PG&E Promises Improvements Related To PSPS Events

Pacific Gas and Electric is promising improvements related to planned power outages. Last fall PG&E was criticized about its site crashing during planned outages, and the slow speed at which information was relayed about the impacted areas. The company says it is developing a new “safety and alert center” website that will have a “mobile-first” approach to improve the experience for those on cell phones. The company will also promises that the maps provided will be more accurate and east to read. According to PG&E’s Brandi Merlo, “when possible, PG&E will try to notify customers of a PSPS event via an automated call, text message or email 2 days prior, the day before, and just before power will be turned off. After power had been turned off, daily updates will be provided until power has been restored.” State lawmakers have been putting pressure on PG&E to improve the process, and reduce the length, of its PSPS power outages.