



November 7, 2022

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 October 22 – 24, 2022 Weather Event. PG&E did not de-energize customers for this weather event. 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, appearing to read 'Meredith E. Allen', is positioned below the word 'Sincerely,'.

Meredith E. Allen
Senior Director, Regulatory Relations

Enclosures

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Pacific Gas and Electric Company
Public Safety Power Shutoff (PSPS) Report to the CPUC
October 22 – 24, 2022 Weather Event

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**PG&E Public Safety Power Shutoff (PSPS) Report to the CPUC
October 22 – 24, 2022 Weather Event**

Section 1 – Summary and Overview

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

Response:

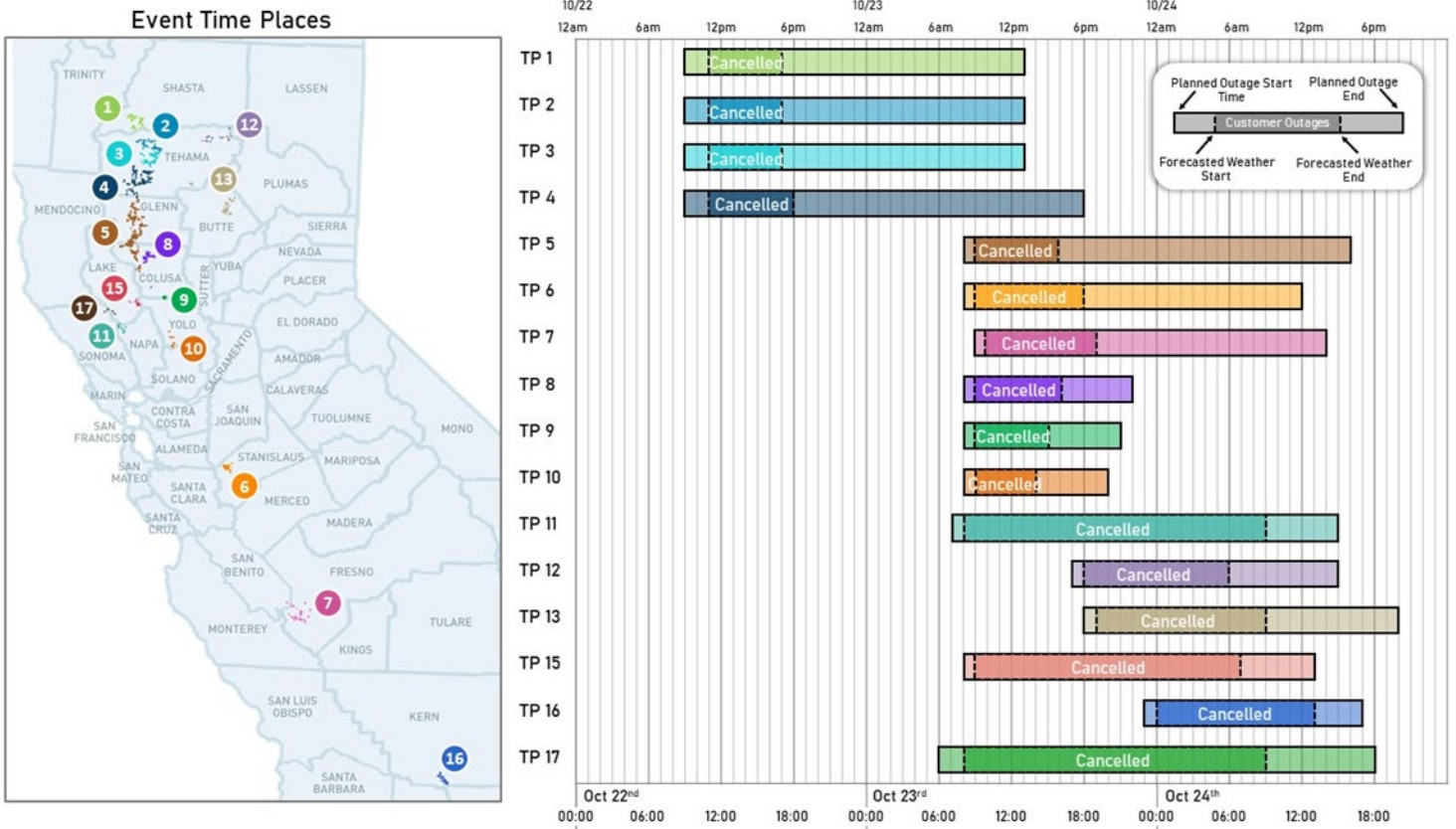
This report covers the initiation of Public Safety Power Shutoff (PSPS) protocols that occurred in PG&E’s service territory for the October 22 - 24 Weather Event. As discussed below, while PG&E initiated its PSPS protocols, PG&E did not de-energize customers for public safety in this weather event due to changes in the weather and cancelled the event on October 24¹.

On October 16, PG&E’s Meteorology Team identified a potential fire weather event in weather forecast models and notified the acting Emergency Operations Center (EOC) Incident Commander. On October 19, 2022, PG&E activated its EOC for a potential PSPS and began notifying state and local Public Safety Partners. On Thursday, October 20, and Friday, October 21, based on updated meteorological forecasts, PG&E further refined the PSPS scope by notifying customers in the areas anticipated to be impacted, readied the grid to mitigate the effects of the PSPS on our customers, and prepared Community Resource Centers (CRCs). PG&E closely monitored weather conditions across 16 Time Places (TPs) that were in scope for the duration of the event, as shown in Figure 1, until ultimately canceling the de-energization of all areas in scope on Monday, October 24 as the weather conditions improved. Note no ignitions were identified for the duration of the weather event within the 16 TPs in scope.

Multiple factors led to the decision not to move forward with the de-energization of any customers. The event was forecast to be hovering around PG&E’s PSPS thresholds for most of the activation period. As the event approached, models showed a slight downward trend in strength around the T-24-hour mark. This was then confirmed as PG&E’s meteorologists monitored real-time conditions. Peak winds also did not materialize at the same time as the driest air and relative humidity values in real-time. Due to a combination of these factors, PG&E determined not to de-energize any of our time places.

¹ 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.

Figure 1: Event Timelines



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

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

Response:

Table 1: Customers Notified and De-energized

| Total Customers ² | | | 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 | | |
| 5,769 ³ | N/A | 5,768 ⁴ | N/A | N/A | N/A | N/A | 33 | N/A | N/A | N/A |

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

Response:

For the October 22 – 24 Weather Event, PG&E did not initiate a PSPS therefore, Section 1.3 is not applicable. Please refer to Figure 1: Event Timelines for the forecasted Time Places⁵ that were cancelled.

² Customers refers to active service points (meters).

³ In addition, Southern California Edison Company (SCE) also identified five shared customers (non-residential) with PG&E on the Grapevine, Peak, and the Frozen circuits that were in scope for potential de-energization, all which were notified of their cancellation.

⁴ Of the 5,769 customers notified in scope, one customer received a notice that they may be de-energized and did not receive a cancellation after being removed from scope. This was due to a technical error which caused a Customer Owned Line (COL) to be excluded from the cancellation notification. This was due to a technical error which caused a customer who owned primary facilities (Customer Owned Line (COL)) to be excluded from the cancellation notification. For further detail, please reference “Table 6: Notification Failure Causes”.

⁵ 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. TPs 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.

Section 2 – Decision Making Process

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

Response:

Please see Appendix A for a list of factors that were considered in the decision to not de-energize each of the circuits in scope for the October 22 - 24, 2022 Weather Event.

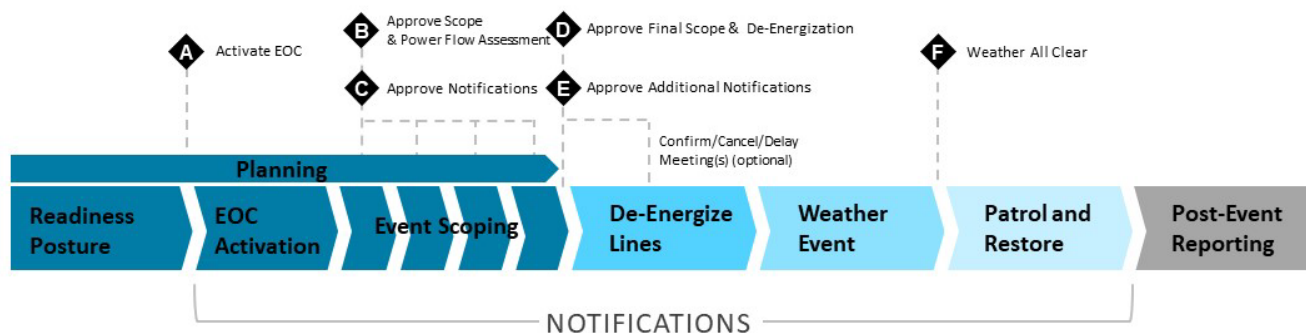
Section 2.2 - Decision criteria and detailed thresholds leading to de-energization including the latest forecasted weather parameters versus actual weather. Also include a PSPS decision-making diagram(s)/flowchart(s) or equivalent along with narrative description (D.19-05-042, Appendix A, page A22, D.21-06-014,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

Response:

PSPS Preparation and Scoping Process

This section provides an overview of the PSPS process for determining when and where to de-energize per PG&E PSPS protocols. The PSPS process was followed for the October 22 – 24, 2022 Weather Event until the PSPS was cancelled prior to de-energization on October 24. Figure 2 shows, at a high-level, the process PG&E uses to prepare for and conduct a PSPS. Appendix A includes forecasted parameters based on the latest forecast used to develop the planned de-energization scope versus actual weather parameters for each circuit.

Figure 2: PG&E's High-level PSPS Process Steps



PG&E considers executing a PSPS event when strong gusty winds, critically low humidity levels, and low fuel moisture levels pose an unacceptable risk of causing fast-spreading catastrophic wildfires. Assessments begin several days before the weather event is forecasted to take place.

We identify the weather conditions that could create high fire potential by using a combination of high outage and ignition potential, high-resolution internal and external weather forecasting models and data from federal agencies that include the following:

- Ignition Probability Weather (IPW) - Determines the historical potential for ignitions from each analyzed weather event
- Fire Potential Index (FPI) - Assists with fire model development and calibration
- Technosylva - Provides fire spread modeling via data inputs
- PSPS models - Provides guidance for operation decision-making

Through partnerships with external experts, we developed our machine learning models using historic datasets and advanced forecast models that provide a better understanding of historical weather events and improve our weather forecasting. These models use the following:

- Precise location data points across our service territory to conduct hourly weather analyses using high-resolution, historical data
- Over 100 trillion data points of historical weather and fuel
- Hourly weather data such as temperature, relative humidity, wind speed, precipitation, pressure, and dead and live fuel moisture
- Data storage and processing via the PG&E-Amazon Web Services Cloud

Additionally, we work with external agencies, services, and sources that 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 and outage/ignition potential are determined by analyzing and rigorously testing our current PSPS protocols and criteria through three decades of historical weather data in and around California. This process allows us to determine and test if historical fires from utility equipment may have been mitigated through PSPS while simultaneously understanding the scope and scale of PSPS events and customer impacts from PSPS.

External forecast information from the NWS (e.g., Red Flag Warnings) and other forecast agencies are examined carefully. Furthermore, we coordinate with these agencies during high-risk periods via daily conference calls to ultimately decide whether to de-energize portions of the grid for public safety. The main drivers considered for PSPS under the PSPS Protocols are described in the sections that follow.

Tools and Technology

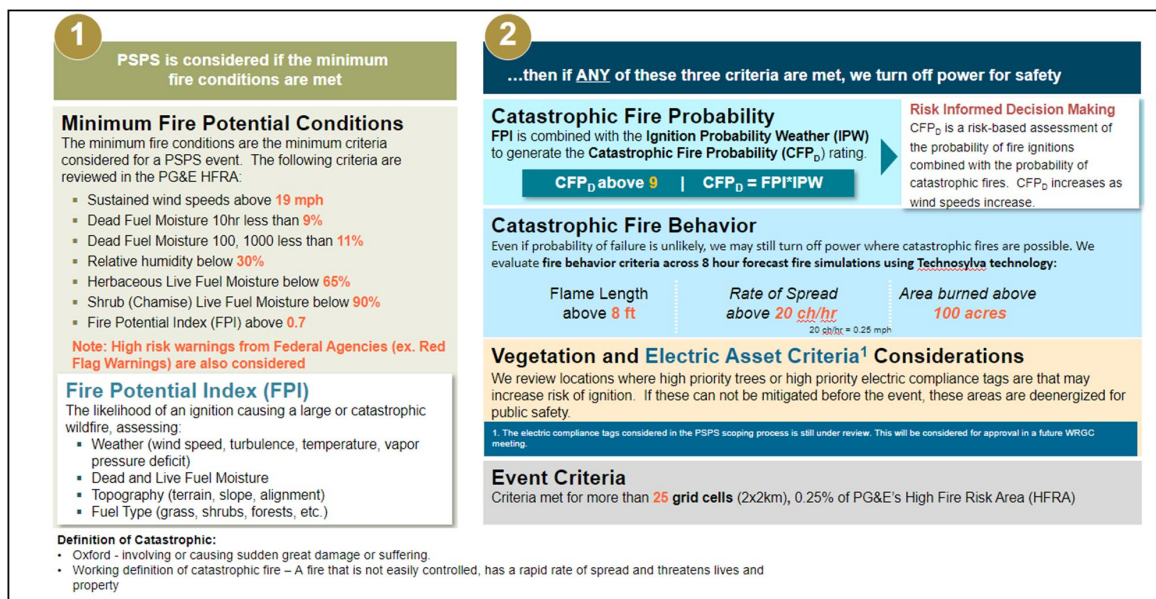
PG&E has developed tools and models to better understand the impact of potential fire ignitions on communities. PG&E partners with Technosylva, an external expert in the wildfire modeling field to test and deploy cloud-based wildfire spread model capabilities. This helps us better understand where we might need to turn off power.

Each day, PG&E delivers our wildfire conditions datasets to Technosylva, who then perform over 100 million fire spread simulations. These are done every three hours, for the upcoming five days. These simulations provide fire spread scenarios that help to identify circuits that may be at risk during dry, windy weather.

PSPS Protocols for Distribution

When determining whether to turn off power for safety, we start with the distribution system. These powerlines are closer to communities and are generally more susceptible to dry, windy weather threats. The values presented here were developed using 10 years of PG&E's high-resolution climate data to help understand wildfire risk and the potential customer impacts of PSPS. This process is outlined in Figure 3.

Figure 3: PSPS Protocols for Distribution



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

Determining the Power Outage Area

Each of the three measures is evaluated within a small geographic area (four square kilometers). If any of the measures are met, circuits within that area are de-energized. Because powerlines travel across long distances, customers outside the affected area may also be impacted.

In addition to the meteorological models, we also evaluate the impacts of de-energization against the risk of wildfire should de-energization not occur, as outlined in Section 2.4. This information is reviewed at key decision points in the PSPS process and supports the ultimate decision to de-energize our customers and our communities.

Step 1: Minimum Fire Conditions

The first step to determine the scope of a PSPS is evaluating the minimum fire potential Conditions (mFPC). This ensures that PSPS is only executed during wind events when atmospheric conditions and fuels are dry. A PSPS event is evaluated if the following mFPC are true in the High Fire Risk Areas (HFRA)⁶:

- Sustained wind speeds above 19 mph
- Dead fuel moisture 10-hr less than 9%⁷
- Dead fuel moisture 100-hr, 1000-hr less than 11%⁸
- Relative Humidity below 30%
- Herbaceous live fuel moisture below 65%
- Shrub (Chamise) Live Fuel Moisture below 90%
- 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 minimum fire conditions 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, we may need to turn off power for safety.

- Catastrophic Fire Probability: This model combines the probability of fire ignitions due to weather impacting the electric system with the probability that a fire will be catastrophic if it starts. It is the combination of the Fire Potential Index Model (FPI) and the Ignition Probability Weather Model (IPW). The CFPd 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.

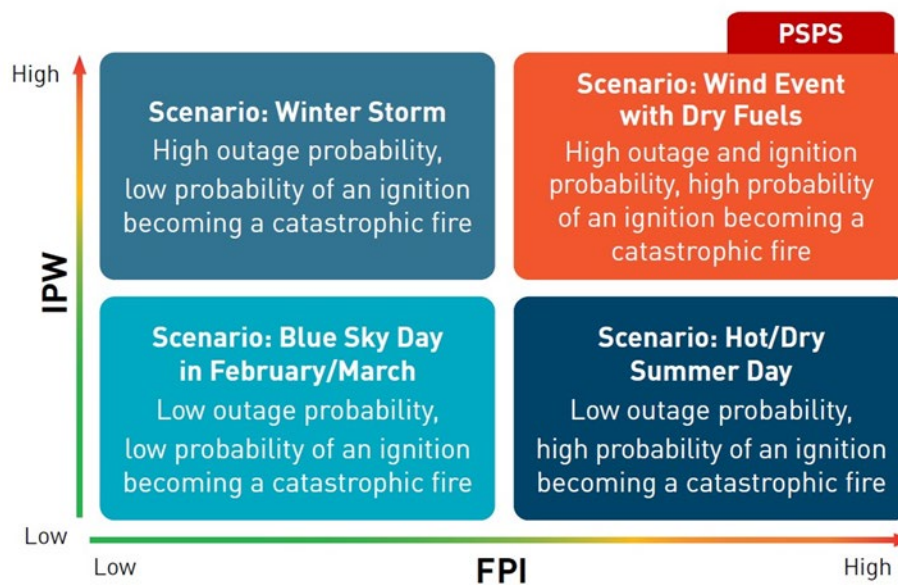
⁶ 2022 WMP, pp. 901-902.

⁷ 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.

⁸ 100-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.

- IPW Model: A machine learning model that uses 10 years of weather data to correlate approximately 500,000 outages occurring on PG&E’s distribution grid. The model analyzes the potential for several types of power outages in a given weather event, as well as the potential for that outage to be the source of an ignition. IPW learns from and accounts for changes on the grid from year-to-year.
- FPI Model: This model outputs the probability that a fire will become large or catastrophic and is used as a daily and hourly tool to drive operational decisions to reduce the risk of utility caused fires. It was enhanced in 2021 with additional data and improved analytic capabilities.
- Tree Considerations: Our PSPS protocols utilize a machine learning model to integrate the potential for trees to strike the lines into our IPW Model. This helps our meteorology teams more accurately analyze risk posed by trees and how that translates to increased ignition probability. The graph featured in Figure 4: Catastrophic Fire Probability Model shows how PG&E ranks scenarios based on the IPW risk and the FPI value. Scenarios with a high risk of an IPW and a high FPI value will always warrant a PSPS. However, power may be turned off in other scenarios to avoid catastrophic wildfires.

Figure 4: Catastrophic Fire Probability Model



- Catastrophic Fire Behavior (CFB): We also consider environmental conditions of significant wildfires, like dead and dying trees or drought conditions when determining to de-energize customers. This allows us to capture potential ignition events that are rarer and more difficult to forecast, such as animal contact and external debris impacting electrical lines. These locations are only considered once the minimum fire potential conditions are met. This is based on fire spread simulations using dynamic weather and fuel data for the event.
 - Fireline Intensity: The U.S. Forest Service Rocky Mountain Research Station did a study of fireline intensity which is determined by the size and components of flames. It is measured as the rate of heat energy released (Btu) per unit length of the fireline (ft) per unit (s). It is also calculated by estimating the flame length,

which is the distance measured from the average flame tip to the middle of the base of the fire. We use probable fireline intensity to evaluate the potential need to turn off power.

- Vegetation and Electric Asset Criteria Considerations: We review locations from recent inspections where high-priority trees or electric compliance issues may increase the risk of ignition. If an area is forecast to experience minimum fire conditions and there are known issues with equipment or vegetation that have not yet been addressed, we may need to turn off power.

PSPS Protocols for Transmission

In addition to analyzing distribution circuits that may need to be de-energized for safety, we also review the transmission lines and structures in areas experiencing dry, windy weather conditions. Transmission lines are like the freeways of the electric system, carrying high voltage energy across long distances. Similar to our distribution protocols, there is no single factor or threshold that will require turning off power to a transmission circuit.

Step 1: Minimum Fire Potential Conditions

When determining whether to turn off power for safety on transmission lines, we review the same minimum fire potential conditions as with distribution lines.

If these conditions are met, we will then look at the below criteria to determine whether a transmission line must be turned off.

Step 2: In-Depth Review of Fire Risk

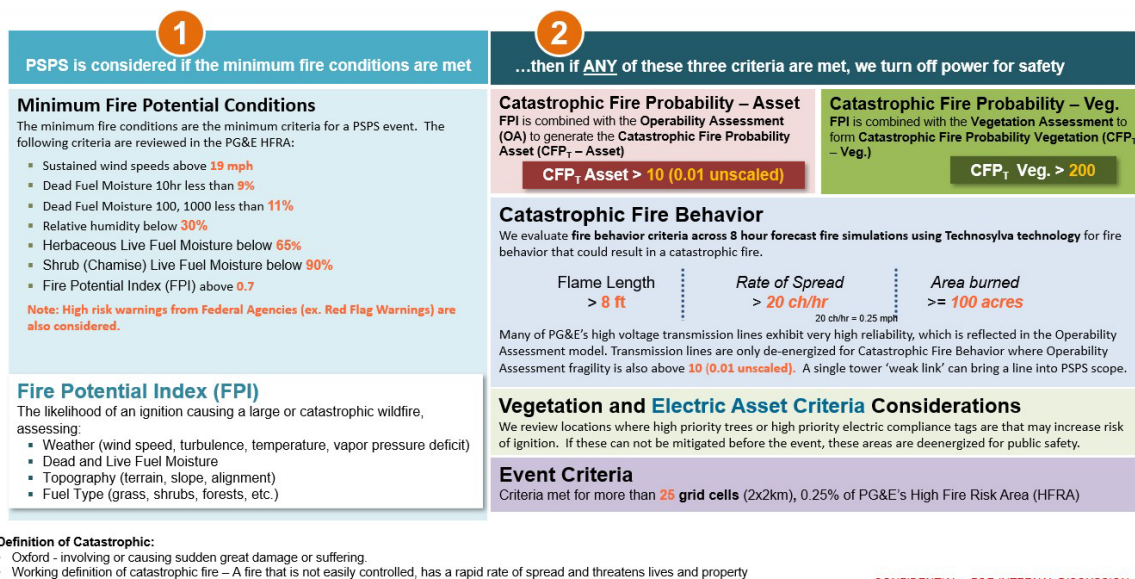
Once PG&E identifies the initial scope, we work with the California Independent Service Operator (CAISO) to ensure the initial scope is appropriate. This includes analyzing whether it will compromise the power supply to other jurisdictions, utilities or facilities connected to our system. This important step can last several hours, which is why the potential scope of a PSPS may change as we get closer to the forecasted weather event.

- Catastrophic Fire Probability – Asset (CFP_T – Asset): We use 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 Operability 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. 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.
- Catastrophic Fire Probability – Vegetation (CFP_T – Veg): 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 CFP_T – Veg.

- **CFB:** We 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.
- **Vegetation and Electric Asset Criteria Considerations:** We review locations from recent inspections where high-priority trees or electric compliance issues are present that may increase the risk of ignition.

Figure 5 provides a quantitative summary of our PSPS Protocols for Transmission.

Figure 5: PSPS – Protocols for Transmission



Step 3: Determining the Outage Area

Transmission lines meeting the criteria above then pass to the next stage of review. We conduct a Power Flow Analysis on the in-scope transmission lines (if applicable) to analyze any potential downstream impacts of load shedding. Once PG&E identifies the initial scope, we work with the California Independent Service Operator (CAISO) to ensure system setups to support the line outages are appropriate. This includes analyzing whether it will compromise the power supply to other jurisdictions, utilities or facilities connected to our system.

After Determining the Outage Area for Distribution and Transmission

After determining the outage area both for Distribution and Transmission, PG&E reviews the forecasted customer impacts of each circuit against the forecasted wildfire risk of each circuit. If there's reasonable risk for ignition on the distribution or transmission circuits during the forecasted weather event, it is included in the PSPS scope. We then share this analysis internally during key decision-making points to inform PSPS decision making and further risk modeling.

Starting 12 hours before the forecasted PSPS de-energization time, we transition from evaluating forecast data 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. PG&E also uses external tools and analysis to provide input to the decision to de-energize, as described in the next sections.

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

External Tools and Analysis to Validate if PSPS is Necessary

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), also known as Predictive Services. This call is hosted by the Northern California and/or Southern California GACC offices.

During these calls, the external 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, PG&E's Lead Meteorologist for the event, called the Meteorologist in Charge (MIC), summarizes these forecasts and discussions for the PG&E Officer in Charge (OIC), who ultimately makes the decision to execute a PSPS event. If external agencies are not in agreement with PG&E's analysis and do not see an upcoming event as high risk for large fires, the OIC may use this intelligence to decide if a PSPS event is warranted.

The following sources and tools are considered before initiating a PSPS event by the MIC:

- 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
- External weather model data

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.

We monitor and forecast weather over a multi-day horizon, so we can anticipate when a PSPS may be needed and activate our EOC as far in advance as possible. Our internal weather model and external modeling are updated multiple times per day. PG&E's meteorology team constantly evaluates both internal and external weather models for changes in weather event timing, strength, and potential locations impacted; our meteorology then incorporates these changes into a new weather scope generally once per day.

Weather shifts may force changes to PSPS scope and impacts at any point in time during PSPS planning and execution; this may allow us to avoid de-energization in some areas if fire-critical conditions lessen but can also cause some areas and customers to move into de-energization scope late in the process if forecasted fire-critical weather footprints change or increase. Possible changes in PSPS scope and impact are driven by the inherent uncertainty in weather forecast models.

PG&E utilized and referenced these protocols and tools during the October 22 - 24 Weather Event to determine the latest forecasted weather parameters versus actual weather. This data is included in Appendix A.

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

Response:

For each distribution and transmission line PG&E did not de-energize in the final scope of this Weather Event, the quantitative PSPS model values and weather station observations are provided in Appendix A. Below is a detailed description that was recorded by Meteorologists analyzing the event.

October 22 - 24, 2022 Weather Event

On Sunday, October 16, 2022, some weather forecast models began to show the potential for a dry, northerly wind event developing about a week out on October 22 – 24. On Monday and Tuesday, October 17-18, 2022, PG&E’s Meteorology team, Emergency Planning and Response team, and Incident Commanders met to discuss any evolution in weather models and monitor any changes.

Based on the continued risk of a PSPS, we entered into EOC readiness posture on the morning of October 19 and then activated the EOC in the afternoon.

The first PSPS scope was developed overnight, October 19-20 and reflected the risk of dry winds mostly along the west side of the Sacramento and San Joaquin Valleys.

The weather forecast and PSPS models were closely monitored leading up to the event and the scope of the event was adjusted on Friday, October 21 and Saturday, October 22, 2022.

During the morning hours of October 21, federal forecast agencies began to highlight the upcoming event. NWS Sacramento issued a Fire Weather Watch for the Sacramento Valley and surrounding foothills below 1000 ft for Sunday afternoon and evening. North Ops Predictive Services included in their forecast High Risk due to wind for Sacramento Valley and adjacent foothills (NC05) for Sunday, October 23, and Monday, October 24. The following day, October 22, North Ops removed High Risk for Monday but kept Sunday, and at approximately 14:42 PDT, NWS Sacramento cancelled their Fire Weather Watch.

On October 22, PG&E’s Meteorology team continued to monitor forecasted and real-time weather conditions between the decision to de-energize and the planned de-energization start time. As detailed in “Appendix A: Decision-Making Process”, winds in TPs 1-4 were generally weaker than anticipated and relative humidity values were higher than expected. PG&E monitored real-time conditions through the event and eventually cancelled the potential de-energization for TPs 1-4 once cancellation conditions were warranted.

PG&E’s Meteorology team continued to monitor the forecast and evolving real-time conditions throughout the day on October 23. Numerous decision support meetings were conducted to support the decision to de-energization, however, the system continued to track weaker than originally forecasted, and conditions did not materialize across the northern third of the territory. As detailed in “Appendix A: Decision-Making Process”, some of the strongest wind gusts observed did not align with peak dry air and associated lower relative humidity. After vigorous monitoring of the real-time observations, TPs 5, 6, 8, 9, and 10 were cancelled at the 12:45 PDT Confirm/Cancel/Delay meeting on October 23. TPs 7, 15, 17, and 11 continued to remain in scope, and continued to be monitored. TPs 12 and 13 continued to track for later de-energization. PG&E meteorology continued to monitor weather conditions in real-time on the evening of October 23, which were generally more favorable than predicted. At the 19:15 PDT Confirm/Cancel/Delay meeting on October 23, PG&E’s MIC made the recommendation to cancel TP 7 based on real-time observations and forecasted conditions.

Our Meteorology team continued to monitor current conditions as they evolved on the morning of October 24. Weather continued to track weaker than expected across the territory and weather models also trended weaker with the forecast for the remaining TPs. At the 04:15 PDT Confirm/Cancel/Delay meeting on October 24, PG&E’s MIC made the recommendation not to de-energize TPs 12, 15, and 17 based on a lack of critical fire weather conditions. At the 06:15 PDT Confirm/Cancel/Delay meeting on October 24, the recommendation not to de-energize TPs 11 and 13 and delay the de-energization of TP 16 was given by PG&E’s MIC. At the Confirm/Cancel/Delay meeting on October 24 at 10:06 PDT the decision was made to cancel the de-energization of TP 16, thus canceling the entire scope of the planned PSPS event. Thresholds to determine the decisions for these TPs are detailed in “Appendix A: Decision-Making Process.”

PSPS Scope Adjustments Based on High Resolution PSPS Models Guidance

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

During PPS events, PG&E’s 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 PPS are routinely updated heading into an event.

As the event unfolds in real-time, PG&E’s meteorologists transition to real-time observations of weather stations, satellite data, pressure gradients, and live feeds from Alert Wildfire Camera. These observations help to evaluate if the event is unfolding as expected. In many instances, models trend stronger or weaker with each model iteration leading up to an event, which

ultimately dictates changes in event scope and decisions to move forward with PSPS or whether to cancel the areas in scope.

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

Response:

PG&E’s PSPS Risk-Benefit Tool addresses the CPUC’s requirements presented in the 2019 PSPS OII⁹, which requires California investor-owned utilities (IOUs) to quantify the risk/benefits associated with initiating or not initiating a PSPS event for our customers¹⁰.

PG&E incorporated the aforementioned risk-benefit analysis into our PSPS execution process to help inform PG&E’s PSPS decision-making process. PG&E’s risk-benefit tool aligns with California IOUs and 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 our PSPS Risk-Benefit Tool, which is further described under the “Risk Assessment” section below.

The output of the tool is a ratio that compares the calculated PSPS potential benefit from initiating a de-energization event (i.e., mitigation of catastrophic wildfire consequence) to the risks associated with PSPS event (i.e., impact to customers resulting from a PSPS outage). Key inputs in the risk-benefit analysis include results from Technosylva wildfire simulations specific to the distribution circuit and transmission lines in scope for a potential de-energization, the number of customers forecasted to be de-energized, and the forecasted number of customer minutes 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 potential PSPS event in question, this scope and the Technosylva wildfire simulation outputs are used as inputs into the Risk-Benefit tool, which quantifies the potential public safety risk and wildfire risk resulting from the forecasted impacts of the pending weather / PSPS event. Note, however, that the Wildfire Risk Score is based on an 8-hour simulation from Technosylva and while useful, in some cases this can significantly understates the risk. Thus, the MIC may still recommend to de-energize circuits where the Risk-Benefit tool shows higher PSPS risk than Wildfire risk.

⁹ Decision (D.) 21-06-014

¹⁰ This tool was developed in collaboration with PG&E’s Risk Management and Safety team and Joint IOU PPS Working Group ahead of the 2021 PPS season, with alignment on the industry-standard methodology described in PG&E’s Risk Assessment and Mitigation Phase (RAMP) and General Rate Case workpapers. Please see PG&E response to CPUC Energy Division Data Request GRC-2023-Ph1-DR_ED_001_Q01Supp01.

Risk Assessment

As referenced above, PG&E's PSPS Risk-Benefit Tool utilizes the state-wide standard MAVF framework that captures the safety, reliability, and financial impact of identified potential risk events, as outlined in PG&E's Enterprise Risk Register¹¹. The tool's calculations use a non-linear scaling of consequences reflecting our focus on low-frequency/high-consequence risk events without neglecting high-probability/low-consequence risk events. Developed by the PSPS Risk-Benefit Tool, MAVF scores are used to compare the potential de-energization risk from a forecasted PSPS event to the potential risk of catastrophic wildfires from keeping the circuits energized, specific to the potentially impacted circuits being considered for PSPS de-energization.

The following inputs are used in calculations to build MAVF risk scores for PSPS events and wildfires, which are ultimately weighed against one another:

- **Technosylva Wildfire Simulation Data:** Fire simulation forecasts on the consequence of a potential wildfire's impact on customers, wildlife and infrastructures on each circuit for every three hours. These values are based on Technosylva's proprietary and sophisticated wildfire modeling, using real-time weather models, state-of-the-art fuel, and 8-hour fire spread modeling.
- **Forecasted Circuits:** The final list of the distribution circuits and transmission lines identified to be in-scope for a potential PSPS.
- **Customer Minutes:** Forecasted outage duration the customers will face by the potential PSPS.
- **Customers Impacted:** Forecasted number of customers anticipated to be impacted by the potential PSPS.
- **Customer Category and Critical Customer Adjustment Factor:** The type of customer (ex. MBL Allowance program, etc.) is incorporated into the analysis through the use of a "critical customer adjustment factor," which is applied to the customer outage duration to reflect a higher risk score for customers who are at a greater adverse risk of a potential de-energization event.

Once the above data are made available and incorporated 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 which are included in Table 2 and summarized in Figure 6.

¹¹ 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.

Table 2: 2022 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). The EF/MMCI ratio is estimated from previous PG&E PSPS events and other large external outage events ¹² . |
| 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 ¹³ . | 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 in scope per PSPS event ¹⁴ . |

Potential Wildfire Risk

Wildfire consequence impacts are calculated based on the outputs of the Technosylva simulations. Variables include 1) population impacted by wildfire and 2) structure impacted by wildfire 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 × Critical Customer Adjustment Factor

¹² Previous PG&E PSPS events include 2019-2021 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, 2017 Hurricane Irma, 2021 Blackout event.

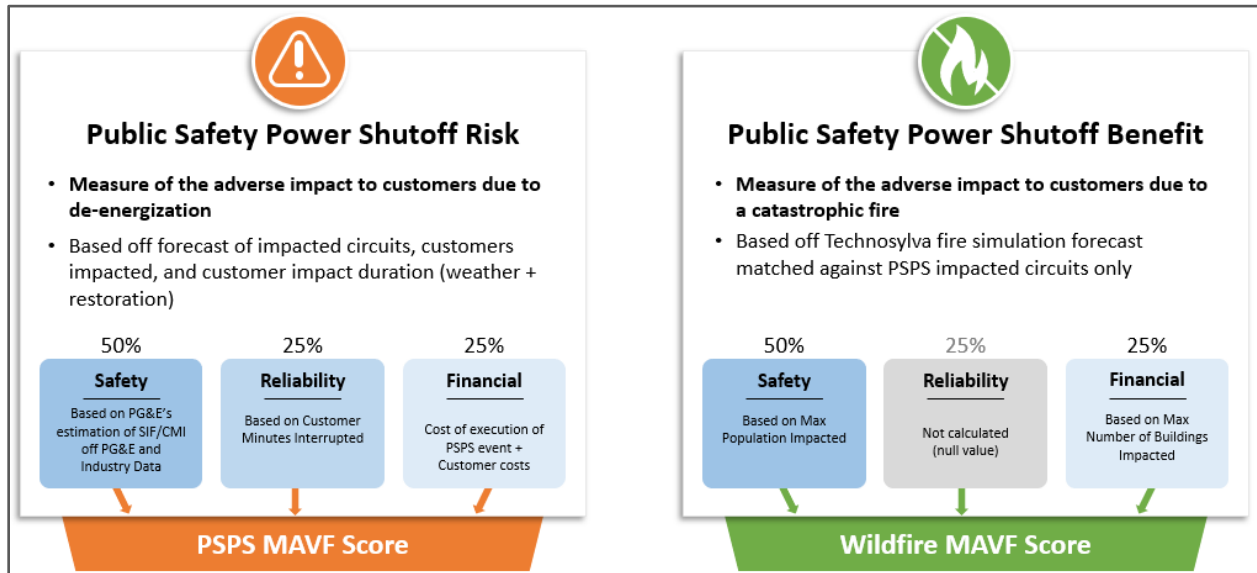
¹³ See A.20-06-012.

¹⁴ The assumptions used in these calculations, including the proxy cost per customer per PSPS event, are subject to be updated and are not intended to prejudice or create precedent with regard to the development of more precise values of resiliency or cost of PSPS metrics being considered in other ongoing proceedings at the California Public Utilities Commission, such as the Risk-Based Decision-Making Rulemaking [R.20.07.013] and the Microgrid and Resiliency Strategies.

- PPS Financial Consequence: Financial Cost of PPS event (in dollars) × Critical Customer Adjustment Factor

Once the consequence values (safety, reliability, financial) are estimated, they are converted into MAVF risk scores. Once the Risk-Benefit tool calculates the impacts between the PPS event and a wildfire, it is summarized by indicating if the adverse impact from a PPS event outweighs the risk of a wildfire.

Figure 6: Visual Representation of PPS Risk-Benefit Tool



October 22 -24, 2022 Weather Event

For this Weather Event, PG&E ran the PPS Risk Model using the latest scope prior to the first potential de-energization, shown in Figure 7 which initially supported initiating a PPS event based on the forecasted impact information and indicated that each of the 32 distribution circuits¹⁵ and one transmission line in the latest scope surpassed the analysis threshold of 1 to support a PPS event. Note the PPS Risk Model calculations are based on forecasted conditions. After extensive monitoring, weather model analyses, and real-time conditions, PG&E ultimately abandoned de-energization and moved forward with the cancellation of the areas in scope. As an electric system operator that must determine when it is and is not safe to operate its grid, we determined that a PPS event was not warranted at this time.

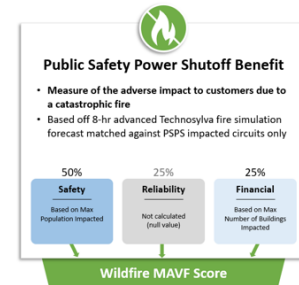
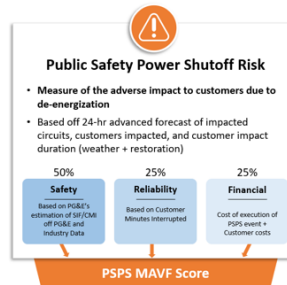
¹⁵ There are 31 unique distribution circuits, however, Middletown 1101 is accounted for twice as it spanned two TPs for a total of 32 distribution circuits.

Figure 7: PSPS Potential Benefit Versus PSPS Potential Risk Consequence

| Recommended Approach | Indicates potential PSPS benefit outweighs risk |
|--|--|
| PSPS Potential Risk Consequence | 15 |
| PSPS Potential Benefit (Wildfire Mitigation) | 15,385 |
| Potential Benefit / Potential Risk | 1,047 |
| Risk Ratio Per Circuit (>1, PSPS Benefit Outweighs Risk) *As defined in PLAN_D-04 | Dx Circuits: 32 (of 32) Tx Circuits: 1 (of 1) |
| Risk Ratio Per Circuit (<1, PSPS Risk Outweighs Benefit) *As defined in PLAN_D-04 | Dx Circuits: 0 (of 32) Tx Circuits: 0 (of 1) |

Key Components

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



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

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

Response:

After monitoring and considering weather conditions, de-energization for public safety was not implemented and the event was cancelled on October 24. Leading up to the October 22-24 Weather Event, PG&E readied de-energization mitigations, reviewed alternatives to de-energization and took the following steps:

- Our Operations team reviewed asset and vegetation tags that included incremental customers into PSPS scope and worked to correct these tags.
- We conducted hazard tree mitigation efforts on circuits potentially in PSPS scope in the days leading up to the event. 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.
- Pre-patrols of potentially impacted transmission facilities were also ongoing in the days leading up to the time of anticipated 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.
- We enabled Enhanced Powerline Safety Setting (EPSS) and disabled automatic reclosing in Tier 2/Tier 3 High Fire Threat District (HFTD) areas. This reduces the ignition risk from attempts to re-energize circuits via automatic reclosing.
- PG&E was prepared to reduce the public safety impacts of de-energization by 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.
- PG&E was prepared to reduce the public safety impacts of de-energization by reviewing the total count of impacted customers and the impact of potential de-energization upon MBL Allowance program customers, critical facilities, and the back-up generation capabilities of critical facilities that pose societal impact risks if de-energized (e.g., critical infrastructure).
- PG&E reviewed opportunities for islanding, sectionalization, temporary generation, backup-generation, and alternate grid solutions to reduce and mitigate the number of customers de-energized.
- PG&E was prepared to reduce the public safety impacts of de-energization by providing local CRCs to support customers in those impacted communities.
- Supporting vulnerable customers through California Foundation for Independent Living Centers (CFILC) and Community Based Organizations (CBO) resource partners that offered various services to customers impacted by this event. Further information is detailed in Section 6.5.
- Extensive use of Advanced Notifications and outreach tools to notify impacted customers of the expected de-energization.

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

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

Response:

For the October 22 – 24 Weather Event, PG&E did not initiate a PSPS, therefore, Section 3.1 is not applicable.

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

Response:

For the October 22 – 24 Weather Event, PG&E did not initiate a PSPS, therefore, Section 3.2 is not applicable.

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

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

Response:

For the October 22 – 24 Weather Event, PG&E did not initiate a PSPS, therefore, Section 3.3 is not applicable.

Section 4 – Damages and Hazards to Overhead Facilities

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

Response:

For the October 22 – 24 Weather Event, PG&E did not initiate a PSPS, therefore, Section 4.1 is not applicable.

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

Response:

For the October 22 – 24 Weather Event, PG&E did not initiate a PSPS, therefore, Section 4.2 is not applicable.

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

Response:

For the October 22 – 24 Weather Event, PG&E did not initiate a PSPS, therefore, Section 4.3 is not applicable.

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

Response:

For the October 22 – 24 Weather Event, PG&E did not initiate a PSPS, therefore, Section 4.4 is not applicable.

Section 5 – Notifications

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

Response:

Throughout the weather event, PG&E made significant efforts to notify Public Safety Partners, Local/Tribal Governments, and potentially impacted customers in accordance with CPUC guidelines.

PG&E followed the Notification Plan discussed in our 2022 Pre-Season Report. This information can be found in [PG&E's 2022 Pre-Season Report, Appendix C: Notification Plan](#), pg. 70. In addition to the processes noted in the plan, PG&E completed the following:

- PG&E worked closely with telecommunications service providers throughout the event to effectively coordinate, share information, and manage the weather event. PG&E also provided telecommunications service providers with a dedicated PG&E contact in the EOC known as the Critical Infrastructure Lead (CIL), who shared up-to-date event information and answered specific, individual questions. These partners could reach the CIL 24/7 during an event by e-mail or phone. In addition, PG&E proactively reached out to nine telecommunications service providers¹⁶ via email or phone as weather changes or new information regarding the PSPS became available.
- In accordance with the Phase 3 PSPS Guidelines¹⁷, PG&E provided proactive notifications and impacted zip code information to paratransit agencies that served known transit- or paratransit-dependent persons that may have needed access to a CRC during the weather event. All notifications to paratransit agencies included a link to the PSPS emergency website event updates page, pge.com/pspsupdates and a section called “Additional Resources” with a link to a map showing areas potentially affected by the shutoff.
- PG&E considers multi-family building account holders/building managers in the AFN community as part of our All Customers (including MBL Allowance program customers and Self-Identified Vulnerable [SIV]¹⁸ customers) recipient group. For information on PG&E’s outreach and community engagement with master-metered

¹⁶ American Tower, AT&T, Crown Castle, Ducor Telephone, Frontier, Happy Valley Telephone, T-Mobile, Verizon and Mediacom.

¹⁷ D.21-06-034.

¹⁸ Self Identified Vulnerable (SIV) is inclusive of customers who have indicated they are “dependent on electricity for durable medical equipment or assistive technology” as well as customers that are not enrolled or qualify for the Medical Baseline program and “certify that they have a serious illness or condition that could become life threatening if service is disconnected.” In accordance with D.21-06-034, PG&E includes customers who have indicated they are “dependent on electricity for durable medical equipment or assistive technology” in an effort to identify customers “above and beyond those in the medical baseline population” to include persons reliant on electricity to maintain necessary life functions including for durable medical equipment and assistive technology. This designation remains on their account indefinitely.

- owners, property managers, and building account holders, refer to PG&E's AFN Quarterly Progress Report of Activities Between April 1, 2022, and June 30, 2022.
- During this high threat event, Southern California Edison (SCE) identified five shared customers (non-residential) with PG&E on the Grapevine, Peak, and the Frozen circuits that were in scope for potential de-energization. SCE and PG&E collaborated closely to ensure situational awareness of PG&E's PSPS event so that SCE could successfully execute PSPS notifications to these customers.

Table 3 provides a description of the notifications to Public Safety Partners, Local/Tribal Governments, and all customers in accordance with the minimum timelines set forth by the CPUC PSPS Phase 1 Guidelines¹⁹.

¹⁹ D.19-05-042.

Table 3: Notification Descriptions

| Type of Notification | Recipients | Description |
|---|--|---|
| <p>PRIORITY NOTIFICATION: 48-72 hours in advance of anticipated de-energization</p> | <p>Public Safety Partners²⁰</p> | <p>On October 19, 2022 PG&E’s Meteorology Team noted a potential weather event and updated the weather forecast on pge.com/weather to “elevated” in certain parts of the service territory. At this time, local PG&E representatives called each County OES in PG&E’s electrical service territory and select cities and Tribes to inform them that PG&E is monitoring an increased potential of PSPS outages.</p> <p>Following PG&E’s activation of its EOC for potential PSPS outages, the following actions were completed:</p> <ul style="list-style-type: none"> • PG&E submitted a PSPS Notification Form to Cal OES and sent an e-mail to the CPUC notifying them that PG&E’s EOC has been activated and that PG&E is monitoring for a potential PSPS Event. • PG&E sent notifications to other Public Safety Partners²¹ via call, text and e-mail; these notifications included the following information: <ul style="list-style-type: none"> ○ Estimated window of the de-energization time. ○ When weather is anticipated to pass. ○ Estimated Time of Restoration (ETOR). ○ For Public Safety Partners only: Links to the PSPS Portal where event-specific maps and information are available. |

²⁰ Transmission-level customers were not notified during the 48-72 hour notification timeframe as no transmission-level customers were in scope.

²¹ 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 |
|---|--|---|
| <p>WATCH NOTIFICATION: 24-48 hours in advance of anticipated de-energization</p> | <p>Public Safety Partners, All Customers (including MBL Allowance program customers and SIV customers), and transmission-level customers</p> | <p>During this time, the following was completed:</p> <ul style="list-style-type: none"> • PG&E submitted a PSPS Notification Form to Cal OES and sent an e-mail to the CPUC notifying them of a scope change. • PG&E sent notifications to other Public Safety Partners, transmission-level customers, and all customers via call, text message and e-mail; these notifications included the following information: <ul style="list-style-type: none"> ○ 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. ○ For Customers only: Potentially impacted addresses, links to PPS Updates webpage with Community Resource Center information, and resources for customers with access and functional needs, including but not limited to information on the MBL Allowance program, Meals on Wheels, language support, and the Portable Battery Program. ○ For transmission-level customers only: Transmission Substation Name and Line name serving substation • PG&E sent notifications to MBL Allowance program customers, including tenants of master metered accounts, and SIV customers every hour until the customer confirmed receipt of the notification. <p>Customer notifications were provided in English, with information on how to get event information in 16 non-English languages, referred to herein as “translated languages”²². 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> |

²² 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

| Type of Notification | Recipients | Description |
|--|--|--|
| <p>WARNING NOTIFICATION: 1-4 hours in advance of anticipated de-energization, if possible</p> | <p>Public Safety Partners, All Customers (including MBL Allowance program customers and SIV customers), and transmission-level customers</p> | <p>When forecasted weather conditions showed that a safety shutoff was approved to move forward, and power would be de-energized in approximately 1-4 hours, the following was completed:</p> <ul style="list-style-type: none"> • PG&E submitted a PSPS Notification Form to Cal OES and sent an e-mail to the CPUC notifying them that PG&E has made the decision to de-energize. • PG&E sent notifications to other Public Safety Partners, transmission-level customers, and customers; these notifications included the same key event timing information and resource links as the “Watch Notification.” • PG&E sent notifications to MBL Allowance program customers, including tenants of master metered accounts, and SIV customers every hour until the customer confirmed receipt of the notification. • PG&E also attempted to send Cancellation Notifications to Public Safety Partners and customers within two hours of being 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 received in-language (translated) notifications. Public Safety Partner notifications were provided in English.</p> |

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

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

| Type of Notification | Recipients | Description |
|--|---|---|
| POWER OFF NOTIFICATION: When de-energization is initiated | Public Safety Partners, All Customers (including MBL Allowance program customers and SIV customers), and Transmission-level customers ²³ | Not applicable; for the October 22 – 24 Weather Event, PG&E did not de-energize customers for a PSPS. |
| WEATHER “ALL-CLEAR”/ETOR UPDATE NOTIFICATION: Immediately before re-energization begins | Public Safety Partners, All Customers (including MBL Allowance program customers and SIV customers), and Transmission-level customers | Not applicable; for the October 22 – 24 Weather Event, PG&E did not de-energize customers for a PSPS. |
| RESTORATION NOTIFICATION: When re-energization is complete | Public Safety Partners, All Customers (including MBL Allowance program customers and SIV customers), and Transmission-level customers | Not applicable; for the October 22 – 24 Weather Event, PG&E did not de-energize customers for a PSPS. |

²³ Transmission-level customers receive a GCC live call before de-energization and prior to re-energization. GCC call did not take place during this event, as transmission-level customers were not de-energized.

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

Response:

Table 4 describes notifications PG&E sent for this weather event, including approximate times of notifications in accordance with the minimum timelines set forth by the CPUC PSPS Phase 1 Guidelines²⁴, to Local/Tribal Governments, Public Safety Partners, and all 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 Planned De-energization for October 22-24, 2022 Weather Event²⁵

| Event Order | Minimum Timeline ²⁶ | Notification Sent to: | Approximate Time Sent (PDT) | Message | Notes | Who made the Notification |
|------------------------------------|--------------------------------|------------------------------------|-----------------------------|----------|-------|---------------------------|
| Pre-De-energization (Prior) | 72-48 hours | Local/Tribal Governments and CCAs* | 10/19/2022 16:48 | Priority | | PG&E |
| | | Local/Tribal Governments and CCAs* | 10/19/2022 18:28 | Priority | | PG&E |
| | | Local/Tribal Governments and CCAs* | 10/20/2022 20:04 | Priority | | PG&E |
| | | Local/Tribal Governments and CCAs* | 10/20/2022 20:05 | Priority | | PG&E |
| | | Local/Tribal Governments and CCAs* | 10/20/2022 14:09 | Priority | | PG&E |
| | | Public Safety Partners** | 10/19/2022 17:20 | Priority | | PG&E |
| | | Public Safety Partners** | 10/19/2022 18:47 | Priority | | PG&E |
| | | Public Safety Partners** | 10/20/2022 09:53 | Priority | | PG&E |
| | | Public Safety Partners** | 10/20/2022 14:20 | Priority | | PG&E |
| | | Public Safety Partners** | 10/20/2022 20:11 | Priority | | PG&E |
| | | Public Safety Partners** | 10/20/2022 21:26 | Priority | | PG&E |
| | | Critical Infrastructure | 10/20/2022 18:52 | Priority | | SCE |
| | Critical Infrastructure | 10/20/2022 19:37 | Priority | | SCE | |
| | 48-24 hours | Local/Tribal Governments and CCAs* | 10/20/2022 09:43 | Watch | | PG&E |
| Local/Tribal Governments and CCAs* | | 10/20/2022 16:00 | Watch | | PG&E | |

²⁴ D.19-05-042.

²⁵ SCE’s account manager reached out to their customers.

²⁶ Decision 19-05-042, Appendix A, Timing of Notification.

| Event Order | Minimum Timeline ²⁶ | Notification Sent to: | Approximate Time Sent (PDT) | Message | Notes | Who made the Notification |
|-------------|--------------------------------|------------------------------------|-----------------------------|---------|-------|---------------------------|
| | 48-24 hours | Local/Tribal Governments and CCAs* | 10/21/2022 12:20 | Watch | | PG&E |
| | | Local/Tribal Governments and CCAs* | 10/21/2022 17:48 | Watch | | PG&E |
| | | Local/Tribal Governments and CCAs* | 10/21/2022 11:54 | Watch | | PG&E |
| | | Local/Tribal Governments and CCAs* | 10/22/2022 05:37 | Watch | | PG&E |
| | | Local/Tribal Governments and CCAs* | 10/22/2022 05:36 | Watch | | PG&E |
| | | Local/Tribal Governments and CCAs* | 10/22/2022 15:19 | Watch | | PG&E |
| | | Local/Tribal Governments and CCAs* | 10/22/2022 23:59 | Watch | | PG&E |
| | | Local/Tribal Governments and CCAs* | 10/23/2022 08:03 | Watch | | PG&E |
| | | Local/Tribal Governments and CCAs* | 10/23/2022 08:15 | Watch | | PG&E |
| | | Public Safety Partners** | 10/20/2022 16:23 | Watch | | PG&E |
| | | Public Safety Partners** | 10/21/2022 12:17 | Watch | | PG&E |
| | | Public Safety Partners** | 10/21/2022 12:34 | Watch | | PG&E |
| | | Public Safety Partners** | 10/21/2022 18:16 | Watch | | PG&E |
| | | Public Safety Partners** | 10/22/2022 15:40 | Watch | | PG&E |
| | | Public Safety Partners** | 10/23/2022 08:13 | Watch | | PG&E |
| | | Public Safety Partners** | 10/23/2022 08:31 | Watch | | PG&E |
| | | Critical Infrastructure | 10/21/2022 01:51: | Watch | | SCE |
| | | Critical Infrastructure | 10/21/2022 17:19 | Watch | | SCE |
| | | Critical Infrastructure | 10/21/2022 17:52 | Watch | | SCE |
| | | Critical Infrastructure | 10/21/2022 18:03 | Watch | | SCE |
| | | Critical Infrastructure | 10/22/2022 01:03 | Watch | | SCE |
| | | Critical Infrastructure | 10/22/2022 15:43 | Watch | | SCE |
| | | Critical Infrastructure | 10/22/2022 16:22 | Watch | | SCE |
| | | Critical Infrastructure | 10/22/2022 18:01 | Watch | | SCE |
| | | Critical Infrastructure | 10/22/2022 23:22 | Watch | | SCE |
| | | Critical Infrastructure | 10/23/2022 15:00 | Watch | | SCE |
| | | All Customers*** | 10/20/2022 16:23 | Watch | | PG&E |
| | | All Customers*** | 10/21/2022 12:17 | Watch | | PG&E |
| | | All Customers*** | 10/21/2022 12:34 | Watch | | PG&E |

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

| Event Order | Minimum Timeline ²⁶ | Notification Sent to: | Approximate Time Sent (PDT) | Message | Notes | Who made the Notification |
|-------------|--------------------------------|------------------------------------|-----------------------------|---------|--|---------------------------|
| | 48-24 hours | All Customers*** | 10/21/2022 18:16 | Watch | | PG&E |
| | | All Customers*** | 10/22/2022 15:40 | Watch | | PG&E |
| | | All Customers*** | 10/23/2022 08:13 | Watch | | PG&E |
| | | All Customers*** | 10/23/2022 08:31 | Watch | | PG&E |
| | 4-1 hours | Local/Tribal Governments and CCAs* | 10/22/2022 06:56 | Warning | | PG&E |
| | | Local/Tribal Governments and CCAs* | 10/22/2022 22:55 | Warning | | PG&E |
| | | Local/Tribal Governments and CCAs* | 10/23/2022 04:17 | Warning | | PG&E |
| | | Local/Tribal Governments and CCAs* | 10/23/2022 05:53 | Warning | | PG&E |
| | | Local/Tribal Governments and CCAs* | 10/23/2022 15:16 | Cancel | | PG&E |
| | | Local/Tribal Governments and CCAs* | 10/23/2022 15:25 | Warning | | PG&E |
| | | Local/Tribal Governments and CCAs* | 10/23/2022 19:28 | Warning | | PG&E |
| | | Local/Tribal Governments and CCAs* | 10/23/2022 21:05 | Cancel | | PG&E |
| | | Local/Tribal Governments and CCAs* | 10/24/2022 05:33 | Cancel | | PG&E |
| | | Local/Tribal Governments and CCAs* | 10/24/2022 08:47 | Cancel | | PG&E |
| | | Local/Tribal Governments and CCAs* | 10/24/2022 11:28 | Cancel | | PG&E |
| | | Public Safety Partners** | 10/22/2022 07:13 | Warning | | PG&E |
| | | Public Safety Partners** | 10/22/2022 07:26 | Cancel | Only Public Safety Partners removed from scope received the cancel notification. | PG&E |
| | | Public Safety Partners** | 10/22/2022 14:03 | Cancel | | PG&E |
| | | Public Safety Partners** | 10/22/2022 20:38 | Cancel | Only Public Safety Partners removed from scope received the cancel notification. | PG&E |
| | | Public Safety Partners** | 10/22/2022 21:57 | Warning | | PG&E |
| | | Public Safety Partners** | 10/23/2022 04:37 | Warning | | PG&E |
| | | Public Safety Partners** | 10/23/2022 06:11 | Warning | | PG&E |
| | Public Safety Partners** | 10/23/2022 15:27 | Warning | | PG&E | |

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

| Event Order | Minimum Timeline ²⁶ | Notification Sent to: | Approximate Time Sent (PDT) | Message | Notes | Who made the Notification |
|-------------|--------------------------------|--------------------------|-----------------------------|---------|--|---------------------------|
| | 4-1 hours | Public Safety Partners** | 10/23/2022 15:32 | Cancel | Only Public Safety Partners removed from scope received the cancel notification. | PG&E |
| | | Public Safety Partners** | 10/23/2022 19:48 | Warning | | PG&E |
| | | Public Safety Partners** | 10/23/2022 21:08 | Cancel | Only Public Safety Partners removed from scope received the cancel notification. | PG&E |
| | | Public Safety Partners** | 10/24/2022 06:32 | Cancel | Only Public Safety Partners removed from scope received the cancel notification. | PG&E |
| | | Public Safety Partners** | 10/24/2022 08:47 | Cancel | Only Public Safety Partners removed from scope received the cancel notification. | PG&E |
| | | Public Safety Partners** | 10/24/2022 11:18 | Cancel | Only Public Safety Partners removed from scope received the cancel notification. | PG&E |
| | | Critical Infrastructure | 10/23/2022 20:47 | Warning | | SCE |
| | | Critical Infrastructure | 10/23/2022 21:18 | Warning | | SCE |
| | | Critical Infrastructure | 10/23/2022 22:14 | Warning | | SCE |
| | | Critical Infrastructure | 10/24/2022 03:46 | Warning | | SCE |
| | | Critical Infrastructure | 10/24/2022 04:01 | Warning | | SCE |
| | | Critical Infrastructure | 10/24/2022 04:17 | Warning | | SCE |
| | | Critical Infrastructure | 10/24/2022 05:14 | Warning | | SCE |
| | | Critical Infrastructure | 10/24/2022 09:45 | Warning | | SCE |
| | | Critical Infrastructure | 10/24/2022 11:13 | Cancel | | SCE |
| | | Critical Infrastructure | 10/24/2022 17:24 | Cancel | | SCE |
| | | Critical Infrastructure | 10/24/2022 17:33 | Cancel | | SCE |
| | | Critical Infrastructure | 10/24/2022 17:39 | Cancel | | SCE |
| | | All Customers*** | 10/22/2022 07:06 | Warning | | PG&E |
| | | All Customers*** | 10/22/2022 07:26 | Cancel | Only Customers removed from scope received the cancel notification. | PG&E |
| | | All Customers*** | 10/22/2022 20:38 | Cancel | Only Customers removed from scope received the cancel notification. | PG&E |
| | | All Customers*** | 10/22/2022 21:57 | Warning | | PG&E |
| | | All Customers*** | 10/23/2022 04:37 | Warning | | PG&E |
| | | All Customers*** | 10/23/2022 06:11 | Warning | | PG&E |

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

| Event Order | Minimum Timeline ²⁶ | Notification Sent to: | Approximate Time Sent (PDT) | Message | Notes | Who made the Notification |
|---------------------|-------------------------------------|-----------------------|-----------------------------|------------------------------|---|---------------------------|
| | 4-1 hours | All Customers*** | 10/23/2022 15:27 | Warning | | PG&E |
| | | All Customers*** | 10/23/2022 15:32 | Cancel | Only Customers removed from scope received the cancel notification. | PG&E |
| | | All Customers*** | 10/23/2022 19:48 | Warning | | PG&E |
| | | All Customers*** | 10/23/2022 21:08 | Cancel | Only Customers removed from scope received the cancel notification. | PG&E |
| | | All Customers*** | 10/24/2022 06:32 | Cancel | Only Customers removed from scope received the cancel notification. | PG&E |
| | | All Customers*** | 10/24/2022 08:47 | Cancel | Only Customers removed from scope received the cancel notification. | PG&E |
| | | All Customers*** | 10/24/2022 11:18 | Cancel | Only Customers removed from scope received the cancel notification. | PG&E |
| Initiation (During) | Immediately before re-energization | N/A | N/A | Inspecting/Weather All-Clear | | N/A |
| Restoration (After) | After re-energization was completed | N/A | N/A | Restore | | N/A |

*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 MBL Allowance program customers and SIV customers

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

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

Response:

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

Table 5: Notifications to Customers where Positive or Affirmative Notification was Attempted²⁷

| Designation | Total Number of customers ²⁸ | Notification Attempts Made ²⁹ | Timing of Attempts ³⁰ | Who made the Notification Attempt | Successful Positive Notification ³¹ |
|--------------------------------|---|--|----------------------------------|-----------------------------------|--|
| Medical Baseline ³² | 460 | 20,311 Watch Notifications | 10/20/2022 16:14 PDT | PG&E | 12,328 Watch Notifications |
| | | 23,065 Warning Notifications | 10/21/2022 09:05 PDT | | 7,650 Warning Notifications |

²⁷ Counts of Notification Attempts Made will not reflect the actual total of customers notified as both MBL and SIV customers can appear in both subset groups.

²⁸ 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.

²⁹ Count of Warning Notifications includes doorbell rings and Live Agent phone calls.

³⁰ Initial start time notification was sent.

³¹ 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.

³² 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.

| Designation | Total Number of customers ²⁸ | Notification Attempts Made ²⁹ | Timing of Attempts ³⁰ | Who made the Notification Attempt | Successful Positive Notification ³¹ |
|----------------------------|---|--|----------------------------------|-----------------------------------|--|
| | | 43,452 Overall Notifications | 10/20/2022 16:14 PDT | | 20,009 Overall Notifications |
| MBL behind a master meter | 1 | 4 Watch Notifications | 10/20/2022 16:15 PDT | PG&E | 1 Watch Notification |
| | | 0 Warning Notifications | N/A | | N/A |
| | | 4 Overall Notifications | 10/20/2022 16:15 PDT | | 1 Overall Notification |
| Self-Identified Vulnerable | 78 | 3,530 Watch Notifications | 10/20/2022 16:14 PDT | PG&E | 2,098 Watch Notifications |
| | | 4,532 Warning Notifications | 10/21/2022 10:41 PDT | | 1,095 Warning Notifications |
| | | 8,089 Overall Notifications | 10/20/2022 16:14 PDT | | 3,212 Overall Notifications |

During the weather event, MBL Allowance 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 MBL Allowance program customers³³ and SIV customers. These customer groups 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. If the customer did not answer the check-in, the representative left a door hanger at the home to indicate PG&E had visited. In each case, the notification was considered successful³⁴. 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. PG&E shared the lists of the MBL Allowance program customers and SIV customers who had not confirmed receipt of their notifications with appropriate county and Tribal emergency managers twice daily via the PPS Portal. PG&E proactively notified agencies that the data was available on the PPS Portal and encouraged them to inform these customers of the resources available to them.

³³ Including Medical Baseline program customers who are master-metered tenants (e.g., renters or tenants in mobile home park).

³⁴ 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.”

PG&E interprets number of customers that need positive or affirmative notification as customers the company seeks confirmation from, namely MBL Allowance program customers and SIV customers. PG&E did not de-energize any MBL Allowance program customers, and/or SIV customers.

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

Response:

Please reference Appendix D: Customer Notification Scripts for templates of notifications PG&E sent during the event via call, email, and text message.

PG&E provides city, county, tribal, CCA, Public Safety Partner, transmission-level customers, and municipal utility notifications in English only. All other customer notifications are delivered in-language if a customer's language preference is on file. If there is no language preference on file, the notification is delivered in English, with information on how to get event information in translated languages. The notifications were provided to customers in the customer-set language preferences as shown in "Table 8: Customer Notifications Based on Language Preference". The timing of notifications sent during this event can be found in Table 4.

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

Response:

PG&E aims to provide notifications in accordance with the PSPS Phase 1³⁵, 2019 PSPS OII³⁶, and additional notification guidelines in Phase 3³⁷, 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 timelines set forth by the PSPS guidelines. If customers were removed from scope (descope) due to a change in forecasted or observed weather conditions, as prescribed in D.21-06-034, each IOU must make every attempt to provide notification of the cancellation within 2 hours of the decision to cancel. Based on rapidly changing weather and meteorological conditions, PG&E made every effort to notify descope entities and customers within two hours of the decision to remove them from scope, however, some customers received cancellation notifications shortly after the 2 hour window based on a variety of factors, some of which include:

³⁵ D.19-05-042.

³⁶ D.21-06-014.

³⁷ D.21-06-034.

- Sudden changes in observed weather conditions which did not leave time to prepare before the decision to descope.
- The time needed to generate notification files, review, and correct files for accuracy; additionally, the time needed to ensure information parity across all external reports provided to recipients, which includes the additional time required to review and correct other notifications-related files to ensure accuracy across all notifications and externally available reports.
- Timing of forecasted weather resulting in the need to simultaneously notify some customers of cancellation, and other customers of delayed but planned de-energization based on forecasted weather.

As reflected in Table 6, 6A, 6B, and 6C below, PG&E provides a detailed breakdown and analysis of the notification timing and an explanation of what caused the notification delays for this event.

Table 6: Notification Failure Causes

| Notifications Sent to: | Notification Type | Notifications Delayed | Timing of Notifications | Explanation of Delay | Notification Failures | Explanation of Failure |
|---|--|-----------------------|--|----------------------|-----------------------|---|
| Public Safety Partners excluding Critical Facilities and Infrastructure ³⁸ | 48-to 72-hour priority notification | N/A | N/A | N/A | N/A | N/A |
| | 1-4-hour imminent notification. | N/A | N/A | N/A | N/A | N/A |
| | Any notifications before de-energization | N/A | N/A | N/A | N/A | N/A |
| | Immediately before re-energization | N/A | N/A | N/A | N/A | N/A |
| | Cancellation notification within two hours of the decision to cancel | 9 agencies | <ul style="list-style-type: none"> • For 6 agencies, these notifications were sent starting approximately 24 minutes after the end of the 2-hour window. • For 3 agencies, these notifications were sent starting approximately 22 minutes after the end of the 2-hour window. | See Table 6A | 2 agencies | For this event, there were also <u>2</u> cities that did not receive automated cancellation notifications regarding the removal from scope. This is because the internal notifications team was focused on county-level |

³⁸ Only includes cities, counties, Tribes, and community choice aggregators

| Notifications Sent to: | Notification Type | Notifications Delayed | Timing of Notifications | Explanation of Delay | Notification Failures | Explanation of Failure |
|---|---|-----------------------|-------------------------|----------------------|-----------------------|--|
| | | | | | | cancellation notifications, rather than city-level, resulting in a human error of not identifying the 2 cities that required cancellation notifications. PG&E will continue to further refine the quality assurance and quality control process of notification files ahead of sending to ensure accurate and timely notifications, as well as mitigate potential human error. |
| Critical Facilities and Infrastructure ³⁹ | 48-to 72-hour priority notification | N/A | N/A | N/A | N/A | N/A |
| | 1-4-hour imminent notification. | N/A | N/A | N/A | N/A | N/A |
| | Any notifications before de-energization | N/A | N/A | N/A | N/A | N/A |
| | De-energization initiation | N/A | N/A | N/A | N/A | N/A |

³⁹ Includes Public Safety Partners who are critical facilities and infrastructure customers

| Notifications Sent to: | Notification Type | Notifications Delayed | Timing of Notifications | Explanation of Delay | Notification Failures | Explanation of Failure |
|------------------------------|--|-----------------------|---|----------------------|-----------------------|------------------------|
| | Immediately before re-energization | N/A | N/A | N/A | N/A | N/A |
| | When re-energization is complete | N/A | N/A | N/A | N/A | N/A |
| | Cancellation notification within two hours of the decision to cancel | 149 facilities | <ul style="list-style-type: none"> 28 customers: sent approximately 9 minutes after the end of the 2-hour window. 21 customers: sent approximately 23 minutes after the end of the 2-hour window. 9 customers: sent approximately 58 minutes after the end of the 2-hour window. 32 customers: sent approximately 3 hours and 44 minutes after the end of the 2-hour window. 59 customers: sent approximately 41 minutes after the end of the 2-hour window. | See Table 6B | 0 | N/A |
| All other affected customers | 24–48-hour priority notifications | N/A | N/A | N/A | N/A | N/A |
| | 1–4-hour imminent notifications | N/A | N/A | N/A | N/A | N/A |
| | Any notifications before de-energization | N/A | N/A | N/A | N/A | N/A |
| | At de-energization initiation | N/A | N/A | N/A | N/A | N/A |

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

| Notifications Sent to: | Notification Type | Notifications Delayed | Timing of Notifications | Explanation of Delay | Notification Failures | Explanation of Failure |
|------------------------|---|-----------------------|--|----------------------|-----------------------|--|
| | Immediately before re-energization. | N/A | N/A | N/A | N/A | N/A |
| | When re-energization is complete. | N/A | N/A | N/A | N/A | N/A |
| | Cancellation notification within two hours of the decision to cancel | 4,037 customers | <ul style="list-style-type: none"> 748 customers: sent approximately 9 minutes to 48 minutes after the end of the 2-hour window.⁴⁰ (This includes the one Transmission-fed customer that was descoped during this event.) 529 customers: sent approximately 23 minutes to 53 minutes after the end of the 2-hour window. 461 customers: sent approximately 58 minutes after the end of the 2-hour window. 1,317 customers: sent approximately 3 hours and 44 minutes to 4 hours and 4 minutes after the end of the 2-hour window. 982 customers: sent approximately 41 minutes to 42 minutes | See Table 6C | 1 customer | This was caused by a technical issue which caused a customer who owned primary facilities (Customer Owned Lines (COLs)) ⁴¹ to be excluded from the cancellation notification. PG&E coordinates with customers who have COLs to ensure the customer confirms their COLs are safe for re-energization. We are taking steps to address this technical issue, as discussed in |

⁴⁰ PG&E's notification vendor begins to launch the first notification within our notification file at the beginning of the campaign once approval has provided. Once the delivery of that notification is complete, the vendor will continue to launch the notifications until all customers within that file have been contacted. This may cause a difference in time between the first and last customer notified based on the size of the file provided.

⁴¹ **Customer Owned Lines (COL):** Customer Owned Lines are third party owned and operated power lines interconnected to PG&E's system. These distribution customers are metered at primary voltage. Customer owned facilities are third party facilities on the customer's side of the meter. These customer owners are responsible for maintenance and operation of their line and equipment.

| Notifications Sent to: | Notification Type | Notifications Delayed | Timing of Notifications | Explanation of Delay | Notification Failures | Explanation of Failure |
|------------------------|-------------------|-----------------------|-------------------------------------|----------------------|-----------------------|------------------------|
| | | | after the end of the 2-hour window. | | | Lessons Learned. |

**Table 6A: Explanation of Delayed Cancellation Notifications to Public Safety Partners
Excluding Critical Facilities and Infrastructure**

| Agency Count | Time Notifications Sent | Explanation for Delay |
|--------------|--|---|
| 9 | <ul style="list-style-type: none"> For 6 agencies, these notifications were sent starting approximately 24 minutes after the end of the 2-hour window. For 3 agencies, these notifications were sent starting approximately 22 minutes after the end of the 2-hour window. | <p>When a change in weather conditions necessitates a change in the event scope, PG&E executes a complex process that ensures accurate and consistent information is shared across multiple channels which include the Secured PSPS Portal, Website, Agency notifications and customer notifications.</p> <ul style="list-style-type: none"> PG&E Updates the above-mentioned channels in a specific order. This order is intended to both comply with regulatory guidelines and prevent customer confusion by ensuring information parity across multiple channels as Agency and Customer notifications are directed to these other channels for details. Due to the complexity, this process takes approximately two hours to complete. <p>Our decisions to de-energize or remove customers from PSPS scope are based on real-time weather observations. Ahead of this season, PG&E established efficiencies so that agency and customer cancellation notifications could be sent within two hours of a decision. Due to the amount of required steps to meet notification requirements, any delays or unforeseen issues can cause us to issue notifications outside of the two-hour cancellation notification requirement. For this event, PG&E made every attempt to provide notification of cancellation within two hours of the decision to descope, per the Phase 3 requirement.</p> |

Table 6B: Explanation of Delayed Cancellation Notifications to Critical Facilities and Infrastructure

| Customer Count | Time Notifications Sent | Explanation for Delay |
|----------------|---|---|
| 49 | <ul style="list-style-type: none"> 28 customers: sent approximately 9 minutes after the end of the 2-hour window. 21 customers: sent approximately 23 minutes after the end of the 2-hour window. | <p>When a change in weather conditions necessitates a change in the event scope, PG&E executes a complex process that ensures accurate and consistent information is shared across multiple channels which include the Secured PSPS Portal, Website, Agency notifications, and, customer notifications.</p> <ul style="list-style-type: none"> PG&E Updates the above-mentioned channels in a specific order. This order is intended to both comply with regulatory guidelines and prevent customer confusion by ensuring information parity across multiple channels as Agency and Customer notifications are directed to these other channels for details. Due to the complexity, this process takes approximately two hours to complete. <p>Our decisions to de-energize or remove customers from PSPS scope are based on real-time weather observations. Ahead of this season, PG&E established efficiencies so that agency and customer cancellation notifications could be sent within two hours of a decision. Due to the amount of required steps to meet notification requirements, any delays or unforeseen issues can cause us to issue notifications outside of the two-hour cancellation notification requirement. For this event, PG&E made every attempt to provide notification of cancellation within two hours of the decision to descope, per the Phase 3 requirement.</p> |
| 9 | <ul style="list-style-type: none"> Sent approximately 58 minutes after the end of the 2-hour window. | <p>Beyond the time needed for the process itself, these customers experienced an additional delay caused by two primary factors:</p> <ol style="list-style-type: none"> <u>Reviewing files</u>: Due to the complex timing of this weather event⁴², additional time was needed to review one of the files needed for the PSPS Portal. We performed this review to ensure that our agency partners received accurate information, at the cost of a delay to the notification process. <u>Delay in publishing files into the PSPS Portal</u>: To ensure that steps in the notification process were completed in the correct sequence, our team waited for additional approvals before publishing files to the PSPS Portal. This was the first set of notifications sent in this event based on scope changes from the monitoring of real-time weather conditions – this necessitated a faster pace than the previous notifications based on scope changes from forecasted weather conditions, which provided time to prepare before the decision to descope. This resulted in some uncertainty in the approvals necessary for this step. This uncertainty was resolved for subsequent notifications sent in this event. |
| 32 | <ul style="list-style-type: none"> Sent approximately 3 hours and 44 minutes after the end | <p>Beyond the time needed for the process itself, these customers experienced an additional delay caused by four primary factors:</p> <ol style="list-style-type: none"> <u>Concurrent Notification Prioritization</u>: The timing of the shift in real-time weather observations which caused this decision to descope resulted in |

⁴² This weather event included three waves of severe weather, starting at significantly different times. This is illustrated by Figure 1: Event Timelines.”

| Customer Count | Time Notifications Sent | Explanation for Delay |
|----------------|---|---|
| | of the 2-hour window. | <p>cancellation notifications coinciding with the timing of Watch and Warning notifications for other sets of customers. This meant we needed to send three different types of notifications to three different groups of customers within a similar time frame. This overlap of notifications led to prioritizing notifications and resulted in a delayed start to the notification process after the decision to descope.</p> <ol style="list-style-type: none"> 2. <u>Ensuring accuracy of information</u>: In the process of validating the new plan used to generate notification files, we identified an error in the plan. Before proceeding with notifications, our team decided to correct this error to ensure our customers would receive the most accurate information. Generating a new plan to correct this error increased the time needed to notify customers of the cancellation. 3. <u>Prepping Files</u>: Because the timing of the Watch and Warning notifications for other sets of customers coincided with the timing of the decision to descope, our team decided to create the files for these the Watch and Warning notifications alongside the files for the Cancellation notifications. This decision was made to ensure that customers who needed to be notified prior to de-energization would receive their Watch and Warning notifications before it was too late in the evening. However, this decision increased the time needed to both generate and review these notification files, delaying the launch of cancellation notifications. 4. <u>Fixing Address Lookup Tool</u>: The Address Lookup Tool for the PG&E website contained an error, requiring it to be corrected. We decided to correct this issue before launching cancellation notifications to ensure that customers received accurate and consistent information. |
| 59 | <ul style="list-style-type: none"> • Sent approximately 41 minutes after the end of the 2-hour window. | <p>Beyond the time needed for the process itself, these customers experienced an additional delay caused by two primary factors:</p> <ol style="list-style-type: none"> 1. <u>Updating files to match the latest scope</u>: To reduce the time needed for notifying customers of cancellation after the decision to descope, our team attempted to generate some of the files needed for this process prior to the decision to descope. When weather conditions changed, it led to different areas being descope. This meant that the files generated prior to that decision could no longer be used, and the plan had to be modified to show the actual areas descope in that decision. The modification of this plan took longer, and necessitated notification files to be regenerated and newly reviewed, causing a delay in the notification process. 2. <u>Time needed to review files</u>: Due to the complex timing of this weather event, this meant additional time was needed to review one of the files needed for the PSPS Portal. We chose to perform this review to ensure that our agency partners received accurate information, at the cost of a delay to the notification process. |

Table 6C: Explanation of Delayed Cancellation Notifications to All Other Affected Customers

| Customer Count | Time Notifications Sent | Explanation for Delay |
|----------------|--|--|
| 1,277 | <ul style="list-style-type: none"> 748 customers: sent approximately 9 minutes to 48 minutes after the end of the 2-hour window.⁴³ (This includes the one Transmission-fed customer that was descope during this event.) 529 customers: sent approximately 23 minutes to 53 minutes after the end of the 2-hour window. | <p>When a change in weather conditions necessitates a change in the event scope, PG&E executes a complex process that ensures accurate and consistent information is shared across multiple channels which include the Secured PSPS Portal, Website, Agency notifications, and customer notifications.</p> <ul style="list-style-type: none"> PG&E Updates the above-mentioned channels in a specific order. This order is intended to both comply with regulatory guidelines and prevent customer confusion by ensuring information parity across multiple channels as Agency and Customer notifications are directed to these other channels for details. Due to the complexity, this process takes approximately two hours to complete. <p>Our decisions to de-energize or remove customers from PSPS scope are based on real-time weather observations. Ahead of this season, PG&E established efficiencies so that agency and customer cancellation notifications could be sent within two hours of a decision. Due to the amount of required steps to meet notification requirements, any delays or unforeseen issues can cause us to issue notifications outside of the two-hour cancellation notification requirement. For this event, PG&E made every attempt to provide notification of cancellation within two hours of the decision to descope, per the Phase 3 requirement.</p> |
| 461 | <ul style="list-style-type: none"> Sent approximately 58 minutes after the end of the 2-hour window. | <p>Beyond the time needed for the process itself, these customers experienced an additional delay caused by two primary factors:</p> <ol style="list-style-type: none"> Reviewing files: Due to the complex timing of this weather event⁴⁴, additional time was needed to review one of the files needed for the PSPS Portal. We performed this review to ensure that our agency partners received accurate information, at the cost of a delay to the notification process. Delay in publishing files into the PSPS Portal: To ensure that steps in the notification process were completed in the correct sequence, our team waited for additional approvals before publishing files to the PSPS Portal. This was the first set of notifications sent in this event based on scope changes from the monitoring of real-time weather conditions this necessitated a faster pace than the previous notifications based on scope changes from forecasted weather conditions, which provided time to prepare before the decision to descope. This resulted in some uncertainty in the approvals necessary for this step. This uncertainty was resolved for subsequent notifications sent in this event. |

⁴³ PG&E's notification vendor begins to launch the first notification within our notification file at the beginning of the campaign once approval is provided. Once the delivery of that notification is complete, the vendor will continue to launch the notifications until all customers within that file have been contacted. This may cause a difference in time between the first and last customer notified based on the size of the file provided.

⁴⁴ This weather event included three waves of severe weather, starting at significantly different times. This is illustrated by Figure 1: Event Timelines.”

| Customer Count | Time Notifications Sent | Explanation for Delay |
|----------------|--|---|
| 1,317 | <ul style="list-style-type: none"> Sent approximately 3 hours and 44 minutes to 4 hours and 4 minutes after the end of the 2-hour window. | <p>Beyond the time needed for the process itself, these customers experienced an additional delay caused by four primary factors:</p> <ol style="list-style-type: none"> <u>Concurrent Notification Prioritization</u>: The timing of the shift in real-time weather observations which caused this decision to descope resulted in cancellation notifications coinciding with the timing of Watch and Warning notifications for other sets of customers. This meant we needed to send three different types of notifications to three different groups of customers within a similar time frame. This overlap of notifications led to prioritizing notifications and resulted in a delayed start to the notification process after the decision to descope. <u>Ensuring accuracy of information</u>: In the process of validating the new plan used to generate notification files, we identified an error in the plan. Before proceeding with notifications, our team decided to correct this error to ensure our customers would receive the most accurate information. Generating a new plan to correct this error increased the time needed to notify customers of the cancellation. <u>Prepping Files</u>: Because the timing of the Watch and Warning notifications for other sets of customers coincided with the timing of the decision to descope, our team decided to create the files for these the Watch and Warning notifications alongside the files for the Cancellation notifications. This decision was made to ensure that customers who needed to be notified prior to de-energization would receive their Watch and Warning notifications before it was too late in the evening. However, this decision increased the time needed to both generate and review these notification files, delaying the launch of cancellation notifications. <u>Fixing Address Lookup Tool</u>: The Address Lookup Tool for the PG&E website contained an error, requiring it to be corrected. We decided to correct this issue before launching cancellation notifications to ensure that customers received accurate and consistent information. |
| 982 | <ul style="list-style-type: none"> Sent approximately 41 minutes to 42 minutes after the end of the 2-hour window. | <p>Beyond the time needed for the process itself, these customers experienced an additional delay caused by two primary factors:</p> <ol style="list-style-type: none"> <u>Generating files</u>: To reduce the time needed for notifying customers of cancellation after the decision to descope, our team attempted to generate some of the files needed for this process prior to the decision to descope. When Weather conditions changed, it led to different areas being descoped. This meant that the files generated prior to that decision could no longer be used, and the plan had to be modified to show the actual areas descoped in that decision. The modification of this plan too longer and necessitated notification files to be regenerated and newly reviewed, causing a delay in the notification process. <u>Reviewing files</u>: Due to the complex timing of this weather event, additional time was needed to review one of the files needed for the Secured PSPS Portal. We performed this review to ensure that our agency partners received accurate information, at the cost of a delay to the notification process. |

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 PSPS OII⁴⁵ and Phase 3⁴⁶ Guidelines, 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 timelier manner. Refer to Table 6 for a breakdown of customer notification failures.

For this event, there were two counties and one federally recognized tribe that received notifications with incorrect or missing event information. This was quickly identified, and PG&E sent updated notifications with the latest event information. PG&E will continue to further refine the quality assurance and quality control process of notification files ahead of sending to ensure accurate and timely notifications.

As described in Table , a number of critical facility and infrastructure customers and other customers were notified of cancellation more than 2 hours after the decision to remove them from the event. Furthermore, one customer was not notified of cancellation at all. PG&E is reviewing the causes of these delays and missed notifications and identifying opportunities for improvement as described in Section 11.2.

For additional information on lessons learned from the notification failures that occurred during this PSPS event as well as best practices and opportunities for improvement that we've identified, see Section 11.2.

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

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. As mentioned in Table 6, this customer was not notified due to a technical error which caused a customer who owned primary facilities (COLs) to be excluded from the cancellation notification.

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 the October 22 – 24 Weather Event, this situation did not occur as PG&E did not initiate a PSPS.

⁴⁵ D.21-06-014.

⁴⁶ D.21-06-034.

Section 6 – Local and State Public Safety Partner Engagement

Section 6.1 - List the organization names of public safety partners including, but not limited to, local governments, tribal representatives, first responders and emergency management , and critical facilities and infrastructure the utility contacted prior to de-energization, the date and time on which they were contacted, and whether the areas affected by the de-energization are classified as Zone 1, Tier 2, or Tier 3 as per the definition in CPUC General Order 95, Rule 21.2-D. (Resolution ESRB-8, page 5, SED Additional Information.)

Response:

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

In addition, PG&E notified the CPUC and Cal OES at key milestones throughout the PSPS event, which include scope and phase changes, and daily State Executive Briefings.

Section 6.2 - List the names of all entities invited to the utility’s Emergency Operations Center for a PSPS event, the method used to make this invitation, and whether a different form of communication was preferred by any entity invited to the utility’s emergency operation center. (D.21-06-014, page 289.)

Response:

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

- **State Agencies:** Cal OES and CPUC
- **Counties:** Butte, Colusa, Fresno, Glenn, Kern, Lake, Monterey, Napa, San Benito, Shasta, Sonoma, Stanislaus, Tehama and Yolo
- **Federally Recognized Tribes:** Grindstone Rancheria and Cortina Rancheria

There were no entities that chose to virtually embed into PG&E’s EOC. All entities preferred to work with their PG&E point-of-contact directly.

In September 2022, 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. Alternatively, some partners may also request PG&E representation at their jurisdiction’s activated Operations Emergency Center (OEC)⁴⁷. 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 at any location or during the daily Systemwide Cooperator Calls⁴⁸ were the same as those shared during the daily operational briefing to ensure all partners receive

⁴⁷ D.19-05-042.

⁴⁸ 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.

consistent information. PG&E sent the letter to the following water infrastructure and communication service providers:

- Water Infrastructure Providers:
 - Alleghany Water District, Amador Water Agency, American Water Works Company Inc., American Water Works Service Company Inc., Army Corp Of Engineers, Aromas Water District, Bear Valley Water District, Bodega Bay Public Utility District, Calaveras County Water District, California American Water, California Department of Corrections, California Department of Forestry, California Department of Water Resources, 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 Oakland Public Works, Contra Costa Water District, CPPA CCWD Water Treatment, Cuyama Community Service District, Delta Diablo, Department Of The Army, Downieville Public Utilities District, Dublin San Ramon Services District, East Bay Municipal Utility District, EL Dorado Irrigation District, Fall River Mills Community Service District, First Mace Meadow Water Association Inc., Haskell Creek Tract Association, Laguna County Sanitation District, Lake Don Pedro Community Service District, Lebec County Water District, Leland Meadows Water, Marin Municipal Water District, Mi Wuk Village Mut Water Co, Mineral Mountain Estates, Mission Hills Community Services District, Modesto Irrigation District, Murphy’s Sanitary Distribution, Napa Sanitation District, Nipomo Community Services District, Novato Sanitary District, Oakdale Irrigation District, Oaks Mobile Home Homeowners Association, Pacific Gas and Electric Company, Placer County Water Agency, Port of Redwood City, River Pines Public Utility District, San Andreas Land Disposal System, San Jose Water Company, San Lorenzo Valley Water District, San Luis Obispo County, San Rafael Sanitation District, Sausalito Marin City Sanitary District, Scotts Valley Water District, Sewer Agency of Southern Marin, Sonoma County Water Agency, Soquel Creek Water District, Stockton East Water District, Tiburon Sanitary District, Tuolumne Utilities District, Valley Springs Public Utility District, Vandenberg Village Community Services District, Washington County Water 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 Corporation, Calaveras Telephone Co., Calneva Broadband, Charter Communications, Comcast, Consolidated Communications, ExteNet, Frontier Communications, Mediacom California LLC, Northland Cable Television Inc., Ponderosa Telephone Co, Qwest/CenturyLink/Lumen, SBA Towers, Sebastian Corp, Sierra Telephone, TDS Telecom, T-Mobile, US Cellular, Verizon, Volcano Communications, Wave Broadband.

PG&E provides communication service providers a dedicated PG&E contact in the EOC known as the Critical Infrastructure Lead (CIL), who will share up-to-date event information and answer

specific, individual questions. They can reach the CIL 24/7 during an event by e-mail or phone at PG&E’s Business Customer Service Center.

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

Response:

In preparation for a potential PSPS event, PG&E sent automated notifications with links the PSPS Portal, which provides PDF maps and GIS data to Public Safety Partners at the times outlined in Section 5 of this report. PDF maps and GIS data were updated on the PSPS Portal when scope changed; users were notified of these updates via e-mail. For this event, PG&E provided updated PDF maps and GIS layers as times outlined in Table 7.

Table 7: PSPS Portal Time & Date for Map Sharing

| Date | Time PDF Maps Shared | Time GIS Layers Shared |
|------------|----------------------|------------------------|
| 10/19/2022 | 14:43 PDT | 14:43 PDT |
| 10/20/2022 | 13:56 PDT | 13:56 PDT |
| 10/21/2022 | 11:42 PDT | 11:42 PDT |
| 10/22/2022 | 06:47 PDT | 06:47 PDT |
| 10/22/2022 | 13:38 PDT | 13:38 PDT |
| 10/22/2022 | 18:44 PDT | 18:44 PDT |
| 10/23/2022 | 03:49 PDT | 03:49 PDT |
| 10/23/2022 | 14:58 PDT | 14:58 PDT |
| 10/23/2022 | 20:52 PDT | 20:52 PDT |
| 10/24/2022 | 05:25 PDT | 05:25 PDT |
| 10/24/2022 | 07:45 PDT | 07:45 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 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). In the case of the October 22-24 Weather Event, we did not submit notification forms for stages 3 and 4, as PG&E did not initiate de-energization and ultimately cancelled the PSPS event. The notification form submissions include the following times:
 - 10/19/2022 at 13:56 PDT
 - 10/19/2022 at 15:01 PDT
 - 10/20/2022 at 06:40 PDT
 - 10/20/2022 at 15:08 PDT
 - 10/21/2022 at 06:11 PDT
 - 10/21/2022 at 14:26 PDT
 - 10/22/2022 at 06:41 PDT
 - 10/22/2022 at 13:43 PDT
 - 10/22/2022 at 14:45 PDT
 - 10/23/2022 at 06:05 PDT
 - 10/23/2022 at 14:56 PDT
 - 10/23/2022 at 21:01 PDT
 - 10/24/2022 at 05:30 PDT
 - 10/24/2022 at 06:56 PDT
 - 10/24/2022 at 07:47 PDT
 - 10/24/2022 at 10:12 PDT
- Sent e-mails to the CPUC at least once for each of the five PSPS stages listed above, with the exception of Stages 3 and 4, which were not applicable because PG&E did not initiate de-energization; this includes:
 - 10/19/2022 at 15:13 PDT
 - 10/20/2022 at 14:05 PDT
 - 10/22/2022 at 06:48 PDT
 - 10/22/2022 at 13:46 PDT
 - 10/23/2022 at 15:02 PDT
 - 10/23/2022 at 21:08 PDT
 - 10/24/2022 at 07:48 PDT
 - 10/24/2022 at 10:17 PDT
 - 10/25/2022 at 09:00 PDT⁴⁹

⁴⁹ This email was intended to be sent out on 10/24/2022 but was not successfully sent. The email was auto sent the following day. Following the email, PG&E Liaison Team followed up with the CPUC via phone call and email to explain the situation and confirm that the EOC remained demobilized.

- 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 CRC 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, in-person EOC support was dependent on health and safety considerations and county health guidance.
- 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 MBL Allowance program customer lists at each notification and when scope changed. Note that for the October 22-24 Weather Event, the Situation Report was provided twice a day and at scope changes prior to de-energization.

Regarding engagement with local, tribal and state Public Safety Partners, PG&E aims to provide agencies with accurate and timely event information, specifically advanced notification, so they can prepare and effectively support their communities during a PSPS event. For this event, PG&E was successful with providing advanced outreach and notifications to local and state Public Safety Partners.

To evaluate its engagement, PG&E utilizes the below chart to determine the success of advanced outreach and notification during the PSPS event. During this event, we sent 99% of our automated notifications to local and tribal governments within the required timeframes. In addition to automated notifications, PG&E hosted briefings, provided event-specific reports and maps, as well as conducted ongoing outreach via dedicated Agency Representatives. Colusa County noted in the post-event survey that “the communications are frequent and accurate. I know my [agency] representative is available at any time should I need something.” The County also noted that they are “confident that PG&E makes every effort to notify their customers in advance of an event.”

| Percent of Local and Tribal Government Notifications Sent | Evaluation of Notifications |
|--|---|
| 67-100% | Successful in notifying local and tribal governments |
| 34-66% | Somewhat successful in notifying local and tribal governments |
| 0-33% | Notifications to local and tribal governments need improvements |

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

Response:

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

PG&E provides a variety of resources to customers with Access and Functional Needs before and during this event. These resources include:

- Disability Disaster Access and Resource Program⁵⁰: 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, eight 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 DDAR, PG&E has supported AFN customers with delivery of approximately 3,746 backup portable batteries (since July 2020) to qualifying customers who need power during a PSPS. During this Weather Event, 421 batteries that were previously distributed and 11 additional batteries were delivered in the event provided support to impacted customers. In addition, the DDAR program also provided 22 individuals with hotel stays, along with 22 food vouchers DDAR alerted their constituents about the available resources. During this event, DDAR engaged directly with approximately 376 PG&E customers related to the PSPS event.
- Portable Battery Program⁵¹: PG&E's Portable Battery Program (PBP) provides free portable battery systems for customers who live in Tiers 2 and 3 High Fire-Threat Districts (HFTDs) and are enrolled in the MBL Allowance program. During this event, 14 in scope customers were supported by batteries received through the PBP (delivered in 2020, 2021, and year to date 2022). Since July 2020, a total of approximately 17,592 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 9 local food banks⁵² that serve 10 of the 13 impacted counties. Food replacement was not provided since there was no de-energization. We provided fact sheets with details about food bank partnerships at PSPS CRCs.

⁵⁰ For more information about the DDAR Program, refer to PG&E's [2022 AFN Plan](#) for PSPS Support.

⁵¹ For more information about the PBP Program, refer to PG&E's [2022 AFN Plan](#) for PSPS Support.

⁵² Community Action Agency of Butte County, Central California Food Bank, Clear Lake Gleaners, Community Action of Napa Valley Food Bank, Dignity Health Connected Living, Redwood Empire Food Bank, Second Harvest Food Bank of San Joaquin and Stanislaus, and Yolo Food Bank

- **Meals on Wheels Partnerships:** PG&E continued its partnership with Meals on Wheels to provide additional support and services to customers in need during PSPS events. For this weather event, PG&E partnered with 12 Meals on Wheels Organizations⁵³ that would be able to provide services to customers in scope for the de-energization in six counties.
- **Accessible Transportation Partnerships:** PG&E partnered with Accessible Transportation organizations to provide customers with transportation to and from PG&E’s CRCs. For the October 22 – 24 Weather Event, PG&E partnered with three organizations⁵⁴ to provide assistance in three counties.
- In accordance with the Phase 3 Guidelines⁵⁵, 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 CRC during this event. For the October 22 – 24 Weather event, PG&E provided proactive notifications⁵⁶ to 117 paratransit agencies. All notifications included a link to the PSPS emergency website event updates page, pge.com/pspsupdates and a section called “Additional Resources” with a link to a map showing areas potentially affected by a shutoff.
- 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 8.

Table 8: Customer Notifications Based on Language Preference

| Language | Total Notifications ⁵⁷ | Percent |
|-------------------|-----------------------------------|-------------|
| English | 440,429 | 99.50% |
| Spanish | 1,993 | 0.45% |
| Vietnamese | 136 | 0.03% |
| Chinese-Cantonese | 96 | 0.02% |
| Total | 442,654 | 100% |

- Customers with limited English proficiency have access to translation phone numbers on our PSPS website, highlighting that translation services are available in over 200

⁵³ Chico Meals on Wheels, Clear Lake Senior Center, Coastal Seniors, Council on Aging-Sonoma County, Community Action of Napa Valley, Dignity Health Connected Living, Lakeport Senior Center, Live Oak Senior Center, Middletown Senior Center, Passages, Petaluma People, Tehama Community Action Agency

⁵⁴ Dignity Health Connected Living, Fresno Economic Opportunities Commission, and Vivalon.

⁵⁵ D.21-06-034.

⁵⁶ For this PSPS event, paratransit agencies received the Watch, Warning, Cancellation, and Restoration Notification. A list of zip codes was provided twice.

⁵⁷ Total notifications do not include doorbell rings and Live Agent phone calls.

languages. Table 9 includes call center-related metrics associated with this PSPS event.

Table 9: Call Center Support Services⁵⁸

| 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 |
|---------------------|--------------------|--|---|---|
| 68,340 | 795 | 7 | 1,369 | 32 |

- 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 15 multicultural media organizations. These organizations covered the translated languages above and languages spoken by communities that occupy significant roles in California’s agricultural economy (e.g., Nahuatl). Throughout the event, we shared information and updates on PSPS with these media outlets, including news releases and social media infographics in English, as well as in translated languages and American Sign Language (ASL), for their use and distribution. PG&E also shared our new PSPS Language Resources page (www.pge.com/pspslanguagehelp, available in 16 languages) with organizations to share with their constituents.
- Highlights coordination with multicultural media organizations and CBOs during this weather event include:
 - KBIF Radio in Fresno shared the PSPS updates via DJ Live Read in Hmong. See Figure 8.

Figure 8: KBIF Radio Update in Hmong



⁵⁸ Metrics are provided from October 19, 2022 through October 24, 2022.

- El Popular News in Bakersfield published a story in Spanish to educate customers on PSPS customers resources. See Figure 9.

Figure 9: Copy of Story on El Popular News

Ante la temporada de vientos que se avecina, nuevos y renovados recursos pueden ayudar a los clientes a prepararse para posibles Interrupciones del Suministro Eléctrico por Motivos de Seguridad Pública (Public Safety Power Shutoff)

Las condiciones meteorológicas de octubre y noviembre aumentan la probabilidad de las Interrupciones del Suministro Eléctrico por Motivos de Seguridad Pública (Public Safety Power Shutoff) como último recurso para prevenir incendios forestales

OAKLAND, California. – Para asegurar que los clientes se mantengan a salvo durante las Interrupciones del Suministro Eléctrico por Motivos de Seguridad Pública (Public Safety Power Shutoff, PSPS) previstas, Pacific Gas and Electric Company (PG&E) ofrece este otoño nuevos y más amplios recursos a los clientes. Debido a que los vientos fuertes pueden hacer que los árboles y los escombros entren en contacto con las líneas electrificadas y provocar un incendio forestal, PG&E puede necesitar cortar el suministro eléctrico durante condiciones secas y ventosas.

PG&E mejora cada año el programa de PSPS perfeccionando la capacidad de identificar y mitigar el riesgo de los incendios forestales catastróficos. En comparación con el 2020, en el 2021 se redujo en un 88% la cantidad de clientes afectados por las PSPS, y en comparación con el 2019, en el 2021 se redujo en un 43% la duración de los apagones durante una PSPS.

“Las mejoras al sistema y un clima favorable hicieron que las PSPS afectaran a menos clientes el año pasado que en el 2020 y el 2019”, señaló Mark Quinlan, vicepresidente de Operaciones del Sistema Eléctrico de PG&E. “PG&E sigue utilizando las PSPS como último recurso para prevenir incendios forestales catastróficos. PG&E trabaja arduamente todos los días para responder al cambiante clima del estado, reducir el riesgo de incendios forestales en todo el territorio de servicio, y hacer que el sistema sea más seguro.”

Este año PG&E proporciona a los clientes varias herramientas para ayudarles a prepararse y mantenerse a salvo durante un apagón programado:

- El Programa de Reembolso para Generadores y Baterías se ha ampliado para ofrecer un reembolso de \$300 a clientes ubicados en un High Fire-Threat District de Nivel 2 o 3, o que reciben el servicio de un circuito protegido por Enhanced Powerline Safety Settings (EPSS). Si el cliente está situado fuera de un HFTD pero recibe el servicio de un circuito con capacidad de EPSS, debe haber experimentado dos o más PSPS recientes para calificar.
- Los descuentos de hotel son un nuevo recurso para los clientes que atraviesan una PSPS. PG&E se está asociando con IHG Hotels & Resorts, Hyatt, Choice y Wyndham Hotels para ofrecer a los clientes habitaciones con descuento como un espacio seguro durante un apagón.
- El transporte a los Centros de Recursos Comunitarios (Community Resource Center, CRC) se ha ampliado para ofrecer transporte accesible desde y hacia los CRC a los clientes en los condados de Shasta, El Dorado, Fresno, Marin, Sonoma, Solano, Stanislaus, San Joaquin, Tuolumne, Amador, Calaveras y San Francisco durante una PSPS.
- Los clientes que dependen de la energía para dispositivos médicos o tecnologías de asistencia pueden optar para el Programa de Acceso y Recursos para Discapacitados en caso de Desastre (DDAR), una colaboración entre PG&E y la California Foundation for Independent Living Centers. El programa ayuda a quienes tienen necesidades médicas y de vida independiente con lo siguiente:
 - Creación de un plan de emergencia
 - Inscripción en el Medical Baseline Program
 - Solicitud de una batería portátil de respaldo
 - Obtención de viajes en coche y/o estancias en hoteles accesibles en virtud de la ADA durante una PSPS
 - Recibir la reposición de alimentos durante y después de una PSPS

Notificaciones a los clientes

PG&E comparte información antes y durante las PSPS tan pronto como es posible. Como novedad este año, las notificaciones se enviarán tanto de día como de noche, dependiendo de cuándo se produzca el clima seco y ventoso y se corte la electricidad. PG&E entiende que esto puede significar que se llame a los clientes por la noche, y reconoce los inconvenientes que esto puede suponer. En años anteriores PG&E no enviaba notificaciones entre las 9 p.m. y las 8 a.m. Sin embargo, debido a las exigencias de la California Public Utilities Commission (CPUC), la política se ha actualizado. Aunque las condiciones meteorológicas pueden ser inciertas, PG&E se propone enviar notificaciones a través de llamadas, mensajes de texto y correos electrónicos dos días antes de una PSPS, un día antes, justo antes de cortar la energía, una vez desconectada, y diariamente hasta que se restablezca la electricidad. PG&E también enviará notificaciones en caso de que ya no se espere una PSPS. Los clientes pueden asegurarse de que su información de contacto esté actualizada visitando pge.com/myalerts.

Alertas de Dirección

Los clientes pueden recibir notificaciones de PSPS para cualquier dirección importante, como la casa de sus padres, la escuela de sus hijos o su negocio, mediante un mensaje de texto o una llamada telefónica en cualquiera de 16 idiomas. Los clientes y los no titulares de cuentas pueden suscribirse al servicio de Alertas de Dirección en pge.com/addressalerts.

Centro de videos de seguridad contra incendios forestales

Para ayudar a los clientes a prepararse para posibles emergencias debidas al creciente riesgo de incendio forestal, PG&E está ampliando su kit en línea de herramientas de seguridad y preparación para incendios forestales. Un nuevo centro de videos de seguridad contra incendios forestales en línea sirve de ventanilla única, con videos de fácil navegación sobre la atención al cliente y las iniciativas de seguridad contra los incendios forestales. En pge.com/psspresources encontrará información detallada sobre los recursos para el cliente antes, durante y después de una PSPS. Y en pge.com/cwsp encontrará información sobre cómo PG&E trabaja todos los días para reducir el riesgo de incendio forestal.

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 309 “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 ASL that the organizations could use to educate their consumers.
- 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 eight local media advisories containing information and updated details about the PSPS and wind events.
- Identified approximately 105 unique print, online, and broadcast stories.
- PG&E's Integrated Multicultural Communications team reached out to 40 multicultural news outlets.
- Coordinated directly with 15 multicultural media organizations to issue event updates on their in-language platforms (e.g., radio, TV, social media) in over 13 languages, including languages spoken by communities that occupy significant roles in California's agricultural economy (e.g., Mixteco).
- Handled approximately 28 media inquiries, either from media outlets that contacted PG&E's 24-hour media line or direct calls to field media reps and participated in four media interviews to provide situational updates and preparedness messages for the October 22 – 24 Weather Event.

PG&E Website

During this PSPS event, PG&E placed an alert in the Current Alerts box on the pge.com home page 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 Saturday, October 22, 2022, with approximately 49,947 visits and 108,449 page views. The emergency website saw a total of 199,876 visits and 414,714 page views from the time the event began to the time all customers had been restored to power.

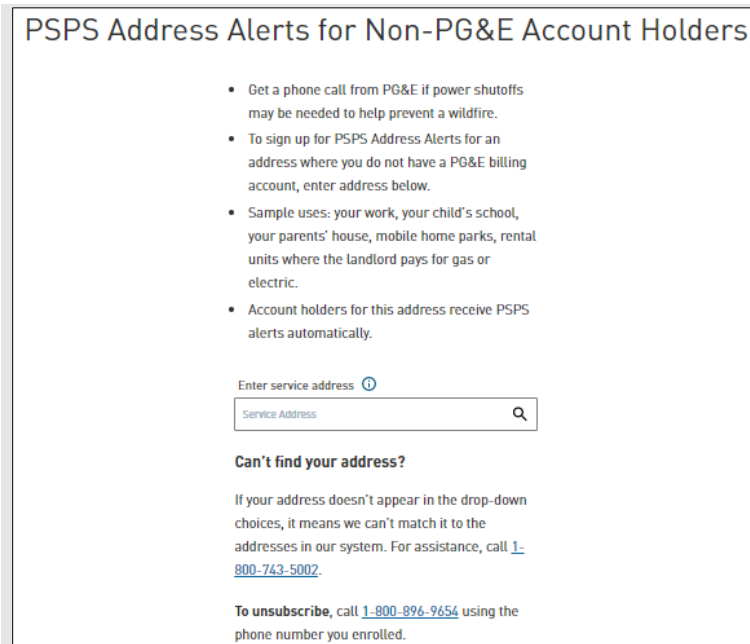
PG&E remains committed to the continuous improvement of its websites to better meet the diverse needs of its customers. As we launch new features and functionality to pge.com and to pgealerts.alerts.pge.com/, we test to help ensure compliance with WCAG 2.0 AA or WCAG 2.1AA standards. We also seek to 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 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. Note: The address search tool was temporarily unavailable in this event from Sunday night at 21:40 PDT until 11:00 PDT Monday morning due to a system issue. More information on this lesson learned can be found in Section 11.2.
- 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 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, MBL Allowance program information, and more.
- PG&E is partnering with WeaveGrid for an electric vehicle resiliency pilot. The pilot will be leveraging proactive communication and managed charging of electric vehicles. PG&E provided customer information to Weave Grid during the Watch Notifications.
- Webpage available in 16 languages that describes our language support services for customers during PSPS events at 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 10. Figure 10: PG&E PSPS Address Alert Sign-Up Webpage Address Alerts are available in 16 languages, as well as English.

Figure 10: PG&E PSPS Address Alert Sign-Up Webpage



This year, we provided additional features that are new to pge.com. These additions include:

- An overlay that appears if a user is on a slow connection. User will be prompted to remain and wait or to redirect to single address (no map) lookup site.
- Outage restoration information that will be available to customers up to 48 hours after power has been restored.
- New messaging to the existing functionality that informs the customer that their original estimated outage window has passed, but PG&E is still gathering information to determine whether or not an outage is still possible.
- Instructional map overlay that provides instructions for the user. (Mobile version launched 2021).
- Security feature that hashes meter ID on Address Look up search and multi-Address Look up, only revealing the last 4 digits of the meter ID.
- Enhancement to existing feature to allow users to zoom out at higher levels without having to move around the map in smaller increments.
- New additions as of September 2022:
 - PSPS landing page for in-event focus on AFN resources.
 - CRCs page refresh
 - Streamlined Navigation (hide options not needed during PSPS events) – like hydro safety
 - Partners Page refresh – moved the PSPS table showing a list of all impacted cities and counties off of the latest updates page and over to the partners page as this tool is most often used by ops and media.

PG&E’s website offers PSPS preparedness information in 15 non-English languages covering topics including the MBL Allowance program application and fact sheets on PSPS, Community Wildfire Safety Program, MBL Allowance program, and more. PG&E’s emergency website with PSPS event update information was fully translated in the same 15 languages. See Table 10 for information on PG&E’s web traffic, Table 11 for the number of unique visitors to the translated versions of PGE’s Website (pge.com) for this event, and Table 12 for the number of unique visitors to the translated versions of PG&E’s Emergency Website (pgealerts.alerts.pge.com).

Table 10: PG&E Website Traffic for October 22-24, 2022 Weather Event

| Web Page | Unique Visitors | Visits | Page Views |
|---|-----------------|---------|------------|
| PG&E’s Website (pge.com) | 722,901 | 892,600 | 1,387,450 |
| PG&E’s Emergency Website (pgealerts.alerts.pge.com) ^{59, 60} | 140,898 | 199,876 | 414,714 |

⁵⁹ 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.

⁶⁰ The emergency website metrics are a subset of the pge.com/ website traffic reported.

Table 11: Unique Visitors to the Translated Versions of PG&E's Website for the October 22-24, 2022 Weather Event⁶¹

| Language | Unique Visitors | Percent |
|---------------------------------|-----------------|--------------------------|
| English | 709,111 | 98.09% |
| Spanish | 12,445 | 1.72% |
| Chinese | 622 | 0.09% |
| Tagalog | 520 | 0.07% |
| Russian | 34 | 0.00% |
| Korean | 31 | 0.00% |
| Khmer | 29 | 0.00% |
| Arabic | 19 | 0.00% |
| Portuguese | 18 | 0.00% |
| Hmong | 18 | 0.00% |
| Hindi | 16 | 0.00% |
| Thai | 14 | 0.00% |
| Japanese | 12 | 0.00% |
| Vietnamese | 11 | 0.00% |
| Farsi | 9 | 0.00% |
| Punjabi | 8 | 0.00% |
| Grand Total⁶² | 722,917 | 100%⁶³ |

Table 12: Unique Visitors to the Translated Versions of PG&E Emergency Website for the October 22-24, 2022 Weather Event

| Language | Unique Visitors | Percent |
|------------|-----------------|---------|
| English | 140,552 | 99.75% |
| Spanish | 310 | 0.22% |
| Chinese | 59 | 0.04% |
| Portuguese | 6 | 0.00% |
| Thai | 4 | 0.00% |
| Korean | 4 | 0.00% |
| Hmong | 4 | 0.00% |
| Tagalog | 3 | 0.00% |
| Farsi | 3 | 0.00% |
| Vietnamese | 3 | 0.00% |
| Japanese | 2 | 0.00% |
| Arabic | 2 | 0.00% |
| Russian | 2 | 0.00% |
| Hindi | 1 | 0.00% |
| Khmer | 1 | 0.00% |
| Junjabi | 1 | 0.00% |

⁶¹ 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.

⁶² There is some overlap in unique visitors by language because some visitors viewed webpages in different languages.

⁶³ Total percentage is rounded to the nearest hundred.

| | | |
|---------------------------|---------|--------------------|
| Grand Total ⁶⁴ | 140,957 | 100% ⁶⁵ |
|---------------------------|---------|--------------------|

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

Response:

The information requested is included in Sections 6.6a – 6.6f. Any questions related to this information may be directed to TempGenPSPSSupport@pge.com.

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

Response:

Table 13 lists the generators available for critical facility and infrastructure customers before and during the PSPS.

Table 13: Generators Available for Critical Facilities and Infrastructure Customers

| Generator Type | Number of Units | Individual Size (MW) | Run Time (Hrs.) ⁶⁶ | Description |
|------------------|-----------------|----------------------|-------------------------------|---|
| Diesel Generator | 1 | 0.275 | 29 | 1 unit staged at an ICU Hospital |
| Diesel Generator | 12 | 0.5 | 23 | 6 units pre-staged at three ICU Hospitals, 6 units on reserve in Sacramento |
| Diesel Generator | 10 | 1.0 | 21 | 7 units pre-staged at five ICU Hospitals, 3 units in reserve in Sacramento |
| Diesel Generator | 9 | 1.25 | 20 | 6 units pre-staged at three ICU Hospitals, 3 on reserve in Sacramento |
| Diesel Generator | 4 | 2.0 | 11 | 4 units pre-staged at two ICU Hospitals |

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

Response:

Table 13 Table 13 lists the power capacity and maximum duration of operation of the generators available for critical facility and infrastructure customers before and during the weather event.

⁶⁴ There is some overlap in unique visitors by language because some visitors viewed webpages in different languages.

⁶⁵ Total percentage is rounded to the nearest hundred.

⁶⁶ Estimated based on a 75% load. Barring mechanical failure and refueling the temporary generators have the ability to operate continuously throughout a typical PSPS event.

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

Response:

No backup generators were activated to energize the critical facility and infrastructure customers that did not have an existing mitigation in place, as PG&E did not proceed with de-energization.

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

Response:

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

Deployment of temporary generation is contingent upon the following circumstances: expected duration to perform permanent repairs is significantly longer than the expected duration to install backup generation, the expected customer outage is 50,000 or more customer minutes, and the outage affects a distribution line serving multiple customers without a functional back-tie⁶⁷.

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

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

Response:

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

- a) Intensive care unit (ICU) hospitals, pre-identified by PG&E in partnership with the California Hospital Association (CHA) and Hospital Council of Northern and Central California (HC).
- b) Pandemic response 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 Protection⁶⁸.

⁶⁷ 50,000 customer minutes is approximately equivalent to 100 customers for about 8 hours.

⁶⁸ The term “emergency response providers” includes federal, state, and local governmental and non-governmental public safety, fire, law enforcement, emergency response, emergency medical services providers (including hospital emergency facilities), and related personnel, agencies, and authorities.

Deployment of available generation is then followed by customers with special needs in the following order:

- a) Life support, MBL Allowance program customers, and temperature sensitive
- b) Large customers, economic damage customers, and danger to health and safety customers

Deployment of available generation is then followed by other customers based on maximizing relief based on the number of customers times expected duration.

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

Response:

For the October 22 - 24 Weather Event, temporary generators were not utilized as PG&E did not initiate a PSPS. No stand-alone facilities serving public safety received backup generation.

Table 13 describes the generators available for critical facility and infrastructure customers before and during the weather event.

Critical facility and infrastructure customers that received backup generation are listed in Table 14.

Table 14: Critical Facility and Infrastructure Customers Energized with Backup Generation.

| County | Site Type | Generation Deployed | Duration of Operation | Reason Deployed |
|--------|-----------|---------------------|-----------------------|-----------------|
| N/A | N/A | N/A | N/A | N/A |

Section 7 – Complaints & Claims

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

Response:

Complaints received and claims filed against PG&E due to the October 22 – October 24 Weather Event are provided below.

Complaints

Table 15 provides the number and nature of complaints received for the October 22 – October 24 Weather Event. Note that approximately 40% of participants who responded to the post-event survey requested that courtesy hours for agency notifications be reinstated for future PSPS outages.

Table 15: Number and Nature of Complaints due to the October 22 - 24, 2022 Weather 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). | 15 |
| 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. | 4 |
| 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. | 3 |
| 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. | 17 |
| 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. | 2 |

Claims

There were no claims for the October 22 – 24 Weather Event.

Section 8 – Power Restoration

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

Response:

PG&E planned to utilize approximately 395 personnel and 12 helicopters for patrol and restoration over the course of the PSPS Event; however, these resource levels are estimates and were not actually deployed as PG&E did not proceed with de-energization for the October 22 - 24 Weather Event. If actual de-energization had occurred, actual resources deployed would vary based on the eventual scope of the Event.

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

Response:

For the October 22 – 24 Weather Event, PG&E did not initiate a PSPS, therefore, Section 8.2 is not applicable.

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

Response:

For the October 22 – 24 Weather Event, PG&E did not initiate a PSPS, therefore, Section 8.3 is not applicable.

Section 9 – Community Resource Centers

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

Response:

During this event, PG&E opened five CRCs, which were visited by 575 people. The full list of CRC locations, assistance available, operating days and hours, and attendance is reported in Appendix G.

CRCs are typically open from 08:00 to 22:00 PDT during the time the power is shut off until customers are restored. During this event, when counties were descoped and a CRC was already open, we worked with each county's OES to demobilize sites in accordance with the descoping data. Visitors were provided with PSPS event information by dedicated staff, ADA-compliant restrooms, tables and chairs, power strips to meet basic charging needs for personal medical devices and other electronics, snacks, bottled water, Wi-Fi, and cellular service access. For visitors who did not wish to remain on site, "Grab and Go" bags with a PSPS information card, water, non-perishable snacks, a mobile battery charger, and a blanket were available.

Shasta, Fresno, Monterey, San Benito, Stanislaus, and Sonoma declined to have CRCs set up in their counties due to the relatively small scope of impact forecasted at the time. Lake, Napa, and Yolo counties did request a CRC despite the small scope of impact forecasted at the time. In lieu of a CRC, we offered to deliver "Grab & Go" bags at locations they designated.

Figure 11: PG&E Outdoor CRC at Flournoy Elementary School in Tehama County



Figure 12: PG&E Outdoor CRC at Elk Creek High School in Glenn County



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

Additional information about our CRC operations, including coordination with local governments and tribes, CRC types and resources, COVID-19 and other safety considerations, is available in the CRC Plan located in Appendix A of PG&E's 2022 Pre-Season Report.

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

Response:

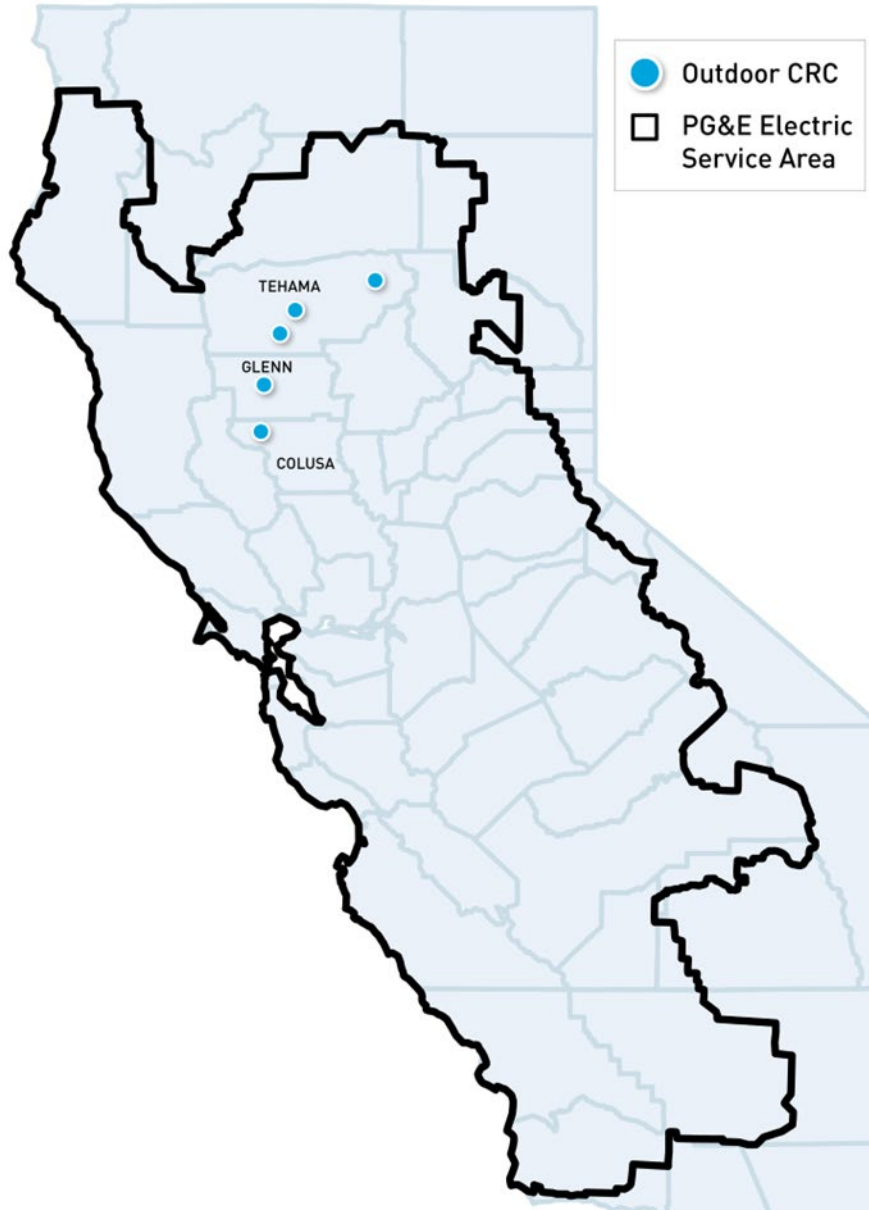
During this event, the Indian Valley Elementary School CRC in Colusa County was found not to be ADA-compliant due to having a gravel parking lot, path of travel less than 48" wide, and a 4" drop off on one end. For immediate remediation, our Emergency Service Provider (ESP) vendor covered the gravel/drop-off and our staffing vendor, Southwest Strategies, had a Customer Service Lead stay in the parking lot to direct customers to the CRC located in the back. PG&E will remove this site as an option for future PSPS events and will instead utilize the Stonyford Community Hall, which is an indoor site in the same city that has had all ADA remediation performed.

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

Response:

Figure 13 illustrates locations where CRCs were proactively set up in preparation for the October 22 -24, 2022 Weather Event. Note that none of the areas were de-energized and, therefore, are not reflected in the map.

Figure 13: Location of CRCs Readied During October 22-23, 2022 Weather Event



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

Section 10 – Mitigations to Reduce Impact

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

Response:

For the October 22 - 24 Weather Event, PG&E did not proceed with de-energization, so some information is not applicable for this report. PG&E considered readied plans for the following mitigations to reduce potential de-energization impacts.

Community Microgrids

A community microgrid is a group of customers and Distributed Energy Resources (DERs) within clearly defined electrical boundaries with the ability to disconnect from and reconnect to the grid. These microgrids are typically designed to serve the portions of communities that include community resources, like hospitals, police and fire stations, and gas stations and markets. PG&E continues to own and operate the distribution system within the microgrid. More information about PG&E's microgrid solutions or how to begin developing a community microgrid can be found at www.pge.com/cmep.

No community microgrids were utilized during the October 22 - 24 Weather Event as they were not in scope.

Transmission Line Segmentation

Transmission lines are segmented using switches enabled with Supervisory Control and Data Acquisition (SCADA), 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. Transmission line segmentation was not utilized during the October 22 – 24 Weather Event as PG&E did not initiate a PSPS.

Distribution Switching

Depending on fire risk patterns, distribution switch locations and switching plans maintain service to customers on 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. For the October 22 - 24 Weather Event, distribution switching was not utilized as PG&E did not initiate a PSPS.

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. For the October 22 - 24 Weather Event, sectionalization devices were not utilized as PG&E did not initiate a PSPS.

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. For the October 22 - 24 Weather Event, transmission islanding was not utilized as PG&E did not initiate a PSPS.

Temporary Microgrids

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. For the October 22 - 24 Weather Event, temporary microgrids were not utilized as PG&E did not initiate a PSPS.

Backup Power Support:

For the October 22 - 24 Weather Event, temporary generators were not utilized as PG&E did not initiate a PSPS.

Covered Conductor:

The effects of grid-hardening and covered conductors are accounted for in our IPW model, which predicts the probability of utility-caused ignitions. Overhead system hardening is expected to reduce the probability of outages and ignitions in recently hardened sections. The IPW model more heavily weighs ignition and outage rates in recent years which will result in areas with fewer ignitions, e.g., areas that may have been recently hardened, being less likely to be de-energized for PSPS as there is a lower chance of ignition based on historical ignitions and outages.

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 our PSPS protocols and guidance thresholds and that they were properly applied. It started with a robust historical analysis that is described in detail below. This established the guidance values to be applied for PSPS events, which has been optimized to capture as many catastrophic fires of the past while minimizing customer impacts. Next, expert meteorologists use internal and external tools to evaluate the event and use subject matter expertise to evaluate if the PSPS is reasonable. Before de-energization, the PSPS customer risk is evaluated against the wildfire risk on a per circuit basis to further evaluate the adequateness of the event. During the event, the advanced weather modeling systems from our network of more than 1,300 weather stations is able to forecast and track weather conditions in real time. Finally, data and post-event analysis results are collected and provided as part of the PSPS Post-Event Report.

Our PSPS guidance was established by performing a historical calibration using a robust and granular historical dataset. We built our verification dataset by creating, or “backcasting”, the PSPS guidance through our historical dataset. We extracted values for all recent fires that have occurred in PG&E’s service area from 2012 to 2020. We aimed to capture as many historical fires as possible that were caused by PG&E equipment during high winds events (e.g., Camp, Nuns, Kincade, Zogg) while limiting the number of historical PSPS events to minimize customer impacts. Our analysis included:

- Hourly review of past incidents
- Verification of hypothetical PSPS event dates
- PSPS guidance values testing
- A robust guidance sensitivity and calibration analysis

Based on this 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 using this process.

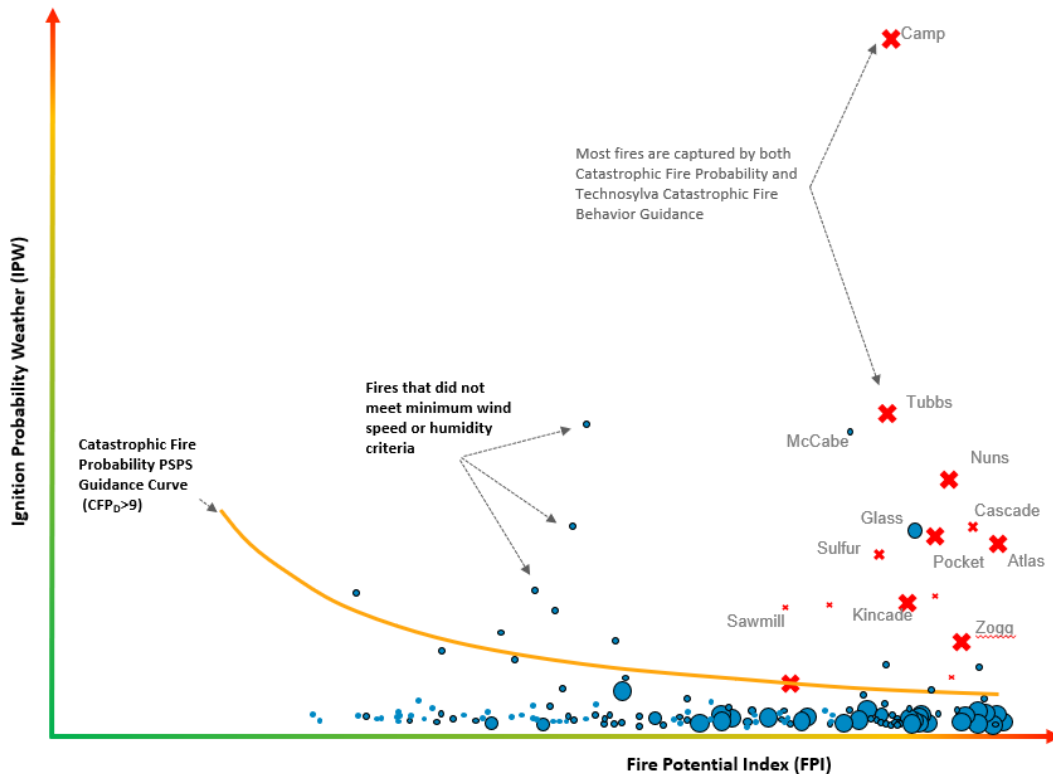
To establish the CFP_D threshold of nine, we performed multiple sensitivity studies in backcast mode for calibration and validation. In 2021, this involved running 68 different versions of the combined distribution PSPS guidance through hourly historical data from 2008 to 2020 to calibrate PSPS guidance. This included simulating and learning from more than 2,500 virtual 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.

The CFP_D guidance value of nine mentioned previously is shown in “Figure 14: CFP_D Guidance ” 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 current PSPS Protocols.

The red “✘” symbols in Figure 14 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 14: CFP_D Guidance



This analysis was a critical step to ensure the most catastrophic historical incidents are identified by PSPS guidance while considering the significant impacts to customers from PSPS events across multiple dimensions (e.g., duration and frequency). This ensures that future PSPS events will capture conditions similarly during the most catastrophic fires while also balancing impacts to customers. To execute the analysis at this scale, we utilized 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 these sensitivity studies, PG&E performed extensive verification of the 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 internal datasets were used in the analysis:

- Climatology of Diablo wind events
- Hourly high-resolution wind maps from the climatology data set
- Distribution and transmission outage history
- The weather signal database
- Exploratory and dynamic dashboards created with internal and external data
- The following external datasets were used in the analysis:
- National Center for Environmental Prediction (NCEP) North American Regional Reanalysis Archive (NARR) synoptic weather maps
- Historical fire occurrence data compiled by federal agencies
- RFWs from the NWS
- High risk of potential large fires due to wind from the GACC

The paragraphs below explain how we leveraged external and internal data to verify our 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"⁶⁹ day. This dataset combines weather and

⁶⁹ 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)".

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” 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.

Red Flag Warnings from the National Weather Service

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

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

PG&E also validated PSPS guidance against historical “High Risk” days from the GACCs. 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. It’s important to note 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 useful in determining 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.

In summary, PG&E believes our thresholds were accurate and correctly applied for the October 22-24 Weather Event. As outlined in “Section 2 – Decision Making Process”, de-energization for public safety was not implemented for the October 22-24 Weather Event due to favorable weather conditions that occurred as time progressed. Appendix A includes forecasted parameters based on the latest weather forecast used to develop the planned de-energization scope versus actual weather parameters for each circuit.

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

Response:

PG&E collects lessons learned input from staff during and after every PSPS event to identify best practices and biggest opportunities for improvement. The insights described in Table 16 have been contributed by individual EOC members and cover the October 22 - 24 Weather Event.

Table 16: Lessons Learned from the PSPS Event

| Issue | Discussion | Resolution |
|-----------------------|---|---|
| Technology | Opportunities to improve the user interface in data sources, so that there are more options in how to view/sort/filter the data related to potential weather windows and de-energization. | There are no short-term responding actions. This will require a longer-term resolution and will be considered for the 2023 technology upgrade. |
| Technology | The address search tool was temporarily unavailable in this event from Sunday night at 21:40 PDT until 11:00 PDT Monday morning due to a system issue. | Plan to expand the amount of files allowed by the system as a temporary resolution. |
| Technology | Due to technical system issues, the single Customer Owned Lines (COL) was not captured in the notification file and did not receive the cancellation | PG&E will make modifications to the necessary tools to ensure COL customers are included in cancellation files moving forward |
| Customer Notification | PG&E made every attempt to provide notification of the cancellation of a PSPS event, or removal from scope, by notifying all affected entities, including public safety partners, however did not perform these cancellations within the target of two hours of the decision to cancel for portions of the overall 10/22 PSPS event scope | There were limited opportunities to reduce this timeline in event as there were challenges with technology and event complexity, including overlapping notification windows for multiple customer populations. For future events, we plan to examine areas of improvement both from a technology and a process perspective. |
| Customer Notification | Five SCE customers were potentially impacted by the Weather Event which required close coordination with our SCE partners. | Coordination was successful overall. However, further refinement of the process to ensure more timely updates to our SCE partners is needed. |

| Issue | Discussion | Resolution |
|-------------------------------------|---|---|
| Data Sharing and Reporting | Overlooked a note regarding SCE shared customers in the CalOES notification form. | Added a note regarding shared SCE customers in the "notes" section at the bottom of the notification form and continued to include the note in each submission of the CalOES notification form. |
| Agency Notification | We notified 18 counties, cities and federally recognized tribes at least 5 times across the event; 4 of these agencies received 1 notification with missing and/or incorrect estimated de-energization, weather all-clear and restoration timing. | Additional notifications were sent to agencies to provide corrected information. |
| Agency Notification | Received feedback that agencies do not want to receive notifications overnight. | Agency partners were informed that this is a requirement from the CPUC and that their feedback will be shared with the Commission. |
| Emergency Preparedness and Response | File creation and movement is time-sensitive and relies on processes that are error prone. | There are no short-term responding actions. This will require a longer-term resolution and will be considered for 2023. |

Section 12 – Other Relevant Information

PG&E has no other relevant information to report on for this weather event.

APPENDIX

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

| Circuit Name | Time Place | ws mph | ws mph_50m | wg mph | temp_2mf | flame length_ft_2hr | rate_of_spread_ch_2hr | area_acres_8hr | rh_2m | Forecast | | | | | | | | | | Agency | | | | Observed | | | | | | | | | | |
|--------------|------------|--------|------------|--------|----------|---------------------|-----------------------|----------------|-------|----------|----------|----------|-----------|------------|----------|-----------|-----------------|--------------|---------------|--------|-----|-----|-----|----------------|-----------------|-----------------|-----------------|---------------|--------------------|--------------------|--------------------|------------------|---------------|-------------------|
| | | | | | | | | | | vpd_2m | prob_cat | dfm_10hr | dfm_100hr | dfm_1000hr | lfm_herb | lfm_woody | lfm_chamise_new | sum_tree_ovr | prob_ignition | cfpd | HWW | HWA | RFW | GACC High Risk | Observed ws_mph | Observed wg_mph | Observed temp_f | Observed RH_% | Observed ws_mph_AC | Observed wg_mph_AC | Observed temp_f_AC | Observed RH_%_AC | open_psp_tags | Tx impacts_yes_no |
| FYLER 1105 | 03 | 16 | 24 | 36 | 79 | 5.6 | 34.4 | 3794.6 | 12.6 | 27 | 0.545 | 0.058 | 0.087 | 0.096 | 32 | 75 | 63 | 1480.6 | 0.0006166 | 2.9 | No | No | No | No | 26 | 36 | 70 | 18 | N/A | N/A | N/A | N/A | No | No |
| VOLTA 1101 | 12 | 20 | 31 | 47 | 71 | 19.2 | 33.2 | 2690.5 | 13.6 | 20.2 | 0.718 | 0.056 | 0.072 | 0.074 | 36 | 61 | 68 | 96081.9 | 0.0025729 | 11.3 | No | No | No | No | 25 | 34 | 59 | 23 | N/A | N/A | N/A | N/A | Yes | No |
| WESTLEY 1103 | 06 | 22 | 30 | 37 | 78 | 7.2 | 62.7 | 9259.4 | 15.2 | 22.6 | 0.696 | 0.063 | 0.09 | 0.099 | 30 | 62 | 61 | -99 | 0.0009174 | 6.3 | No | No | No | No | 22 | 32 | 68 | 19 | N/A | N/A | N/A | N/A | Yes | No |

Table A-1.2: Description, Units, and Value provided for Factors Considered in the Decision to Shut Off Power for Each Distribution Circuit During the October 22 – 24, 2022 Weather Event

| Forecast / Agency / Observed | Value | Name | Unit | Value Provided | Description |
|------------------------------|--------------------------------|---|------------------------|---------------------|---|
| Forecast | ws_mph | Sustained wind speeds | mph | max | Sustained windspeed in miles per hour at 10 meters above ground level. |
| Forecast | ws_mph_50m | Sustained wind speeds at 50 m | mph | max | Sustained windspeed in miles per hour at 50 meters above ground level. |
| Forecast | wg_ec_mph | Forecasted Peak Wind Gust | mph | max | Wind gust in miles per hour at 10 meters above ground level. |
| Forecast | temp_2m_f | Temperature | degrees F | max | Temperature in Fahrenheit at 2 meters above ground level. |
| Forecast | flame_length_ft_2hr | Flame length | ft | max | Flame length in feet on fire front for first 2 hours of fire spread simulation from Technosylva. |
| Forecast | rate_of_spread_chhr_2hr | Rate of spread | chains/hr | max | Rate of fire spread in chains per hour for first 2 hours of fire spread simulation from Technosylva. |
| Forecast | area_acres_8hr | Acres burned | acres | max | Acres burned in the 8-hour fire spread simulation from Technosylva. |
| Forecast | rh_2m | Relative Humidity | % | min | Relative Humidity in percent at 2 meters above ground level. |
| Forecast | vpd2m_mb | Vapor Pressure Deficit | mb | max | Vapor Pressure Deficit in millibar at 2m above surface. |
| Agency | HWW | High Wind Warning | N/A | Yes/No during event | High Wind Warning from the Federal National Weather Service. |
| Agency | HWA | High Wind Advisory | N/A | Yes/No during event | High Wind Advisory from the Federal National Weather Service. |
| Agency | RFW | Red Flag Warning | N/A | Yes/No during event | Red Flag Warning from the Federal National Weather Service. |
| Agency | GACC_HighRisk | GACC High Risk | N/A | Yes/No during event | High Risk issued by the Federal North or South Operations Predictive Services. |
| Forecast | prob_cat | Fire Potential Index (FPI) | probability outputs | 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. |
| Forecast | dfm_10hr | Dead Fuel Moisture Content 10 hrs | fuel moisture fraction | min | Dead Fuel Moisture in 10-hour fuel moisture class. Can be scaled to percentage by multiplying by 100. |
| Forecast | dfm_100hr | Dead Fuel Moisture Content 100 hrs | fuel moisture fraction | min | Dead Fuel Moisture in 100-hour moisture class. Can be scaled to percentage by multiplying by 100. |
| Forecast | dfm_1000hr | Dead Fuel Moisture Content 1000 hrs | fuel moisture fraction | min | Dead Fuel Moisture in 1000-hour moisture class. Can be scaled to percentage by multiplying by 100. |
| Forecast | lfm_herb | Live Fuel Moisture Content-herbaceous | % | min | Live Fuel Moisture Percentage of herbaceous plant species. (% of species that is comprised of water) |
| Forecast | lfm_woody | Live Fuel Moisture Content-woody | % | min | Live Fuel Moisture Percentage of woody plant species. (% of species that is comprised of water) |
| Forecast | lfm_chamise_new | Live Fuel Moisture Content-shrub | % | min | Live Fuel Moisture Percentage of Chamise (shrub) plant species. (% of species that is comprised of water) |
| Forecast | sum_tree_ovr | Tree Overstake | ft | max | Sum of tree overstrike in a 2 x 2 km grid cell area in ft. |
| Forecast | prob_ignition | Ignition Probability Weather (IPW) Model Output | Probability | max | Ignition Probability Weather (IPW) Model Output - Probability of Ignition based on the probability of outages by cause. Ignition component of the CFP _D model. Ignition Probability Weather Model - A model that provides estimates of the probability of an ignition given an outage on an hourly basis |
| Forecast | cfpd | Catastrophic Fire Probability (CFP _D) | 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 1000 to convert to an integer value. |
| Observed | Observed ws_mph | Observed Sustained Wind Speed during Event | mph | max | The maximum sustained wind speed recorded by weather stations mapped to each circuit from planned de-energization time to anticipated all-clear time. |

| Forecast / Agency / Observed | Value | Name | Unit | Value Provided | Description |
|------------------------------|---------------------------|--|-----------|---------------------|--|
| Observed | Observed wg_mph | Observed Peak Wind Gust during Event | mph | max | The maximum wind gust recorded by weather stations mapped to each circuit from planned de-energization time to anticipated all-clear time. |
| Observed | Observed temp_f | Observed Temperature during Event | degrees F | max | The maximum temperature recorded by weather stations mapped to each circuit from planned de-energization time to anticipated all-clear time. |
| Observed | Observed RH_% | Observed Relative Humidity During Event | % | min | Minimum relative humidity recorded by all weather stations mapped to each circuit from planned de-energization time to anticipated all-clear time. |
| Observed | Observed ws_mph_AC | Observed Sustained Wind Speed at All Clear | mph | max | The maximum sustained wind speed recorded by weather stations mapped to each circuit at the all-clear time. Please note, N/A as PG&E did not de-energize customers during the October 22 – 24 Weather Event |
| Observed | Observed wg_mph_AC | Observed Peak Wind Gust at All Clear | mph | max | The maximum wind gust recorded by weather stations mapped to each circuit at the all-clear time. Please note, N/A as PG&E did not de-energize customers during the October 22 – 24 Weather Event |
| Observed | Observed temp_f_AC | Observed Temperature at All Clear | degrees F | max | The maximum temperature recorded by weather stations mapped to each circuit at the all-clear time. Please note, N/A as PG&E did not de-energize customers during the October 22 – 24 Weather Event |
| Observed | Observed RH_%_AC | Observed Relative Humidity at All Clear | % | min | Minimum relative humidity recorded by all weather stations mapped to each circuit at the all-clear time. Please note, N/A as PG&E did not de-energize customers during the October 22 – 24 Weather Event |
| Observed | open_pspstags | Open PSPS Qualified Tags | 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, and E/F - risk-based) |
| Observed | Tx_impacts_yes_no | Impacted by Transmission | 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

Not applicable; PG&E did not de-energize customers during the October 22 – 24 Weather Event.

PACIFIC GAS AND ELECTRIC COMPANY

APPENDIX C

SECTION 4 – DAMAGE AND HAZARDS TO OVERHEAD FACILITIES

Appendix C: DAMAGE AND HAZARDS TO OVERHEAD FACILITIES

Not applicable; PG&E did not de-energize customers during the October 22 – 24 Weather Event.

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

Appendix D: NOTIFICATION SCRIPTS

See below for PG&E's Notifications Scripts.

Public Safety Power Shutoff Event Notifications



OCTOBER 2022

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

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

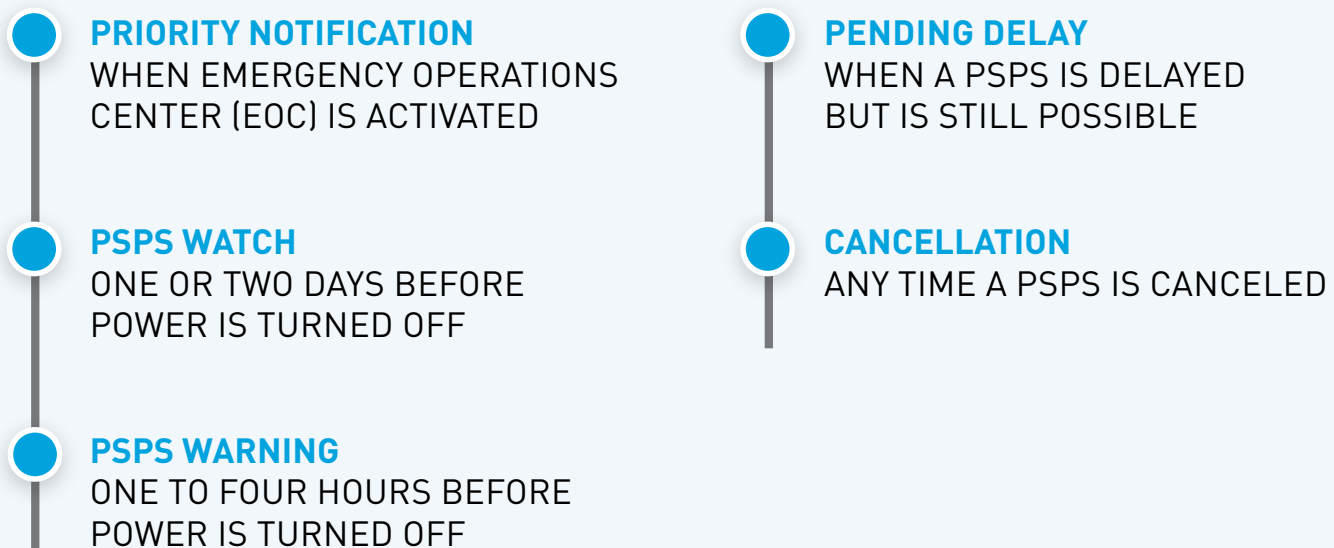
PUBLIC SAFETY POWER SHUTOFF OVERVIEW

High winds can cause tree branches or debris to contact energized electric lines, which could damage our equipment and cause a wildfire. As a result, we may need to turn off power during severe weather to help prevent wildfires. This is called a Public Safety Power Shutoff (PSPS).

PG&E will not take any chances with customer safety. The sole focus of a PSPS is to keep our customers safe. For the safety of our customers and communities, PSPS continues to be a necessary tool as a last resort.

This document includes the notifications scripts that PG&E sent to potentially impacted Public Safety Partners, critical facilities and customers at key intervals before the potential 10/22-10/24 Weather Event. Please note these are samples only and do not include all notifications. These scripts do not include outreach to the California Office of Emergency Services and California Public Utilities Commission.

In-language PSPS customer notifications are currently available in 16 languages, including: English, Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong, Thai, Hindi and Portuguese. We also pre-record general notification messaging in American Sign Language to serve those who are deaf and hard of hearing. Refer to [page 98-99](#) for a more detailed description of PG&E's in-language PSPS notification practices.



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

PG&E made every attempt to provide notice to cities, counties, tribes, CCAs, first responders and other agencies in advance of notifying customers through:

- Calls
- Text Messages
- Emails

These notifications were sent based on potential PSPS impacts to PG&E electric service within an agencies jurisdiction and are not tied to a specific PG&E account. Agencies also received notifications specific to their accounts if their service may be interrupted during a PSPS event.

The following outlines the various notifications PG&E sent prior to the 10/22-10/24 Weather Event:



City, County, Tribal and CCA

1

Priority
Notification

2

PSPS
Watch

3

PSPS
Warning

4

Cancellation
Notification

PHONE/VOICE

This is P G and E calling on [DATE, TIME] 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 P S P S. Portions of [CUSTOMER NAME] are estimated to begin being shut off between [TIME] on [DATE] and [TIME] on [DATE]. Estimated restoration for your area on [DATE] by [TIME]. Actual shutoff and restoration times may change depending on weather or equipment conditions. Maps and other information are available at [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 [CUSTOMER NAME] on [DATE]. Shutoff estimated to begin between [TIME] on [DATE] and [TIME] on [DATE] and estimated restoration on [DATE] by [TIME]. Weather can affect these times. Maps available at [URL].

EMAIL

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

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 (PSPS).

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

Actual shutoff and restoration times may change 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].

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.

City, County, Tribal and CCA

1

Priority
Notification

2

PSPS
Watch

3

PSPS
Warning

4

Cancellation
Notification

PHONE/VOICE

This is P G and E calling on [DATE, TIME] with a Public Safety Power Shutoff outage alert. On [DATE], power may be shut off in portions of [CUSTOMER NAME] for safety. Due to current weather forecasts, your area is under a Watch for a Public Safety Power Shutoff. Portions of [CUSTOMER NAME] are estimated to begin being shut off between [TIME] on [DATE] and [TIME] on [DATE]. Estimated restoration for your area on [DATE] by [TIME]. Actual shutoff and restoration times may change 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 [CUSTOMER NAME] on [DATE]. Shutoff estimated to begin between [TIME] on [DATE] and [TIME] on [DATE] and estimated restoration on [DATE] by [TIME]. Weather can affect these times. Maps available at [URL] or [URL].

EMAIL

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

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 (PSPS).

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

Actual shutoff and restoration times may change depending on weather and equipment conditions. Maps and other event-specific 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.

APP-17

City, County, Tribal and CCA

1

Priority
Notification

2

PSPS
Watch

3

PSPS
Warning

4

Cancellation
Notification

PHONE/VOICE

This is P G and E calling on [DATE, TIME] with a Public Safety Power Shutoff outage alert. On [DATE], power may be shut off in portions of [CUSTOMER NAME] for safety. Due to current weather forecasts, your area is under a Watch for a Public Safety Power Shutoff. Portions of [CUSTOMER NAME] are estimated to begin being shut off between [TIME] on [DATE] and [TIME] on [DATE]. Estimated restoration for your area on [DATE] by [TIME]. Actual shutoff and restoration times may change 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 [CUSTOMER NAME] on [DATE]. Shutoff estimated to begin between [TIME] on [DATE] and [TIME] on [DATE] and estimated restoration on [DATE] by [TIME]. Weather can affect these times. Maps available at [URL] or [URL].

EMAIL

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

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 (PSPS).

A message sent earlier to your jurisdiction omitted information regarding the timing of a possible shut off in your area.

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

Actual shutoff and restoration times may change depending on weather and equipment conditions. Maps and other event-specific 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

City, County, Tribal and CCA

1

Priority
Notification

2

PSPS
Watch

3

PSPS
Warning

4

Cancellation
Notification

PHONE/VOICE

This is P G and E calling on [DATE, TIME] 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 [Date] by [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 [DATE] by [TIME]. Weather can affect these times. Maps for public safety partners available at [URL] or [URL].

EMAIL

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

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Outage Warning

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

City, County, Tribal and CCA

1

Priority
Notification

2

PSPS
Watch

3

PSPS
Warning

4

Cancellation
Notification

PHONE/VOICE

This is P G and E calling on [DATE, 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 [CUSTOMER 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 [CUSTOMER NAME] on [DATE]. More info: [URL] or [URL].

EMAIL

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

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Outage Cancellation

Forecasted weather conditions have improved and we are **NOT** planning to turn off power for public safety in [CUSTOMER 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.

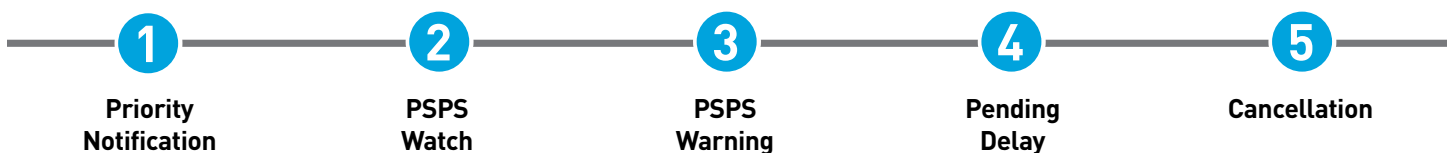
General Customer, Critical Facility and Medical Baseline Notifications

We attempted to reach potentially impacted customers through automated calls, texts and emails using all contact information we have on file. We also posted event-specific information on pge.com and social media channels, as well as kept local news, radio outlets and community based organizations informed and updated.

Critical facilities identified as potentially affected received an advance notification with facility information (in addition to the notifications sent to agencies as described in the previous section). This includes police and fire facilities, communication providers, water agencies, emergency hospitals and publicly-owned utilities.

Medical Baseline Program Participants also received unique PSPS Watch and PSPS Warning notifications. These messages included customized phone, text and email messages that requested confirmation that the notification was received. If previous alerts were not acknowledged, we made additional hourly attempts and conducted in-person outreach, until we were able to reach them.

The following outlines the various notifications PG&E sent prior to the 10/22-10/24 Weather Event:



KEY:

- Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities
- Medical Baseline Program Participants
- General Customers
- All Customers
- Microgrid Watch Notification (General and Medical Baseline Customers)

APP-21

Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities

1

Priority
Notification

2

PSPS
Watch

3

PSPS
Warning

4

Pending
Delay

5

Cancellation

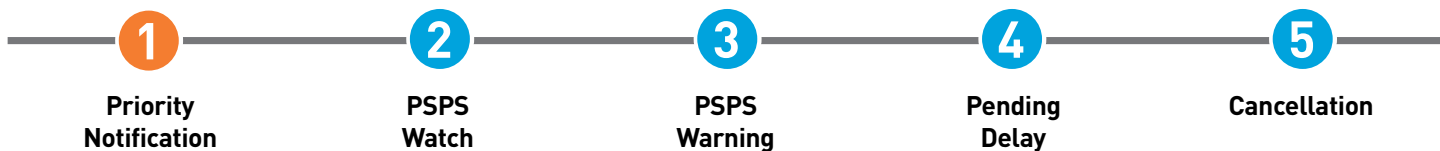
PHONE/VOICE (SINGLE PREM)

This is PG 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 [DATE] power MAY be shut off for safety. Due to current weather forecasts, [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: [DAY],[DATE], between [TIME] and [TIME]. ESTIMATED RESTORATION TIME: [DAY], [DATE] by [TIME]. 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 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 [ADDRESS], call 1-866-743-6589. Thank you.

PHONE/VOICE (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 [DATE], power MAY be shut off for safety. Due to current weather forecasts, [NUMBER of SPIDs FOR MULTI PREM] of your meters are currently 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 [ADDRESS] will begin [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return [DAY], [DATE] by [TIME]. We estimate the shutoff at [ADDRESS] will begin [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return [DAY], [DATE] by [TIME]. To get shutoff details for all of your affected meters, visit [URL]. On the website, enter your phone number PLUS 4-digit code. 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.** 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.

Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities



TEXT (SINGLE PREM)

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

TEXT (MULTI PREM)

PG&E Advance-Notice PPS Outage Watch for Public Safety Partners, [DATE]: We MAY turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est. shutoff as early as: [DATE] [TIME]-[TIME]. Est. restoration: [DATE] by [TIME]. Meter list: [pge.bz/12345] Safety partner maps: [URL] or log in at [URL].

EMAIL (SINGLE PREM)

SUBJECT: Advance-Notice PPS Outage Watch issued for [DATE]

HEADLINE: Public Safety Power Shutoff - Advance Notice

SUBHEAD: PPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

ADDRESS: [ADDRESS, CITY, STATE, COUNTY]

ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]

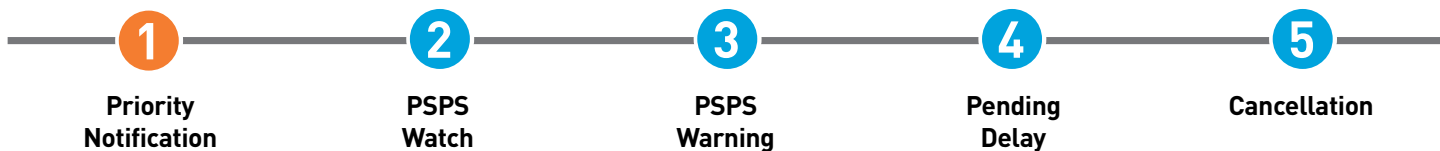
Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power.

ESTIMATED RESTORATION: [DAY], [DATE] by [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]. PPS Portal users can log in at [URL]. These are for public safety partner use only. **PLEASE DO NOT SHARE THESE LINKS.**

Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities



TEXT (SINGLE PREM)

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

TEXT (MULTI PREM)

PG&E Advance-Notice PPS Outage Watch for Public Safety Partners, [DATE]: We MAY turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est. shutoff as early as: [DATE] [TIME]-[TIME]. Est. restoration: [DATE] by [TIME]. Meter list: [pge.bz/12345] Safety partner maps: [URL] or log in at [URL].

EMAIL (SINGLE PREM)

SUBJECT: Advance-Notice PPS Outage Watch issued for [DATE]

HEADLINE: Public Safety Power Shutoff - Advance Notice

SUBHEAD: PPS Outage Watch

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

This message replaces an earlier message that omitted key information, read below:

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

ADDRESS: [ADDRESS, CITY, STATE, COUNTY]

ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]

Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power.

ESTIMATED RESTORATION: [DAY], [DATE] by [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]. PPS Portal users can log in at [URL]. These are for public safety partner use only. **PLEASE DO NOT SHARE THESE LINKS.**

Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities

1

Priority
Notification

2

PSPS
Watch

3

PSPS
Warning

4

Pending
Delay

5

Cancellation

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

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 powerline, assume it is energized and extremely dangerous. Report it immediately by calling 911.

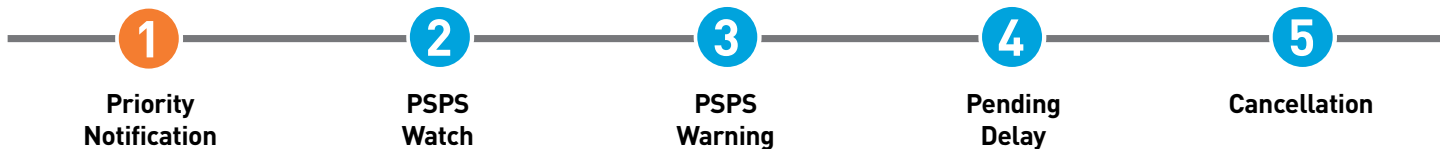
Thank you,
PG&E Customer Service

Message sent at [DATE, 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.

Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities



EMAIL (MULTI PREM)

SUBJECT: Advance-Notice PSPS Outage Watch issued for [DATE].

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. 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 THESE LINKS.

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: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [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: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [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 notification 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.

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

Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities

1

Priority
Notification

2

PSPS
Watch

3

PSPS
Warning

4

Pending
Delay

5

Cancellation

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 powerline, assume it is energized and extremely dangerous. Report it immediately by calling 911.

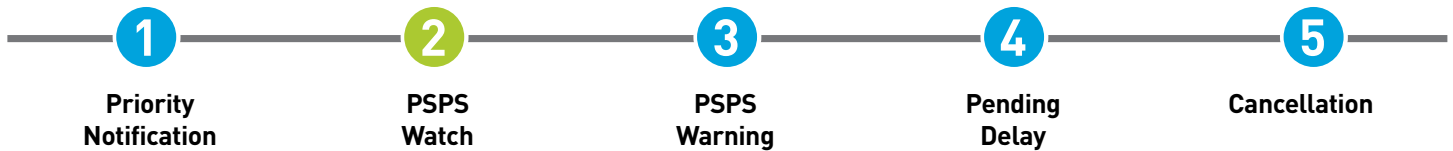
Thank you,
PG&E Customer Service

Message sent at [DATE, 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



IVR LIVE (SINGLE PREM)

This is PG&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 #. Severe weather MAY require us to turn off power at [ADDRESS] to help prevent a wildfire. IF WE TURN OFF POWER, WE ESTIMATE THE SHUTOFF WILL BEGIN: [DAY, DATE] between [TIME] and [TIME]. WE ESTIMATE POWER WILL BE TURNED BACK ON: [DAY, DATE] by [TIME]. 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 [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 #. 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 [DAY, DATE] between [TIME] and [TIME]. We estimate power will return: [DAY, DATE] by [TIME]. We estimate the shutoff at [PREMISE ADDRESS #2] will begin [DAY, DATE] between [TIME] and [TIME]. We estimate power will return: [DAY, DATE] by [TIME]. To get shutoff details for all of your affected meters, visit [\[\[pge.com/myaddresses\]\]](https://pge.com/myaddresses). On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ]. To repeat instructions, press *. 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.

Medical Baseline Program Participants

1

Priority
Notification

2

PSPS
Watch

3

PSPS
Warning

4

Pending
Delay

5

Cancellation

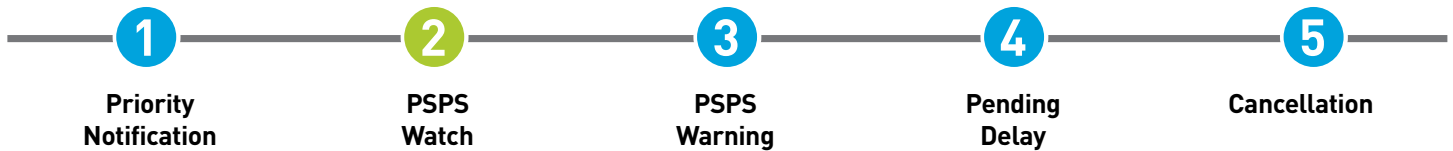
IVR VOICE MESSAGE (SINGLE PREM)

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 [DATE], power MAY be shut off for safety. Your response is required. To hear this message in another language, call 1-833-208-4167. 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: [DAY, DATE] between [TIME] and [TIME]. WE ESTIMATE POWER WILL BE TURNED BACK ON: [DAY, DATE] by [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. 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 [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 1-833-208-4167. 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 [ADDRESS #1] will begin [DAY, DATE] between [TIME] and [TIME]. We estimate power will return: [DAY, DATE] by [TIME]. We estimate the shutoff at [PREMISE ADDRESS] will begin [DAY, DATE] between [TIME] and [TIME]. We estimate power will return: [DAY, DATE] by [TIME]. 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. 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



TEXT (SINGLE PREM)

PG&E PSPS Outage Watch - Medical Baseline customers [DATE]: PG&E may turn off power for safety at [ADDRESS] on [DATE]. Est Shutoff: [TIME]-[TIME]. Est Restoration: [DATE] by [TIME]. Weather can affect shutoff & restoration times. Info&Languages: pge.com/pspsupdates Reply w/ "1" to verify receipt.

TEXT (MULTI PREM)

PG&E PSPS Outage Watch – Medical Baseline customers [DATE]: PG&E may turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est shutoff: [DATE] [TIME]-[TIME]. Est restoration: [DATE] by [TIME]. Weather can affect these times. Meter list: [pge.bz/12345] Info&Languages: pge.com/pspsupdates Reply w/ "1" to verify receipt.

EMAIL (SINGLE PREM)

SUBJECT: PSPS Outage Watch issued for [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

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

ADDRESS: [ADDRESS, CITY, STATE, COUNTY]

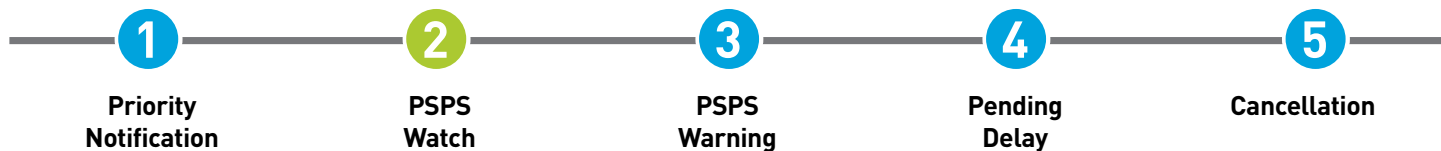
ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]

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

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

Restoration time may change depending on weather and equipment damage.

Medical Baseline Program Participants



EMAIL (SINGLE 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. If this is not the correct email address for [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 powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.

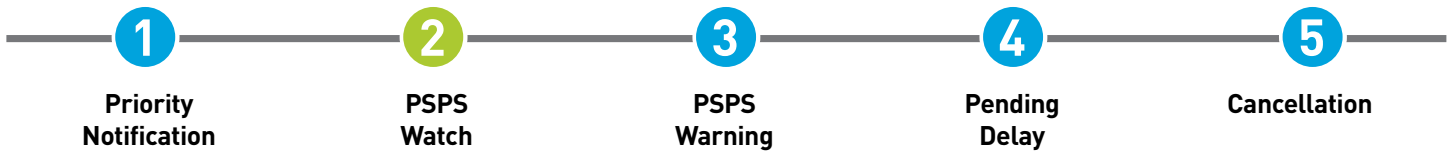
Thank you,
PG&E Customer Service

Message sent at [DATE, 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



EMAIL (MULTI PREM)

SUBJECT: PSPS Outage Watch issued for [DATE]

HEADER LINKS:

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

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. 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 SPIDs FOR MULTI PREM]

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

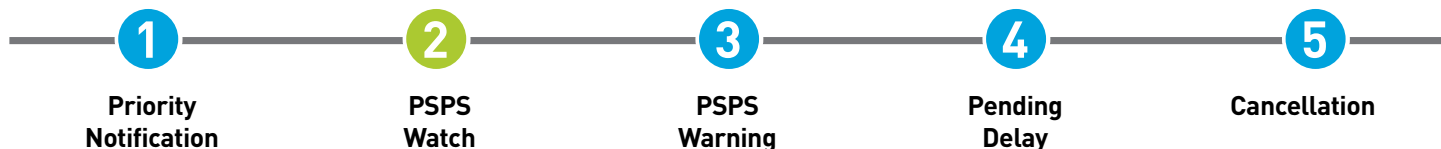
[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

| | |
|----|---|
| 1. | ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [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: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [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 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. If this is not the correct email address for the addresses provided, please call 1-866-743-6589. For more information visit [pge.com/pspsupdates](https://www.pge.com/pspsupdates) or call 1-800-743-5002.

Medical Baseline Program Participants



EMAIL (MULTI PREM) CONT.

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 powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,
PG&E Customer Service

Message sent at [DATE, 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

1

Priority
Notification

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PSPS
Watch

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PSPS
Warning

4

Pending
Delay

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Cancellation

PHONE/VOICE (SINGLE PREM)

This is PG&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 at [ADDRESS] to help prevent a wildfire. IF WE TURN OFF POWER, WE ESTIMATE THE SHUTOFF WILL BEGIN: [DAY] [DATE] between [TIME] and [TIME]. WE ESTIMATE POWER WILL BE TURNED BACK ON: [DAY], [DATE] by [TIME]. 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 [ADDRESS], call 1-866-743-6589. Thank you and please stay safe.

PHONE/VOICE (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 1-833-208-4167. 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 [ADDRESS #1] will begin [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return: [DAY] [DATE] by [TIME]. We estimate the shutoff at [ADDRESS #2] will begin [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return: [DAY] [DATE] by [TIME]. To get shutoff details for all of your affected meters, visit pge.com/myaddresses. On the website, enter your phone number [XXXXXX] PLUS 4-digit PIN code: [ZZZZ]. 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

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TEXT (SINGLE PREM)

PG&E PSPS Outage Watch [DATE]: Due to weather PG&E may turn off power for safety at [ADDRESS] on [DATE]. Estimated shutoff: [TIME]-[TIME]. Estimated restoration: [DATE] by [TIME]. Weather can affect shutoff & restoration. Info&Other languages: 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. Est shutoff as early as: [DATE] [TIME]-[TIME]. Est restoration: [DATE] by [TIME]. Weather can affect shutoff & restoration times. Meter list: pge.bz/12345. Info & Other languages: pge.com/pspsupdates Reply w/ "1" to verify receipt.

EMAIL (SINGLE PREM)

SUBJECT: PSPS Outage Watch issued for [DATE]

HEADER LINKS:

[español](#) [中文](#) [tiếng việt](#) [Tagalog](#) [한국어](#) [русский язык](#) [Hmoob](#) [عربي](#) [पंजाबी](#) [فارسی](#) [日本語](#) [ខ្មែរ](#) [ไทย](#) [Português](#) [हिंदी](#)

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

ADDRESS: [ADDRESS, CITY, STATE, COUNTY]

ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]

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

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

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

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EMAIL (SINGLE PREM) CONT.

If this is not the correct email address for [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 powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,
PG&E Customer Service

Message sent at [DATE, 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

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Cancellation

EMAIL (MULTI PREM)

SUBJECT: PSPS Outage Watch issued for [DATE]

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык Hmoob عربي پنجابھی فارسی 日本語 ལྷོ་ལྷོ་ ໄທ Portuguese हिंदी

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. 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 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: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [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: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [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.

General Customers

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Cancellation

EMAIL (MULTI PREM) CONT.

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 powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,
PG&E Customer Service

Message sent at [DATE, 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.

Microgrid Watch Notification - General and Medical Baseline Customers

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Cancellation

PHONE/VOICE (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.

PHONE/VOICE (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 hear this message in another language, call 1-833-208-4167. Severe weather MAY require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. If a shutoff is required, microgrid backup power will be provided to one or more of your meters to shorten outage times. To get outage details for all of your affected meters, visit [\[\[pge.com/myaddresses\]\]](https://pge.com/myaddresses). Then, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZ]. 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, call 1-866-743-6589. Thank you and please stay safe.

Microgrid Watch Notification - General and Medical Baseline Customers

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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 Español, oprima el numero 3. 要繼續使用廣東話, 請按 5 字。 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 Español, oprima el numero 3. 要繼續使用廣東話, 請按 5 字。 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 [ZZZ]. 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.

Microgrid Watch Notification - General and Medical Baseline Customers

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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: [\[\[pge.bz/12345\]\]](https://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 [DATE]

HEADER LINKS:

[español](#) [中文](#) [tiếng việt](#) [Tagalog](#) [한국어](#) [русский язык](#) [Hmoob](#) [عربي](#) [ਪੰਜਾਬੀ](#) [فارسی](#) [日本語](#) [ខ្មែរ](#) [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: [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.

For more information visit pge.com/pspsupdates or call 1-800-743-5002.

Microgrid Watch Notification - General and Medical Baseline Customers

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EMAIL (SINGLE PREM) CONT.

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, including Community Resource Centers where you can charge devices, 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 powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.

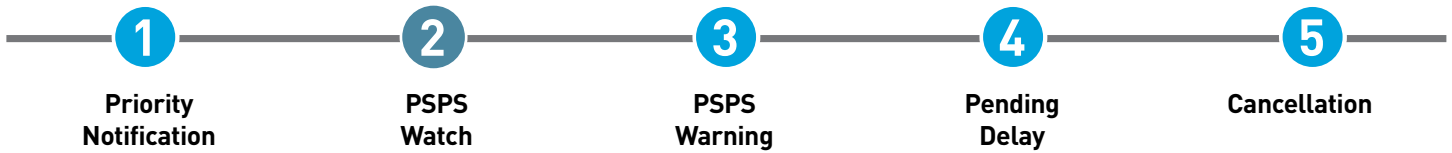
Thank you,
PG&E Customer Service

Message sent at [DATE, TIME]

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

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Microgrid Watch Notification - General and Medical Baseline Customers



EMAIL (MULTI PREM)

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

HEADER LINKS:

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

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Outage Watch

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

(Repeat for first 50 premises that would be affected)

Microgrid Watch Notification - General and Medical Baseline Customers

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EMAIL (MULTI PREM) CONT.

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, including Community Resource Centers where you can charge devices, 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 powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.

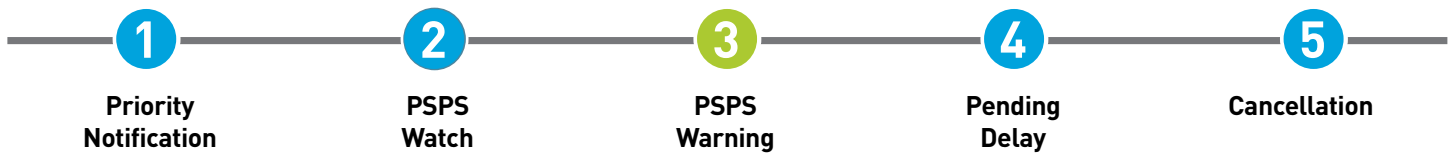
Thank you,
PG&E Customer Service

Message sent at [DATE, 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



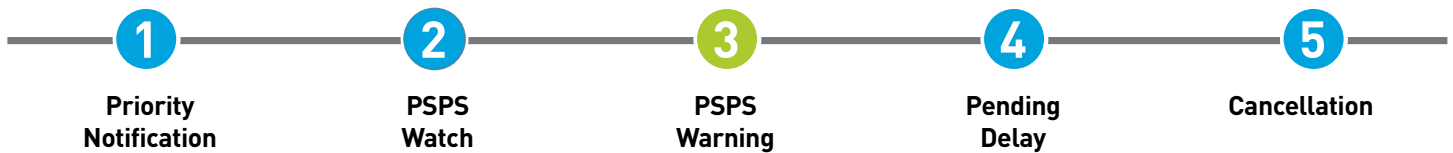
IVR LIVE (SINGLE PREM)

This is PG&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 [TIME] and [TIME]. To continue in English, press 1. To replay this message at any time, press #. Severe weather WILL require us to turn off power at [PREMISE] to help prevent a wildfire. WE ESTIMATE THE SHUTOFF WILL BEGIN: [DAY, DATE] between [TIME] and [TIME]. WE ESTIMATE THE POWER WILL RETURN: [DAY], [DATE] by [TIME]. 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 [TIME] and [TIME]. To continue in English, press 1. To replay this message at any time, press #. 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 [DAY, DATE] between [TIME] and [TIME]. We estimate power will return: [DAY], [DATE] by [TIME]. We estimate the shutoff at [PREMISE ADDRESS #2] will begin [DAY], [DATE] between [TIME] and [TIME]. We estimate power will return: [DAY], [DATE] by [TIME]. 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 *. 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.

Medical Baseline Program Participants



IVR VOICE MESSAGE (SINGLE PREM)

This is PG&E calling Medical Baseline customers with an important safety message. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power for safety between [TIME] and [TIME]. Your response is required. To hear this message in another language, call 1-833-208-4167. Severe weather WILL require us to turn off power at [PREMISE ADDRESS] to help prevent a wildfire. WE ESTIMATE THE SHUTOFF WILL BEGIN: [DAY] [DATE] between [TIME] and [TIME]. WE ESTIMATE POWER WILL RETURN: [DAY], [DATE] by [TIME]. As a Medical Baseline customer, we ask that you call [X-XXX-XXX-XXXX] 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. 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.

IVR VOICE MESSAGE (MULTI PREM)

This is PG&E calling Medical Baseline customers with an important safety message. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power for safety between [TIME] and [TIME]. Your response is required. To hear this message in another language, call 1-833-208-4167. 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 [ADDRESS #1] will begin [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return [DAY], [DATE] by [TIME]. We estimate the shutoff at [ADDRESS #2] will begin [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return: [DAY], [DATE] by [TIME]. To get shutoff details for all of your affected meters, visit pge.com/myaddresses. On the website, enter your phone number [X-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. 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

1

Priority
Notification

2

PSPS
Watch

3

PSPS
Warning

4

Pending
Delay

5

Cancellation

TEXT (SINGLE PREM)

PG&E PSPS Outage Warning - Medical Baseline Customers [DATE]: We will turn off power for safety at [ADDRESS]. Est shutoff: [DATE] [TIME]-[TIME]. Est restoration: [DATE] by [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 Warning – Medical Baseline Customers [DATE]: We will turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est shutoff as early as: [DATE] [TIME]-[TIME]. Est restoration: [DATE] by [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 Warning: Shutoffs start between [TIME]-[TIME] for safety

HEADER LINKS:

[español](#) [中文](#) [tiếng việt](#) [Tagalog](#) [한국어](#) [русский язык](#) [Hmoob](#) [عربي](#) [ਪੰਜਾਬੀ](#) [فارسی](#) [日本語](#) [မြန်မာ](#) [ไทย](#) [Português](#) [हिंदी](#)

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

ADDRESS: [ADDRESS, CITY, STATE, COUNTY]

ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]

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

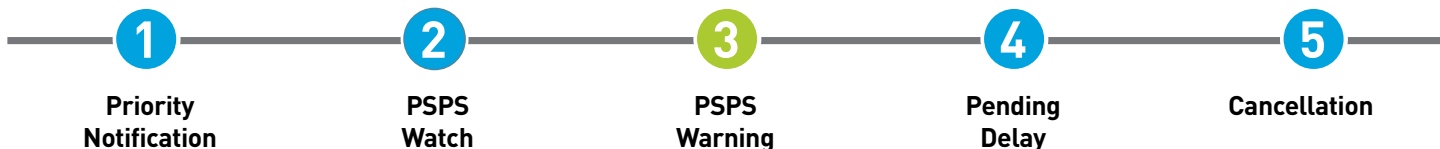
We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power.

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

Medical Baseline Program Participants



EMAIL (SINGLE PREM) CONT.

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, including Community Resource Centers where you can charge devices, 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 powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.

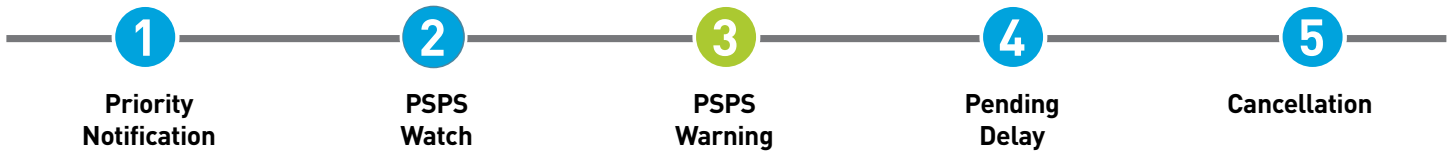
Thank you,
PG&E Customer Service

Message sent at [DATE, 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



EMAIL (MULTI PREM)

SUBJECT: PSPS Outage Warning: Shutoffs start between [TIME]-[TIME] for safety

HEADER LINKS:

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

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. 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]

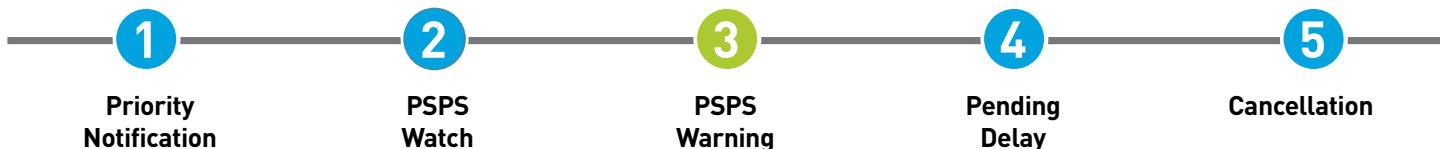
| | |
|----|--|
| 1. | <p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration 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: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [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. Weather forecasts change frequently.

For more information visit pge.com/pspsupdates or call 1-800-743-5002.

Medical Baseline Program Participants



EMAIL (MULTI PREM) CONT.

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, including Community Resource Centers where you can charge devices, 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 powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,
PG&E Customer Service

Message sent at [DATE, 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 Customer

1

Priority
Notification

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PSPS
Watch

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PSPS
Warning

4

Pending
Delay

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Cancellation

PHONE/VOICE (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 [TIME] and [TIME]. To hear this message in another language call 1-833-208-4167. Severe weather WILL require us to turn off power at [PREMISE ADDRESS] to help prevent a wildfire. WE ESTIMATE THE SHUTOFF WILL BEGIN: [DAY] [DATE] between [TIME] and [TIME]. WE ESTIMATE POWER WILL RETURN: [DAY], [DATE] by [TIME]. 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.

PHONE/VOICE (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. To hear this message in another language, call 1-833-208-4167. 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 [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return: [DAY] [DATE] by [TIME]. We estimate the shutoff at [PREMISE ADDRESS #2] will begin [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return: [DAY] [DATE] by [TIME]. To get shutoff details for all of your affected meters, visit pge.com/myaddresses. On the website, enter your phone number [X-XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ]. 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 Customer

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Priority
Notification

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PSPS
Watch

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PSPS
Warning

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Pending
Delay

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Cancellation

TEXT (SINGLE PREM)

PG&E PSPS Outage Warning [DATE]: PG&E will turn off power for safety at [ADDRESS] on [DATE]. Est. shutoff: [TIME]-[TIME] Est. restoration: [DATE] by [TIME] depending on weather & equipment damage. More info & other languages: pge.com/pspsupdates Reply w/ "1" to verify receipt.

TEXT (MULTI PREM)

PG&E PSPS Outage Warning [DATE]: PG&E will turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est. shutoff as early as: [DATE] [TIME]-[TIME]. Est. restoration: [DATE] by [TIME] depending on weather & equipment damage. Meter list: pge.bz/12345 Info & other languages: pge.com/pspsupdates Reply w/ "1" to verify receipt.

EMAIL (SINGLE PREM)

SUBJECT: PSPS Outage Warning: Shutoffs start between [TIME]-[TIME] for safety

HEADER LINKS:

[español](#) [中文](#) [tiếng việt](#) [Tagalog](#) [한국어](#) [русский язык](#) [Hmoob](#) [عربي](#) [ਪੰਜਾਬੀ](#) [فارسی](#) [日本語](#) [မြန်မာ](#) [ไทย](#) [Português](#) [हिंदी](#)

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

ADDRESS: [ADDRESS, CITY, STATE, COUNTY]

ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]

Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power.

ESTIMATED RESTORATION: [DAY], [DATE] by [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. For more information visit pge.com/pspsupdates or call 1-800-743-5002.

General Customer

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Priority
Notification

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Watch

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PSPS
Warning

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Pending
Delay

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Cancellation

EMAIL (SINGLE PREM) CONT.

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, including Community Resource Centers where you can charge devices, 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 powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,
PG&E Customer Service

Message sent at [DATE, 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 Customer

1

Priority
Notification

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PSPS
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PSPS
Warning

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Pending
Delay

5

Cancellation

EMAIL (MULTI PREM)

SUBJECT: PSPS Outage Warning: Shutoffs start between [TIME]-[TIME] for safety

HEADER LINKS:

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

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. 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. | ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [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: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [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 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.

General Customer

1

Priority
Notification

2

PSPS
Watch

3

PSPS
Warning

4

Pending
Delay

5

Cancellation

EMAIL (MULTI PREM)

SUBJECT: PSPS Outage Warning: Shutoffs start between [TIME]-[TIME] for safety

HEADER LINKS:

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

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. Weather has changed in your area. We are now planning for your shutoff to begin at the updated time included in this message.

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. | ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [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: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [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 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.

APP-55

General Customer

1

Priority
Notification

2

PSPS
Watch

3

PSPS
Warning

4

Pending
Delay

5

Cancellation

EMAIL (MULTI PREM) CONT.

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, including Community Resource Centers where you can charge devices, 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 powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,
PG&E Customer Service

Message sent at [DATE, 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 Customer

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Notification

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Watch

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PSPS
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Delay

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Cancellation

PHONE/VOICE (SINGLE PREM)

This is PG&E calling on [DATE] at [SYSTEM TIME] with an important outage update. Your Public Safety Power Shutoff time at your location has been delayed. However, a shutoff is still possible. To hear this message in another language, call 1-833-208-4167. We are reviewing weather conditions to determine if a Public Safety Power Shutoff is still required at [PREMISE ADDRESS]. Please REMAIN PREPARED for a SHUTOFF. If a shutoff is required, we estimate power will return [DAY], [DATE] by [TIME]. We will continue to send updates. Call 211 for medical device charging resources, food replacement and other support. For more information, visit pge.com/pspsupdates or call 1-800-743-5002. Press # to repeat this message. Thank you and please stay safe.

PHONE/VOICE (MULTI PREM)

Your Public Safety Power Shutoff time at your location has been delayed. To hear this message in another language, call 1-833-208-4167. We are reviewing weather conditions to determine if a Public Safety Power Shutoff is still required to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Please REMAIN PREPARED for a SHUTOFF. The Public Safety Power Shutoff time has been delayed for the meters at the following addresses: [PREMISE ADDRESS #1], [PREMISE ADDRESS #2], [PREMISE ADDRESS #3]. If a shutoff is still required, we estimate power will return [DAY], [DATE] by [TIME]. To get details of each [NUMBER of SPIDs FOR MULTI PREM] of your affected meters: 1) Visit pge.com/myaddresses; 2) Enter this phone number [X-XXX-XXX-XXXX]; and 3) When prompted, enter the following 4-digit PIN [ZZZZ]. We will continue to send updates. Call 211 for medical device charging resources, food replacement and other support. For more information, visit pge.com/pspsupdates or call 1-800-743-5002. Thank you and please stay safe.

IVR LIVE (SINGLE PREM)

This is PG&E calling with an important outage update. The Public Safety Power Shutoff time at one or more of your meter locations has been delayed. However, a shutoff is still possible. To continue in English, press 1. We are reviewing weather conditions to determine if a Public Safety Power Shutoff is still required at [PREMISE ADDRESS]. Please REMAIN PREPARED for a SHUTOFF. If a shutoff is required, we estimate power will return [DAY], [DATE] by [TIME]. We will continue to send updates. Call 211 for medical device charging resources, food replacement and other support. For more information, visit pge.com/pspsupdates or call 1-800-743-5002. Press # to repeat this message. Thank you and please stay safe.

General Customer

1

Priority
Notification

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PSPS
Watch

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PSPS
Warning

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Pending
Delay

5

Cancellation

IVR LIVE (MULTI PREM)

This is PG&E calling with an important outage update. The Public Safety Power Shutoff time at one or more of your meter locations has been delayed. However, a shutoff is still possible. To continue in English, press 1. We are reviewing weather conditions to determine if a Public Safety Power Shutoff is still required to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Please REMAIN PREPARED for a shutoff. A shutoff is still POSSIBLE. The Public Safety Power Shutoff time has been delayed for the meters at the following addresses: <<PREMISE ADDRESS #1>>, [PREMISE ADDRESS #2], [PREMISE ADDRESS #3]. If a shutoff is required, we estimate power will return [DAY], [DATE] by [TIME]. To get details for each [NUMBER of SPIDs FOR MULTI PREM] of your affected meters: 1) Visit pge.com/myaddresses; 2) Enter this phone number X-XXX-XXX-XXXX; and 3) When prompted, enter the following 4-digit PIN [ZZZZ]. We will continue to send updates. Call 211 for medical device charging resources, food replacement and other support. For more information, visit pge.com/pspsupdates or call 1-800-743-5002. Press # to repeat this message. Thank you and please stay safe.

TEXT (SINGLE PREM)

PG&E PSPS Outage Alert: [DATE]. We are reviewing conditions to determine if a shutoff is still required at [ADDRESS] on [ESTIMATED SHUTOFF START DATE]. REMAIN PREPARED until you receive a cancel notification. Call 211 for services/support. PSPS outage info pge.com/pspsupdates 1-800-743-5002.

TEXT (MULTI PREM)

PG&E PSPS Outage Alert: [DATE]. We are reviewing conditions to determine if a shutoff is still required to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Meter list: [[pge.bz/12345]]. REMAIN PREPARED for a shutoff. Call 211 for services/support. PSPS outage info pge.com/pspsupdates 1-800-743-5002.

General Customer

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PSPS
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Cancellation

EMAIL (SINGLE PREM)

SUBJECT: Your PSPS outage has been delayed. A shutoff is still possible.

EMAIL PREVIEW TEXT: We are reviewing weather conditions to determine if a Public Safety Power Shutoff is still required.

HEADER LINKS:

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

HEADLINE: Public Safety Power Shutoff

SUBHEAD: Public Safety Power Shutoff still possible

Your Public Safety Power Shutoff (PSPS) outage is delayed. We continue to closely monitor weather conditions. Please REMAIN PREPARED for a SHUTOFF. If weather conditions improve and we do not plan to turn off power for public safety, we will send you a cancel notification.

ADDRESS: [ADDRESS, CITY, STATE, COUNTY]

NEW SHUTOFF TIME: TBD

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

This is an estimated time. Factors such as weather conditions and equipment damage can delay restoration.

All customers should have a plan for an extended PSPS outage. Weather forecasts and conditions change frequently. We will provide daily updates until the risk has passed or power is restored. Call 211 for medical device charging resources, food replacement and other support such as charging stations. For PSPS outage info, visit pge.com/pspsupdates or call 1-800-743-5002. For more information, visit pge.com/pspsupdates or call 1-800-743-5002.

General Customer

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Priority
Notification

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PSPS
Warning

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Pending
Delay

5

Cancellation

EMAIL (SINGLE PREM) CONT.

RESOURCES TO HELP YOU PREPARE:

- If you rely on power to operate a medical device, assistive technology or for independent living needs, [click here for some helpful resources](#) for some helpful resources. You will find information on continuous power, accessible transportation, hotel accommodations or food replacement options. You can also call 211 to find resources available in your community.
- [View a list of community resource centers](#). These centers provide medical equipment and device charging, Wi-Fi, bottled water and snacks.
- [Find information on generator or portable battery rebates](#), plus generator safety tips.
- [Look up additional addresses that may be affected](#). View a general area map of the potential PSPS outage area.
- [Find PSPS outage tips](#), plus a sample emergency plan.
- [Learn more about PSPS outages](#), including how the decision to shut off the power is made.
- [View the 7-day Public Safety Power Shutoff forecast](#).
- If you see a downed powerline, assume it is energized and extremely dangerous. Report it immediately by calling 911.

Thank you,
PG&E Customer Service

Message sent at [DATE, 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 Customer

1

Priority
Notification

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PSPS
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Cancellation

EMAIL (MULTI PREM)

SUBJECT: Your PSPS outage has been delayed. A shutoff is still possible.

EMAIL PREVIEW TEXT: We are reviewing weather conditions to determine if a Public Safety Power Shutoff is still required.

HEADER LINKS:

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

HEADLINE: Public Safety Power Shutoff

SUBHEAD: Public Safety Power Shutoff still possible

Your Public Safety Power Shutoff (PSPS) outage has been delayed. We continue to closely monitor weather conditions. Please REMAIN PREPARED for a SHUTOFF. If weather conditions improve and we do not plan to turn off power for public safety, we will send you a cancel notification.

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: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [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: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage. |

(Repeat for first 50 premises that would be affected)

For more information visit pge.com/pspsupdates or call 1-800-743-5002.

General Customer

1

Priority
Notification

2

PSPS
Watch

3

PSPS
Warning

4

Pending
Delay

5

Cancellation

EMAIL (MULTI PREM) CONT.

RESOURCES TO HELP YOU PREPARE:

- If you rely on power to operate a medical device, assistive technology or for independent living needs, [click here for some helpful resources](#) for some helpful resources. You will find information on continuous power, accessible transportation, hotel accommodations or food replacement options. You can also call 211 to find resources available in your community.
- [View a list of community resource centers](#). These centers provide medical equipment and device charging, Wi-Fi, bottled water and snacks.
- [Find information on generator or portable battery rebates](#), plus generator safety tips.
- [Look up additional addresses that may be affected](#). View a general area map of the potential PSPS outage area.
- [Find PSPS outage tips](#), plus a sample emergency plan.
- [Learn more about PSPS outages](#), including how the decision to shut off the power is made.
- [View the 7-day Public Safety Power Shutoff forecast](#).
- If you see a downed powerline, assume it is energized and extremely dangerous. Report it immediately by calling 911.

Thank you,
PG&E Customer Service

Message sent at [DATE, 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

1

Priority
Notification

2

PSPS
Watch

3

PSPS
Warning

4

Pending
Delay

5

Cancellation

PHONE/VOICE (SINGLE PREM)

This is PG&E calling on [DAY, DATE] at [TIME] with an important message. The Public Safety Power Shutoff at your location is canceled. To hear this message in another language call 1-833-208-4167. Forecasted weather conditions have improved. We are not planning to turn off power for public safety at [ADDRESS] on [DAY] [DATE]. However, weather forecasts can change quickly. We recommend that you are always ready with an outage plan. For more information visit pge.com/pspsupdates or call 1-800-743-5002. Press # to repeat this message. Thank you and please stay safe.

PHONE/VOICE (MULTI PREM)

This is PG&E calling on [DAY, DATE] at [TIME] with an important message. The Public Safety Power Shutoff at your location is canceled. To hear this message in another language call 1-833-208-4167. Forecasted weather conditions have improved. We are not turning off power for public safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. The meters at the following addresses: [ADDRESS #1], [ADDRESS #2], [PREMISE ADDRESS #3] will not be turned off. To get details for your [NUMBER of SPIDs FOR MULTI PREM] canceled meters, visit pge.com/myaddresses. On the website, enter your phone number [X-XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZ]. Weather forecasts can change quickly. We recommend that you are always ready with an outage plan. Outages can happen at any time without warning. For more information visit pge.com/pspsupdates or call 1-800-743-5002. Thank you and stay safe.

TEXT (SINGLE PREM)

PG&E PSPS Outage Cancellation: [DATE]. Forecasted weather conditions have improved. We are not turning off power for public safety at [ADDRESS] on [DATE]. However, weather forecasts can change quickly. We recommend that you are always ready with an outage plan. More info, other languages and preparation tips: pge.com/pspsupdates.

TEXT (MULTI PREM)

PG&E PSPS Outage Cancellation: [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. However, weather forecasts can change quickly. We recommend that you are always ready with an outage plan. Meter list: [pge.bz/12345]. More info, other languages, and preparation tips: pge.com/pspsupdates.

Transmission and Wholesale Customer Notifications

PG&E made every effort to provide notifications to Transmission-level and Wholesale Customers through:

- Automated/Live Calls
- Text Messages
- Emails

PG&E continued to support these customers through the Critical Infrastructure Lead (CIL) automated notifications and/or Customer Relationship Manager.

The following outlines the various notifications PG&E sent prior to the 10/22-10/24 Weather Event:

1

PSPS Watch
(Automated notification approx. one and two days before event)

2

PSPS Warning

3

Cancellation

Transmission and Wholesale Customers

1

PSPS Watch
(Automated notification approx.
one and two days before event)

2

**PSPS
Warning**

3

Cancellation

TRANSMISSION PHONE (RECORDING)

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 [TIME], [DATE] with the peak period of fire risk forecasted to last until [TIME] on [DATE]. The estimated restoration is [DATE] by [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 nonoperational 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.

TRANSMISSION TEXT

PG&E PSPS Outage Alert [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 the PG&E's GCC by calling 707-449-6700 for operational questions.

TRANSMISSION EMAIL

SUBJECT: PG&E Transmission PSPS Watch: On [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. 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-cilsupport@pge.com.

IMPACTED SUBSTATION: [INDUSTRY CLASSIFICATION] substation served by [SERVICE DESCRIPTOR] line.

ESTIMATED SHUTOFF: Starting between [TIME] on [DATE] and [TIME] on [DATE]. We expect weather to improve beginning at [TIME] on [DATE]. After severe weather has passed, we will inspect equipment before restoring power.

ESTIMATED RESTORATION: [DATE] by [TIME]. Actual shutoff and restoration times may be delayed depending on weather and equipment conditions.

Transmission and Wholesale Customers

1

PSPS Watch

(Automated notification approx. one and two days before event)

2

PSPS Warning

3

Cancellation

TRANSMISSION EMAIL CONT.

We recommend all potentially affected facilities plan for an extended outage.

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.

Thank you,

PG&E Critical Infrastructure Lead

Message sent at [DATE, TIME]

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

Transmission and Wholesale Customers

1

PSPS Watch

(Automated notification approx. one and two days before event)

2

PSPS Warning

3

Cancellation

WHOLESALE VOICE

This is Pacific Gas & Electric calling regarding grid conditions expected to commence around [TIME] on [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.

WHOLESALE TEXT

PG&E PSPS Outage Alert [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.

WHOLESALE EMAIL

SUBJECT: PG&E Transmission PSPS Alert: Fault Duty impact for [CIRCUIT] substation on [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).

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: [CIRCUIT] 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.

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.

Transmission and Wholesale Customers

1

PSPS Watch
(Automated notification approx.
one and two days before event)

2

**PSPS
Warning**

3

Cancellation

WHOLESALE EMAIL (CONT.)

Thank you,
PG&E Critical Infrastructure Lead

Message sent at [DATE, 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.

TRANSMISSION EMAIL

SUBJECT: PG&E Transmission PSPS Alert: Fault Duty impact for [CIRCUIT] substation on [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).

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: [CIRCUIT] 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.

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.

Thank you,
PG&E Critical Infrastructure Lead

Message sent at [DATE, TIME]

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

Transmission and Wholesale Customers

1

PSPS Watch

(Automated notification approx. one and two days before event)

2

PSPS Warning

3

Cancellation

TRANSMISSION VOICE

This is P G and E calling with a Public Safety Power Shutoff Outage Warning. To replay this message at any time, press#. Current weather forecasts, including high winds and dry conditions, will require us to turn off the power to your facility to help prevent a wildfire. We will turn off power for safety at [PREMISE ADDRESS] between [TIME] on [DATE] and [TIME] on [DATE]. We estimate power will be restored: [DATE], by [TIME]. We recommend your facility plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored.

TRANSMISSION TEXT

PG&E PSPS Outage Warning [DATE]: Current weather forecasts require us to turn off the power at [PREMISE ADDRESS] to help prevent a wildfire. When de-energization is imminent, the Transmission Grid Control Center will notify your operators and be available to answer questions.

COL TEXT

PG&E PSPS Outage Warning [DATE]: Current weather forecasts, including high winds and dry conditions, will require us to turn off the power at [PREMISE ADDRESS] to help prevent a wildfire. As a reminder, once we have given the weather All Clear, you can begin the process to assess your electric equipment to ensure it is safe to re-energize.

Transmission and Wholesale Customers

1

PSPS Watch
(Automated notification approx.
one and two days before event)

2

**PSPS
Warning**

3

Cancellation

TRANSMISSION EMAIL

SUBJECT: PG&E Transmission PSPS Alert: Warning Notification

[PG&E Logo] Public Safety Power Shutoff (PSPS)

[Exclamation Logo] PSPS Outage Warning

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

Current weather forecasts, including high winds and dry conditions, will require us to turn off the power to your facility to help prevent a wildfire. We will turn off power for safety at [PREMISE ADDRESS] between [TIME] on [DATE] and [TIME] on [DATE]. We estimate power will be restored: [DATE] by [TIME].

We recommend your facility plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored.

Thank you,

PG&E Critical Infrastructure Lead

Message sent at [DATE, TIME]

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

Transmission and Wholesale Customers

1

PSPS Watch

(Automated notification approx. one and two days before event)

2

PSPS Warning

3

Cancellation

TRANSMISSION VOICE

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 [TIME] on [DATE]. Thank you. P G and E Critical Infrastructure Lead.

TRANSMISSION TEXT

PG&E PSPS Outage Alert [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.

TRANSMISSION 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

Forecasted weather conditions have improved and we are NOT planning to turn off power for public safety for [INDUSTRY_CLASSIFICATION] substation on [DATE] at [TIME].

Thank you,

PG&E Critical Infrastructure Lead

Agency Resources/Tools

Newsletters, Websites, Nixle, Social Media, Common Alerting Protocol (CAP), In-Language Notifications

Included on the following pages are sample notifications that external parties may have used to help communities prepare for the 10/22-10/24 Weather Event. These include:

- Newsletters and/or Websites Content
- Nixle
- Sample Social Media Posts
- PG&E Media and Social Media Overview
- Common Alerting Protocol (CAP) Message Templates
- In-Language Notifications

Newsletter, Website, Nixle

NEWSLETTERS AND WEBSITES

If severe weather threatens a portion of the electric system serving your community, it may be necessary for PG&E to turn off electricity in the interest of public safety. This is called a Public Safety Power Shutoff (PSPS). PG&E is asking all of its electric customers to be prepared for these possible public safety power outages. For planning purposes, PG&E suggests customers prepare for multiple-day outages.

We share what we know about the weather and our equipment as soon as we can. While weather conditions can be uncertain, we aim to send you notifications via calls, texts and emails two days ahead, one day ahead, just before shutting off power, once power is turned off and daily until power is restored. Make sure PG&E has your current contact information by visiting pge.com/mywildfirealerts or calling 1-866-743-6589. You can also find tips for evaluating your home and preparing an emergency plan to be ready for the threat of wildfire and possible power outages at pge.com/wildfiresafety.

NIXLE

PG&E Safety Notification: Forecasted weather conditions could cause power outages in your area. Prepare a plan. More info: pge.com or 1-800-743-5002.

Newsletter, Website, Nixle

FACEBOOK AND INSTAGRAM

Are you prepared for power outages? PG&E may need to turn off electricity in the interest of public safety. This is called a Public Safety Power Shutoff. [@pacificgasandelectric](#) wants all of its electric customers to be prepared for these possible public safety power outages. For planning purposes, PG&E suggests customers prepare for multiple-day outages.

[@pacificgasandelectric](#) goal, dependent on weather, is to send customer notifications 48 hours in advance, 24 hours in advance and just prior to shutting off power. They will do so through automated calls, texts and emails. Make sure PG&E has your current contact information by visiting pge.com/mywildfirealerts or calling 1-866-743-6589. You can also find tips for evaluating your home and preparing an emergency plan to be ready for the growing threat of wildfire and possible power outages at pge.com/wildfiresafety.

TWITTER

[@PGE4Me](#) may turn off electricity for safety if severe weather threatens a portion of the electric system. This is called a Public Safety Power Shutoff. Visit pge.com/wildfiresafety for more info. #PSPS

[@PGE4Me](#) is asking customers to prepare for a possible Public Safety Power Shutoff due to severe weather conditions. Visit pge.com/wildfiresafety to learn more. #PSPS

[@PGE4Me](#) invites every electric customer to review preparedness tips at pge.com/wildfiresafety & learn more about its Public Safety Power Shutoff program. Even customers outside of a high fire-threat area could be impacted. #PSPS

[@PGE4Me](#) is will provide notice to customers in advance of a Public Safety Power Shutoff. To ensure you receive the notifications, visit [mywildfirealerts](https://pge.com/mywildfirealerts) to update your contact information with PG&E. #PSPS

Before, during and after a PSPS event, PG&E posts information on Facebook, Instagram, Twitter and Nextdoor. Cities, counties and agencies are encouraged to repost information as it becomes available.

Newsletter, Website, Nixle

NEXTDOOR

IMPORTANT SAFETY Notification: Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Portions of your community are estimated to be shut off beginning [DATE] between [TIME] and [TIME] on [DATE]. Estimated restoration for your area is on [DATE] by [TIME]. Actual shutoff and restoration times may be delayed depending on weather and equipment conditions. If these conditions persist, PG&E may need to turn off power in your neighborhood. If we do need to turn off power for safety, we will work to restore power as soon as it is safe to do so.

If you see a downed powerline, assume it is energized and extremely dangerous. Do not touch or try to move it — and keep children and animals away. Report downed powerlines immediately by calling 911.

Please have your emergency plan ready. For more information, visit [pge.com](https://www.pge.com) or call 1-800-PGE-5002.

Before, during and after a PSPS event, PG&E posts information on Facebook, Instagram, Twitter and Nextdoor. Cities, counties and agencies are encouraged to repost information as it becomes available.

PG&E Media and Social Media Overview

MEDIA ENGAGEMENT

During a PSPS event, PG&E distributes daily news releases about weather conditions, Customer Resource Center (CRC) hours, infrastructure damages and restoration times. PG&E also engages multicultural media to inform the public in multiple languages. During a large PSPS event, we also hold press conferences to help inform the public.

SOCIAL MEDIA ENGAGEMENT

Before, during and after a PSPS event, PG&E posts updates on Facebook, Nextdoor and Twitter. Upon request, we can also provide the content of our customer notifications to share via city or county websites, Nixle and Reverse 911.

SAMPLE POSTS

Public Safety Power Shutoff
ADVISORY

We are providing emergency information this year in 16 languages.
Aviso | 警告 | khuyến cáo | Raunawa | Уведомление | 주의보 | คำแจ้งเตือน | 警告
Tawm tswv yim | सलाह | تحذير | اعلاميه | परामर्श | ကာလိုင်ခံယူဖို့ကဏ္ဍ

Find out the latest at our PSPS information hub: pge.com/pmps

Public Safety Power Shutoff Criteria

We may need to turn off power during severe weather.

PSPS CRITERIA

- ✓ Low humidity levels
- ✓ Forecasted high winds
- ✓ Red Flag Warning
- ✓ Conditions of dry material on the ground
- ✓ On-the-ground, real-time observations

Find out the latest at our PSPS information hub: pge.com/pmps

Search the Address Lookup Tool
To Find Out if You'll Be Impacted

Search at pge.com/addresslookup to see if a Public Safety Power Shutoff is being planned in your area.

Find out the latest at our PSPS information hub: pge.com/pmps

Public Safety Power Shutoff
Restoration Process

- ALL CLEAR**
PG&E meteorologists issue the weather "all clear"
- PATROL**
Crews inspect for weather-related damage to lines, poles and towers
- REPAIR**
Crews repair equipment in areas where damage is found
- RESTORE**
PG&E restores power when equipment is safe to energize

Find out the latest at our PSPS information hub: pge.com/pmps

Common Alerting Protocol (CAP) Messaging Templates

1

**PSPS
Watch**

2

**PSPS
Warning**

3

**Cancellation
Notification**

EMERGENCY NOTIFICATION SYSTEM (EAS)

A CIVIL AUTHORITY HAS ISSUED A [TEXT FROM EVENT CODE] FOR THE FOLLOWING COUNTIES/ AREAS: [TEXT FROM COUNTY CODE(S)] AT [DATE/TIME] EFFECTIVE UNTIL [DATE/TIME]. Message from [TEXT OF SENDER NAME]. Forecasted weather conditions have improved and PG&E will not be turning off power to prevent wildfires. For more information visit pge.com/pspsupdates.

WIRELESS EMERGENCY NOTIFICATION (WEA)

Forecasted weather conditions have improved, power will not be turned off in [TEXT FROM COUNTY CODE(S)].

NOVA WEATHER RADIO (NWR)

THE FOLLOWING MESSAGE IS TRANSMITTED AT THE REQUEST OF THE [TEXT FROM SENDER NAME]. Forecasted weather conditions have improved and PG&E will not be turning off power to prevent wildfires in [TEXT FROM COUNTY CODE(S)]. For more information visit pge.com/pspsupdates.

In-Language Notifications

OVERVIEW

Information on PSPS outages was offered in 16 non-English languages, including: Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong, Thai, Hindi and Portuguese. Customers may have chosen to receive alerts in one of these languages at [pge.com/myalerts](https://www.pge.com/myalerts).

Translated support in more than 240 languages was available at 1-866-743-6589. We also pre-recorded general notification messaging in American Sign Language to serve those who are deaf and hard of hearing.

There may have been some variation in the overall customer experience of in-language notifications based on two factors: (1) the specific languages for the automated phone call notifications and (2) if a language preference has been set by the customer.

| | Language Preference Set by Customer | | Language Preference Not Set by Customer | |
|------------------------|--|--|---|--|
| | Language | Language | Language | Language |
| | <ul style="list-style-type: none"> Spanish Chinese Vietnamese Tagalog Russian Korean | <ul style="list-style-type: none"> Arabic Punjabi Farsi Japanese Khmer Hmong | <ul style="list-style-type: none"> Spanish Chinese Vietnamese Tagalog Russian Korean | <ul style="list-style-type: none"> Arabic Punjabi Farsi Japanese Khmer Hmong |
| Automated Calls | Receives in-language message that mirrors the English notification | See next section | Initial message provided in English. To continue in English customer must press 1 or will be provided prompts for other languages to listen to in-language personalized notification (same as English version) | Initial message provided in English. To continue in English customer must press 1 or will be provided prompts for other languages. Once language is selected, general outage message will play with option to speak to agent or use in-language web content |
| SMS Texts | Receives in-language message that mirrors the English notification | See next section | Text message includes link to PG&E's PSPS website where users can select their language for translated PSPS event information | Text message includes link to PG&E's PSPS website where users can select their language for translated PSPS event information |
| Emails | Receives in-language message that mirrors the English notification | See next section | Email message includes language icon in header of email for customers to select, which directs customers to translated PSPS event information on PG&E's website | Email message includes language icon in header of email for customers to select, which directs customers to translated PSPS event information on PG&E's website |

In-Language Notifications Continued

WEBSITE

At pge.com/pmps, materials are translated in 16 languages, including English, Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong, Thai, Hindi and Portuguese.

CALL CENTER

PG&E's call center providers translation services in 240+ languages, including 10 indigenous languages.

INDIGENOUS LANGUAGE SUPPORT

PG&E is engaging with Community-Based Organizations (CBOs) and multi-cultural media organizations to provide translated communications in a variety of languages spoken by Indigenous communities that occupy significant roles in California's agricultural economy (e.g., Mixteco, Zapoteco). This includes outreach and preparedness messaging and/or PSPS event updates, such as providing Facebook Live updates, messages on radio stations serving indigenous communities, and/or community events/meetings.

PACIFIC GAS AND ELECTRIC COMPANY
APPENDIX E
SECTION 6 – PUBLIC SAFETY PARTNERS CONTACTED

| Organization/Jurisdiction | Title | HFTD Tier | Date/Time Contacted |
|------------------------------------|-------------------------------|-----------|----------------------|
| Yolo County | Interim OES Director | Tier 2 | 10/20/2022 14:10 PDT |
| Yolo County | MHOAC | Tier 2 | 10/20/2022 14:10 PDT |
| Yolo County | OES Coordinator | Tier 2 | 10/20/2022 14:10 PDT |
| Yolo County | Dispatch | Tier 2 | 10/20/2022 14:11 PDT |
| Yolo County | Non-Emergency | Tier 2 | 10/20/2022 14:11 PDT |
| Yolo County CCA | General | Tier 2 | 10/20/2022 14:10 PDT |
| Yolo County Communication Facility | AT&T Mobility LLC | Tier 2 | 10/20/2022 14:20 PDT |
| Yolo County Communication Facility | GTE Mobilnet of California LP | Tier 2 | 10/20/2022 14:20 PDT |
| Yolo County Communication Facility | Sprint Corporation | Tier 2 | 10/20/2022 14:20 PDT |

PACIFIC GAS AND ELECTRIC COMPANY

APPENDIX F

SECTION 8 – ALL-CLEAR ZONE MAP

Appendix F: ALL-CLEAR ZONE MAP

Figure F-1. All-Clear Zone Map¹



¹ Appendix E provides a map of PG&E's All-Clear Zones, however, these were not referenced during the October 22 – October 24 Weather Event as PG&E did not initiate a PSPS.

PACIFIC GAS AND ELECTRIC COMPANY

APPENDIX G

SECTION 9 – COMMUNITY RESOURCE CENTER LOCATIONS

Appendix G: LIST OF PG&E COMMUNITY RESOURCE CENTERS

During this EOC activation, when counties were descoped and a CRC was already open, PG&E worked with County OES to demobilize sites in accordance with the latest scope. The table below provided details of the five CRCs that PG&E mobilized during the October 22-24, 2022 Weather Event, including specific locations, dates and times opened and closed, total attendance for each location, and amenities provided.

Table G-1. Community Resource Centers Provided by PG&E

| # | County | Site Name | Address | Operating Hours (PDT) | | Total Visitors | Indoor / Outdoor | Amenities Provided |
|---|--------|-------------------------------------|---|-----------------------|-----------------|----------------|--------------------------|--|
| | | | | Day 1 Oct-22 | Day 2 Oct-23 | | | |
| 1 | Colusa | Indian Valley Elementary School | 5180 Lodoga Stonyford Rd, Stonyford, CA 95979 | 0900 - 2200 | 0800 - 1415 | 26 | Outdoor (Open Air Tents) | Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging |
| 2 | Glenn | Elk Creek Junior Senior High School | 3430 Co Rd 309, Elk Creek, CA 95939 | 0800 - 2200 | 0800 - 1330 | 45 | Outdoor (Open Air Tents) | Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging |
| 3 | Tehama | Rancho Tehama Association | 17605 Park Terrace Road, Corning, CA 96021 | 0800 - 2200 | N/A | 392 | Outdoor (Open Air Tents) | Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging |
| 4 | Tehama | Flournoy Elementary School | 15850 Paskenta Rd, Flournoy, CA 96029 | 0800 - 2200 | N/A | 25 | Outdoor (Open Air Tents) | Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging |
| 5 | Tehama | Lassen Mineral Lodge | 18961 Husky Way, Mineral, CA 96063 | 0800 - 2200 | 0800 - 2200 | 87 | Outdoor (Open Air Tents) | Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging |