



Community Wildfire Safety Program

Public Safety Power Shutoffs

August 2020

During times of severe weather, high winds can cause tree branches or debris to contact energized electric lines. That is why we may need to turn off power for public safety to prevent major wildfires. This is called a Public Safety Power Shutoff (PSPS).

We know that losing power disrupts lives, especially for those with medical needs and customers sheltering-at-home in response to novel coronavirus (COVID-19). That is why we are focused on reducing the impact of PSPS events on our customers without compromising safety.

This year, we are improving our PSPS Program by making events:

SMALLER IN SIZE



Reducing the number of customers affected by a PSPS event by one-third, compared to 2019.

- Installing more than 600 devices that limit the size of outages so fewer communities are without power
- Installing microgrids that use generators to keep the electricity on
- Placing lines underground in targeted locations
- Using better weather monitoring technology to predict PSPS events

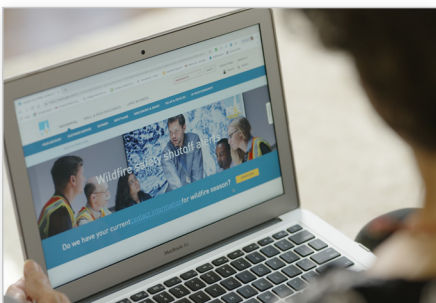
SHORTER IN LENGTH



Cutting restoration times in half, restoring power to nearly all customers within 12 daylight hours after severe weather has passed.

- Nearly doubling our exclusive-use helicopter fleet from 35 to 65
- Using two airplanes with infrared cameras capable of inspecting transmission lines at night
- Deploying more PG&E crews for inspection and restoration efforts
- Utilizing mutual assistance from other utility companies to support PSPS restoration inspections as needed

SMARTER FOR CUSTOMERS



Providing better information and resources to customers and communities before, during and after an event.

- Giving customers alerts with detailed information about when power will be turned off and back on up to two days in advance of an event
- Opening Community Resource Centers (CRC) to support customers
- Improving website bandwidth to provide information when needed most
- Partnering with the California Foundation for Independent Living Centers (CFILC) and other community-based organizations (CBO) to support the disabled and aging populations

What weather could lead to a PSPS?

We initiate PSPS when the weather forecast is for such severe weather that people's safety, lives, homes and businesses may be in danger of wildfires.

As each weather situation is unique, we carefully review a combination of factors when deciding if power must be turned off. These factors include:



A forecast of high winds above 25 mph and wind gusts above 45 mph



Dry material on the ground and low moisture content in live vegetation



Low humidity levels, generally 20% and below



A Red Flag Warning declared by the National Weather Service



Real-time ground observations from our Wildfire Safety Operations Center and from our crews working across the service territory

How will you be notified?

We will share what we know about the weather and our equipment as soon as we can, keeping in mind weather conditions can be uncertain. We will send notifications by automated calls, texts and emails.

When will we send notifications?



TWO DAYS
before shutoff



ONE DAY
before shutoff



JUST PRIOR
to shutoff



DAILY
until restoration

Are you ready?

We all rely on electricity every day. To help prepare for public safety outages, here are some things you may want to consider:



Update your contact information at [pge.com/mywildfirealerts](https://www.pge.com/mywildfirealerts) or by calling 1-866-743-6589.



Plan for medical needs like devices that need power or medications that require refrigeration.



Build or restock your emergency kit with flashlights, batteries, first aid supplies and cash.



Will you need extra help during a power shutoff? If you or someone you know has a disability or additional special needs, the CFILC can help you during a PSPS. For more information, please visit [disabilitydisasteraccess.org](https://www.pge.com/disabilitydisasteraccess.org).

ONLINE CUSTOMER RESOURCES



Weather and PSPS Forecasting

Live weather information, including a 7-day PSPS potential lookahead.

[pge.com/weather](https://www.pge.com/weather)



Backup Power

Backup power options, safety tips, financing and retailer information.

[pge.com/backuppowers](https://www.pge.com/backuppowers)



Safety Action Center

Information about wildfire risks and emergency preparedness.

[safetyactioncenter.pge.com](https://www.pge.com/safetyactioncenter)



ZIP Code Alerts

Sign up for notifications without a PG&E account.

[pge.com/pspszipcodealerts](https://www.pge.com/pspszipcodealerts)

Learn More | For the latest on PG&E's wildfire safety efforts, please visit [pge.com/wildfiresafety](https://www.pge.com/wildfiresafety).

PG&E crews remain in the field performing necessary work to maintain gas and electric service and to reduce the threat of wildfires while taking the steps necessary to keep communities safe during the COVID-19 pandemic.