

Community Wildfire Safety Program

SAN FRANCISCO LIFELINES COUNCIL

September 10, 2020



Safety



We appreciate your participation during this challenging time and hope the following information is helpful in understanding how PG&E is working to reduce wildfire risk.



Community Wildfire Safety Program



REDUCE WILDFIRE POTENTIAL

- Asset inspection and repair
- Enhanced vegetation management
- System automation
- System hardening
- Public Safety Power Shutoffs



IMPROVE SITUATIONAL AWARENESS

- Weather stations
- High-definition cameras
- Wildfire Safety Operations Center (WSOC)
- Meteorology



REDUCE IMPACT OF PSPS EVENTS


- Reduce impacted customers
- Reduce length
- Improve coordination with and support communities and customers



2020 System Improvements

YEAR-TO-DATE 2020 PROGRESS RELATIVE TO 2020 GOALS (AS OF 8/26)

<p>WEATHER STATIONS Adding additional stations to enhance weather forecasting and tracking; 860 total stations installed to date</p>	<p>234 STATIONS 400 TOTAL STATIONS BY 12/31/20</p>	<p>59% installed</p>
<p>HIGH-DEFINITION CAMERAS Improving real-time monitoring of high-risk areas and conditions; 252 total cameras installed to date</p>	<p>110 CAMERAS 200 TOTAL CAMERAS BY 12/31/20</p>	<p>55% installed</p>
<p>SECTIONALIZING DEVICES Separating the distribution grid into smaller sections for more targeted PSPS events</p>	<p>595 DEVICES 592 TOTAL DEVICES BY 9/1/20</p>	<p>101% commissioned</p>
<p>TRANSMISSION LINE SWITCHES Installing switches to redirect high-voltage power and keep communities energized</p>	<p>36 SWITCHES 23 TOTAL SWITCHES BY 6/1/20</p>	<p>157% complete</p>
<p>SUBSTATION GENERATION READINESS Readying substations for backup power and positioning temporary generation to keep customers energized</p>	<p>59 SITES 62 TOTAL LOCATIONS BY 9/1/20</p>	<p>95% ready</p>
<p>SYSTEM HARDENING Installing stronger poles, covered lines and/or targeted undergrounding</p>	<p>153 MILES 241 TOTAL LINE MILES BY 12/31/20</p>	<p>63% complete</p>
<p>ENHANCED VEGETATION MANAGEMENT Meeting and exceeding state vegetation and safety standards</p>	<p>1,529 MILES 1,800 TOTAL LINE MILES BY 12/31/20</p>	<p>85% complete</p>

 Measures to reduce the impact of PSPS and wildfire risk

 Measures to improve infrastructure safety

Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires. Data as of August 2020.

San Francisco County Overview

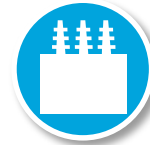
CPUC High Fire-Threat District Map San Francisco County



437 total overhead distribution miles



0.45 total overhead transmission miles



32 total substations



403,900 total customers served



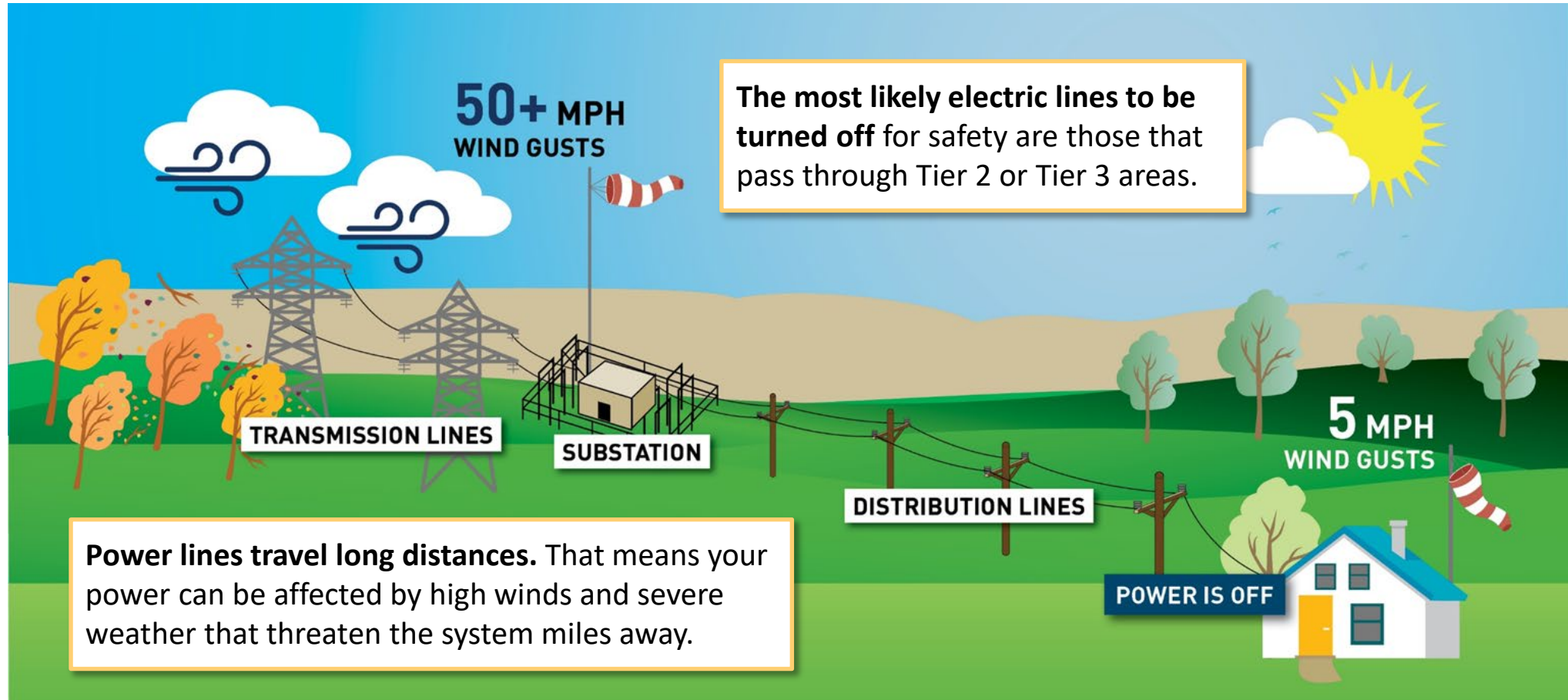
3,100 total Medical Baseline Customers



1,000 total critical facilities

What Is A Public Safety Power Shutoff?

We may need to turn off power during severe weather to prevent major wildfires. This is called a Public Safety Power Shutoff (PSPS).



What Weather Could Lead To A PSPS?

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



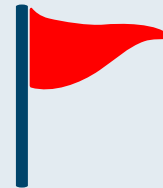
LOW HUMIDITY LEVELS
generally 20% and below



FORECASTED WINDS
above 25 mph and gusts
above 45 mph



CONDITION OF DRY MATERIAL
on the ground and live vegetation
(e.g., moisture content)



A RED FLAG WARNING
declared by the National
Weather Service



ON-THE-GROUND, REAL TIME OBSERVATIONS

SMALLER

33% FEWER
IMPACTED CUSTOMERS

- Secured over 450 megawatts of temporary generation to support substations and critical customers
- Adding ~600 sectionalizing devices and line switches to limit the size of outages
- Increased weather model resolution for more precise events

Fewer Customers Impacted



SHORTER

50% FASTER
RESTORATION TIMES

- Secured 30 additional aircraft, for faster and around-the-clock patrols
- Using infrared equipment to enable night inspections
- Expanded mutual assistance program

Faster Inspections



SMARTER

BETTER COMMUNICATIONS, RESOURCES AND ASSISTANCE BEFORE, DURING AND AFTER A PSPS EVENT

- Improved coordination with local agencies and critical service providers
- Improved and strengthened PSPS event website
- Enhanced customer notifications with more detailed information
- Coordinated county-specific and COVID-19 CRC plans
- Increased support for customers with Access and Functional Needs
- Using AI to improve data collection and analysis for better event management and situation reports
- Trained leadership and EOC staff in Standard Emergency Management System

Support for Customers and Communities



As COVID-19 continues, we are focused on actions that reduce the impact of Public Safety Power Shutoff events on customers and communities.

In response to COVID-19, we are taking the following actions:



Coordinating with the California Hospital Association, the Hospital Council of Northern and Southern California and directly with hospitals to ensure that ALL COVID-19 critical hospitals in high fire-threat areas can continue operating effectively during a PSPS event.



Working with county governments and local Offices of Emergency Services (OES) to ensure that current and potential future auxiliary medical facilities and temporary pandemic-care facilities will be protected from disruptive de-energization.



Updating Medical Baseline enrollment and renewal so customers can self-certify without a physician's note. Medical Baseline enrollments have increased by roughly 25,000 customers (13%) over the last three months.



Offering micro Community Resource Centers (smaller, open air tents) and mobile CRCs (vans) to supplement indoor CRCs if shelter-at-home and physical distancing requirements are in place during PSPS events.



Using temporary generation and grid-based solutions to support some communities and societally important facilities to limit the number of areas that we must de-energize in PSPS events.





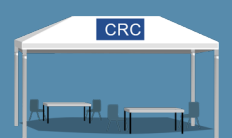

Updating work processes and procedures to ensure the safety of customers and employees during essential wildfire safety work.



CRC Resources and COVID-19 Considerations

Given the current COVID-19 environment, in addition to continuing to establish indoor CRCs, we are implementing outdoor contingencies including Micro and Mobile CRCs.






- Indoor and outdoor CRC locations developed in consultation with local and tribal governments.
- In PSPS events, actual deployment locations and preferred CRC type will be coordinated with local and tribal governments.
- During a PSPS event, CRC locations will be shared on pge.com/pspsupdates and via social media.
- Operating hours will be from 8:00 a.m. to 10:00 p.m.
- CRCs will be professionally staffed rather than employee volunteers.

				
Details/Resources	Indoor	Tent	Micro	Mobile
CRC Overview	Indoor site (i.e. Community Center)	Soft-sided tent at outdoor site	Open air tents at outdoor site	Sprinter van and tents at outdoor site
If Physical Distancing Required	Metering inside and physical distancing	N/A; due to size limits of tent, will not use	Grab-and-go bags*; metering and physical distancing	Grab-and-go bags*; metering and physical distancing
COVID-19 Health and Safety Measures	✓	✓	✓	✓
ADA-Accessible Restroom and Hand-Washing Station	✓	✓	✓	✓
Heating and Cooling	✓	✓		
Device Charging	✓	✓	✓ **	✓ **
Wi-Fi Service	✓	✓	✓	✓
Bottled Water	✓	✓	✓	✓
Non-Perishable Snacks	✓	✓	✓	✓
Tables and Chairs	✓	✓	✓ ***	✓ ***
Bagged Ice	✓	✓		
Blankets (quantities limited)	✓	✓	✓	✓
Security Personnel	✓	✓	✓	✓
Wind/Weather-Resistant	✓	Limited		

*Bag contains device charger, water, snacks and info card. **On-site charging for medical devices only.

***Tables and chairs for customers charging medical devices.

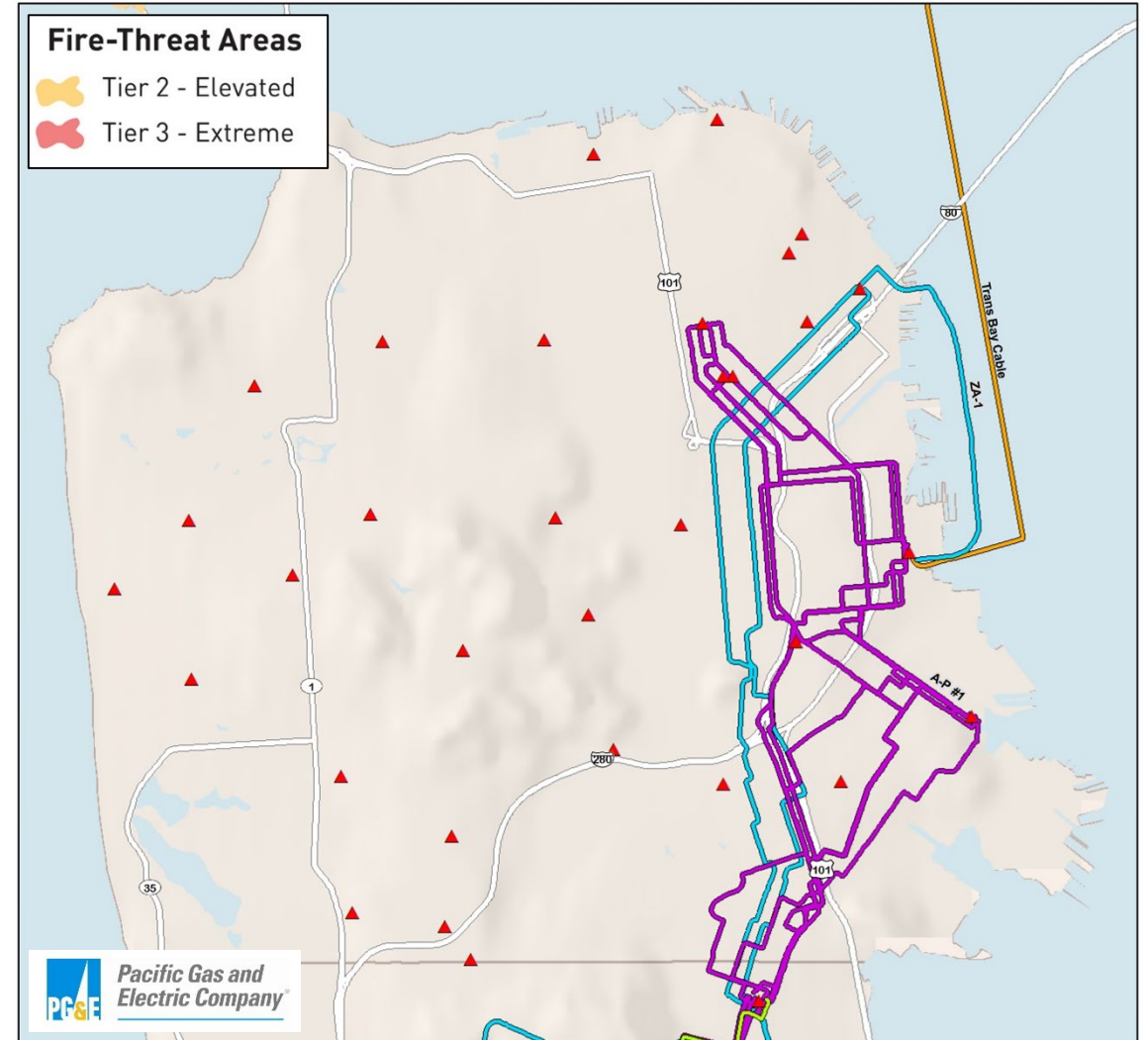
Transmission lines carry high-voltage electricity over long distances, like the freeways of the electric system. The higher the voltage, the more power that line is carrying.

- | | |
|---|--|
| Electric Transmission Line | PG&E Facility |
|  60 kV |  Substation |
|  115 kV | |
|  230 kV | |
|  Trans Bay Cable | |

**2019 Peak Load:
1,115 MW**

Data is publicly available at:
www.pge.com/wildfiremitigationplan

County Energy Commission (CEC) website:
<https://cecgis-caenergy.opendata.arcgis.com/>

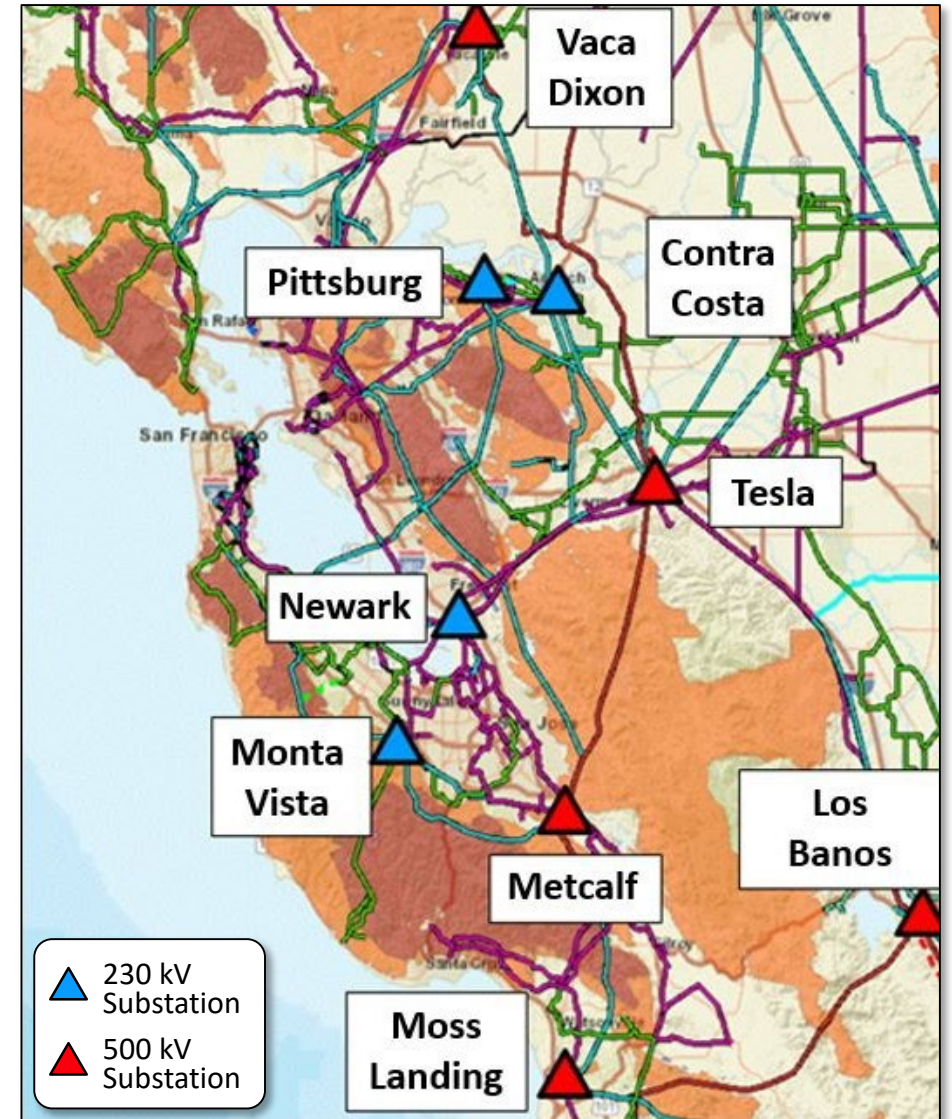


Greater Bay Area Electric Power Supply

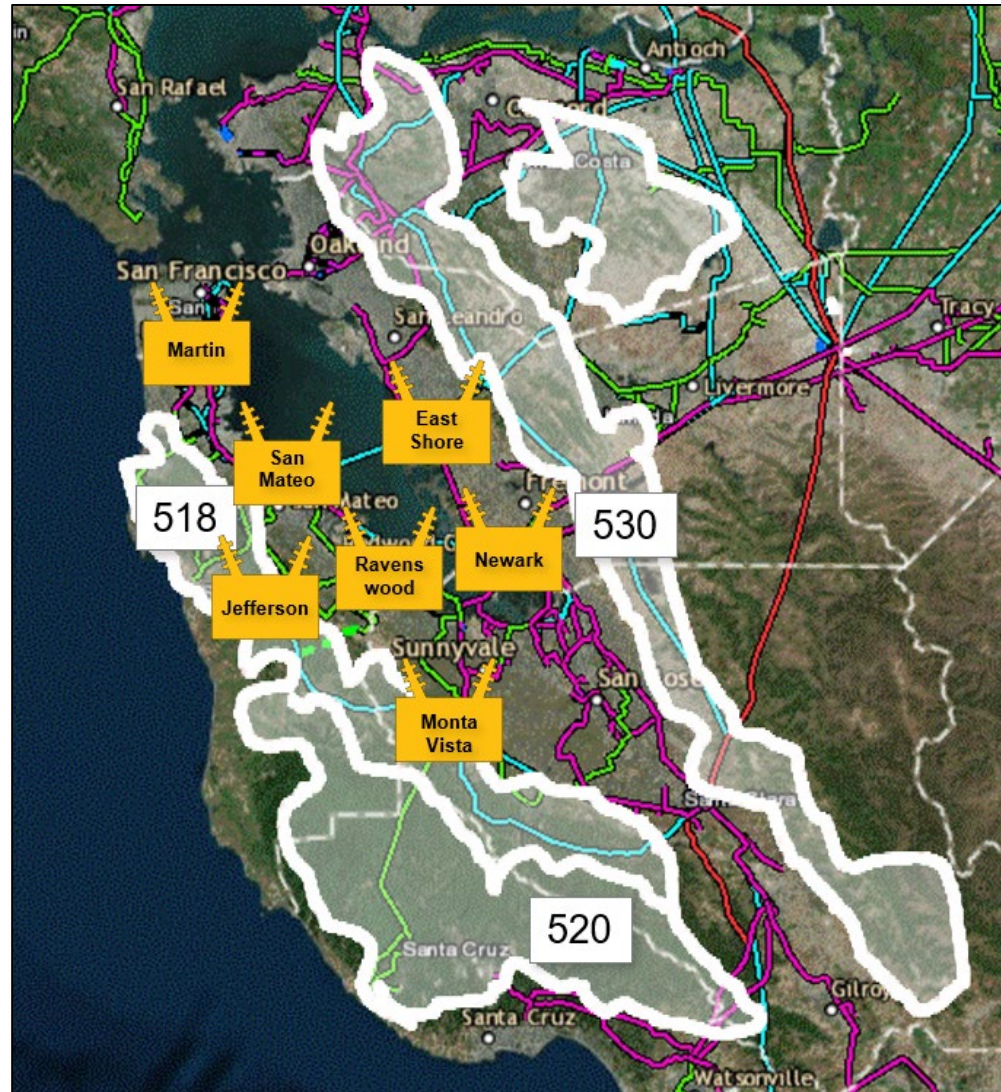
Within the greater Bay Area, there are **varying and robust sources of power connected to the bulk electric system.**

- **Supplying from the North:**
230 kV lines from the North Bay and Geysers substations
- **Supplying from the North East:**
500 kV and 230 kV lines from the Vaca, Dixon, Pittsburg and Contra Costa substations
- **Supplying from the East:**
500 kV and 230 kV lines from the Tesla substation
- **Supplying from the South:**
500 kV and 230 kV lines and generation from the Moss Landing substation

The electric power supply is an **interconnected grid.**



PG&E's Transmission System – Greater Bay Area





Critical Facility Customers

PG&E provides certain critical facility customers* with advanced communication (where possible), prioritized restoration and other resources in advance of and/or during planned outages (e.g., Public Safety Power Shutoffs) and unplanned outages (e.g., winter storms).

Facilities Identified As Critical Include:



Emergency Services Sector
(Police, Fire, Emergency)



Water and Wastewater Systems Sector
(Water/Wastewater Facilities)



Government Facilities Sector
(Schools, Jails, Prisons)



Communications Sector
(Communication Infrastructure)



Health Care and Public Health Sector
(Health Departments, Medical Facilities)



Chemical Sector (Chemical Manufacturing, Maintenance or Distribution Facilities)



Energy Sector (Public/Private Utility Facilities)



Transportation Sector (Major local and national public transportation centers)

We are also supporting **vote tabulation centers** in counties more likely to experience a PSPS event to **ensure that 2020 election activities are not interrupted.**

Critical Facility Identification & Agency Outreach

- PG&E has an existing process that identifies critical facility customers based on the criteria referenced above.
- We are providing cities, counties and tribal governments with a list of all critical facility customers within their jurisdiction through our secure PSPS portal (excluding commercially sensitive customer data, including telecommunication facilities). Agencies are encouraged to review and provide feedback to this existing list in alignment with CPUC criteria.

*As defined by the California Public Utilities Commission in Public Safety Power Shutoff Decision 19-05-042.

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

Improved CRC Plans

- › Locally coordinated locations
- › Expanded resources and multiple delivery models
- › COVID-19 precautions



Upgraded PSPS Website

- › Increased capacity
- › ADA accessible
- › Improved maps
- › Available in 13 languages



Expanded Customer Outreach

- › **16** Customer Webinars (~3,800 attendees)
- › **12** Postcards/Mailers/Brochures
- › **24** Customer Emails
- › **308M** average monthly advertising impressions (July/Aug.)



Critical Customer Support

- › **Ongoing critical customer list updates** in coordination with counties
- › **Support for COVID-19 essential hospitals** in high fire-risk areas
- › **Ongoing engagement with telecommunications providers** (including multiple notification tests)
- › **Listening sessions and webinars** with large customers and critical service providers
- › Resiliency plans for **vote tabulation centers**



Enhanced Customer Notifications

Detailed info up to 2 days in advance (including restoration times and links to customer resources)

- **2 DAYS BEFORE** power is turned off
- **1 DAY BEFORE** power is turned off
- **JUST BEFORE** power is turned off
- **DURING** the PSPS event (weather all clear and ETOR)
- **ONCE** power is restored





Advance PSPS Notifications

We provide advance notice prior to turning off power and updates until power is restored. This year, notifications will include more details about **when it's anticipated that the power will be shut off and restored.**

Timing of Notifications (when possible)



 PG&E ACCOUNT HOLDERS	 ZIP CODE ALERTS	 MEDIA AND SOCIAL MEDIA	 BUSINESSES AND MASTER METER
<p>We will send customers notifications through automated calls, texts and emails.</p> <p>Updating contact information is encouraged.</p> <p>CALL: 866-743-6589</p> <p>pge.com/mywildfirealerts</p>	<p>Non-PG&E account holders can receive event notifications by ZIP Code through automated calls, texts and emails.</p> <p>CALL: 877-9000-PGE TEXT: ENROLL to 97633</p> <p>pge.com/pspszipcodealerts</p>	<p>We will keep local news, radio outlets and social media outlets informed and updated.</p> <p>   </p> <p>pge.com/pspsupdates</p>	<p>We encourage businesses and master meter account holders to create a regularly-updated contact roster and share PSPS notifications with their contacts when they are received.</p> <p>pge.com/beprepared</p>



“PSPS Watch” Customer Notifications Scripts

WATCH EMAIL

PG&E
PG&E Outage Alert: Power shutoffs are required for safety
To: powercustomer@email.com

English español 中文 tiếng việt Tagalog na wika 한국어 русский язык VIEW AS A WEBPAGE >

 **Public Safety Power Shutoff**

 **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 power for wildfire safety.

 ESTIMATED SHUT OFF: Wednesday, October 7th 6PM–10PM <small>Shutoffs may be delayed if weather improves</small>	 ESTIMATED RESTORATION: Thursday, October 8th by 4PM
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3 METERS:

To download a CSV file of your locations, [visit XXXXXX](#).

WATCH TEXT

PG&E PSPS Outage Alert
10/5/20: Due to weather PG&E may turn off power for safety at 1234 EL ANYWHERE COURT on **10/7/20**.
Estimated shutoff: **6:00pm – 10:00pm**. Estimated restoration: **10/8/20 by 4:00 pm**. Changes in weather can affect shutoff & restoration times. [pge.com/pspsupdates](#)
Reply w/ “1” to verify receipt.

WATCH PHONE

This is PG&E calling with a PSPS outage alert. On 10/5/20, your power may be shut off for safety. To continue in English press 1. To replay this message at any time, press #.

Due to current weather forecasts 1234 EL ANYWHERE COURT is currently under a Watch for a Public Safety Power Shutoff. Weather forecasts including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. ESTIMATED SHUTOFF TIME: 10/7/20 between 6 pm and 10 pm. Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by 6 am on 10/8/20. After weather has improved, we will inspect equipment before restoring power.

ESTIMATED RESTORATION TIME: 10/8/20 by 4 pm. This restoration time may change depending on weather conditions and equipment damage.

We recommend all customers have a 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. For planning resources or more information visit [pge.com/pspsupdates](#) or call 1-800-743-5002.

If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/specialresources](#). If this is not the correct phone number for 1234 EL ANYWHERE COURT, press 2.

Press # to repeat this message.

Thank you. Goodbye.

“PSPS Warning” Notifications Scripts – General Customers

WARNING EMAIL

PG&E
PG&E Outage Alert: Power shutoffs are required for safety
To: powercustomer@email.com

English español 中文 tiếng việt Tagalog na wika 한국어 русский язык VIEW AS A WEBPAGE >

Public Safety Power Shutoff

PSPS Outage Warning
To protect public safety, PG&E has upgraded the Public Safety Power Shutoff watch to a warning.

ADDRESS:
123 Main Street

ESTIMATED SHUT OFF: Wednesday, October 7th 6PM–10PM <small>Shutoffs may be delayed if weather improves</small>	ESTIMATED RESTORATION: Thursday, October 8th by 4PM
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Power will remain off until weather conditions improve and equipment inspections are complete. This restoration time could change due to weather conditions or equipment damage.

WARNING TEXT

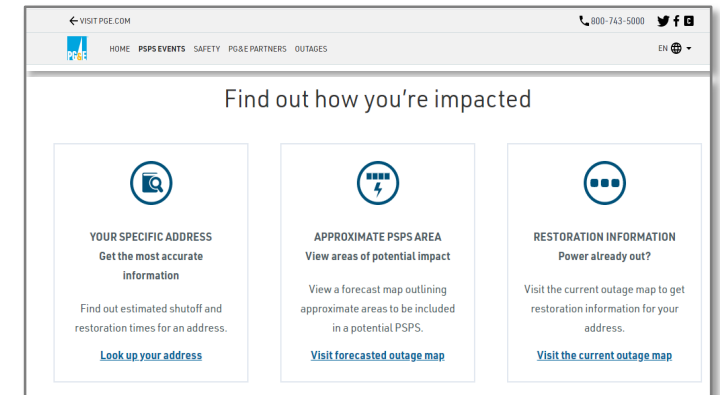
PG&E PSPS Outage Alert
10/7/20: PG&E will turn off power for safety at 1234 EL ANYWHERE COURT on **10/7/20**. Estimated shutoff: **6:00pm – 10:00pm** or later if weather improves. Estimated restoration: **10/8/20 by 4:00 pm** depending on weather & equipment damage. Info: pge.com/pspsupdates Reply w/ “1” to verify receipt.



We immediately upgraded our website to serve higher levels of traffic during a PSPS event following the October 2019 PSPS event and website failure.

We are increasing website hosting capability to support even higher web traffic in the future, including:

- ✓ Built a **new stand-alone, cloud-based website** specifically for emergencies
 - **Automatically redirecting traffic** from pge.com to an alert site when an event is active
 - **Developing an “all-in-one” map** that includes both PSPS planned outages and actual outages
 - **Developing lower bandwidth options** to serve smart phone users
 - **Simpler language and layouts**
 - **Faster upload of information**
 - **Fully multilingual-translated content** with ADA accessibility





Sample Customer Outage Map

The screenshot displays the PG&E PPS In Progress web application. At the top, a red banner reads "PPS In Progress - Get the Latest Information". Below this is a navigation bar with a back arrow and "VISIT PGE.COM", a phone number "877-660-6789", and social media icons for Twitter, Facebook, and YouTube. The PG&E logo is on the left, and navigation links for "HOME", "PPS EVENTS", "SAFETY", "PG&E PARTNERS", and "OUTAGES" are in the center. A language dropdown menu is set to "ENGLISH".

The main content area features a search bar with the text "Service Address" and "506 RICHARDSON ST GRASS VALLEY CA 95945 GRAS" and a magnifying glass icon. Below the search bar are two buttons: "Current Outages" and "Future Forecasted Outages", with the latter being highlighted in blue. The map shows a large orange-shaded area representing the PPS coverage area, centered around the Yuba City area. Key geographical features labeled include "New Bullards Bar Reservoir", "Englebright Lake", and "Camp Far West Reservoir". County names "SUTTER", "YUBA", and "PLACER" are also visible. A legend in the bottom right corner, titled "PPS Outage Forecast", shows an orange square next to the text "PPS Coverage Area".

Community-Based Organizations (CBOs)

- › Set up partnerships with ~250 Community-Based Organizations to expand communications reach
- › Established councils to engage and solicit feedback from community leaders
- › Expanded resource partnerships



Medical Baseline Customers

- › Expanded Medical Baseline Program to provide additional communications benefits
- › Responding to COVID-19, eased process for enrolling and recertification
- › Conducted extensive outreach to encourage potentially eligible to enroll



California Foundation for Independent Living (CFILC)

- › Working with the CFILC to fund resources to help prepare for disasters and extended power outages
- › Resources include:
 - Portable backup power
 - Emergency preparedness assistance
 - Accessible transportation
 - Hotel vouchers and food stipends
 - Medical Baseline application assistance



Once PG&E’s Emergency Operations Center (EOC) is activated, we will provide information through the following:




System-wide Cooperators Call

- Hosted once-daily by the EOC.
- Provide the latest high-level updates (inform only).
- Local and tribal agencies within the service area are welcome to join the call, as well as other public safety partners (i.e., telecom, water providers, transportation agencies, CCAs, etc.).



Event-Specific Information

- Up-to-date information will be provided twice-daily at regular intervals.
- Information provided will include counties and tribes in scope, estimated time of de-energization, estimated time of restoration, number of Medical Baseline Customers and number and types of critical facilities in scope.



When possible, we will strive to provide timely information to emergency service agencies in advance of notifying customers.

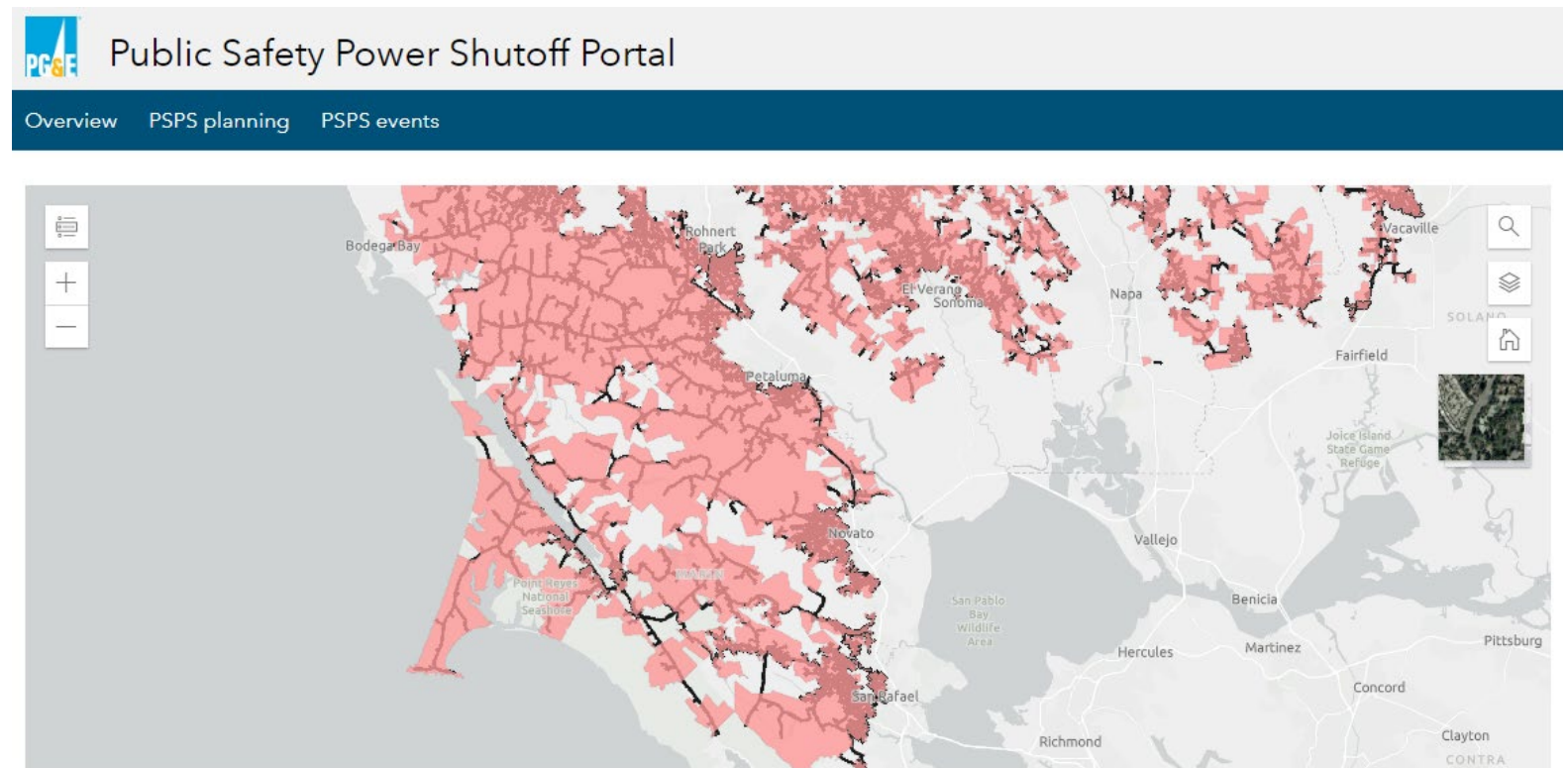
2020 PSPS Portal Improvements

We heard loud and clear the feedback that we needed to improve our PSPS Portal. In 2020, our PSPS Portal will provide more accurate and timely information to more of our partners.

2020 IMPROVEMENTS

- ✓ **Expanding access** to hospitals, publicly owned utilities, telecommunication providers, transportation providers and water agencies
- ✓ Providing a **live, interactive map** that shows PSPS outages down to individual addresses
- ✓ Providing **circuit-level maps**
- ✓ **Updating information** as the event progresses
- ✓ **Enabling access** to information via secure mobile and desktop devices

SAMPLE PUBLIC SAFETY PARTNER MAP



pge.com/pspsportal

We will take the following steps to restore power to customers faster:

- ✓ Nearly doubling our exclusive-use helicopter fleet from 35 to 65
- ✓ Using two airplanes with infrared cameras capable of inspecting transmission lines at night
- ✓ Deploying more PG&E crews and contractors
- ✓ Expanding mutual assistance support from other utility companies






Customer Resources



Other Safety-Related Outages

PG&E customers may experience unplanned outages for different safety reasons.

	Rotating Outages	Emergency Repairs	Active Wildfires	Public Safety Power Shutoff
Why Power is Shut Off? 	The state's grid operator, the California Independent System Operator (CAISO), determines there is insufficient energy supply vs customer demand, generally due to statewide extreme heat events.	Electric equipment may be damaged by extreme heat, lightning or other damage. Lines are de-energized while crews safely make repairs.	CAL FIRE or other fire agencies request a shutoff during an active wildfire for the safety of the public or first responders. Wildfires can also burn into and damage electric equipment.	Power is shut off for public safety during severe weather that includes a high fire risk: <ul style="list-style-type: none"> ▪ Strong winds ▪ Dry vegetation ▪ Low humidity ▪ Crew observations
How Will We Inform Customers? 	Where possible, advanced notification / Updates during outages <ul style="list-style-type: none"> ▪ Phone calls* ▪ Emails ▪ Texts ▪ Social media ▪ News releases ▪ Local/Tribal gov outreach 	Updates after or during outages <ul style="list-style-type: none"> ▪ Phone calls ▪ Texts ▪ Emails 	Updates after or during outages <ul style="list-style-type: none"> ▪ Phone calls ▪ Texts ▪ Emails 	Advanced notification / Updates during outages <ul style="list-style-type: none"> ▪ Phone calls* ▪ Emails ▪ Texts ▪ Social media ▪ News releases ▪ Local/Tribal government outreach ▪ CBO** outreach
Who Makes the Decision? 	CAISO, the state's grid operator	No single party or agency. Damage can impact the system at any time.	CAL FIRE or first responder agencies	PG&E

*Via interactive voice recordings (IVRs)

**Community-based organization

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



Additional Support For People With Disabilities And Older Adults

PG&E is working with the California Foundation for Independent Living Centers (CFILC) to fund resources to help prepare for disasters and extended power outages.



Resources include:	
	Portable backup power
	Emergency preparedness assistance
	Accessible transportation
	Hotel vouchers and food stipends
	Medical Baseline application assistance



Application Process: The CFILC will determine who qualifies for resources. Medical needs and income will be taken into account.

Applications are available online or at Independent Living Centers (ILCs) and will be accepted at regional ILC locations.

cfilc.org

disabilitydisasteraccess.org

In an effort to support customers who depend on power for medical and independent living needs, we will:

- Provide PSPS event specific resources at pge.com/afn
- Publish press releases and air radio advertisements
- Leverage our network of CBOs

Coordination of resources takes time. Individuals are encouraged to engage with their local ILC and plan before a PSPS event is imminent.



Medical Baseline Program



PG&E's Medical Baseline Program is an **assistance program for residential customers who rely on power** for certain medical conditions.

Customers will be considered based on medical conditions or needs, NOT on income.

The program includes two different kinds of help:

- ✓ **A lower rate on your monthly energy bill** (more energy at the lowest rate)
- ✓ **Extra notifications in advance** of a Public Safety Power Shutoff (PSPS)

Medical Baseline qualifications:

- ✓ **Dependency on life-support** equipment at home
- ✓ **Paraplegic, hemiplegic or quadriplegic** condition
- ✓ **Multiple sclerosis** with special heating and/or cooling needs
- ✓ **Scleroderma** with special heating needs
- ✓ **Life-threatening illness or compromised immune system**, and special heating and/or cooling are needed to sustain life or prevent medical deterioration

Note: the customer must be a full-time resident of the home to qualify



Due to novel coronavirus (COVID-19) shelter-at-home guidelines and changing medical practitioner priorities, customers can now **self-certify their eligibility to enroll in the Medical Baseline Program**. A signature from a qualified medical practitioner is **not required** to apply but may be requested to remain in the program beyond one year.

Applying for Medical Baseline



Complete the “Medical Baseline Allowance” application form.

Forms can be found by visiting

pge.com/medicalbaseline



Mail the completed and signed application form to:

PG&E
Attention: Medical Baseline
P.O. Box 8329
Stockton, CA 95208



Weather Webpage And 7-Day PSPS Forecast

PG&E's dedicated **weather webpage** offers a **7-day PSPS potential forecast** that indicates the **potential weather conditions** that could necessitate a PSPS.

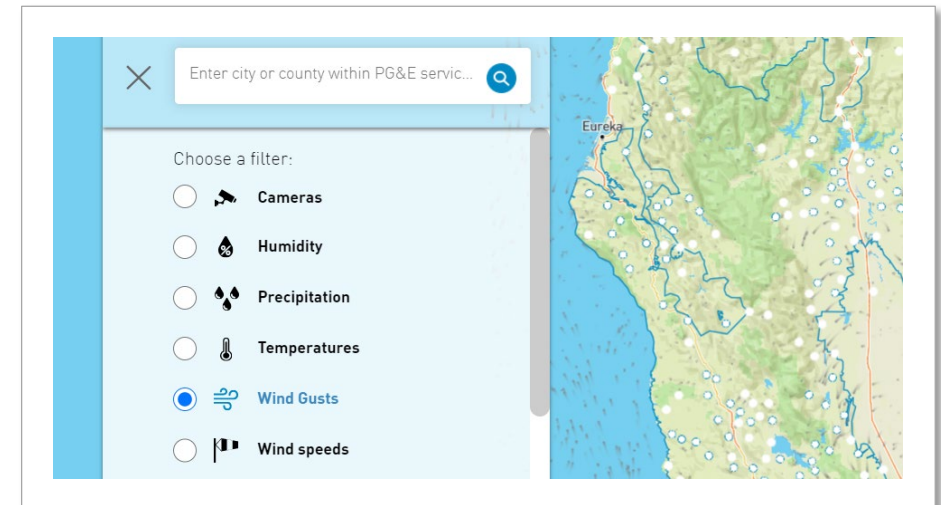
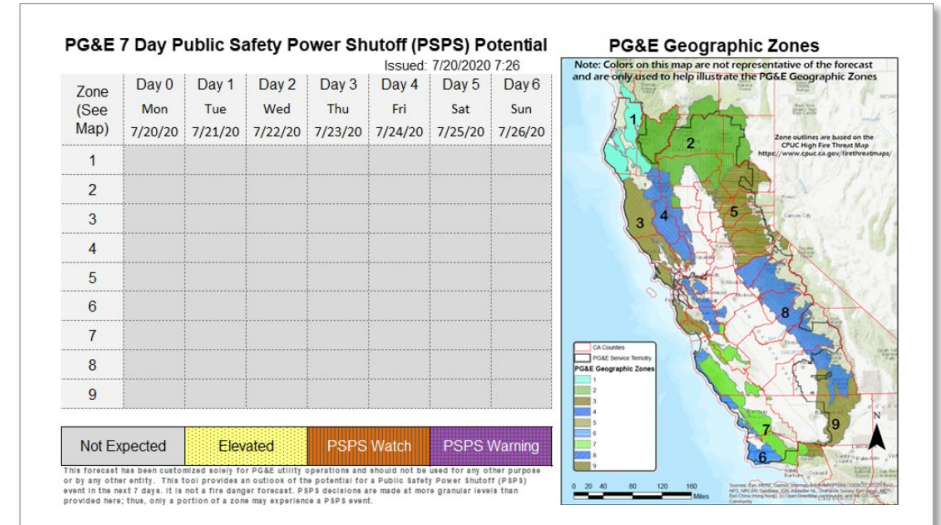
The 7-day PSPS potential forecast is **updated daily** by PG&E's **meteorology team**.

PG&E's weather webpage also offers an **interactive weather map updated in real time** using information from weather stations and cameras throughout PG&E's service territory.



To sign up for daily email notifications regarding PSPS, visit cloud.em.pge.com/PSPS-7day-Signup.

pge.com/weather



Where To Go For Additional Information



PG&E'S WILDFIRE SAFETY WEBSITE

pge.com/wildfiresafety



WEATHER AND PSPS FORECASTING

Live weather information, a 7-day PSPS potential lookahead and images from PG&E's high-definition cameras deployed in high fire-threat areas.

pge.com/weather



BACKUP POWER

Information on backup power options, safety tips, financing options, a marketplace to search major backup power retailers and more.

pge.com/backuppowers



SAFETY ACTION CENTER

Information about wildfire risks and what customers can do before, during and after an emergency to keep their home, family or business safe.

safetyactioncenter.pge.com



MEDICAL BASELINE PROGRAM

Learn more about PG&E's Medical Baseline Program for those who rely on power for medical devices.

pge.com/medicalbaseline



STAY UP TO DATE DURING A PSPS

pge.com/pspsupdates



prepareforpowerdown.com

Statewide education and awareness resource, led jointly by PG&E, San Diego Gas & Electric and Southern California Edison at the direction of the CPUC

ready.gov

Disaster preparedness information from the U.S. Department of Homeland Security

readyforwildfire.org

CAL FIRE's wildfire preparedness website

cpuc.ca.gov/wildfiresinfo

Information on the CPUC's wildfire safety efforts

caloes.ca.gov

California Governor's Office of Emergency Services website

cafiresafecouncil.org

California Fire Safe Council website

noaa.gov

National Oceanic and Atmospheric Administration website

Thank You

Please direct customers with questions to:

- Call us at **1-866-743-6589**
- Email us at **wildfiresafety@pge.com**
- Visit **pge.com/wildfiresafety**



Additional Information



Backup power can **keep the lights on, save perishable food, help appliances stay running, and power essential equipment and devices** during a power outage.

FACTORS TO CONSIDER:



Energy Needs: What needs to be functional? How much power does it require?



Cost: Examine which backup power option fits your budget.



Noise: Are there ordinances in the area that restrict or limit the decibel level allowance?



Fuel Preferences: Consider environmental concerns, accessibility, affordability and available storage space.

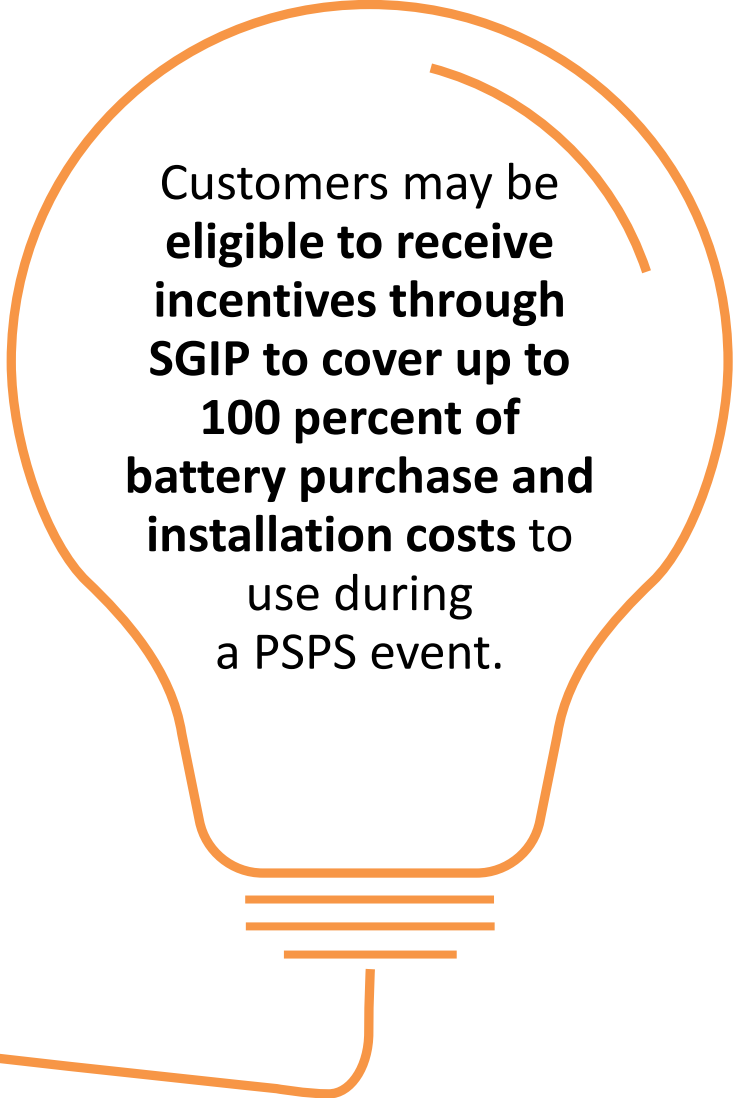
BACKUP POWER RESOURCES

- Emergency checklists and planning fact sheets
- Installation and operation instructions
- Financing options
- Online marketplace

pge.com/backuppowers

Operating a backup generator may be subject to **air quality regulations**. For information, visit arb.ca.gov/app/dislookup/dislookup.php.

Self-Generation Incentive Program (SGIP)



Customers may be **eligible to receive incentives through SGIP to cover up to 100 percent of battery purchase and installation costs** to use during a PSPS event.



Incentives for this program are available based on **income, medical needs and the likelihood of potential PSPS events** in their area.



Certain customers may be eligible to receive up to **100 percent of battery purchase and installation costs from the CPUC** if they:

- Live in a high fire-threat area
- **Are Medical Baseline customers** who rely on electricity for **critical life-sustaining equipment**
- Live in a **qualified community**
- Have experienced **multiple PSPS events**

For more information and to apply for SGIP incentives, customers are encouraged to visit pge.com/pspsbattery.

The **Safety Action Center** contains helpful information about wildfire risks and **what customers can do before, during and after an emergency to keep their home, family or business safe.**

Resources on the website include:

- ✔ Tips on how to **create an emergency plan**
- ✔ **Emergency preparedness guides and videos**
- ✔ Links to the statewide **Power of Being Prepared campaign** and **other resources**

The content is **social media-friendly** to encourage sharing and is **available in Spanish and Chinese.**



Make sure we can reach you in an emergency.



Tips to prepare for a power shutoff.



Emergency planning tips for people who rely on electric or battery dependent medical devices.



Do you have a medical need for electricity?



Prepare an emergency kit with these six easy steps.



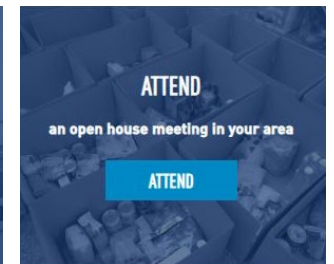
Have you considered a backup power option for your home?



SIGN UP
for wildfire safety alerts
SIGN UP



CREATE
your emergency checklist
CREATE CHECKLIST



ATTEND
an open house meeting in your area
ATTEND

safetyactioncenter.pge.com

