

ENHANCED POWERLINE SAFETY SETTINGS NOVEMBER & DECEMBER MONTHLY METRIC UPDATE

JANUARY 25TH, 2023





AGENDA



Agenda

00	Safety & Introductions
01	HFTD CPUC Reportable Ignitions
02	Outage Response Time
03	Outage Restoration (CAIDI)
04	Estimated Time of Restoration (ETOR)
05	Customer Support
06	Customer Outreach
07	Q&A and Closing

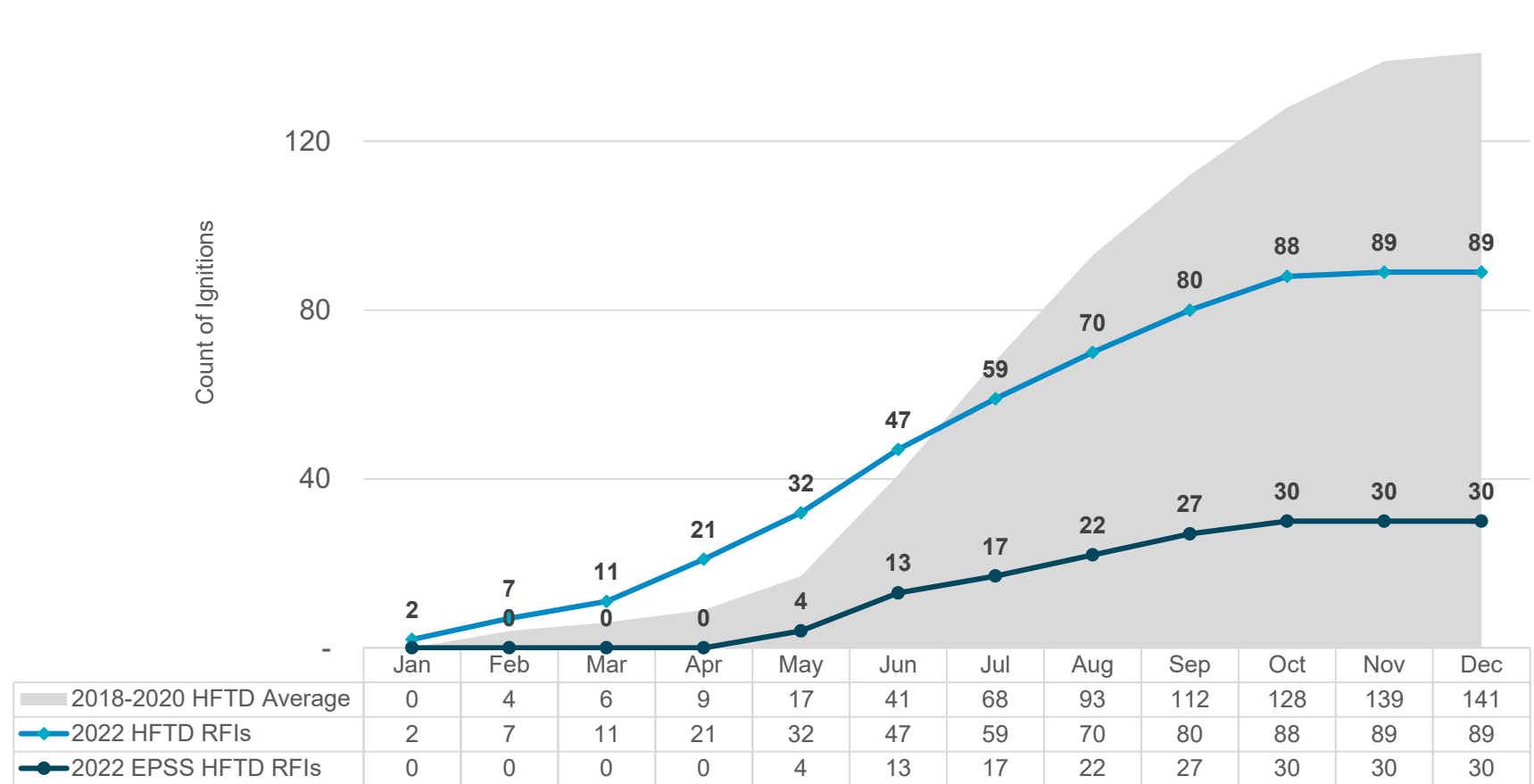


HFTD CPUC REPORTABLE IGNITIONS

Notes:

- In November & December PG&E observed 1 CPUC Reportable Fire Ignition in High Fire Threat Districts (HFTD).
- Through December 31, 2022, PG&E has observed 449 total CPUC Reportable Fire Ignitions (RFIs), with 89 RFIs in HFTD, a 36% reduction from the 2018-2020 3-year average.
- Through December 31, 2022, there have been 376 Non-HFTD CPUC RFIs.

YTD CPUC Reportable Ignitions in HFTD



1. Data through December 31st, 2022 as of January 18, 2022.

2. Ignitions data preliminary – Incidents under investigation and ignition confirmation is not yet determined. Subject to change.



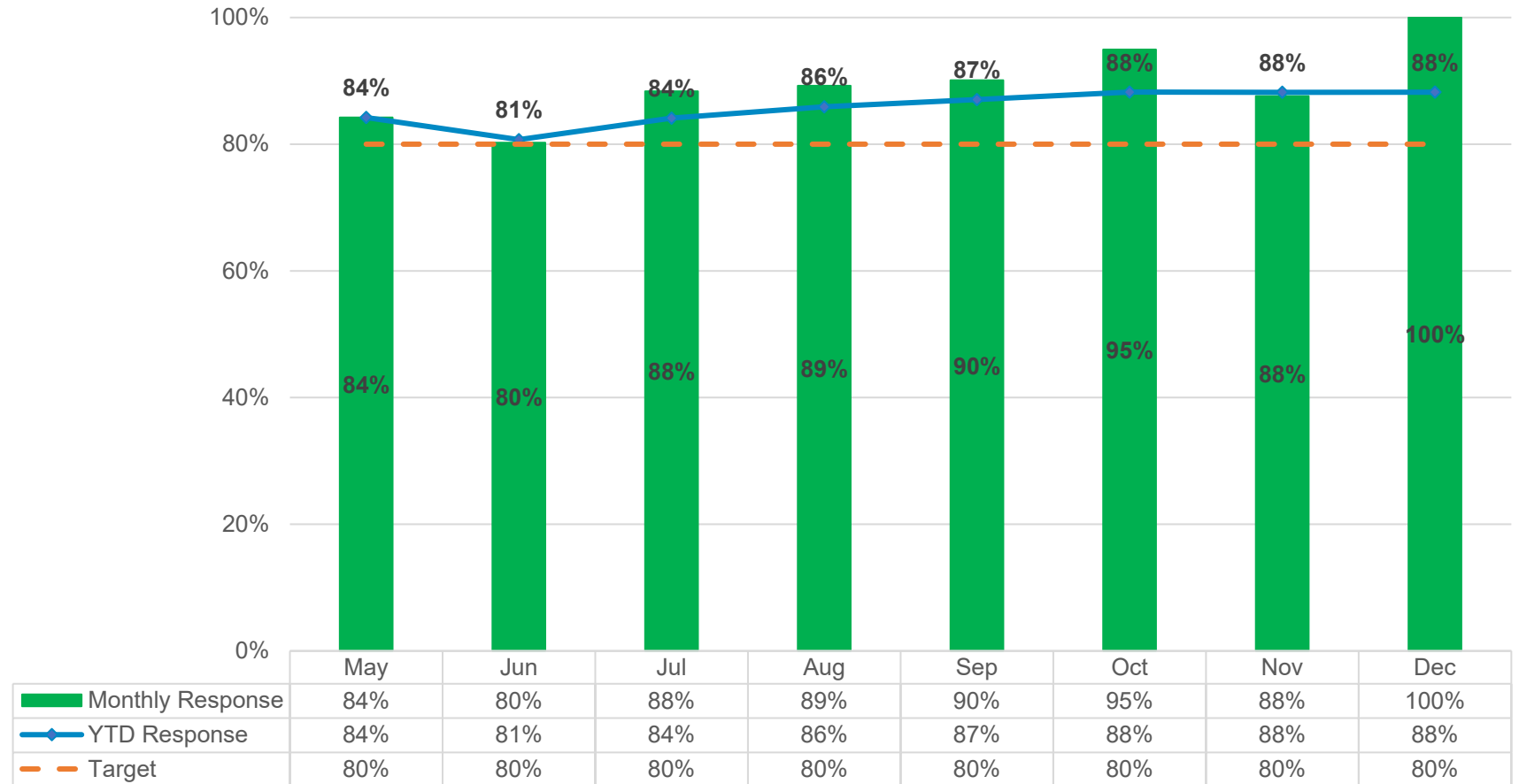
EPSS MONTHLY METRIC UPDATE

OUTAGE RESPONSE TIME

Notes:

- In November & December PG&E responded to 88% of EPSS outages within 60 minutes with an average outage response time of 42 minutes.
- Through December 31, 2022, PG&E has observed an average EPSS outage response time of ~44 minutes.
- Variance reasons for outage response times longer than 60 minutes include overnight outages and extended drive time to remote areas.

EPSS Outage Response Within 60 Minutes



1. Data through December 31st, 2022 as of January 18, 2022.

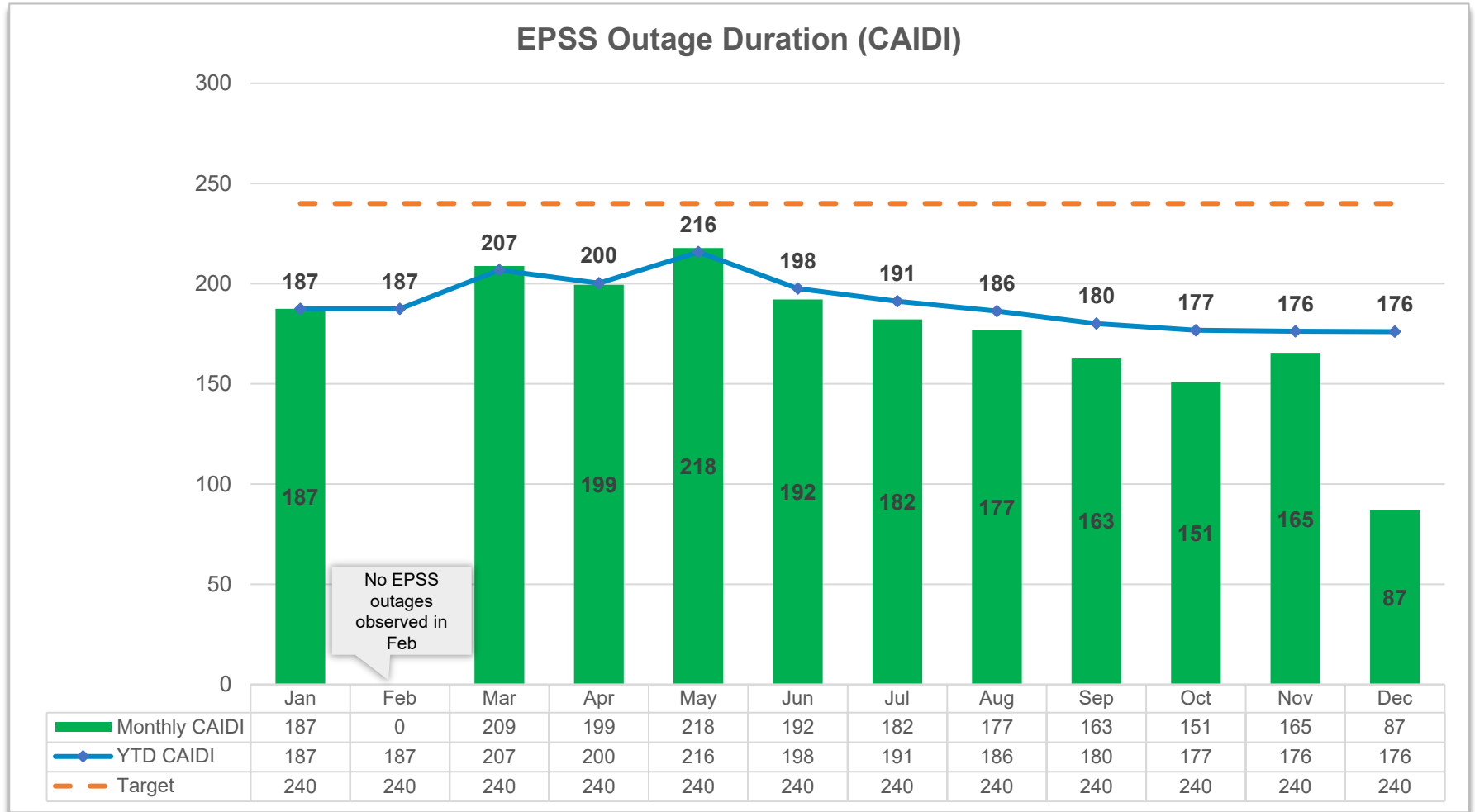
2. YTD Outage Response tracking initiated May 24, 2022.



OUTAGE RESTORATION (CAIDI)

Notes:

- In November & December PG&E restored 147 EPSS outages impacting approximately 87,000 unique customers. November & December outages were restored with a Customer Average Interruption Duration Index (CAIDI) of 163 minutes.
- Through December 31, 2022, PG&E has achieved a YTD EPSS CAIDI of 176 minutes, or less than 3 hours. This represents a ~56% improvement vs. our 2021 CAIDI performance of 404 minutes.



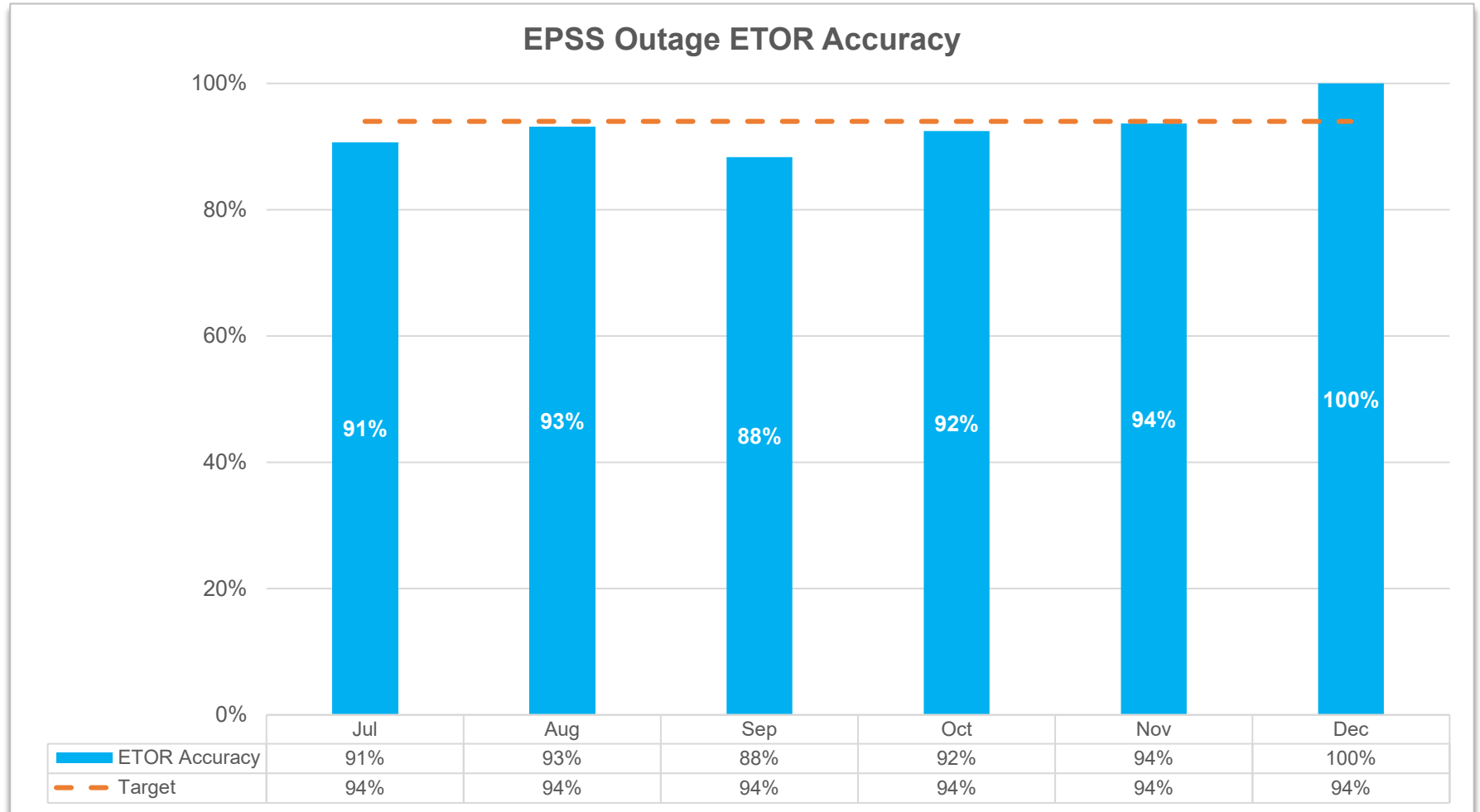
1. Data through December 31st, 2022 as of January 18, 2022.



ESTIMATED TIME OF RESTORATION (ETOR) ACCURACY

Notes:

- In November & December PG&E achieved an Estimated Time of Restoration (ETOR) accuracy on EPSS outages of 94%.
- ETOR accuracy is measured by customers restored prior to the auto ETOR or within 2-hours of the first manual update divided by the total number of customers impacted by the outage.



1. Data through December 31st, 2022 as of January 18, 2022.

2. YTD ETOR Accuracy tracking initiated July 1st, 2022

3. Includes performance during EOC/OEC Activations as well as Major Event Days for all EPSS outages in period



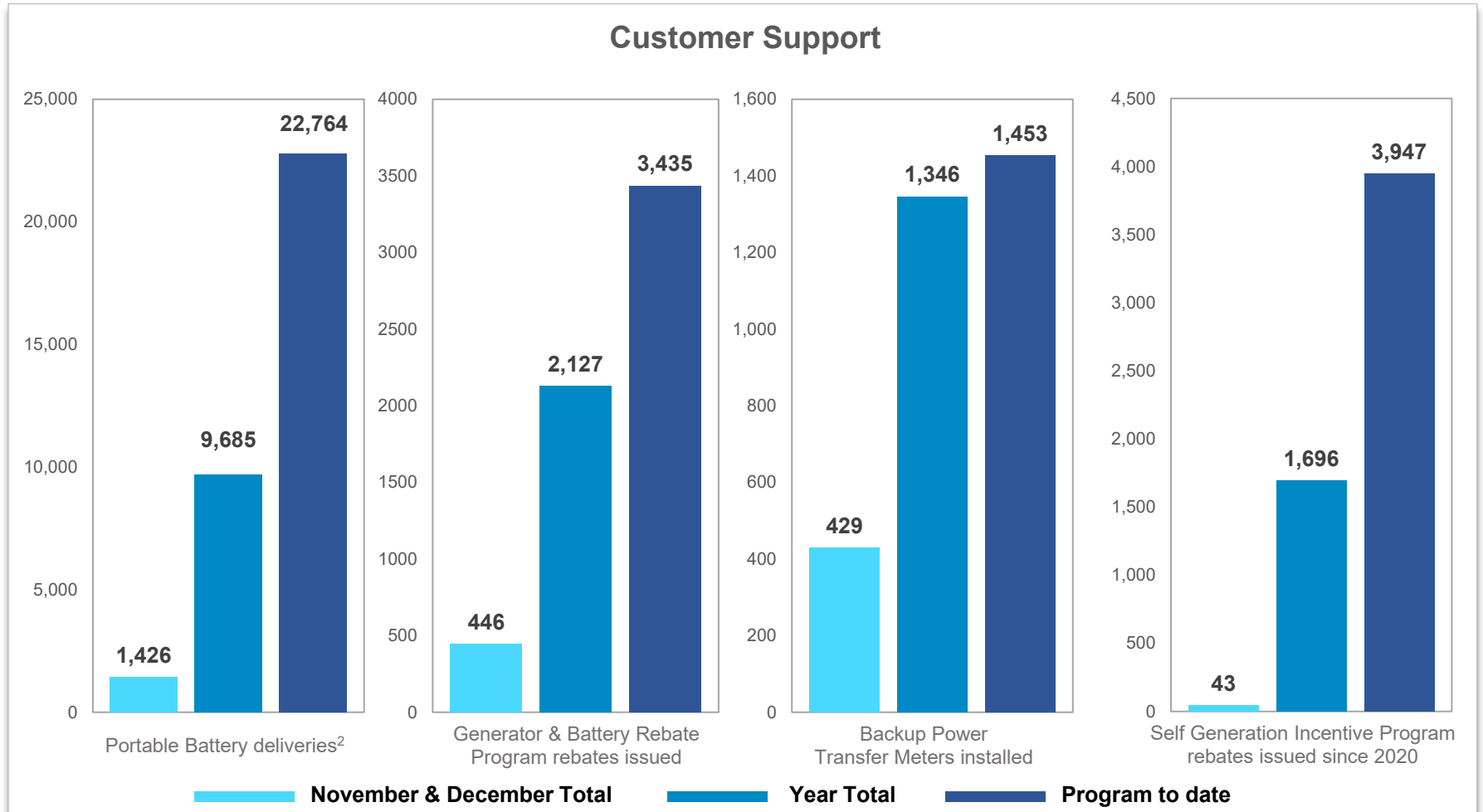
EPSS MONTHLY METRIC UPDATE

CUSTOMER SUPPORT

Notes:

Through December 31, 2022, this year PG&E has:

- Delivered 9,685 portable batteries including 1,426 in November & December, bringing our total since 2020 to almost 23,000.
- Issued 2,127 Generator & Battery Rebates, including 446 in November & December, bringing our total since 2020 to nearly 3,500.
- Installed 1,346 Backup Power Transfer Meters, including 429 in November & December, bringing our total since 2021 to almost 1,500.
- Issued 1,696 Self Generation Incentive Program Rebates, including 43 in November & December, bringing our total since 2020 to nearly 4,000.



1. YTD Data through December 31, 2022 as of January 18, 2022 unless noted otherwise. Customer totals preliminary & subject to change.

2. Portable Battery Delivery program data through December 31, 2022.



CUSTOMER SUPPORT PROGRAMS EPSS OUTAGE INTERACTION

Customer Support Program ^{1,2}	Portable Battery Program ³	Generator and Battery Rebate Program	Backup Power Transfer Meter Program	Self Generation Incentive Program
Current Program Eligibility Criteria	<ul style="list-style-type: none"> Enrolled in Medical Baseline Program Resides in a Tier 2 or 3 HFTD OR 2+ PSPS outages since 2020 <p>(~40k)</p>	<ul style="list-style-type: none"> Resides in a Tier 2/3 HFTD OR served by an EPSS circuit Experienced 2+ PSPS events <p>(~600k)</p>	<ul style="list-style-type: none"> Resides in a Tier 2/3 HFTD OR served by an EPSS circuit <p>(~1.8M)</p>	<ul style="list-style-type: none"> Resides in a Tier 2/3 HFTD OR served by an EPSS circuit Experienced 2+ PSPS events <p>(~600k)</p>
Customers¹ Enrolled in Program	14,450	3,359	1,453	3,868
Experienced an EPSS outage in November or December 2022	11%	14%	12%	11%
Experienced an EPSS outage in 2022²	66%	79%	75%	67%
Served by an EPSS enabled circuit in 2022²	95%	99%	96%	98%

1. Customer counts identified by unique Service Points

2. YTD Data through December 31, 2022 as of January 18, 2022 unless noted otherwise. Customer totals preliminary & subject to change.

3. Portable Battery Delivery program data as of December 31, 2022.



CUSTOMER SUPPORT PROGRAMS EPSS OUTAGE INTERACTION

Customer Support Program ^{1,2}		Portable Battery Program ³			Generator and Battery Rebate Program			Backup Power Transfer Meter Program			Self Generation Incentive Program				
Eligible Participants		~40k			~600k			~1.8M			~600k				
Enrolled Participants		14,450			3,359			1453			3868				
Period / Metric		EPSS Outages	Customers Impacted	Eligible	Enrolled	Mitigation	Eligible	Enrolled	Mitigation	Eligible	Enrolled	Mitigation	Eligible	Enrolled	Mitigation
Nov & Dec	Unique customers w/ EPSS Outage	147	86,533	4,523	1,590	35%	58,365	454	1%	86,740	180	0.2%	58,365	434	1%
	% of Customers Impacted			5%	2%		67%	0.5%		100%	0.2%		67%	0.5%	
2022	Unique customers w/ EPSS Outage	2,375	770,441	27,021	9,585	35%	373,982	2,648	1%	769,310	1,083	0.1%	373,982	2,583	1%
	% of Customers Impacted			4%	1%		49%	0.3%		100%	0.1%		49%	0.3%	

1. Customer counts identified by unique Service Points

2. YTD Data through December 31, 2022 as of January 18, 2022 unless noted otherwise. Customer totals preliminary & subject to change.

3. Portable Battery Delivery program data as of December 31, 2022.



MEDICAL BASELINE CUSTOMER EPSS PROGRAM SUPPORT

Customer Support Program ^{1,2}		Portable Battery Program ³			Generator and Battery Rebate Program			Backup Power Transfer Meter Program			Self Generation Incentive Program				
Eligible Participants		~40k			~600k			~1.8M			~600k				
MBL Eligible Participants		~40k			~50k			~110k			~50k				
Enrolled Participants		14,450			3,359			1453			3868				
MBL Enrolled Participants		13,146			683			245			2,029				
Period / Metric		EPSS Outages Impacting MBL Customers	MBL Customers Impacted	Eligible	Enrolled	Mitigation	Eligible	Enrolled	Mitigation	Eligible	Enrolled	Mitigation	Eligible	Enrolled	Mitigation
Nov & Dec	Unique customers w/ EPSS Outage	126	6,151	4,523	1,455	32%	4,472	93	2%	6,151	34	0.6%	4,472	180	4%
	% of Customers Impacted			74%	24%		73%	1.5%		100%	0.6%		73%	2.9%	
2022	Unique customers w/ EPSS Outage	2201	49,436	27,021	8,782	33%	27,332	531	2%	49,287	192	0.4%	27,332	1,207	4%
	% of Customers Impacted			55%	18%		55%	1.1%		100%	0.4%		55%	2.4%	

1. Customer counts identified by unique Service Points

2. YTD Data through December 31, 2022 as of January 18, 2022 unless noted otherwise. Customer totals preliminary & subject to change.

3. Portable Battery Delivery program data as of December 31, 2022.



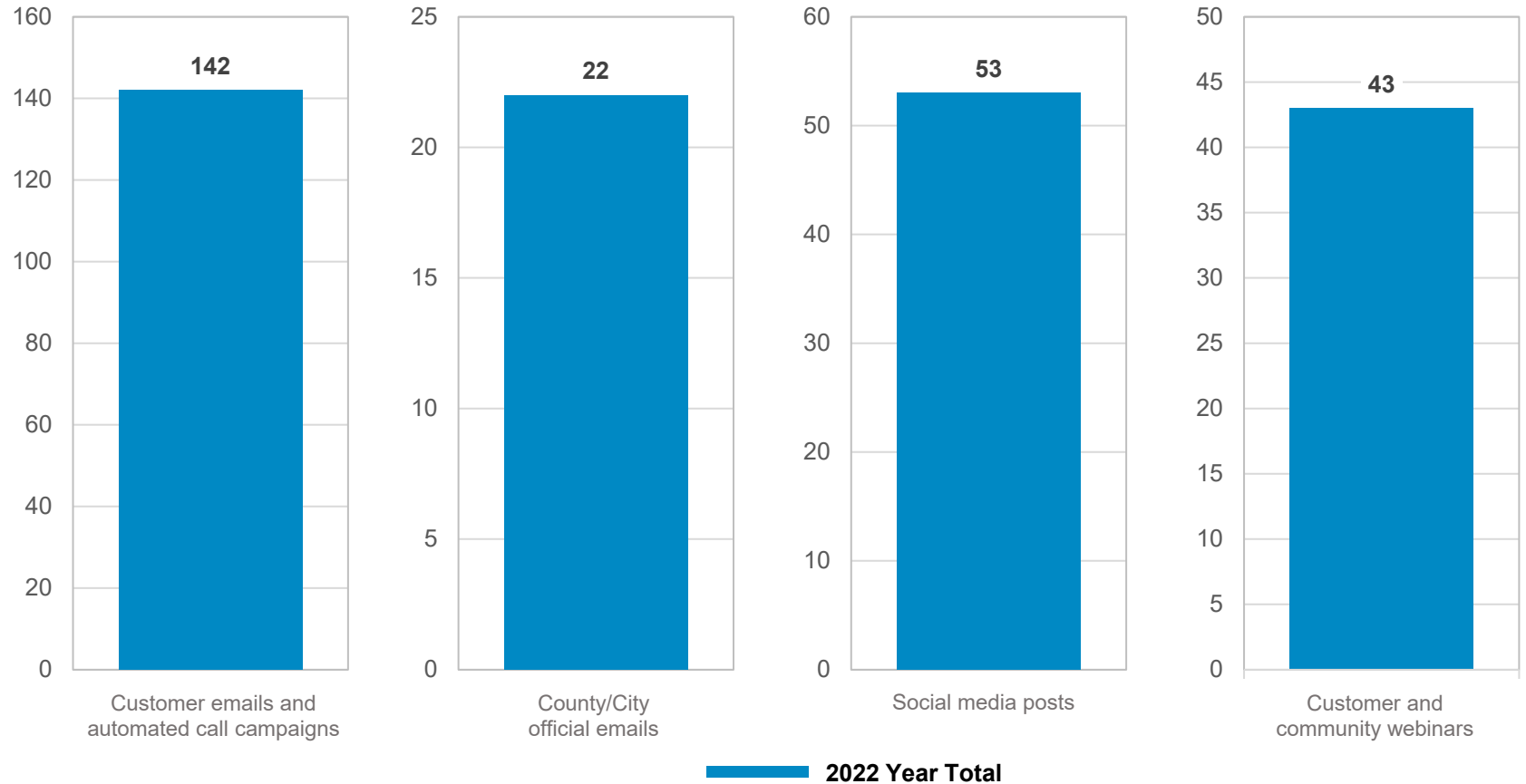
EPSS MONTHLY METRIC UPDATE

CUSTOMER OUTREACH

Notes:

- PG&E sent 142 direct to customer emails and automated call campaigns in 2022 YTD. (In addition to outage notifications).
- PG&E sent emails to 22 County and City officials in 2022 YTD.
- PG&E deployed 53 social media posts in 2022 YTD.
- PG&E hosted 43 customer and community webinars in 2022 YTD (9 were EPSS-focused).

Customer Outreach



1. YTD data through December 31, 2022.



Together, Building
a Better California

**Q&A, FEEDBACK, AND
NEXT STEPS**



CUSTOMER SUPPORT PROGRAMS EPSS OUTAGE INTERACTION

			Customer Support Program			
Eligible Participants [A]			Number of Customers Eligible			
MBL Eligible Participants [B]			Number of MBL Customers Eligible			
Enrolled Participants [C]			Number of Customers Enrolled			
MBL Enrolled Participants [D]			Number of MBL Customers Enrolled			
Period / Metric ¹		EPSS Outages Impacting MBL Customers	MBL Customers Impacted	Eligible	Enrolled	Mitigation
[Last Month]	Unique customers w/ EPSS Outage	Number of EPSS Outages Impacting Medical Baseline Customers in [Last Month] 2022	[E] Number of Medical Baseline Customers Impacted by EPSS Outages in [Last Month] 2022	[G] = Union([B] & [E]) Number of MBL Customers Impacted by an EPSS Outage in [Last Month] 2022 Eligible for Program	[H] = Union([D] & [E]) Number of MBL Customers Impacted by an EPSS Outage in [Last Month] 2022 Enrolled	[I] = [H] / [G] Percentage of MBL Customers Impacted by an EPSS Outage in [Last Month] 2022 Enrolled in Program vs. Eligible for Program
	% of Customers Impacted			[J] = [G] / [E] Percentage of MBL Customers Eligible for Program Impacted by an EPSS Outage in [Last Month] 2022	[K] = [H] / [E] Percentage of MBL Customers Enrolled Impacted by an EPSS Outage in [Last Month] 2022	
2022	Unique customers w/ EPSS Outage	Number of EPSS Outages Impacting Medical Baseline Customers YTD 2022	[F] Number of Medical Baseline Customers Impacted by EPSS Outages YTD 2022	[L] = Union([B] & [F]) Number of MBL Customers Impacted by an EPSS Outage YTD in 2022 Eligible for Program	[M] = Union([D] & [F]) Number of MBL Customers Impacted by an EPSS Outage YTD in 2022 Enrolled	[N] = [M] / [L] Percentage of MBL Customers Impacted by an EPSS Outage YTD in 2022 Enrolled in Program vs. Eligible for Program
	% of Customers Impacted			[O] = [L] / [F] Percentage of MBL Customers Eligible for Program Impacted by an EPSS Outage YTD in 2022	[P] = [M] / [F] Percentage of MBL Customers Enrolled Impacted by an EPSS Outage YTD in 2022	

1. Customer counts identified by unique Service Points



REGIONAL EPSS PROGRAM ENGAGEMENT

In partnership with our Regional Vice Presidents and regional field and engineering crews, we are assessing outage performance and reliability impacts daily for targeted mitigation action.

Metric	Before Regional DOR	After Regional DOR ¹	Change
Outages	1,348	982	-
Response in 60min	85%	91%	+8%
Restoration (CAIDI)	188	157	-16%
ETOR Accuracy	85%	88%	+3%



1. EPSS outage data through November 29, 2022. Outage response metrics measured starting May 24, 2022. ETOR metrics measured starting July 1, 2022.