

Community Wildfire Safety Program

State Council on Developmental Disability

September 17, 2019



Community Wildfire Safety Program



REAL-TIME MONITORING AND INTELLIGENCE

- Coordinating prevention and response efforts by monitoring wildfire risks in real time from our **Wildfire Safety Operations Center**
- **Expanding our network of PG&E weather stations** to enhance weather forecasting and modeling
- Supporting the **installation of new high-definition cameras** in high fire-threat areas



NEW AND ENHANCED SAFETY MEASURES

- Further enhancing vegetation management efforts to **increase focus on vegetation that poses a higher potential for wildfire risk**
- **Conducting accelerated safety inspections** of electric infrastructure in high fire-threat areas
- **Disabling automatic reclosing of circuit breakers and reclosers** in high fire-risk areas during wildfire season
- **Proactively turning off electric power for safety (Public Safety Power Shutoff)** when gusty winds and dry conditions combine with a heightened fire risk



SYSTEM HARDENING AND RESILIENCY

- Installing **stronger and more resilient poles and covered power lines**, along with **targeted undergrounding**
- **Upgrading and replacing electric equipment and infrastructure** to further reduce wildfire risks
- **Working with communities to develop new resilience zones** to provide electricity to central community resources during a Public Safety Power Shutoff event

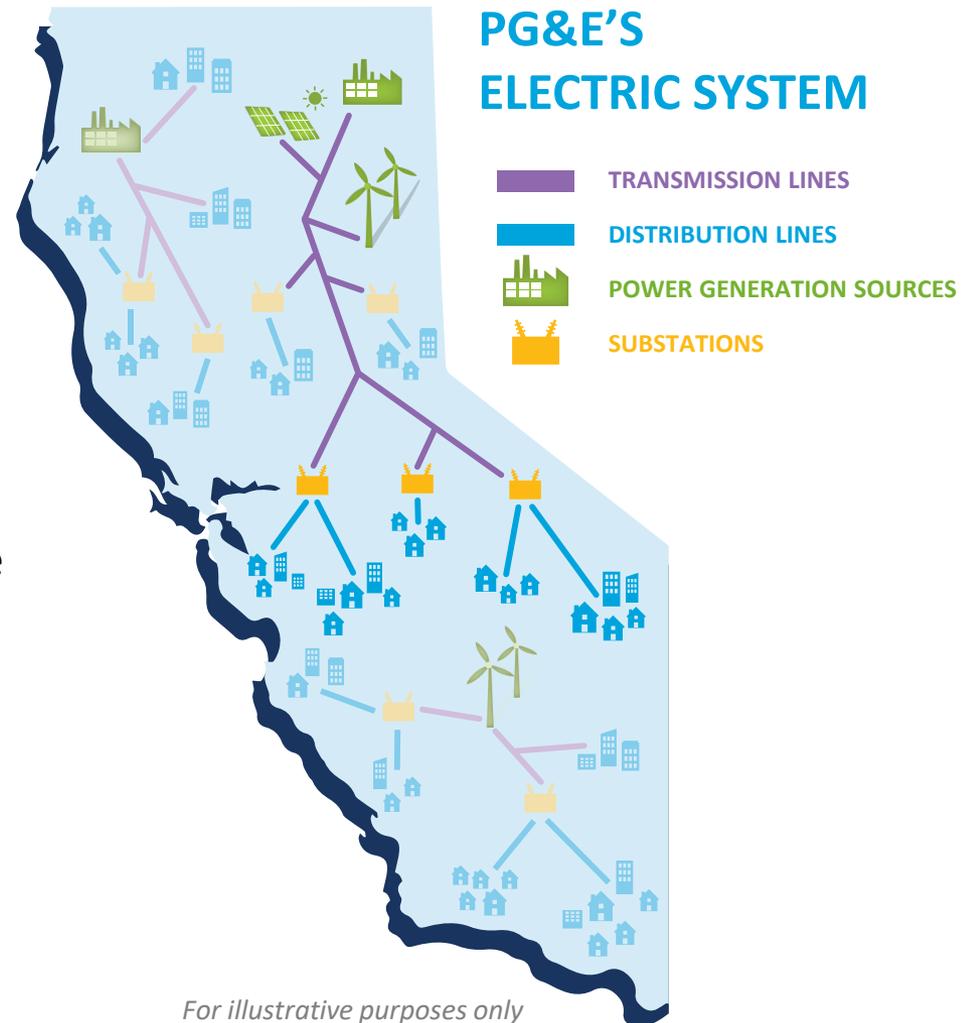


Public Safety Power Shutoff (PSPS)

PG&E's energy system relies on power lines working together to provide electricity across cities, counties and regions.

This means power may be shut off, **even if you do not live or work in an area experiencing extreme weather conditions.**

While the most likely electric lines to be considered for shutting off for safety will be those that pass through high fire-threat areas, any PG&E electric customer could be impacted and should be prepared.





Public Safety Power Shutoff (PSPS)

We **monitor conditions** across our system and evaluate whether to proactively turn off electric lines for safety **when gusty winds and dry conditions combine with a heightened fire risk.**

While no single factor will drive a Public Safety Power Shutoff, some factors include:



A RED FLAG WARNING

declared by the National Weather Service



LOW HUMIDITY LEVELS

generally 20% and below



FORECASTED SUSTAINED WINDS GENERALLY ABOVE 25 MPH AND WIND GUSTS IN EXCESS OF APPROXIMATELY 45 MPH,

depending on location and site-specific conditions such as temperature, terrain and local climate



CONDITION OF DRY FUEL

on the ground and live vegetation (moisture content)



ON-THE-GROUND, REAL-TIME OBSERVATIONS

from PG&E's Wildfire Safety Operations Center and field observations from PG&E crews



Weather and PSPS Forecasting Website

PG&E has launched a dedicated webpage (pge.com/weather) with weather forecasting information and a daily 7-day lookahead. The site shows when and where PG&E is forecasting the type of conditions that may lead to a PSPS event.

PG&E 7 Day Public Safety Power Shutoff (PSPS) Potential

Issued: 8/2/2019 7:17

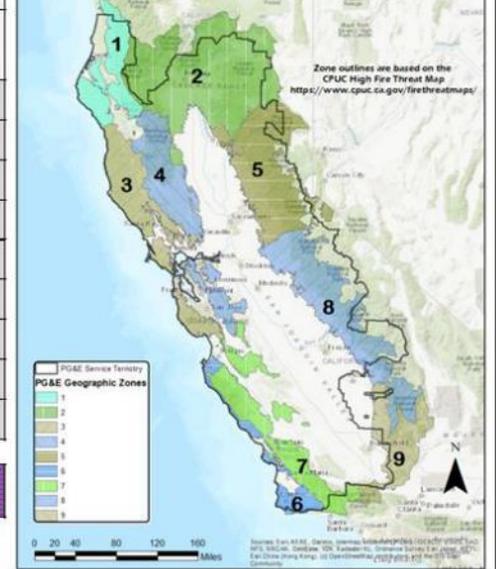
Zones (See Map)	Day 0 Fri 8/2/19	Day 1 Sat 8/3/19	Day 2 Sun 8/4/19	Day 3 Mon 8/5/19	Day 4 Tue 8/6/19	Day 5 Wed 8/7/19	Day 6 Thu 8/8/19
1							
2							
3							
4							
5							
6							
7							
8							
9							

Not Expected	Elevated	PSPS Watch	PSPS Warning
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This forecast has been customized solely for PG&E utility operations and should not be used for any other purpose or by any other entity. This tool provides an outlook of the potential for a Public Safety Power Shutoff (PSPS) event in the next 7 days. It is not a fire danger forecast. PSPS decisions are made at more granular levels than provided here, thus, only a portion of a zone may experience a PSPS event.

PG&E Geographic Zones

Note: Colors on this map are not representative of the forecast and are only used to help illustrate the PG&E Geographic Zones



Not Expected	Conditions that generally warrant a PSPS event are not expected at this time.
Elevated	An upcoming event is being monitored for an increased potential of a PSPS event.
PSPS Watch	PG&E's Emergency Operations Center (EOC) is activated for a reasonable chance of executing PSPS due to a combination of adverse weather and dry fuel conditions. This level is typically issued within 72 hours before the anticipated start of an event.
PSPS Warning	PG&E's EOC is activated and customers in areas being considered for PSPS have been or are being notified. PSPS is probable given the latest forecast of weather and fuels and/or observed conditions. PSPS is typically executed in smaller and more targeted areas than the PG&E Geographic Zones. This level does not guarantee a PSPS execution as conditions and forecasts may change.



PSPS Event Notifications

Extreme weather threats can change quickly. **Our goal, dependent on weather, is to provide customers with advance notice prior to turning off power.** We will also provide updates until power is restored.

Timing of Notifications (when possible)

- **~48 HOURS** before electricity is turned off
- **~24 HOURS** before electricity is turned off
- **JUST BEFORE** electricity is turned off
- **DURING THE PUBLIC SAFETY OUTAGE**
- **ONCE POWER HAS BEEN RESTORED**

City/County/Agency Notifications



We will make every attempt to provide notice in advance of notifying customers through:

- **Phone calls/emails** to primary contacts
- **Automated notifications** to send alerts through multiple channels
- **Provide customer alerts** to share via channels, such as city or county website, Nixle, Nextdoor and Reverse 911

Customer Notifications

We will attempt to reach customers through **calls, texts and emails**. We will also use **social media** and keep **local news** and **radio outlets** informed and updated.



Working to Restore Power

We will only restore power when we are certain it is safe to do so. We expect to be able to visually inspect for damage and restore power to most of our customers within 24 to 48 hours after weather has passed.



WEATHER ALL CLEAR

After the weather has passed and it's safe to do so, our crews begin **patrols and inspections**.



PATROL & INSPECT

Crews **visually inspect for potential weather-related damage to ensure the lines are safe to energize**. This is done by vehicle, foot and air during daylight hours.



ISOLATE & REPAIR DAMAGE

Where damage is found, **crews work to isolate the area** so other parts of the system can be restored. Crews work **safely and as quickly as possible** to make repairs.



RESTORE POWER

Once it is safe to energize, **a call is made to the PG&E Control Center** to complete the energization process. **Power is then restored to customers**.



NOTIFY CUSTOMERS

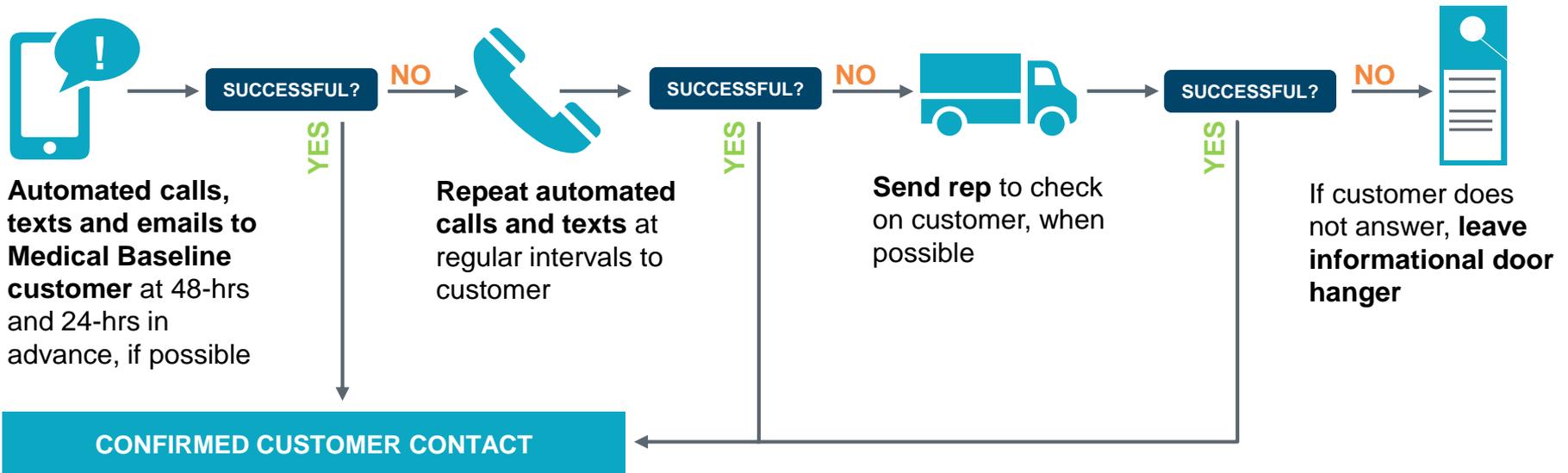
Customers are **notified that power has been restored**.

Because weather can last several hours or days, for planning purposes, we suggest customers prepare for outages that could last longer than 48 hours.

Medical Baseline Outreach

In the event that we need to turn off power for safety, **we will take additional steps to reach customers who are enrolled in our Medical Baseline program.**

During an Event:



For Medical Baseline notifications, the notification is considered successful if the customer has answered a phone call, responded to a text message, opened an email or clicked on a link included in an email.

PG&E reps will notify customer of Public Safety Power Shutoff and encourage them to spend time with a friend or family member, if needed. If customer is experiencing a medical emergency, PG&E rep will offer to dial 911 and wait with the customer until emergency services arrive.



PSPS ZIP Code Alerts for Non-Account Holders

PG&E is implementing a new system to allow non-PG&E account holders to select one or more ZIP codes for PSPS notifications.



- Members of the public can **sign up over the phone**.
- **Website and text registration options** will be added soon.
- **Customers still need to update their contact information to sign up for alerts** that are specific to their property.
- **We ask master meter account holders to prepare a plan** that includes notifying tenants with information about their address regardless of whether their tenants sign up for additional notifications.
- **Updates will also be provided** online at pge.com and through local news, radio and social media.



Access and Functional Needs Customer Outreach

As part of our outreach, we are using multiple communications channels to **help customers with Access and Functional Needs (AFN) better prepare for potential outages.**

Our outreach to these communities has included:

- ✓ Providing **specialized materials, mailers and phone calls** to customers who are part of or may be eligible for our **Medical Baseline program**
- ✓ **Updating contact information for over 10,000 Medical Baseline Customers in 2019**
- ✓ **Conducting ADA accessible webinars (with closed captioning available in Spanish, Chinese and English)**
- ✓ Hosting a specialized **webinar for Persons with Disabilities (PWD) and AFN stakeholders**
- ✓ **Meeting with adult and aging services, in home support services, independent living centers and health officials at the local and state level**
- ✓ Providing program material in **7 languages and braille**
- ✓ Working toward making **videos available online in American Sign Language**



協力保護我們的社區遠離森林火災危害

由於極端天氣和森林火災的威脅與日俱增，並加上歷經2017和2018年的森林火災後，我們將擴大我們所服務的用戶和社區之安全，擴展Public Safety Power Shutoff (PSSO) 範圍。

為了安全起見，因此，為降低引燃的危險，才會有安全為由主動採取斷電措施。我們所服務的用戶和社區之安全，擴展Public Safety Power Shutoff (PSSO) 範圍。

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Medical Baseline Program
Savings and safety for people with special energy needs

Program Overview
PG&E's Medical Baseline Program is an assistance program for residential customers who have special energy needs due to qualifying medical conditions. Eligibility is based on medical conditions or needs of a person in your home. NOT on income. The program includes two different kinds of help:

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

Examples of Qualifying Medical Conditions and Devices:

- Multiple Sclerosis
- Asthma/Sleep Apnea
- Special Heating/Cooling Needs
- Respirators
- Motorized Wheelchairs
- IPPB/CPAP Machines
- Hemodialysis Machines

For a complete medical visit, please call 1-866-743-6589.

Extra Notifications During a Public Safety Power Shutoff
During a Public Safety Power Shutoff event, electricity could be turned off for as long as several days in an effort to help prevent a wildfire.
When possible, PG&E provides extra alerts for households participating in the Medical Baseline Program leading up to and during such an event to help them prepare.

YOUR RESPONSE MATTERS DURING A PUBLIC SAFETY POWER SHUTOFF

Para ayuda en español por favor llame al 1-866-743-6589.
多用電話/俄語請洽協助：請撥電 1-866-743-6589。
Để được giúp đỡ bằng tiếng Việt, xin gọi 1-866-743-6589.
한국어로 도움을 받으려면 1-866-743-6589. 번호로 전화하십시오.
Para ayuda en Tagalog, mangyari lamang na tumawag sa 1-866-743-6589.
Для получения помощи на русском языке, пожалуйста, позвоните по телефону: 1-866-743-6589.

Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of future wildfires through following the 2017 and 2018 wildfires. "PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. ©2019 Pacific Gas and Electric Company. All rights reserved. C2019-00191 (Rev. 09/14/2019)

Following the wildfires in 2017 and 2018, some of the changes included in this presentation are contemplated as additional precautionary measures intended to further reduce future wildfire risk.

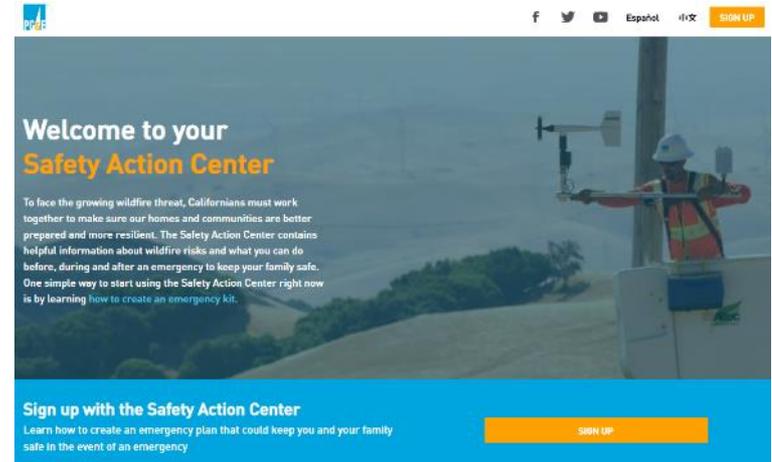


Safety Action Center

PG&E has launched a new webpage featuring helpful information about wildfire risks and what customers can do before, during and after an emergency to keep safe, including:

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

Act Now



Learn the role weather plays in a power shutoff.

Learn More



Have you mapped out escape routes from your home?

Share



Create your emergency plan today!

Share



Is your whole family ready for an emergency?



Learn More

We welcome your feedback and input

For questions regarding PG&E's Community Wildfire Safety Program, please direct customers with questions to:

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

**WE'LL BE IN YOUR COMMUNITY
WORKING TO REDUCE WILDFIRE THREATS.**

**ACCELERATED
SAFETY INSPECTIONS**

**ENHANCED
VEGETATION WORK**

**REAL-TIME MONITORING
OF FIRE CONDITIONS**

Visit pge.com/wildfiresafety for more information and steps you can take to prepare for the growing threat of wildfires.

RESIDENTIAL SMALL & MEDIUM BUSINESS LARGE BUSINESS

WILDFIRE SAFETY

Wildfire safety

Sign in to update your contact information for wildfire season. [UPDATE NOW](#)

Prevention, preparedness and support

PG&E's goal is to further reduce wildfire risk and keep our customers and the communities we serve safe. Learn about our safety measures, including how you could be affected by a Public Safety Power Shutoff (PSPS).

START WITH THESE ACTIONS.

Sign in to update your contact information as soon as you can.

Public Safety Power Shutoff (PSPS)

Before, during and after a Public Safety Power Shutoff

As part of our Community Wildfire Safety Program (CWSP), we're implementing additional measures to protect you before the risk of wildfires. The public safety shutoff is the measure for us to cut power to our customers when the danger conditions are too high. It is called a "Public Safety Power Shutoff."

WHY IS PG&E CUTTING OFF POWER?

Our Public Safety Power Shutoff is designed to reduce wildfire risk by cutting power to high-risk areas when the danger conditions are too high. This means we will cut power to our customers when the danger conditions are too high. This means we will cut power to our customers when the danger conditions are too high. This means we will cut power to our customers when the danger conditions are too high.

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PG&E'S COMMUNITY WILDFIRE SAFETY PROGRAM

**SAFETY ALERT.
WHY PG&E MIGHT
TURN OFF POWER DURING
EXTREME FIRE THREAT**

FIRE DANGER TODAY

LOW MODERATE HIGH VERY HIGH EXTREME

To address growing wildfire threats and do an additional set of safety measures, PG&E is asking our customers to prepare in advance of our Public Safety Power Shutoff. As part of our plan to better protect our customers from the extreme fire danger conditions that may be necessary, we are asking you to help us by updating your contact information for wildfire season.

We are calling this new safety alert "Public Safety Power Shutoff (PSPS)" and there will be every home to consider before PG&E takes this step. The following information will be used to help PG&E's decision to shut off the power:

- Extreme weather conditions characterized by low humidity, winds and sustained high winds.
- A Red Flag Warning is declared by the National Weather Service.
- Orally by the region that could occur in further weather.

Now, and in the past, we've worked together to help better prepare for wildfires. Keeping our customers and communities safe must always be our top priority. Sign up at pge.com/wildfiresafety to be notified when PG&E is considering turning off the power.

To receive important safety alerts, sign up at pge.com/wildfiresafety.

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