customers at 9/19/2021 20:34 PDT. Furthermore, the notifications were negatively impacted by a 23-minute outage that caused 15 critical facilities and infrastructure customers who were not in scope for the PSPS event to be de-energized when an unplanned upstream SCADA sectionalizing device had to be used to meet the planned de-energization time. Follow up actions are included in the lessons learned section.
	Facilities who did not receive any notifications before de-energization.	15	<ul style="list-style-type: none"> The notifications were negatively impacted by a 23-minute outage that caused 15 critical facilities and infrastructure customers who were not in scope for the PSPS event to be de-energized when an unplanned upstream SCADA sectionalizing device had to be used to meet the planned de-energization time. Follow up actions are included in the lessons learned section.

⁴² Includes public safety partners who are critical facilities and infrastructure customers

Notifications Sent to:	Notification Failure Description	Number of Entities or Customer Accounts ⁴⁰	Explanation
	Facilities who were not notified at de-energization initiation.	115	<ul style="list-style-type: none"> For 100 critical facilities and infrastructure customers, de-energization occurred between the hours of approximately 22:30 and 07:30 PDT. PG&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&E did not send these critical facilities and infrastructure customers a Power Off Notification. The final notification these critical facilities and infrastructure customers received is the Warning Notification. PG&E began sending Warning Notifications to these critical facilities and infrastructure customers at 9/19/2021 20:34 PDT. Furthermore, the notifications were negatively impacted by a 23-minute outage that caused 15 critical facilities and infrastructure customers who were not in scope for the PSPS event to be de-energized when an unplanned upstream SCADA sectionalizing device had to be used to meet the planned de-energization time. Follow up actions are included in the lessons learned section.
	Facilities who were not notified immediately before re-energization.	36	<ul style="list-style-type: none"> PG&E sends notifications via phone, text, and email using an automated process. For 21 critical facilities and infrastructure customers, automated notifications were not turned on in time to notify these customers immediately before re-energization due to a delay in PG&E's communications process. Furthermore, the notifications were negatively impacted by a 23-minute outage that caused 15 critical facilities and infrastructure customers who were not in scope for the PSPS event to be de-energized when an unplanned upstream SCADA sectionalizing device had to be used to meet the planned de-energization time. Follow up actions are included in the lessons learned section.
	Facilities who were not notified when re-energization is complete.	43	<ul style="list-style-type: none"> PG&E sends notifications via phone, text, and email using an automated process. For four critical facilities and infrastructure customers, automated notifications were not turned on in time to notify these customers immediately before re-energization due to a delay in PG&E's communications process. For 24 critical facilities and infrastructure customers, PG&E's field crew did not properly complete fields in PG&E's Outage Dispatch Tool. Specific fields in PGE's Outage Dispatch Tool must be complete in order for PG&E's notification system to select the customers to receive automatic notifications. Due to the incomplete fields, customers were not flagged in PG&E's notification system to receive a notification when re-energization was complete. Furthermore, the notifications were negatively impacted by a 23-minute outage that caused 15 customers who were not in scope for the PSPS event to be de-energized when an unplanned upstream SCADA sectionalizing device had to be used to meet the planned de-energization time. Follow up actions are included in the lessons learned section.

Notifications Sent to:	Notification Failure Description	Number of Entities or Customer Accounts ⁴⁰	Explanation
All other affected customers	Customers who did not receive 24–48-hour advance notifications.	741	<ul style="list-style-type: none"> • Six customers did not have valid contact information on file during the event. • Furthermore, the notifications were negatively impacted by a 23-minute outage that caused 735 customers who were not in scope for the PSPS event to be de-energized when an unplanned upstream SCADA sectionalizing device had to be used to meet the planned de-energization time. Follow up actions are included in the lessons learned section.
	Customers who did not receive 1–4-hour imminent notifications.	2,285	<ul style="list-style-type: none"> • For 1,544 customers, de-energizations started between the hours of approximately 01:00 and 07:30 PDT. PG&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&E began sending Warning Notifications to these customers at 9/19/2021 20:34 PDT. • Six customers did not have valid contact information on file during the event. • Furthermore, the notifications were negatively impacted by a 23-minute outage that caused 735 customers who were not in scope for the PSPS event to be de-energized when an unplanned upstream SCADA sectionalizing device had to be used to meet the planned de-energization time. Follow up actions are included in the lessons learned section.
	Customers who did not receive any notifications before de-energization.	741	<ul style="list-style-type: none"> • Six customers did not have valid contact information on file during the event. • Furthermore, the notifications were negatively impacted by a 23-minute outage that caused 735 customers who were not in scope for the PSPS event to be de-energized when an unplanned upstream SCADA sectionalizing device had to be used to meet the planned de-energization time. Follow up actions are included in the lessons learned section.
	Customers who were not notified at de-energization initiation.	2,853	<ul style="list-style-type: none"> • For 2,112 customers, de-energization occurred between the hours of approximately 22:30 and 07:30 PDT. PG&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&E did not send these customers a Power Off Notification. The final notification these customers received is the Warning Notification. PG&E began sending Warning Notifications to these customers at 9/19/2021 20:34 PDT. • Six customers did not have valid contact information on file during the event. • Furthermore, the notifications were negatively impacted by a 23-minute outage that caused 735 customers who were not in scope for the PSPS event to be de-energized when an unplanned upstream SCADA sectionalizing device had to be used to meet the planned de-energization time. Follow up actions are included in the lessons learned section.

Notifications Sent to:	Notification Failure Description	Number of Entities or Customer Accounts ⁴⁰	Explanation
	Customers who were not notified immediately before re-energization.	801	<ul style="list-style-type: none"> • PG&E sends notifications via phone, text, and email using an automated process. For 56 customers, automated notifications were not turned on in time to notify these customers immediately before re-energization due to a delay in PG&E's communications process. • Four customers were de-energized for PSPS, but after being de-energized for PSPS, an incident that would have caused a non-PSPS outage (i.e., a car hit a pole which led to a non-PSPS outage) occurred. The outage reason for these customers were reclassified in PG&E's system to a non-PSPS outage, and due to the reclassification, the customers were flagged to no longer receive PSPS-related notifications. • Six customers did not have valid contact information on file during the event. • Furthermore, the notifications were negatively impacted by a 23-minute outage that caused 735 customers who were not in scope for the PSPS event to be de-energized when an unplanned upstream SCADA sectionalizing device had to be used to meet the planned de-energization time. Follow up actions are included in the lessons learned section.

Notifications Sent to:	Notification Failure Description	Number of Entities or Customer Accounts ⁴⁰	Explanation
	Customers who were not notified when re-energization is complete.	1,128	<ul style="list-style-type: none"> • For 280 customers, PG&E's field crew did not properly complete fields in PG&E's Outage Dispatch Tool. Specific fields in PGE's Outage Dispatch Tool must be complete in order for PG&E's notification system to select the customers to receive automatic notifications. Due to the incomplete fields, customers were not flagged in PG&E's notification system to receive a notification when re-energization was complete. • PG&E sends notifications via phone, text, and email using an automated process. For 61 customers, automated notifications were not turned on in time to notify these customers immediately before re-energization due to a delay in PG&E's communications process. • 39 customers who were de-energized for PSPS experienced an incident on the lines that serve them that caused a non-PSPS outage (i.e., a car hit a pole which led to a non-PSPS outage). The outage reasons for these customers were reclassified in PG&E's system to a non-PSPS outage, and due to the reclassification, the customers were flagged to no longer receive PSPS-related notifications. These customers would have received a separate non-PSPS-related notification regarding restoration after the non-PSPS outage. • Six customers did not have valid contact information on file during the event. • PG&E sends notifications via phone, text, and email using an automated process. PG&E's notification system runs every 15 minutes to provide Restoration Notifications to customers with outages restored in the most recent 15 minutes. For three customers, the operator restored the outage at 16:30 and entered a timestamp of 16:10. PG&E's notification system ran the Restoration Notification selection process at 16:15 for outages that were restored between 16:00 and 16:15. When the notification system ran again at 16:30 to notify customers with outages restored between 16:15 and 16:30, these three customers were not picked up by the system due to 16:10 timestamp. • For four customers, the customer's status changed in PG&E's Distribution Management System during the event. The change in status was due to the customer stopping service. • Furthermore, the notifications were negatively impacted by a 23-minute outage that caused 735 customers who were not in scope for the PSPS event to be de-energized when an unplanned upstream SCADA sectionalizing device had to be used to meet the planned de-energization time. Follow up actions related to this are included in the lessons learned section.

Explanation of De-energization with no notice at least two hours prior to the de-energization event⁴³

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, this situation did not occur.

Explanation of cancellation without notice within two hours

In accordance with D.21-06-034, each electric investor-owned utility must make every attempt to provide notification of the cancellation of a de-energization event, or removal from scope, by notifying all affected entities, including Public Safety Partners, within two hours of the decision to cancel. PG&E interprets this as a situation when a customer was not notified within two hours of the decision to cancel the de-energization event for that customer or removal from scope. For this event, there were approximately 4,510 customers that did not receive cancel notifications within two hours of the decision to remove the customer from scope. This was primarily due to issues with the process PG&E was employing to send cancellation notifications for this PSPS event. During this event, agency notification files were not obtained until after the decision was made to cancel a Time-Place. The notification files are a key dependency for the development and sending of the agency notifications and cancel notifications. This means that the notification sequence does not start until the notification files are ready. During this event the process to build and QC the agency notification files took approximately 45 minutes. As such we missed the two-hour window to submit the cancellation notifications. PG&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.

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 customers who did not receive any notifications before de-energization due to an unplanned upstream SCADA sectionalizing device that had to be used to meet the planned de-energization time, see Section 11.2 Lessons Learned for how PG&E will correct this issue.

For customers who did not receive notifications due to incomplete fields 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.

For customers who did not receive notifications due to the issue in PG&E's communications process, PG&E is reviewing this issue with the systems and processes associated and will investigate opportunities to avoid this issue going forward by changing the automatic notification schedule.

For customers who did not receive Restoration Notifications due to issues with PG&E's notification system not picking up the customer's timestamp, PG&E is continuing to investigate the issue to find opportunities to resolve the issue.

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.

⁴³ 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.

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. One 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. The customer in this situation has two PG&E accounts with the same address and phone number on file. Both accounts associated with the customer received Watch and Warning notifications. PG&E sent a cancellation notification to this customer for one of their two accounts. This occurred primarily due to an issue with a notification file causing a system error resulting in the customer never receiving a Cancellation Notification for one of their accounts.

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 officials, 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 request as part of draft PSPS Post Event De-energization template.)

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 email:

- **State Agencies:** Cal OES and CPUC
- **Counties:** Butte, Colusa, Glenn, Kern, Lake, Mendocino, Napa, Santa Barbara, Solano, Sonoma, Shasta, Tehama, Yolo
- **Federally Recognized Tribes:** Cortina Rancheria, Grindstone Rancheria

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)⁴⁴. 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 Calls⁴⁵ 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

⁴⁴ D.19-05-042.

⁴⁵ 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.

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 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 email 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 email. 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
09/17/2021	16:12 PDT	16:11 PDT
09/18/2021	12:30 PDT	12:24 PDT
09/18/2021	17:54 PDT	17:49 PDT
09/19/2021	09:53 PDT	09:44 PDT
09/19/2021	17:56 PDT	17:53 PDT
09/20/2021	10:50 PDT	10:37 PDT
09/20/2021	13:03 PDT	12:56 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:
 - 09/17/2021 at 17:11 PDT
 - 09/18/2021 at 06:51 PDT
 - 09/18/2021 at 12:41 PDT
 - 09/18/2021 at 14:54 PDT
 - 09/19/2021 at 06:02 PDT
 - 09/19/2021 at 14:29 PDT
 - 09/19/2021 at 18:07 PDT
 - 09/20/2021 at 06:13 PDT
 - 09/20/2021 at 13:07 PDT
 - 09/20/2021 at 15:24 PDT

- 09/21/2021 at 10:39 PDT
- 09/21/2021 at 14:17 PDT
- 09/21/2021 at 17:44 PDT
- Sent emails to the CPUC at least once for each of the five PSPS stages listed above; this includes:
 - 09/17/2021 at 17:16 PDT
 - 09/18/2021 at 12:42 PDT
 - 09/19/2021 at 18:13 PDT
 - 09/20/2021 at 06:15 PDT
 - 09/20/2021 at 14:17 PDT
 - 09/21/2021 at 10:53 PDT
 - 09/21/2021 at 18:10 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 request as part of draft PSPS Post Event De-energization template.)

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 Program⁴⁶: PG&E continued its collaboration with the California Foundation for Independent Living Centers (CFILC) to implement the Disability Disaster Access and Resources (DDAR) Program during the event. Through this program, 7 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 1,700 backup portable batteries (since July 2020) to qualifying customers who need power during a PSPS. During this event, approximately 175 batteries that were previously distributed and an additional 14 batteries delivered in the event provided support to impacted customers. In addition, the DDAR program also provided 48 individuals with hotel stays, along with 41 food vouchers and 2 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 220 PG&E customers relating to the PSPS event.
- Portable Battery Program⁴⁷: 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, 39 impacted customers were supported by batteries received through the PBP (delivered in 2020 and 2021). Since July 2020, a total of approximately 8,200 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 seven local food banks⁴⁸ that serve seven of the eight impacted counties to provide 87 boxes of 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 eight Meals on Wheels organizations⁴⁹ that would be able to provide

⁴⁶ For more information about the DDAR Program, refer to PG&E's 2021 AFN Plan for PSPS Support.

⁴⁷ For more information about the PBP Program, refer to PG&E's 2021 AFN Plan for PSPS Support.

⁴⁸ Community Action Agency of Butte County, Community Action Agency of Kern, Redwood Empire Food Bank, Community Action of Napa Valley Food Bank, Dignity Health Connected Living, Food Bank of Contra Costa & Solano, and Yolo Food Bank.

⁴⁹ Lakeport Senior Center, Middletown Senior Center, Highlands Senior Center, Live Oak Senior Center, Community Action of Napa Valley, Dignity Health Connected Living, Meals on Wheels of Solano County, and Tehama County Community Action Agency.

services to customers in scope for de-energization in five counties. After reviewing the impacted area in scope for de-energization and assessing impacted customers’ needs, Meals on Wheels did not provide support to the impacted customers in five counties.

- **2-1-1 Referral Services:** PG&E has a long-standing relationship with 2-1-1 through our charitable grant program. As of August 13, 2021, PG&E has a partnership with the California network of 2-1-1s to connect customers with resources before, during, and after PSPS. For this event, PG&E worked with 2-1-1 to assist customers with resources.

Engagement with Paratransit Agencies

- In accordance with the Phase 3 Guidelines⁵⁰, 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 notifications⁵¹ to 134 paratransit agencies. All notifications included a link to the PSPS emergency website event updates page, 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 ⁵²	Percent
English	940,279	99.614%
Spanish	2,854	0.302%
Chinese (Mandarin)	331	0.035%
Chinese (Cantonese)	295	0.031%
Vietnamese	138	0.015%
Hmong	27	0.003%
Total	943,924	100%

- 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.

⁵⁰ D.21-06-034.

⁵¹ For this PSPS event, paratransit agencies received the Watch, Warning, Cancellation, and Restoration Notification. A list of zip codes were provided twice.

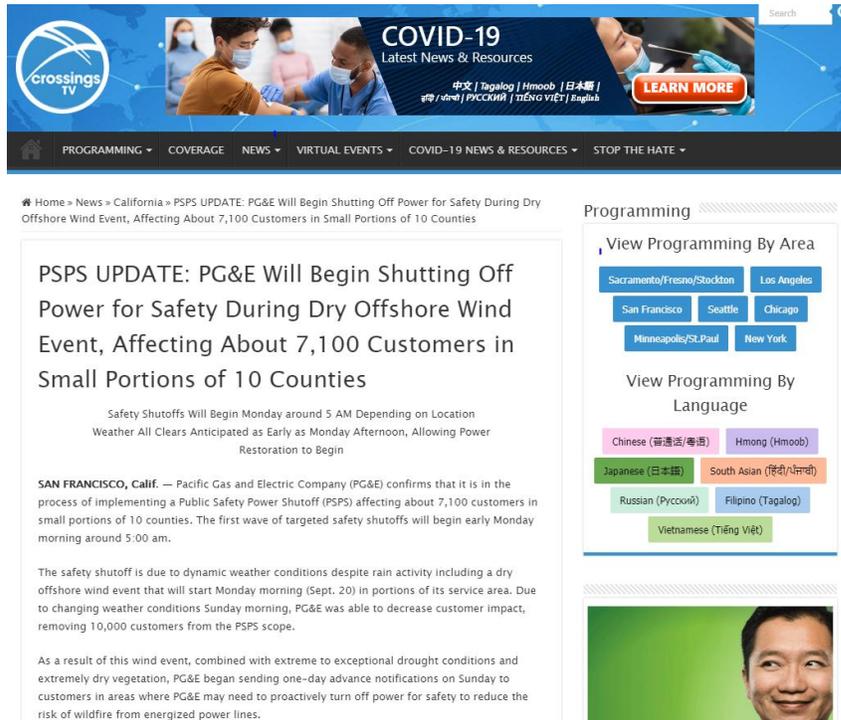
⁵² Total notifications do not include doorbell rings and Live Agent phone calls.

Table 11: Call Center Support Services⁵³

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
47,260	1,556	9	4,422	23

- 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 26 multicultural media organizations and 3 CBOs providing in-language outreach. 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 ASL, for their use and distribution. PG&E also shared our new PSPS Language Resources page (www.pge.com/pspslanguagehelp available in 16 languages) with organizations to share with their constituents. Highlights from our coordination with multicultural media organizations and CBOs during this event include:
 - PSPS updates on KBTV-Crossings TV’s website informing customers in all the impacted counties. See Figure 23 below:

Figure 23: KBTV-Crossings TV’s Website PSPS Update



⁵³ Metrics are provided from September 18, 2021 through September 21, 2021.

- Social media posts in Spanish on El Popular offering PSPS updates to impacted customers in Kern county. See Figure 24 below:

Figure 24: El Popular Facebook Posts Regarding PSPS Updates



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 3 local news releases containing information and updated details about the PSPS and wind events.
- Identified approximately 62 unique print, online, and broadcast stories.
- Coordinated directly with 26 multicultural media organizations to issue event updates on their in-language platforms (e.g., radio, TV, social media) in over 15 languages, including languages

spoken by communities that occupy significant roles in California’s agricultural economy (e.g., Mixteco).

- Handled approximately 70 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 42 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 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. During this event, visits to the emergency website peaked on Sunday, September 19, 2021, with approximately 144,700 visits and 254,000 page views. The emergency website saw a total of 303,980 visits and 541,927 page views from the time the event began to the time all customers had been restored to power.

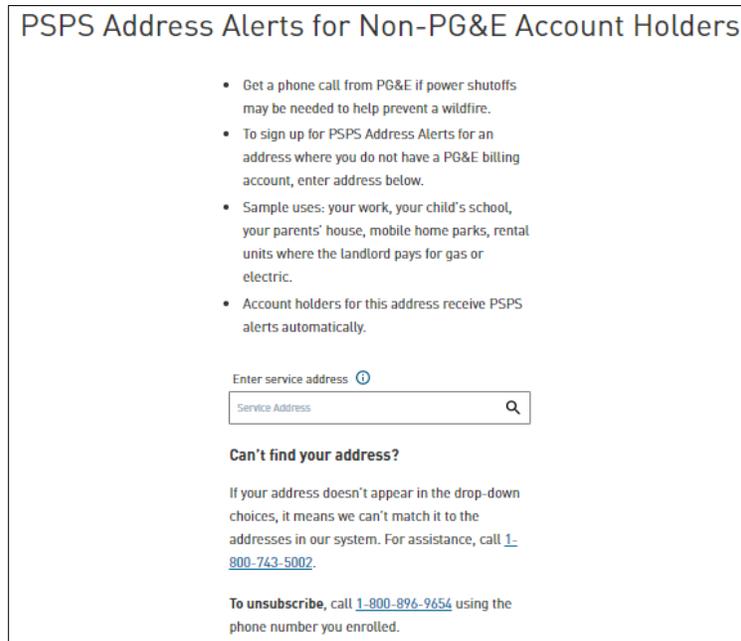
PG&E remains committed to the continuous improvement of its websites to better meet the diverse needs of its customers. As we launch new features and functionality to pge.com and to pgealerts.alerts.pge.com/, we test to help ensure compliance with WCAG 2.0 AA standards. We also seek to improve the customer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

- 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 and Figure 25. Address Alerts are available in 16 languages, as well as English.

Figure 25: 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) 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).

Table 12: PG&E Website Traffic for September 20-21, 2021 PSPS Event

Web Page	Unique Visitors	Visits	Page Views
PG&E’s Website (pge.com)	623,730	752,224	1,147,056
PG&E’s Emergency Website (pgealerts.alerts.pge.com) ^{54, 55}	218,478	303,980	541,927

⁵⁴ The PSPS Event Updates page is at the following link: pgealerts.alerts.pge.com/updates. PG&E also uses the following shortened URL for the same site: www.pge.com/pspsupdates.

⁵⁵ The emergency website metrics are a subset of the pge.com/ website traffic reported.

Table 13: Unique Visitors to the Translated Versions of PG&E’s Website for the September 20-21, 2021 PSPS Event⁵⁶

Language	Unique Visitors	Percent
English	217,747	99.67%
Spanish	601	0.28%
Chinese	154	0.07%
Hmong	12	0.01%
Russian	11	0.01%
Vietnamese	10	0.00%
Korean	6	0.00%
Khmer	3	0.00%
Arabic	3	0.00%
Portuguese	2	0.00%
Hindi	2	0.00%
Tagalog	2	0.00%
Japanese	1	0.00%
Farsi	1	0.00%
Thai	1	0.00%
Punjabi	1	0.00%
Grand Total⁵⁷	218,478	100%

Table 14: Unique Visitors to the Translated Versions of PG&E’s Emergency Website for the September 20-21, 2021 PSPS Event

Language	Unique Visitors	Percent
English	604,929	97.57%
Spanish	14,410	2.32%
Chinese	1,446	0.23%
Russian	333	0.05%
Korean	319	0.05%
Vietnamese	220	0.04%
Tagalog	103	0.02%
Farsi	99	0.02%
Portuguese	43	0.01%
Hindi	32	0.01%
Thai	30	0.00%
Japanese	28	0.00%
Khmer	27	0.00%
Arabic	22	0.00%
Punjabi	11	0.00%
Hmong	7	0.00%
Grand Total⁵⁸	620,017	100%

⁵⁶ 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.

⁵⁷ There is some overlap in unique visitors by language because some visitors viewed webpages in different languages.

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

Section 6.6 - Specific engagement with critical facilities and infrastructure such as communication carriers, hospitals, emergency centers, fire departments, and water plants regarding an assessment for the need for backup power. (SED additional information request as part of draft PSPS Post Event De-energization template.)

Response:

PG&E confirms receipt of notifications to all critical facilities providers impacted by a potential PSPS event and engaged directly with seven critical facilities/infrastructure sites regarding an assessment of the need for backup power via phone and email. These included two water agencies and five State of California facilities. All locations had their own backup power or other mitigations in place, except for one water agency that required additional back up generation for domestic water, referenced below.

Section 6.7 - Provide 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.

Section 6.7a. 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.) ⁵⁹	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

⁵⁹ 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.

Generator Type	Number of Units	Individual Size (MW)	Run Time (Hrs.) ⁵⁹	Description
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

6.7b. 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.

6.7c. 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 two backup generators were activated to energize the critical facility and infrastructure customers that did not have an existing mitigation in place.

6.7d. 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 backtie⁶⁰.

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 6.7e.

⁶⁰ 50,000 customer minutes is approximately equivalent to 100 customers for about 8 hours.

6.7e. 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 Protection⁶¹.

Followed by customers with special needs in the following order:

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

6.7f. 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 two stand-alone facilities serving public safety, and two 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 below.

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

County	Site Type	Generation Deployed	Duration of Operation	Reason Deployed
Kern	Water District	0.010 MW	28 hours	High risk to environment
Colusa	Tribal Health	0.002 MW	44 hours	Risk to Public Safety

⁶¹ The term “emergency response providers” includes federal, state, and local governmental and nongovernmental public safety, fire, law enforcement, emergency response, emergency medical services providers (including hospital emergency facilities), and related personnel, agencies, and authorities.

Section 7 – Complaints & Claims

Section 7.1 - The number and nature of complaints received as the result of the de-energization event and include 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 September 20-21, 2021 PSPS Event

Nature of Complaints	Number of Complaints
Communications/Notifications 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).	24
PSPS Frequency/Duration 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.	34
Safety/Health Concern 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.	8
General PSPS Dissatisfaction/Other 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.	30
Outreach/Assistance 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.	0

Claims

As of September 28, 2021, PG&E received one claim for the September 20-21, 2021 PSPS event.

Table 18: Count and Type of Claim(s) Received

Description of Claim(s)	Number of Claim(s)
Property Damage	1

Section 8 – Power Restoration

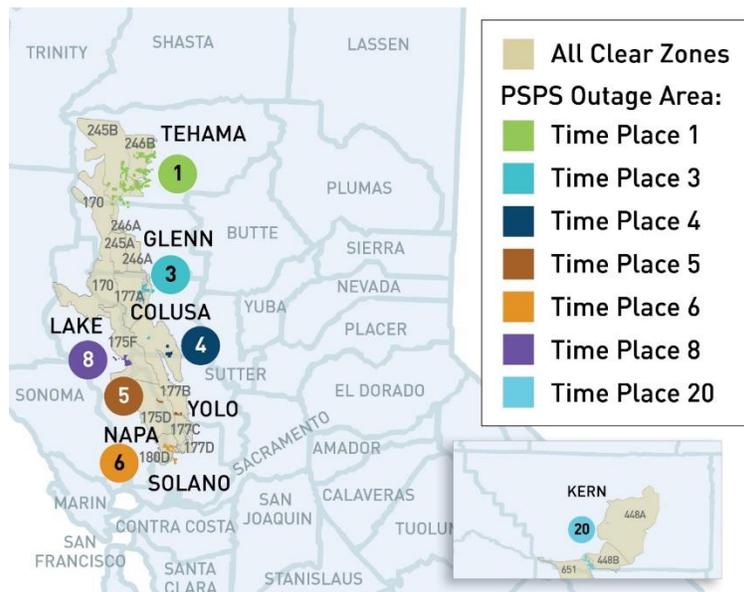
Section 8.1 - A detailed explanation of the steps the utility took to restore power (*Resolution ESRB-8 page 5*)

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 All-Clears 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 26: Map of Fire Index Areas & Time-Places De-energized for September 20-21, 2021 PSPS 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 7 sets of Weather All-Clears and deployed approximately 550 personnel and 9 helicopters to patrol the lines in advance of restoration. Patrols were conducted on approximately

260 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 request as part of draft PSPS Post Event De-energization template.*)

Response:

PG&E issued Weather All-Clears for All-Clear Zones at the times noted in Table 19.

Table 19: Weather All-Clear Times

All-Clear Zones	Weather All-Clear Date and Time
175D, 177C, 177D, 180D	9/20/2021 12:25 PDT
170, 245A, 246A	9/20/2021 13:05 PDT
177B	9/20/2021 13:52 PDT
245B, 246B	9/20/2021 14:34 PDT
175F, 177A	9/20/2021 16:11 PDT
448A	9/21/2021 11:13 PDT
448B, 651	9/21/2021 14:36 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, using the format below. (*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 number of attendance (*Resolution ESRB-8, page 5*)

Response:

During this event, PG&E opened nine Community Resource Centers (CRCs) in seven 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 small 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 emails on September 17, 2021 through September 20, 2021 to the potentially impacted jurisdictions identified at that time, to share lists of CRC locations and confirm that the jurisdiction desired CRCs mobilization. All 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.

Yolo, Mendocino, and Santa Barbara declined to have CRCs set up in their counties due to the relatively small scope of impact forecasted at the time. Later, Butte, Lake, and Sonoma Counties were removed from scope and the six CRCs that had been set up in those counties were not opened. An additional CRC that was set up in Tehama County was not opened as the customers it was intended to serve were removed from the event scope.

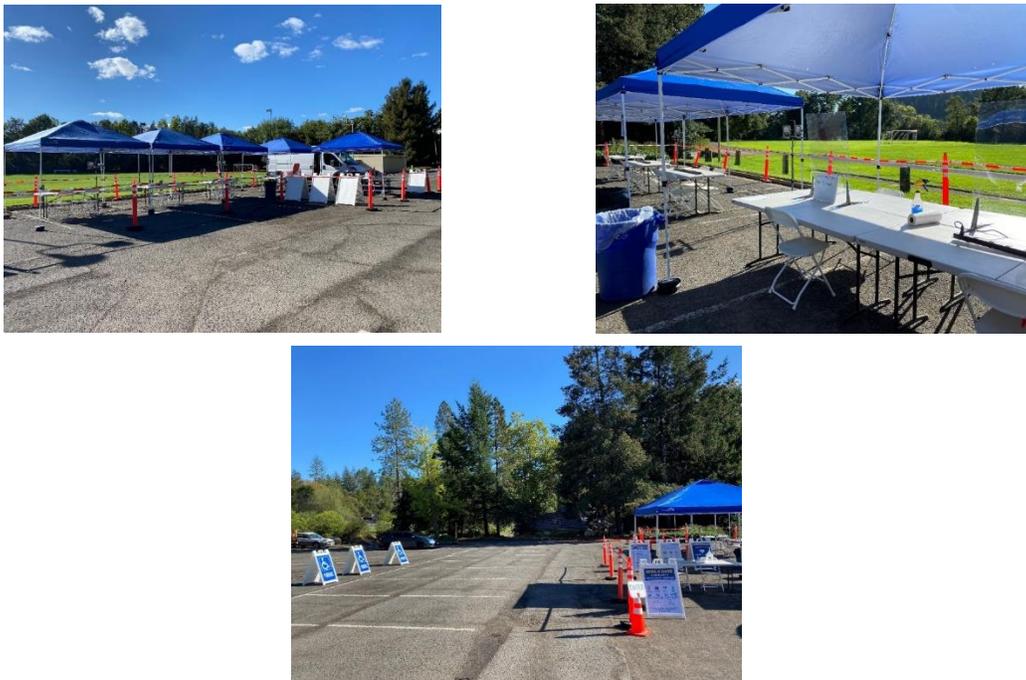
Location, Type and Timeline of CRCs

PG&E provided 9 CRCs total across Colusa, Glenn, Kern, Napa, Shasta, Solano, and Tehama counties over the course of two days throughout the impacted areas, as shown in Figure 29, four were indoor (hardened) sites, and five were outdoor micro or mobile sites (open air tents). All CRCs were in places known to the public including schools, community centers, a church, and parking lots. (See images of locations in Figure 27 and Figure 28). The CRCs in Glenn, Napa and Shasta Counties were opened at 08:00 PDT on Monday, September 20, 2021 but closed when those counties were not impacted as had been forecasted.

Figure 27: PG&E Indoor CRC at Stonyford Community Center in Colusa County



Figure 28: PG&E Outdoor CRC at Pacific Union College in Napa 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 265 people visited PG&E’s nine 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 request as part of draft PSPS Post Event De-energization template.)

Response:

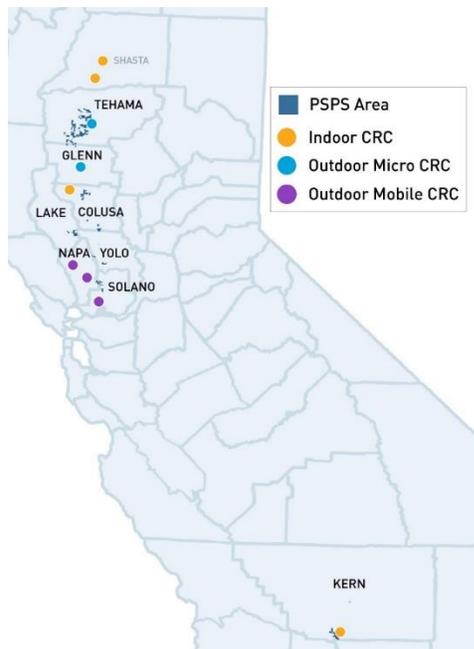
There were no deviations from the CRC requirements during this event.

Section 9.3 - A map identifying the location of each CRC and the de-energized areas (SED additional information request as part of draft PSPS Post Event De-energization template.)

Response:

PG&E provided nine CRCs total in Colusa, Glenn, Kern, Napa, Shasta, Solano, and Tehama counties over the course of two days throughout the impacted areas, as shown in Figure 29.

Figure 29: Location of Community Resource Centers Available During September 20 - 21, 2021 PPS Event



Section 10 – Mitigations to Reduce Impact

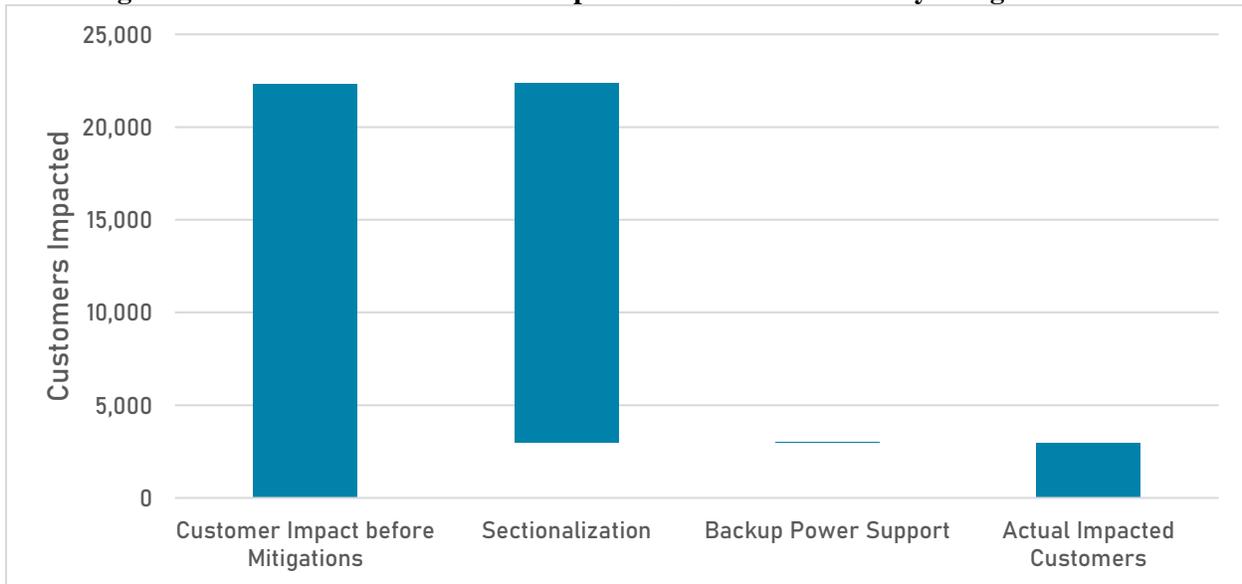
Section 10.1 - Mitigation actions and impacts (both waterfall graph and map) including: sectionalization devices, temporary generation, microgrids, permanent backup generation, transmission switching, covered conductor, and any other grid hardening that mitigated the impact of the event (D.21-06-014, page 285, SED additional information request as part of draft PSPS Post Event De-energization template.)

Response:

Mitigations to Reduce Impact

PG&E employed multiple measures to avoid de-energizing approximately 19,400 customers. Figure 30 depicts the impact each mitigation measure had on the total number of customers.

Figure 30: 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 15 circuits which reduced the customer impact by approximately 19,400 customers for this event. Of these devices, newly installed “greenfield” devices kept approximately 69 customers out of de-energization scope.

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.

Hardening

In some areas, PG&E has upgraded poles, framing, and equipment to increase resiliency and reliability, allowing additional customers to remain energized. During this event, no hardened infrastructure was used to mitigate customer de-energization.

Substation Temporary Generation

PG&E has prepared nine locations ready to interconnect and use temporary generation⁶² 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 temporary generation capability was not required in this event.

Temporary Microgrids:

No PG&E temporary microgrids were in scope for the 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 two stand-alone customers.

Table 16 lists the facilities that received backup power support during the September 20-21, 2021 PSPS event.

⁶² 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.

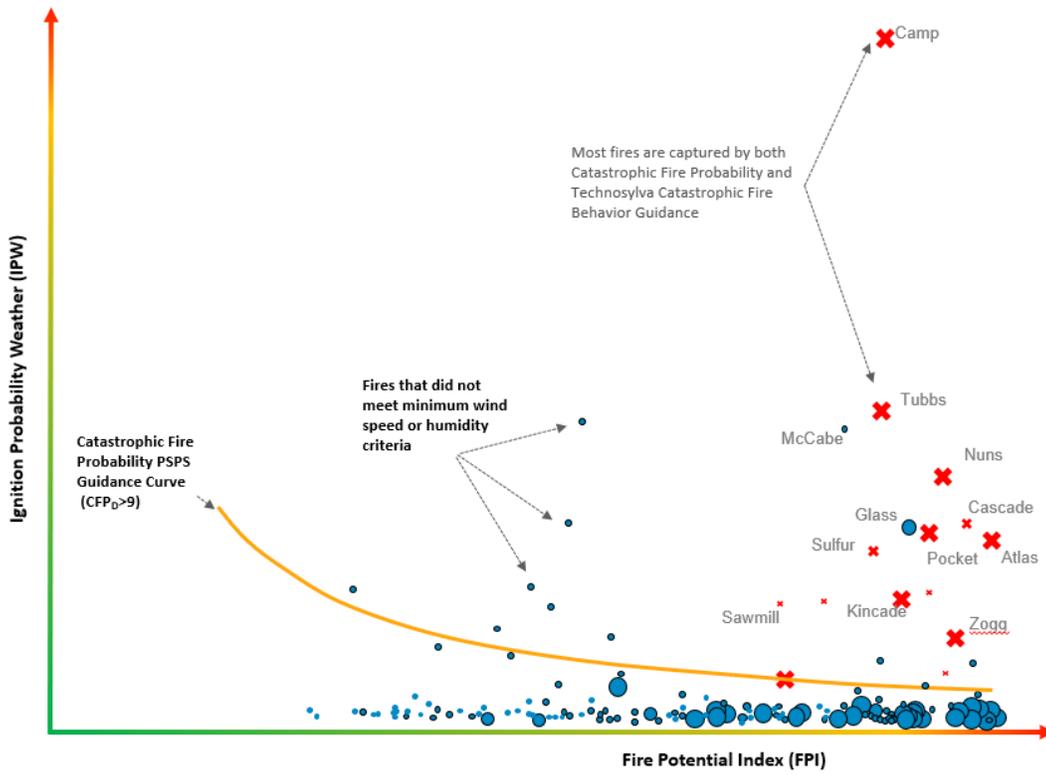
To evaluate if the 2021 PSPS Protocols captures large, catastrophic wind-driven fires, PG&E built a verification dataset by extracting the PSPS guidance for all recent fires that have occurred in PG&E’s service area from 2012 to 2020. Based on the historical review of incidents, verification of event dates, and the guidance sensitivity and calibration analysis, a CFP_D 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_D 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_D guidance value of nine is shown in Figure 31 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 31 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_D guidance. Blue dots above the line represent events that did not meet the mFPC criteria.

Figure 31: CFP_D 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”⁶³ 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”⁶⁴ 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.

⁶³ 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)”.

⁶⁴ 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 NWS

PG&E also validated PSPS guidance against Red Flag Warnings (RFWs) from the 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 GACC

PG&E also validated PSPS guidance against historical “High Risk” days from the 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 request as part of draft PSPS Post Event De-energization template.)

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 20 below have been contributed by individual EOC members and cover the September 20 - 21, 2021 PSPS event.

Table 20: Lessons Learned from the PSPS Event

Issue	Discussion	Resolution
<p>Approximately 750 customers were de-energized for 23 minutes due to de-energization operations. These customers were not originally in scope for de-energization and thus were not notified prior to the 23-minute outage.</p>	<p>On the distribution circuit in question, PG&E planned to use a manually operated device (rather than a SCADA device which could be operated from PG&E Grid Control Centers) so that the customer impact could be reduced. Prior to de-energizing the line, two of the planned resources called in sick leaving the nearest resource ~40 minutes away. Due to the travel time and potential risk to our customers, a decision was made to de-energize 750 additional customers using the automated device (so that the downstream customers would be de-energized in advance of the planned de-energization time) and restore the 750 additional upstream customers once the resource could get to location.</p>	<p>Going forward PG&E will implement the following process improvements:</p> <ol style="list-style-type: none"> 1. Teams will re-confirm resources are in place two hours ahead of the planned de-energization time. 2. Establish contingency staffing for increased scope/same day exceptions
<p>Circuit going through two TPs not de-energized due to being assigned to a TP that was delayed/cancelled</p>	<p>The issue relates to the Elk Creek 1101 circuit which extended from TP2 into TP3 for the PSPS Event. Originally both TPs were anticipated to have severe weather starting at 06:00 PDT, on September 20, 2021. As such the de-energization device in the playbook was to be the circuit breaker at Elk Creek substation, de-energizing the entire circuit. The circuit breaker was in TP2 and constituted the de-energization point; hence the entire circuit and all the customers were linked to TP2 and none of the circuit was linked to TP3. During this event TP3 was approved for de-energization based on current and forecasted weather conditions while TP2 was delayed for multiple review meetings before ultimately being cancelled later that day. As a result, the Elk Creek 1101 circuit was not de-energized (including the segments that passed into the geographic footprint of TP3) as it should have been, given the weather conditions that did occur in TP3.</p>	<p>The previous process was to ensure a specific circuit was assigned to only one TP. This facilitated avoiding multiple notifications to the same customer, multiple devices to be operated and any double counting of customer/mile impacts.</p> <p>To resolve this issue PG&E has implemented a process to include overlapping adjacent circuit segments in playbooks while not duplicating the notifications and other associated data. In parallel PG&E is working to automate this process in the PSPS Situation Intelligence Platform (PSIP).</p>

Issue	Discussion	Resolution
Lessons learned from implementing new restoration strategy	<p>In 2021, PG&E adopted the “All-Clear Zone” methodology for calling Weather “All-Clears”. Due to the large geographic span of some Fire Index Areas (FIA’s) which were historically used to call weather “All-Clears”, PG&E further divided FIAs into pre-defined boundaries, or All-Clear Zones, to allow for varying geographic weather conditions within a FIA. These All-Clear Zones align with known meteorological phenomena, such as mountain tops and wind gaps which may experience longer periods of extreme weather. This method has allowed for further granularity in calling weather “All-Clears”, thereby helping areas less prone to wind gusts or adverse conditions to be cleared and then restored more quickly.</p>	<p>The All-Clear Zone methodology has facilitated calling of All-Clears on a faster and more frequent basis. During this relatively small event, PG&E held seven separate Weather “All-Clear” meetings which resulted in a targeted and more granular restoration plan which was beneficial in reducing the overall outage duration for our customers.</p>
Lessons learned monitoring the weather conditions	<p>PG&E strives to minimize the number of customers impacted by a PSPS Event. To accomplish this, PG&E utilizes sophisticated high-resolution weather models, readings from its network of weather stations and field observations from its Hazard Awareness & Warning Center (HAWC).</p> <p>For the September 20-21, 2021 PSPS Event, the original scope encompassed 21 Time Places (TP). PG&E continually monitored the weather conditions through real-time readings from its weather stations and corroborated readings with field observations made by our Safety and Infrastructure Protection Teams situated in the areas of forecasted risk. PG&E closely monitored those areas and was ultimately able to defer the decision to de-energize 7 TPs as they did not meet the forecasted risk.</p>	<p>PG&E held 16 meteorology check-ins to review the latest conditions and removed seven TP’s (approximately 4,900 customers) from our de-energization scope.</p> <p>Ultimately, a significant number of customers that were in scope for de-energization were not de-energized. The initial customer in scope for de-energization included approximately 7,100 customers. However, following the 16 meteorology check-ins, the actual number of customers with planned, full-duration PSPS outages was reduced significantly to only about 2,200 customers.</p>

Section 12 – Other Relevant Information

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

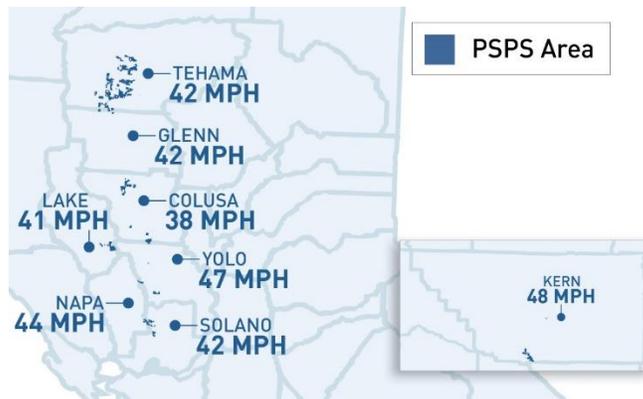
Maximum Wind Gusts

Table 21 and Figure 32 show the maximum wind gust speeds recorded by weather stations in each county within PSPS scope.

Table 21: Maximum Wind Gusts Recorded September 20, 2021 in Impacted Counties

County	Maximum Wind Gust (mph)	Station ID	Station Name
Kern	48	GVPC1	Grapevine Peak
Yolo	47	PG490	Bald Mountain Tower
Napa	44	PG358	Knoxville
Tehama	42	PG855	Black Butte Lake
Solano	42	PG880	Blue Ridge Road South
Glenn	42	PG845	Road 65
Lake	41	PG126	Mt St Helena East
Colusa	38	PG301	Bartlett Springs Road

Figure 32: Maximum Wind Gusts Recorded September 20, 2021 in Impacted Counties



Section 13 – Recommended Updates to the PSPS Guidelines

Response:

PG&E continues to work through the implementation of the de-energization guidelines and appreciates that there may be continued opportunity to refine certain aspects of the guidelines. PG&E will continue to engage with stakeholders and the open proceedings at the Commission and has no new suggestions at this time.

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 September 20 - 21, 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_pspstags	transmission_impacts_yes_no
ARBUCKLE 1101	4.85	8.586	38.276	3503	18.5	38.6	28.97	89.9	10.1	43.2492	0.06	0.118	0.0753	31.5	60.608166	59.486	0.341	0.75	0.9065		0.00084	YES	YES	N	NO
ARBUCKLE 1104	5.56	8.462	43.744	4217.1	19.2	39.7	29.91	89.835	10.2	43.1324	0.06	0.119	0.0722	31	61.0327	59.042	0.352	0.801	0.9418	477.9	0.00077	YES	YES	N	NO
CORNING 1101	3.77	6.529	56.171	8209	20.7	40.3	27.52	89.052	10.2	41.9714	0.06	0.089	0.0663	30	61.160984	63.599	0.432	0.768	0.9139	6259.9	0.00062	YES	YES	Y	NO
CORNING 1102	6.47	10.463	70.139	11495	23.4	43.6	30.53	88.754	8.91	41.9736	0.06	0.081	0.0612	30	57.116413	58.538	0.43	0.868	0.965	1979	0.00087	YES	YES	Y	NO
CORTINA 1101	2.92	11.753	59.899	5450.3	18.1	38.2	28.16	86.503	10.2	38.8022	0.06	0.105	0.0687	30.3	61.212482	59.606	0.319	0.803	0.9475	18.4	0.00049	YES	YES	N	NO
GLENN 1101	2.85	6.769	61.888	7436.2	21.7	40.2	30.52	88.658	9.45	41.7928	0.06	0.084	0.0633	30	56.79815	59.462	0.389	0.753	0.895	14.6	0.00051	YES	YES	Y	NO
HIGHLANDS 1103	24.9	11.592	54.928	4843	27.4	60.8	41.05	86.768	8.9	39.6668	0.07	0.096	0.0669	31.6	61.9886	57.329	0.382	0.878	0.9615	1149.6	0.00332	YES	YES	Y	NO
MADISON 2101	9.51	7.543	55.823	6668.7	23.3	45.5	36.48	90.317	10.2	43.7727	0.06	0.109	0.0693	30.1	61.74293	58.357	0.346	0.789	0.9276	86.4	0.00144	YES	YES	N	NO
MAXWELL 1105	3.11	7.907	61.092	8669.1	20.5	37.5	29.21	90.713	9.18	44.7761	0.06	0.091	0.0709	30	60.8091	58.573	0.393	0.785	0.9163	261	0.00048	YES	YES	N	NO
MONTICELLO 1101	12.3	8.826	51.399	3427.3	23.8	49.4	37.56	87.756	10.5	40.2689	0.07	0.107	0.0727	30.2	61.790634	57.284	0.328	0.785	0.9493	264.8	0.0017	YES	YES	Y	NO
PUTAH CREEK 1105	3.66	6.224	53.586	4870.3	23.4	39.4	33.6	88.769	11.2	41.2777	0.07	0.119	0.0688	30.2	62.61454	58.603	0.36	0.59	0.8283	39.8	0.00069	YES	YES	N	NO
SCE TEHACHAPI 1101	24.1	7.799	69.941	6683.8	23.8	51.9	34.64	95.453	6.49	53.0046	0.05	0.089	0.0663	30.6	65.267395	62.482	0.325	0.844	0.9578	53.8	0.00316	NO	NO	N	NO
TEJON 1102	16.1	11.011	101.804	22114	34	58.2	42.07	96.285	7.09	53.3834	0.04	0.08	0.061	30	60.8947	57.65	0.394	0.879	0.9623	2474.7	0.00202	NO	NO	Y	NO
TYLER 1105	2.5	6.224	49.808	5707.2	19.6	35.3	23.07	89.349	10.2	42.3823	0.06	0.087	0.0654	30.1	57.456734	65.17	0.481	0.657	0.8752	1480.6	0.00044	YES	YES	Y	NO
VACAVILLE 1104	5.88	4.351	27.588	559.12	20.5	42.4	32.32	86.239	12.3	37.6204	0.07	0.125	0.0805	33.1	60.82782	59.402	0.408	0.718	0.8934	7433.8	0.00105	YES	YES	N	NO
VACAVILLE 1108	7.73	3.698	21.773	592.79	24.5	50.8	36.29	86.298	12.2	37.7208	0.07	0.106	0.0698	32.8	60.832767	57.508	0.393	0.712	0.905	2154.1	0.00129	YES	YES	N	NO

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 September 20 - 21, 2021 PSPS Event

Value	Unit	Value provided	Description
cfpd	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 _d) Catastrophic Fire Probability distribution model. Scaled by 10 ³ to convert to an integer value.
flame_length_ft_2hr	ft	max	Flame length in feet on fire front for first 2 hours of fire spread simulation from Technoslyva.
rate_of_spread_chhr_2hr	Ch/hr.	max	Rate of fire spread in chains per hour for first 2 hours of fire spread simulation from Technoslyva.
area_acres_8hr	acres	max	Acres burned in the 8-hour fire spread simulation from Technoslyva.
ws_mph	mph	max	Sustained windspeed in miles per hour at 10 meters above ground level.
wg_ec_mph	mph	max	Wind gust in miles per hour at 10 meters above ground level.
ws_mph_50m	mph	max	Sustained windspeed in miles per hour at 50 meters above ground level.
temp_2m_f	F	max	Temperature in Fahrenheit at 2 meters above ground level.
rh_2m	%	min	Relative Humidity in percent at 2 meters above ground level.
vpd2m_mb	mb	max	Vapor pressure deficit at 2 meters above ground level in millibars.
dfm_10hr	fuel moisture fraction	min	Dead Fuel Moisture in 10-hour fuel moisture class. Can be scaled to percentage by multiplying by 100.
dfm_100hr	fuel moisture fraction	min	Dead Fuel Moisture in 100-hour moisture class. Can be scaled to percentage by multiplying by 100.
dfm_1000hr	fuel moisture fraction	min	Dead Fuel Moisture in 1000-hour moisture class. Can be scaled to percentage by multiplying by 100.
lfm_herb	%	min	Live Fuel Moisture Percentage of herbaceous plant species. (% of species that is comprised of water)
lfm_chamise_new	%	min	Live Fuel Moisture Percentage of Chamise (shrub) plant species. (% of species that is comprised of water)
lfm_woody	%	min	Live Fuel Moisture Percentage of woody plant species. (% of species that is comprised of water)
prob_large	Probability	max	Fire Potential Index (FPI) Model Output - Probability of a large fire if an ignition were to occur.
prob_cat	Probability	max	Fire Potential Index (FPI) Model Output - Probability of a catastrophic fire if an ignition were to occur. FPI component of the CFP _D model.
prob_large_or_cat	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.
sum_tree_ovr	ft	max	Sum of tree overstrike in a 2 x 2 km grid cell area in ft.
prob_ignition	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 _D model.
RFW	N/A	Yes/No during event	Red Flag Warning from the Federal National Weather Service.
GACC_HighRisk	N/A	Yes/No during event	High Risk issued by the Federal North or South Operations Predictive Services.
open_pspstags	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)
transmission_impacts_yes_no	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.

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 September 20 - 21, 2021 PSPS Event

Distribution / Transmission	Circuit Name	De-Energization Date and Time (PDT)	Restoration Date and Time (PDT)	Counties	HFTD Tier(s)	Total Customers	Residential Customers	Commercial / Industrial Customers	Medical Baseline Customers	Other Customers
Distribution	ARBUCKLE 1101*	09/20/21 06:05	09/20/21 15:45	COLUSA	Outside HFTD	3	2	0	0	1
Distribution	ARBUCKLE 1104*	09/20/21 06:09	09/20/21 15:51	YOLO, COLUSA	Partially Outside HFTD, Tier 2	13	9	3	0	1
Distribution	CORNING 1101*	09/20/21 06:10	09/21/21 00:45	TEHAMA	Partially Outside HFTD, Tier 2	841	773	65	103	3
Distribution	CORNING 1102*	09/20/21 06:18	09/20/21 19:13	TEHAMA	Partially Outside HFTD, Tier 2	291	230	51	15	10
Distribution	CORTINA 1101*	09/20/21 06:11	09/20/21 16:12	COLUSA	Tier 2	8	4	4	1	0
Distribution	GLENN 1101*	09/20/21 06:33	09/20/21 16:54	GLENN	Partially Outside HFTD, Tier 2	5	3	1	0	1
Distribution	HIGHLANDS 1103*	09/20/21 06:08	09/20/21 17:49	LAKE	Partially Outside HFTD, Tier 2	51	36	11	3	4
Distribution	MADISON 2101*	09/20/21 06:13	09/20/21 15:33	YOLO	Tier 2	10	0	10	0	0
Distribution	MAXWELL 1105*	09/20/21 06:14	09/20/21 17:59	COLUSA	Partially Outside HFTD, Tier 2	44	29	9	1	6
Distribution	MONTICELLO 1101*	09/20/21 06:40	09/20/21 14:23	NAPA	Tier 2	8	0	7	0	1
Distribution	PUTAH CREEK 1105*	09/20/21 06:16	09/20/21 15:17	YOLO	Partially Outside HFTD, Tier 2	9	3	5	0	1
Distribution	SCE TEHACHAPI 1101	09/21/21 01:09	09/21/21 16:06	KERN	Tier 2	3	2	1	0	0
Distribution	TEJON 1102*	09/20/21 22:25	09/21/21 16:46	KERN	Partially Outside HFTD, Tier 2	598	482	103	34	13
Distribution	TYLER 1105*	09/20/21 06:20	09/20/21 16:42	TEHAMA	Partially Outside HFTD, Tier 2	237	177	34	15	26
Distribution	VACAVILLE 1104*	09/20/21 06:56	09/20/21 15:38	SOLANO	Partially Outside HFTD, Tier 2	802	716	76	62	10
Distribution	VACAVILLE 1108*	09/20/21 06:18	09/20/21 14:52	SOLANO	Partially Outside HFTD, Tier 2	45	17	25	0	3
Total						2,968	2,483	405	234	80

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

There were no damages or hazards found in post-weather patrols for this PSPS event.

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

September 20, 2021
Public Safety Power Shutoff
Event Notifications



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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

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

Publicly-Owned Utilities, Transmission and Wholesale Customers App-89

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.

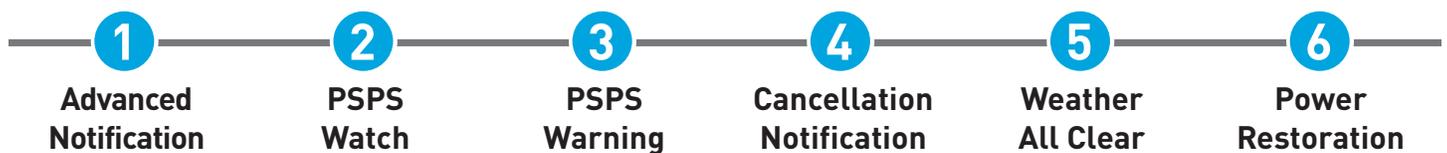
** Medical Baseline Program Participants and Self-Identified Vulnerable Customers receive unique PSPS Watch and PSPS Warning notifications, but all other notifications align with all other customers.

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.

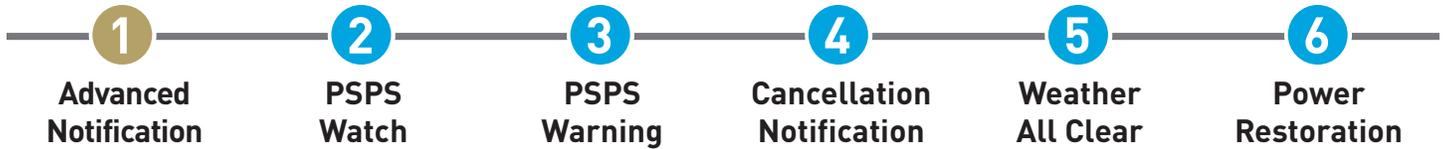
These notifications were sent based on potential PSPS impacts to PG&E's electric service within an agency's jurisdiction and were not tied to a specific PG&E account. Agency contacts also received notifications specific to their accounts, if their service was interrupted during this PSPS event.

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

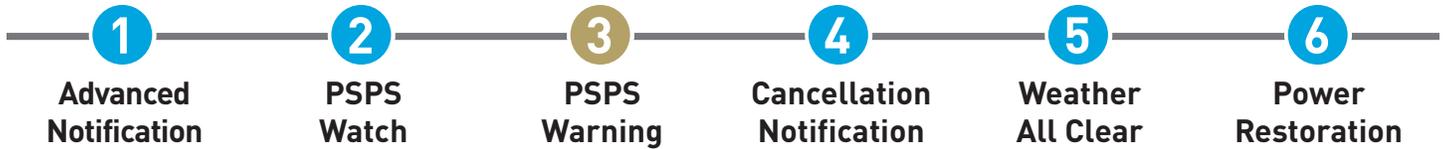
This is PG&E calling on [DATE] with a Public Safety Power Shutoff outage alert. On [DATE], power may be shut off in portions of [NAME] for safety. Due to current weather forecasts, your area is under a Watch for a Public Safety Power Shutoff. Portions of [NAME] are estimated to begin being shut off between [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

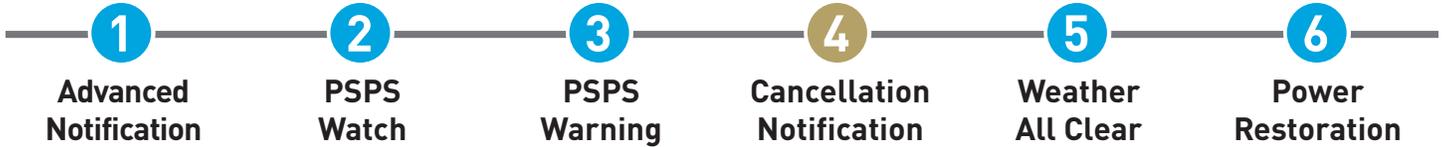
This is PG&E calling on [DATE] with a Public Safety Power Shutoff outage alert. Shutoffs in portions of [NAME] will begin on [DATE]. To protect public safety, PG&E has upgraded the PSPS Watch to a Warning. High temperatures, extreme dryness and high winds will require us to turn off power to help prevent 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

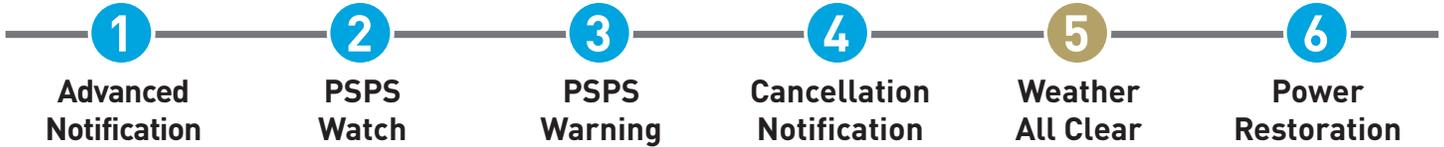
This is PG&E calling on [TIME] with a Public Safety Power Shutoff alert. Forecasted weather conditions have improved, and we are not planning to turn off power for public safety in [NAME] on [DATE]. For more information visit [URL] and [URL].

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

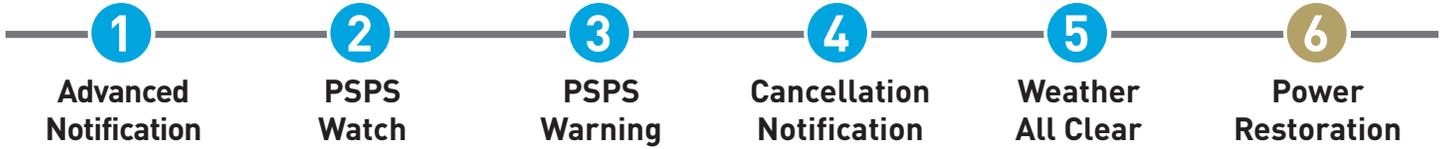
This is PG&E calling on [DATE] with a Public Safety Power Shutoff outage alert. Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power in [NAME]. The estimated restoration time for your area is on [ETOR DATE] by [ETOR TIME]. Restoration 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 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 PSPS 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. 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. 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]

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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. 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****

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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.

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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.
- For a 7-day Public Safety Power Shutoff forecast, visit 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.

[\[AD HOC 1\]](#)

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.**

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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.
- For a 7-day Public Safety Power Shutoff forecast, visit 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 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. 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 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 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. 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 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 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]. 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 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.
- To view city/county level information, visit pge.com/pspsupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips, visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast, visit 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_s 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 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.
- To view city/county level information, visit pge.com/pspsupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips, visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast, visit 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 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. 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 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 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. 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 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 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. Info & Other languages: 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 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.
- To view city/county level information, visit pge.com/pspsupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips, visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast, visit 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 (MUTIPLE 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 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.
- To view city/county level information, visit pge.com/pspsupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips, visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast, visit 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 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 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 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. 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 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 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 Microgrid info, other languages and more: 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་ཁྲོལ་ 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 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.
- To view city/county level information, visit pge.com/pspsupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips, visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast, visit 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.

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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 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.
- To view city/county level information, visit pge.com/pspsupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips, visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast, visit 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 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]

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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. 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 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 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. 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 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 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 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 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.
- To view city/county level information, visit pge.com/pspsupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips, visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast, visit 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 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.
- To view city/county level information, visit pge.com/pspsupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips, visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast, visit 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 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. 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 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 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. 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 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 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
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 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.
- To view city/county level information, visit pge.com/pspsupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips, visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast, visit 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_s 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 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.
- To view city/county level information, visit pge.com/pspsupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips, visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast, visit 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 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.

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 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 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.

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 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.

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 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 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.

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. 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. 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 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.
- To view city/county level information, visit 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.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast visit 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 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.
- To view city/county level information, visit pge.com/pspsupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast visit 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 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 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 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 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 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 or call 1-800-743-5002.

Thank you. Goodbye.

All Customers



TEXT (SINGLE PREM)

PG&E PSPS 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

TEXT (MULTI PREM)

PG&E PSPS 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. More info & other languages: pge.com/pspsupdates

EMAIL (SINGLE PREM)

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 your location.

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: [PREMISE ADDRESS, CITY, STATE, COUNTY] on [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE].

[AD HOC2]

For more information visit 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 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 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.

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 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 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.

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 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.

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 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 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.

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. 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. 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 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.
- To view city/county level information, visit 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.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast visit 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 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.
- To view city/county level information, visit pge.com/pspsupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast visit 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 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.

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 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 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.

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 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.

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 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 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.

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
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. Info & Languages: 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 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.
- To view city/county level information, visit pge.com/pspsupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips visit pge.com/generatorsafety.
- For generator safety tips visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast visit 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 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.
- To view city/county level information, visit pge.com/pspsupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips visit pge.com/generatorsafety.
- For generator safety tips visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast visit 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 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 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 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 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 or call 1-800-743-5002. For other languages: 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.

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 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 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.

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.

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.
- For a 7-day PSPS forecast, visit 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.
- For a 7-day PSPS forecast, visit 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.

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.

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

Table E-1. Public Safety Partners Contacted

Dates marked with an asterisk (*) are representatives who received multiple notifications during the event.

Organization/Jurisdiction	Title	HFTD Tier	Date/Time Contacted (PDT)
Butte County	Probation Officer	Tier 2, Tier 3, Zone 1	9/18/21 12:55:28 PM*
Butte County	CAO	Tier 2, Tier 3, Zone 1	9/18/21 12:55:28 PM*
Butte County	General	Tier 2, Tier 3, Zone 1	9/18/21 12:55:28 PM*
Butte County	General CAL FIRE	Tier 2, Tier 3, Zone 1	9/18/21 12:55:28 PM*
Butte County	General	Tier 2, Tier 3, Zone 1	9/18/21 12:55:28 PM*
Butte County	Public Health Director	Tier 2, Tier 3, Zone 1	9/18/21 12:55:28 PM*
Butte County	General	Tier 2, Tier 3, Zone 1	9/18/21 12:55:28 PM*
Butte County	General	Tier 2, Tier 3, Zone 1	9/18/21 12:55:28 PM*
Butte County	General	Tier 2, Tier 3, Zone 1	9/18/21 12:55:28 PM*
Butte County	General Services Director	Tier 2, Tier 3, Zone 1	9/18/21 12:55:28 PM*
Butte County	General	Tier 2, Tier 3, Zone 1	9/18/21 12:55:28 PM*
Butte County	OES Director	Tier 2, Tier 3, Zone 1	9/18/21 8:00:00 AM*
Butte County	Director	Tier 2, Tier 3, Zone 1	9/18/21 12:55:28 PM*
Butte County	Sheriff	Tier 2, Tier 3, Zone 1	9/18/21 12:55:28 PM*
Butte County	General	Tier 2, Tier 3, Zone 1	9/18/21 12:55:28 PM*
Butte County	General	Tier 2, Tier 3, Zone 1	9/18/21 12:55:28 PM*
Butte County	General	Tier 2, Tier 3, Zone 1	9/18/21 12:55:28 PM*
Butte County	General	Tier 2, Tier 3, Zone 1	9/18/21 12:55:28 PM*
Butte County	Assistant Director	Tier 2, Tier 3, Zone 1	9/18/21 12:55:28 PM*
Butte County	Chairman	Tier 2, Tier 3, Zone 1	9/18/21 12:55:28 PM*
Butte County	General	Tier 2, Tier 3, Zone 1	9/18/21 12:55:28 PM*
Butte County	General	Tier 2, Tier 3, Zone 1	9/18/21 12:55:28 PM*
Butte County	Butte County SO	Tier 2, Tier 3, Zone 1	9/18/21 1:00 PM
Butte County	CALFIRE Butte & Butte Co Fire	Tier 2, Tier 3, Zone 1	9/18/21 1:02 PM
Butte County	Chico PD & Fire	Tier 2, Tier 3, Zone 1	9/18/21 1:17 PM
Butte County	Chico State University	Tier 2, Tier 3, Zone 1	9/18/21 1:07 PM
Butte County	Gridley PD	Tier 2, Tier 3, Zone 1	9/18/21 1:09 PM
Butte County	Oroville PD & Fire	Tier 2, Tier 3, Zone 1	9/18/21 1:07 PM
Butte County	Paradise PD	Tier 2, Tier 3, Zone 1	9/18/21 1:00 PM
Colusa County	General	Tier 2	9/17/21 5:31:31 PM*
Colusa County	Deputy Chief	Tier 2	9/17/21 5:31:31 PM*
Colusa County	Division Chief	Tier 2	9/17/21 5:31:31 PM*
Colusa County	Director	Tier 2	9/17/21 5:31:31 PM*
Colusa County	OES Lieutenant	Tier 2	9/17/21 5:31:31 PM*
Colusa County	MHOAC	Tier 2	9/17/21 5:31:31 PM*
Colusa County	Colusa SO	Tier 2	9/17/21 6:45 PM
Cortina Rancheria	Chairperson	Tier 2	9/17/21 3:00:00 PM*
Glenn County	Deputy Director OES	Tier 2	9/17/21 5:31:31 PM*
Glenn County	Unit Chief Tehama-Glenn	Tier 2	9/17/21 5:31:31 PM*
Glenn County	Planning Director; Designated POC	Tier 2	9/17/21 5:31:31 PM*

Organization/Jurisdiction	Title	HFTD Tier	Date/Time Contacted (PDT)
Glenn County	General	Tier 2	9/17/21 5:31:31 PM*
Glenn County	Sheriff	Tier 2	9/17/21 5:31:31 PM*
Glenn County	Fire Chief	Tier 2	9/17/21 5:31:31 PM*
Glenn County	County Administrative Officer	Tier 2	9/17/21 5:31:31 PM*
Glenn County	Glenn County	Tier 2	9/17/21 6:45 PM
Glenn County, Tehama County	Tehama/Glenn Cal Fire	Tier 2	9/17/21 6:45 PM
Grindstone Rancheria	Chairman	Tier 2	9/17/21 3:00:00 PM*
Grindstone Rancheria	Tribal Secretary	Tier 2	9/17/21 5:31:31 PM*
Kern County	Fire Chief	Tier 2, Tier 3, Zone 1	9/18/21 12:55:28 PM*
Kern County	General	Tier 2, Tier 3, Zone 1	9/18/21 12:55:28 PM*
Kern County	Manager; Designated POC	Tier 2, Tier 3, Zone 1	9/18/21 12:55:28 PM*
Kern County	MHOAC	Tier 2, Tier 3, Zone 1	9/18/21 12:55:28 PM*
Kern County	Emergency Supervisor	Tier 2, Tier 3, Zone 1	9/18/21 12:55:28 PM*
Kern County	Emergency	Tier 2, Tier 3, Zone 1	9/18/21 12:55:28 PM*
Kern County	Tribal Chairman	Tier 2, Tier 3, Zone 1	9/18/21 12:55:28 PM*
Kern County	Historic Preservation Officer	Tier 2, Tier 3, Zone 1	9/18/21 12:55:28 PM*
Kern County	CAO; Designated POC	Tier 2, Tier 3, Zone 1	9/18/21 12:55:28 PM*
Kern County	Emergency	Tier 2, Tier 3, Zone 1	9/18/21 12:55:28 PM*
Kern County	Arvin PD	Tier 2, Tier 3, Zone 1	9/18/21 1:23 PM
Kern County	Bakersfield PD	Tier 2, Tier 3, Zone 1	9/18/21 1:25 PM
Kern County	Delano PD	Tier 2, Tier 3, Zone 1	9/18/21 1:30 PM
Kern County	Kern County ECC	Tier 2, Tier 3, Zone 1	9/18/21 1:35 PM
Kern County	Kern County SO	Tier 2, Tier 3, Zone 1	9/18/21 1:40 PM
Kern County	McFarland PD	Tier 2, Tier 3, Zone 1	9/18/21 1:45 PM
Kern County	Taft PD	Tier 2, Tier 3, Zone 1	9/18/21 1:50 PM
Kings County	Dispatch	Tier 2	9/18/21 12:55:28 PM*
Lake County	Dispatch	Tier 2, Tier 3	9/17/21 5:31:31 PM*
Lake County	Sheriff	Tier 2, Tier 3	9/17/21 5:31:31 PM*
Lake County	Chair of the Board	Tier 2, Tier 3	9/17/21 5:31:31 PM*
Lake County	County Administrative Officer	Tier 2, Tier 3	9/17/21 5:31:31 PM*
Lake County	OES Emergency Director; Designated POC	Tier 2, Tier 3	9/17/21 5:31:31 PM*
Lake County	MHOAC	Tier 2, Tier 3	9/17/21 5:31:31 PM*
Lake County	MHOAC	Tier 2, Tier 3	9/17/21 5:31:31 PM*
Lake County	Lieutenant	Tier 2, Tier 3	9/17/21 5:31:31 PM*
Lake County	Deputy Chief	Tier 2, Tier 3	9/17/21 5:31:31 PM*
Lake County	General	Tier 2, Tier 3	9/17/21 5:31:31 PM*
Lake County	Battalion Chief	Tier 2, Tier 3	9/17/21 5:31:31 PM*
Lake County	Division Chief	Tier 2, Tier 3	9/17/21 5:31:31 PM*
Lake County	Clearlake PD	Tier 2, Tier 3	9/17/21 6:30 PM
Lake County	Lake County SO	Tier 2, Tier 3	9/17/21 6:30 PM
Lake County, Napa County, Sonoma County	Sonoma/Lake/Napa Cal Fire	Tier 2, Tier 3, Zone 1	9/17/21 7:15 PM
Marin County	CEO	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*

Organization/Jurisdiction	Title	HFTD Tier	Date/Time Contacted (PDT)
Mendocino County	OES Manager	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Mendocino County	County Executive Officer; Designated POC	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Mendocino County	General	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Mendocino County	Local Cal Fire	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Mendocino County	MHOAC	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Mendocino County	Fire Chief	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Mendocino County	Sheriff; Designated POC	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Mendocino County	Fire Chief	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Mendocino County	Account Executive	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Mendocino County	Commander	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Mendocino County	Chairperson	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Mendocino County	Fort Bragg	Tier 2, Tier 3, Zone 1	9/17/21 7:14 PM
Mendocino County	Mendocino County SO	Tier 2, Tier 3, Zone 1	9/17/21 7:18 PM
Mendocino County	Mendocino Cal Fire	Tier 2, Tier 3, Zone 1	9/17/21 7:20 PM
Mendocino County	USFS Mendocino National Forest	Tier 2, Tier 3, Zone 1	9/17/21 7:24 PM
Mendocino County	Ukiah	Tier 2, Tier 3, Zone 1	9/17/21 7:28 PM
Mendocino County	Willits	Tier 2, Tier 3, Zone 1	9/17/21 7:31 PM
Napa County	GIS	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Napa County	Captain	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Napa County	Napa County Fire Chief	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Napa County	Director of Public Affairs	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Napa County	Napa County Fire Operations Chief	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Napa County	Sheriff	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Napa County	Under-Sheriff	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Napa County	MHOAC	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Napa County	Emergency Services Manager	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Napa County	General	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Napa County	General	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Napa County	County Executive Officer	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Napa County	Captain	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Napa County	Local Cal Fire	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Napa County	MHOAC	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Napa County	LNU Command Center	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Napa County	Calistoga PD	Tier 2, Tier 3, Zone 1	9/17/21 6:58 PM
Napa County	St Helena PD	Tier 2, Tier 3, Zone 1	9/17/21 6:54 PM
Napa County	Napa State Hospital	Tier 2, Tier 3, Zone 1	9/17/21 6:56 PM
Napa County	Napa Central Dispatch	Tier 2, Tier 3, Zone 1	9/17/21 6:50 PM
Santa Barbara County	Sheriff	Tier 2, Tier 3	9/18/21 12:55:28 PM*
Santa Barbara County	OES Director	Tier 2, Tier 3	9/18/21 8:00:00 AM*
Santa Barbara County	Fire Chief	Tier 2, Tier 3	9/18/21 12:55:28 PM*
Santa Barbara County	Chairperson	Tier 2, Tier 3	9/18/21 12:55:28 PM*
Santa Barbara County	County Executive Officer	Tier 2, Tier 3	9/18/21 12:55:28 PM*

Organization/Jurisdiction	Title	HFTD Tier	Date/Time Contacted (PDT)
Santa Barbara County	OEM Duty Officer (24-hour)	Tier 2, Tier 3	9/18/21 12:55:28 PM*
Santa Barbara County	Energy Manager	Tier 2, Tier 3	9/18/21 12:55:28 PM*
Santa Barbara County	Facilities Manager	Tier 2, Tier 3	9/18/21 12:55:28 PM*
Santa Barbara County	Santa Barbara Police Combine Comm	Tier 2, Tier 3	9/18/21 1:30 PM
Santa Barbara County	Santa Barbara County Public Safety	Tier 2, Tier 3	9/18/21 1:35 PM
Shasta County	OES Director	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Shasta County	Chief, County Fire Warden	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Shasta County	District Director	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Shasta County	ECC	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Shasta County	OES Assistant Director	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Shasta County	Tribal Leader	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Shasta County	General	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Shasta County	General	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Shasta County	Undersheriff	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Shasta County	Supervisor	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Shasta County	Supervisor	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Shasta County	General	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Shasta County	Chief, Northern Operations	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Shasta County	CEO; Designated POC	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Shasta County	Sheriff	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Shasta County	Fire Chief	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Shasta County	General	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Shasta County	MHOAC	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Shasta County	Lieutenant	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Shasta County	General	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Shasta County	Chairman	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Shasta County	Shascom	Tier 2, Tier 3, Zone 1	9/17/21 6:45 PM
Shasta County	USFS Shasta-Trinity	Tier 2, Tier 3, Zone 1	9/17/21 6:45 PM
Shasta County, Trinity County	Cal Fire Shasta/Trinity	Tier 2, Tier 3, Zone 1	9/17/21 6:45 PM
Solano County	MHOAC	Tier 2	9/17/21 5:31:31 PM*
Solano County	County Administrator	Tier 2	9/17/21 5:31:31 PM*
Solano County	Emergency	Tier 2	9/17/21 5:31:31 PM*
Solano County	Emergency	Tier 2	9/17/21 5:31:31 PM*
Solano County	Chair of the Board	Tier 2	9/17/21 5:31:31 PM*
Solano County	Fire Chief	Tier 2	9/17/21 5:31:31 PM*
Solano County	MHOAC	Tier 2	9/17/21 5:31:31 PM*
Solano County	Sheriff	Tier 2	9/17/21 5:31:31 PM*
Solano County	Benicia	Tier 2	9/17/21 7:05 PM
Solano County	Cordelia	Tier 2	9/17/21 7:06 PM
Solano County	Dixon	Tier 2	9/17/21 7:06 PM
Solano County	Fairfield	Tier 2	9/17/21 7:09 PM
Solano County	Travis Air Force Base	Tier 2	9/17/21 7:12 PM

Organization/Jurisdiction	Title	HFTD Tier	Date/Time Contacted (PDT)
Solano County	Solano County SO	Tier 2	9/17/21 7:06 PM
Solano County	Suisun	Tier 2	9/17/21 7:16 PM
Solano County	Vacaville	Tier 2	9/17/21 7:20 PM
Solano County	Vallejo	Tier 2	9/17/21 7:24 PM
Sonoma County	Sheriff's Liaison	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Sonoma County	MHOAC	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Sonoma County	OES Director	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Sonoma County	Community Alert & Warning Manager	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Sonoma County	Director of Customer Care	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Sonoma County	CEO	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Sonoma County	General	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Sonoma County	General	Tier 2, Tier 3, Zone 1	9/17/2021 17:55
Sonoma County	Costal Valleys EMS	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Sonoma County	Deputy Director	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Sonoma County	Communications & Engagement Coordinator	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Sonoma County	Chair of the Board	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Sonoma County	Sheriff	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Sonoma County	Communications & Engagement Coordinator	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Sonoma County	Main Office	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Sonoma County	EMS Dispatch	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Sonoma County	Emergency Coordinator	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Sonoma County	Chairperson	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Sonoma County	Sheriff Dispatch	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Sonoma County	County Administrator	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Sonoma County	Emergency Manager	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Sonoma County	Public Health Officer	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Sonoma County	Cloverdale PD	Tier 2, Tier 3, Zone 1	9/17/21 7:08 PM
Sonoma County	Cotati PD	Tier 2, Tier 3, Zone 1	9/17/21 7:12 PM
Sonoma County	Healdsburg	Tier 2, Tier 3, Zone 1	9/17/21 7:15 PM
Sonoma County	Petaluma	Tier 2, Tier 3, Zone 1	9/17/21 7:19 PM
Sonoma County	Rohnert Park Public Safety	Tier 2, Tier 3, Zone 1	9/17/21 7:21 PM
Sonoma County	Santa Rosa City Police	Tier 2, Tier 3, Zone 1	9/17/21 7:22 PM
Sonoma County	Santa Rosa Jr College PD	Tier 2, Tier 3, Zone 1	9/17/21 7:25 PM
Sonoma County	Sebastopol Police	Tier 2, Tier 3, Zone 1	9/17/21 7:27 PM
Sonoma County	AMR/Redcom	Tier 2, Tier 3, Zone 1	9/17/21 7:37 PM
Sonoma County	Sonoma County SO	Tier 2, Tier 3, Zone 1	9/17/21 7:40 PM
Sutter County	General	N/A	9/17/21 5:31:31 PM*
Tehama County	OES Deputy Director	Tier 2	9/17/21 5:31:31 PM*
Tehama County	CAO; Designated POC	Tier 2	9/17/21 5:31:31 PM*
Tehama County	Administrative Analyst	Tier 2	9/17/21 5:31:31 PM*
Tehama County	OES Director	Tier 2	9/17/21 5:31:31 PM*
Tehama County	Communications Supervisor	Tier 2	9/17/21 5:31:31 PM*

Organization/Jurisdiction	Title	HFTD Tier	Date/Time Contacted (PDT)
Tehama County	Corning City	Tier 2	9/17/21 6:45 PM
Tehama County	Corning City	Tier 2	9/17/21 6:45 PM
Tehama County	Red Bluff	Tier 2	9/17/21 6:45 PM
Tehama County	Tehama County SO	Tier 2	9/17/21 6:45 PM
the City of Anderson	City Manager	Tier 2	9/17/21 5:31:31 PM*
the City of Anderson	Public Works Superintendent	Tier 2	9/17/21 5:31:31 PM*
the City of Anderson	Deputy Public Works Director	Tier 2	9/17/21 5:31:31 PM*
the City of Anderson	Police Chief	Tier 2	9/17/21 5:31:31 PM*
the City of Anderson	Lieutenant	Tier 2	9/17/21 5:31:31 PM*
the City of Anderson	Fire Chief	Tier 2	9/17/21 5:31:31 PM*
the City of Bakersfield	General; Designated POC	Tier 2	9/18/21 12:55:28 PM*
the City of Bakersfield	City Hall; Designated POC	Tier 2	9/18/21 12:55:28 PM*
the City of Bakersfield	Deputy Chief	Tier 2	9/18/21 12:55:28 PM*
the City of Bakersfield	General; Designated POC	Tier 2	9/18/21 12:55:28 PM*
the City of Bakersfield	Deputy Chief	Tier 2	9/18/21 12:55:28 PM*
the City of Bakersfield	Deputy Chief	Tier 2	9/18/21 12:55:28 PM*
the City of Livingston	MOT Director	N/A	9/17/21 5:31:31 PM*
the City of Maricopa	City Hall	N/A	9/18/21 12:55:28 PM*
the City of Maricopa	Station 22	N/A	9/18/21 12:55:28 PM*
the City of Oroville	City Manager; Designated POC	Tier 2	9/18/21 12:55:28 PM*
the City of Oroville	Deputy Chief	Tier 2	9/18/21 12:55:28 PM*
the City of Oroville	Mayor	Tier 2	9/18/21 12:55:28 PM*
the City of Oroville	Police Chief	Tier 2	9/18/21 12:55:28 PM*
the City of Oroville	Vice Mayor	Tier 2	9/18/21 12:55:28 PM*
the City of Rio Vista	Emergency	N/A	9/17/21 5:31:31 PM*
the City of Saint Helena	Fire Chief	Tier 2, Tier 3	9/17/21 5:31:31 PM*
the City of Saint Helena	City Manager; Designated POC	Tier 2, Tier 3	9/17/21 5:31:31 PM*
the Town of Paradise	General	Tier 2, Tier 3	9/18/21 12:55:28 PM*
the Town of Paradise	General	Tier 2, Tier 3	9/18/21 12:55:28 PM*
the Town of Paradise	Division Chief, Paradise Fire Chief	Tier 2, Tier 3	9/18/21 12:55:28 PM*
the Town of Paradise	Vice Mayor	Tier 2, Tier 3	9/18/21 12:55:28 PM*
the Town of Paradise	General	Tier 2, Tier 3	9/18/21 12:55:28 PM*
the Town of Paradise	Town Manager; Designated POC	Tier 2, Tier 3	9/18/21 12:55:28 PM*
the Town of Paradise	Council Member	Tier 2, Tier 3	9/18/21 12:55:28 PM*
the Town of Paradise	Mayor	Tier 2, Tier 3	9/18/21 12:55:28 PM*
the Town of Paradise	Council Member	Tier 2, Tier 3	9/18/21 12:55:28 PM*
Trinity County	General	Tier 2, Tier 3, Zone 1	9/17/21 5:31:31 PM*
Yolo County	Board Clerk/Administrative Analyst	Tier 2	9/17/21 5:31:31 PM*
Yolo County	Fire Chief	Tier 2	9/17/21 5:31:31 PM*
Yolo County	General	Tier 2	9/17/21 5:31:31 PM*
Yolo County	EMS Administrator	Tier 2	9/17/21 5:31:31 PM*
Yolo County	Dispatch	Tier 2	9/17/21 5:31:31 PM*

Organization/Jurisdiction	Title	HFTD Tier	Date/Time Contacted (PDT)
Yolo County	Director Customer Care and Marketing	Tier 2	9/17/21 5:31:31 PM*
Yolo County	OES Coordinator	Tier 2	9/17/21 5:31:31 PM*
Yolo County	Non-Emergency	Tier 2	9/17/21 5:31:31 PM*
Yolo County	Davis	Tier 2	9/17/21 5:25 PM
Yolo County	University of CA Davis	Tier 2	9/17/21 5:30 PM
Yolo County	Yolo 911	Tier 2	9/17/21 5:32 PM
Yolo County	Dispatch	Tier 2	9/17/21 5:32 PM
BUTTE County Communication Facility	SPRINT CORPORATION	Tier 2	9/17/21 3:30 PM
BUTTE County Communication Facility	GTE MOBILNET OF CALIFORNIA LIMITED PARTNERSHIP	Tier 3	9/17/21 3:30 PM
BUTTE County Communication Facility	AT&T SERVICES INC	Tier 3	9/17/21 3:30 PM
BUTTE County Communication Facility	T-MOBILE WEST LLC	Tier 3	9/17/21 3:30 PM
BUTTE County Communication Facility	SPRINT NEXTEL CORPORATION	Tier 3	9/17/21 3:30 PM
BUTTE County Communication Facility	AT&T MOBILITY	Tier 3	9/17/21 3:30 PM
BUTTE County Emergency Services Facility	COUNTY OF BUTTE	Tier 3	9/17/21 3:30 PM
BUTTE County Other Facility	CALIFORNIA DEPARTMENT OF FORESTRY	Tier 3	9/17/21 3:30 PM
COLUSA County Communication Facility	FRONTIER COMMUNICATIONS CORPORATION DIP	Tier 2	9/16/21 5:46 PM
COLUSA County Communication Facility	AT&T SERVICES INC	Tier 2	9/16/21 5:46 PM
COLUSA County Communication Facility	GTE MOBILNET OF CALIFORNIA LP	Tier 2	9/16/21 5:46 PM
COLUSA County Communication Facility	AT&T MOBILITY LLC	Tier 2	9/16/21 5:46 PM
COLUSA County Communication Facility	AT&T	N/A	9/16/21 5:46 PM
COLUSA County Communication Facility	CITIZENS TELECOMMUNICATIONS OF CALIFORNIA INC.	Tier 2	9/16/21 5:46 PM
COLUSA County Emergency Services Facility	COUNTY OF COLUSA	N/A	9/16/21 5:46 PM
COLUSA County Energy Sector Facility	CITY OF SANTA CLARA	Tier 2	9/16/21 5:46 PM
COLUSA County Other Facility	CALIFORNIA DEPARTMENT OF FORESTRY	Tier 2	9/16/21 5:46 PM
COLUSA County Water and Waste Water Facility	COUNTY OF COLUSA	Tier 2	9/16/21 5:46 PM
GLENN County Communication Facility	GTE MOBILE NET	Tier 2	9/16/21 5:46 PM
GLENN County Communication Facility	AT&T MOBILITY	Tier 2	9/16/21 5:46 PM
GLENN County Communication Facility	AMERICAN TOWER CORPORATION	Tier 2	9/16/21 5:46 PM
GLENN County Communication Facility	AT&T SERVICES INC	Tier 2	9/16/21 5:46 PM
GLENN County Emergency Services Facility	ELK CREEK FIRE DISTRICT	Tier 2	9/16/21 5:46 PM
GLENN County Emergency Services Facility	COUNTY OF GLENN	Tier 2	9/16/21 5:46 PM
GLENN County Water and Waste Water Facility	ELK CREEK COMMUNITY SERVICE	Tier 2	9/16/21 5:46 PM
KERN County Communication Facility	GTE MOBILNET OF CALIFORNIA LIMITED PARTNERSHIP	Tier 2	9/17/21 3:30 PM
KERN County Communication Facility	AT&T SERVICES INC	Tier 2	9/17/21 3:30 PM
KERN County Communication Facility	AT&T MOBILITY LLC	Tier 2	9/17/21 3:30 PM
KERN County Communication Facility	SPRINT NEXTEL CORPORATION	Tier 2	9/17/21 3:30 PM

Organization/Jurisdiction	Title	HFTD Tier	Date/Time Contacted (PDT)
KERN County Communication Facility	SPRINT CORPORATION	Tier 2	9/17/21 3:30 PM
KERN County Communication Facility	T-MOBILE WEST LLC	Tier 2	9/17/21 3:30 PM
KERN County Communication Facility	AMERICAN TOWER CORPORATION	Tier 2	9/17/21 3:30 PM
KERN County Communication Facility	CINGULAR WIRELESS SERVICES, INC	N/A	9/17/21 3:30 PM
KERN County Emergency Services Facility	COUNTY OF KERN	Tier 2	9/17/21 3:30 PM
KERN County Emergency Services Facility	CALIFORNIA HIGHWAY PATROL	Tier 2	9/17/21 3:30 PM
Kern County Maricopa	Taft Substation	N/A	9/17/21 12:55 PM
Kern County Maricopa	City Hall	N/A	9/17/21 12:55 PM
Kern County Maricopa	Station 22	N/A	9/17/21 12:55 PM
KERN County Water and Waste Water Facility	LEBEC COUNTY WATER DISTRICT	Tier 2	9/17/21 3:30 PM
LAKE County Communication Facility	AT&T SERVICES INC	Tier 3	9/16/21 5:46 PM
LAKE County Communication Facility	GTE MOBILNET OF CALIFORNIA LP	N/A	9/17/21 3:30 PM
LAKE County Communication Facility	MEDIACOM CALIFORNIA LLC	N/A	9/16/21 5:46 PM
LAKE County Communication Facility	AT&T MOBILITY LLC	Tier 2	9/16/21 5:46 PM
NAPA County Communication Facility	CITY OF NAPA	Tier 3	9/16/21 5:46 PM
NAPA County Communication Facility	GTE MOBILNET OF CALIFORNIA LIMITED PARTNERSHIP	N/A	9/16/21 5:46 PM
NAPA County Communication Facility	CALIFORNIA HIGHWAY PATROL	Tier 2	9/16/21 5:46 PM
NAPA County Communication Facility	T-MOBILE WEST CORPORATION	Tier 3	9/16/21 5:46 PM
NAPA County Communication Facility	AT&T MOBILITY LLC	Tier 3	9/16/21 5:46 PM
NAPA County Communication Facility	AT&T SERVICES INC	Tier 3	9/16/21 5:46 PM
NAPA County Emergency Services Facility	COUNTY OF NAPA	Tier 3	9/16/21 5:46 PM
NAPA County Emergency Services Facility	CALIFORNIA DEPARTMENT OF FORESTRY	Tier 3	9/16/21 5:46 PM
NAPA County Other Facility	CALIFORNIA DEPARTMENT OF FORESTRY	Tier 3	9/16/21 5:46 PM
SHASTA County Communication Facility	HAPPY VALLEY TELEPHONE CO	Tier 2	9/16/21 5:46 PM
SHASTA County Communication Facility	SPRINT NEXTEL CORPORATION	Tier 2	9/18/21 11:30 AM
SHASTA County Communication Facility	TDS TELECOM	Tier 2	9/16/21 5:46 PM
SHASTA County Communication Facility	SPRINT CORPORATION	Tier 3	9/18/21 11:30 AM
SHASTA County Communication Facility	US DEPARTMENT OF AGRICULTURE	Tier 2	9/18/21 11:30 AM
SHASTA County Communication Facility	CHARTER COMMUNICATIONS HOLDING COMPANY LLC	Tier 2	9/18/21 11:30 AM
SHASTA County Communication Facility	CINGULAR WIRELESS SERVICES, INC	Tier 2	9/18/21 11:30 AM
SHASTA County Communication Facility	METRO PCS INC	N/A	9/16/21 5:46 PM
SHASTA County Communication Facility	AT&T SERVICES INC	Tier 3	9/16/21 5:46 PM
SHASTA County Communication Facility	GTE MOBILNET OF CALIFORNIA LIMITED PARTNERSHIP	Tier 2	9/17/21 7:47 PM
SHASTA County Communication Facility	GTE MOBILNET OF CALIFORNIA LP	Tier 2	9/16/21 5:46 PM
SHASTA County Emergency Services Facility	COUNTY OF SHASTA	Tier 2	9/16/21 5:46 PM

Organization/Jurisdiction	Title	HFTD Tier	Date/Time Contacted (PDT)
SHASTA County Other Facility	CALIFORNIA DEPARTMENT OF FORESTRY	Tier 2	9/16/21 5:46 PM
SHASTA County Other Facility	HAPPY VALLEY TELEPHONE CO	N/A	9/16/21 5:46 PM
SOLANO County Communication Facility	GTE MOBILNET OF CALIFORNIA LIMITED PARTNERSHIP	Tier 2	9/16/21 5:46 PM
SOLANO County Communication Facility	T-MOBILE WEST LLC	Tier 2	9/16/21 5:46 PM
SOLANO County Communication Facility	AT&T SERVICES INC	Tier 2	9/16/21 5:46 PM
SOLANO County Communication Facility	AMERICAN TOWER CORP	Tier 2	9/16/21 5:46 PM
SOLANO County Emergency Services Facility	CORDELIA FIRE PROTECTION DISTRICT	N/A	9/16/21 5:46 PM
SONOMA County Communication Facility	AT&T MOBILITY LLC	Tier 3	9/16/21 5:46 PM
SONOMA County Communication Facility	GTE MOBILNET OF CALIFORNIA LIMITED PARTNERSHIP	N/A	9/16/21 5:46 PM
SONOMA County Communication Facility	CALIFORNIA HIGHWAY PATROL	Tier 2	9/16/21 5:46 PM
SONOMA County Communication Facility	SPRINT CORPORATION	Tier 3	9/16/21 5:46 PM
SONOMA County Communication Facility	FRONTIER COMMUNICATIONS CORPORATION DIP	Tier 3	9/16/21 5:46 PM
SONOMA County Communication Facility	AT&T SERVICES INC	Tier 3	9/16/21 5:46 PM
SONOMA County Emergency Services Facility	COUNTY OF SONOMA	Tier 3	9/16/21 5:46 PM
SONOMA County Other Facility	AT & T	N/A	9/16/21 5:46 PM
SONOMA County Other Facility	CITY OF PETALUMA	N/A	9/16/21 5:46 PM
TEHAMA County Communication Facility	GTE MOBILNET OF CALIFORNIA LP	Tier 2	9/17/21 3:30 PM
TEHAMA County Communication Facility	AT&T SERVICES INC	Tier 2	9/16/21 5:46 PM
TEHAMA County Communication Facility	AT&T MOBILITY LLC	Tier 2	9/17/21 3:30 PM
TEHAMA County Communication Facility	AT&T MOBILITY	Tier 2	9/16/21 5:46 PM
TEHAMA County Communication Facility	FRONTIER COMMUNICATIONS CORPORATION DIP	Tier 2	9/17/21 3:30 PM
TEHAMA County Emergency Services Facility	COUNTY OF TEHAMA	Tier 2	9/16/21 5:46 PM
TEHAMA County Emergency Services Facility	CALIFORNIA DEPARTMENT OF FORESTRY	Tier 2	9/16/21 5:46 PM
TEHAMA County Government - Jail Facility	CALIFORNIA DEPARTMENT OF CORRECTIONS	Tier 2	9/16/21 5:46 PM
TEHAMA County Other Facility	CALIFORNIA DEPT OF FORESTRY - CALFIRE	Tier 2	9/17/21 3:30 PM
TEHAMA County Other Facility	CALIFORNIA DEPARTMENT OF FORESTRY	Tier 2	9/16/21 5:46 PM
YOLO County Communication Facility	AT&T MOBILITY LLC	Tier 2	9/16/21 5:46 PM
YOLO County Communication Facility	SPRINT CORPORATION	Tier 2	9/16/21 5:46 PM
YOLO County Communication Facility	GTE MOBILNET OF CALIFORNIA LP	Tier 2	9/16/21 5:46 PM

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 nine CRCs that PG&E mobilized during the September 20 - 21, 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	Hours of Operation (PDT)		Total Visitors	Site Type (Indoor, Micro)	Amenities Provided
				Day 1	Day 2			
				20-Sep	21-Sep			
1	Colusa	Stonyford	Stonyford Community Center/Hall, 229 Market St, Stonyford, CA 95979	8:00-12:54	N/A	9	Indoor	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging, Cooling & Heating, Ice
2	Glenn	Elk Creek	Elk Creek Junior Senior High School, 3430 Co Rd 309, Elk Creek, CA 95939	8:00-12:54	N/A	2	Micro	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
3	Kern	Lebec	El Tejon Unified School District, 4337 Lebec Rd, Lebec, CA 93243	N/A	8:00-18:00	34	Indoor	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging, Cooling & Heating, Ice
4	Napa	Napa	Highways 128/121 and Steele Canyon, 6003 Monticello Rd, Napa, CA 94558	8:00-11:30	N/A	11	Mobile	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
5	Napa	Angwin	Pacific Union College, 35 La Jota Dr, Angwin, CA 94508	08:00-11:30	N/A	20	Mobile	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
6	Shasta	Anderson	Happy Valley Community Center, 5400 Happy Valley Rd, Anderson, CA 96007	8:00-13:01	N/A	0	Indoor	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging, Cooling & Heating, Ice
7	Shasta	Redding	Mercy Oaks, 100 Mercy Oaks Dr, Redding, CA 96003	8:00-13:01	N/A	0	Indoor	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging, Cooling & Heating, Ice
8	Solano	Fairfield	S&S Supply, 2700 Maxwell Way, Fairfield, CA 94534	8:00-11:30	N/A	8	Mobile	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
9	Tehama	Rancho Tehama	Rancho Tehama Association, 17605 Park Terrace Rd, Rancho Tehama, CA 96022	8:00-20:00	N/A	181	Micro	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 September 20-21, 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 5th day of October, 2021.



SUMEET SINGH
CHIEF RISK OFFICER
PACIFIC GAS & ELECTRIC COMPANY