

# Public Safety Power Shutoff

## CPUC WORKSHOP

December 14, 2018



Together, Building  
a Better California

# 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** as a last resort when extreme fire danger conditions are forecasted



## LONGER-TERM ELECTRIC SYSTEM HARDENING

- 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**



# Public Safety Power Shutoff

## 1 MONITOR

PG&E continually monitors for extreme weather threats and high fire danger.

## 2 INFORM

If we need to turn off power, we will attempt to contact customers in advance to give time to prepare.

## 3 SHUT OFF / RESTORE

We know how much people rely on electric service and would only temporarily turn off power for safety as a last resort.

We will consider several factors before shutting off power.



### WEATHER FORECAST

Periods of increased risk are identified by wind speed, humidity and temperature.



### FUEL CONDITIONS

Conditions such as dry vegetation are factored in.



### OBSERVATIONS

On-the-ground, real-time observations are made.



### NOTICE

Inform CAL FIRE, Cal OES\* and local agencies of conditions and potential Public Safety Power Shutoff.

We will use a multi-faceted effort to inform communities.



### AUTOMATED OUTREACH

PG&E will provide automated outreach through calls, texts and emails.



### DIRECT OUTREACH

We will take additional steps to reach customers who are enrolled in our Medical Baseline program, as needed.



### COORDINATION

Coordination will take place with first responders and local officials.

We will take steps to keep you informed and get power restored as quickly as possible.



### INSPECTIONS

PG&E crews will be in the field conducting safety inspections and determining when power can be safely restored.



### UPDATES

Customers will receive updates until power is restored.



### SAFELY RESTORE POWER

Power will be restored as soon as extreme weather conditions have passed and safety inspections are complete.

\*California Governor's Office of Emergency Services



# Event Notifications

Extreme weather threats can change quickly. **When and where possible, we would provide customers with notice between one hour to 48 hours in advance of turning off the power.** We will also provide updates until power is restored.

## Timing of Notifications (when possible)



## How We'll Notify

We will attempt to reach customers through calls, texts and emails using the contact information we have on file.



**AUTOMATED PHONE CALL**



**SMS TEXT**



**EMAIL**

**We will also use social media channels and keep local news and radio outlets informed and updated.**

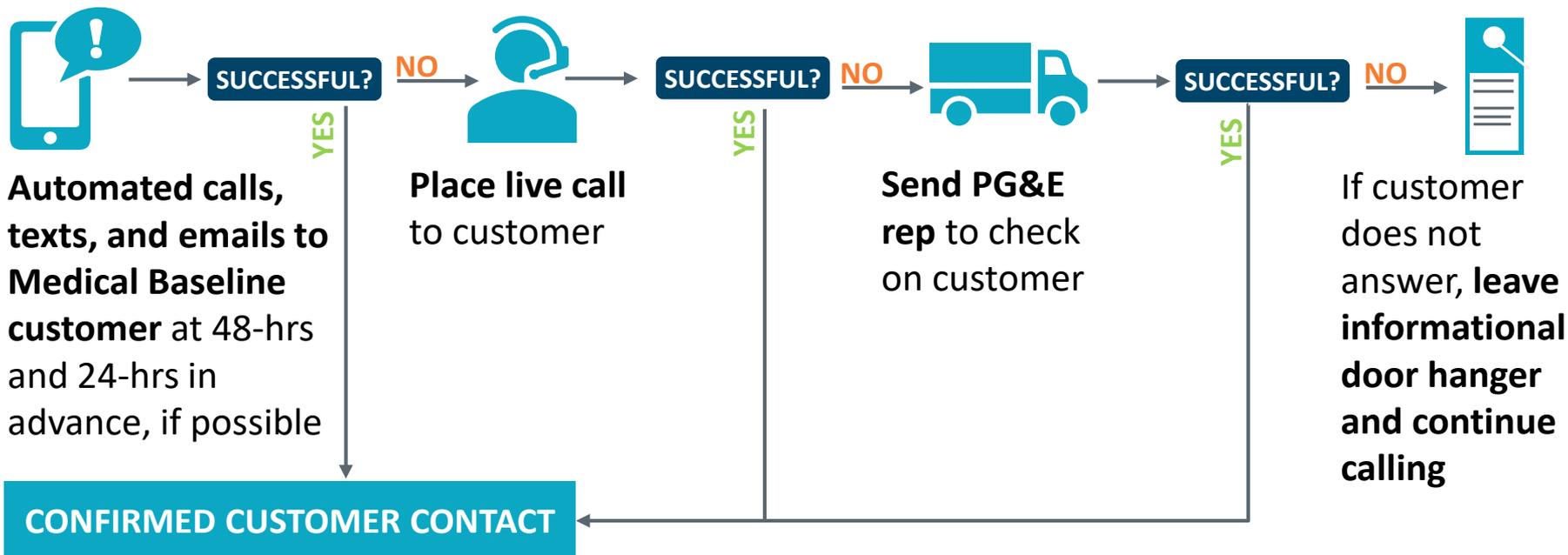


# Medical Baseline Event Outreach



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

## During an Event:



*PG&E rep 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.*



# Working to Restore Power

**We will only restore power when we are certain it is safe to do so.** For planning purposes, we suggest customers served by lines that run through high fire-threat areas **prepare for multiple-day outages.**



## WEATHER ALL CLEAR



## PATROL & INSPECT



## ISOLATE & REPAIR DAMAGE



## RESTORE POWER



## NOTIFY CUSTOMERS

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

Crews **visually inspect every mile** of the lines to **look for potential weather-related damage to the lines, poles and towers.** This is done by vehicle, foot and air.

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.

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.**

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



# Working Together with Our Customers

We want our customers and communities to be completely informed about our wildfire safety efforts and take steps to prepare:

- ✔ Conducted **450+ stakeholder meetings**
- ✔ Sent **letters, emails and postcards to 570,000+ homes and businesses** served by lines in extreme fire-threat areas
- ✔ Reached out directly to **19,000+ Medical Baseline customers**
- ✔ Provided **master meter customers with in-language materials** and information for tenants
- ✔ Launched a **dedicated website** ([pge.com/wildfiresafety](http://pge.com/wildfiresafety))
- ✔ Ongoing **print, television, radio and digital ads** on wildfire safety and preparedness
- ✔ Engaging with organizations that represent customers with disabilities to coordinate and share information

**THE WILDFIRE THREAT IS REAL.**

**SHUTTING OFF POWER TO KEEP YOU SAFE.**

**PG&E** Pacific Gas and Electric Company

- Update your contact information
- Prepare and practice your plan
- Refresh your emergency supply kit

**High Fire-Threat District Map**

- Tier 2 - Elevated
- Tier 3 - Extreme
- Counties

**PG&E** COMMUNITY WILDFIRE SAFETY PROGRAM

# GUIDEBOOK

**WILDFIRE SEASON IS HERE.**

RESIDENTIAL BUSINESS

HOME SAFETY

## Community Wildfire Safety

Learn more about preparing for the threat of wildfires

Nothing is more important to PG&E than keeping our customers and communities safe.

Extreme weather events are causing unprecedented and unanticipated wildfires in 2017 across California, and we are already enhanced our efforts to reduce wildfire risks in response to the changing conditions. And we are committed to continue to do more more.

Working with customers, community leaders and fire responders, our Community Wildfire Safety Program implements additional precautions measures intended to reduce wildfire risks and strengthen our communities for the future.



# Medical Baseline Outreach

- We know how important electric service is to our customers, **especially those who depend on electricity for critical life-sustaining equipment.**
- We are **conducting additional outreach to customers enrolled in our Medical Baseline program** to help ensure they are prepared for possible outages:
  - **Direct mail and email** campaign
  - **Interactive Voice Response calls** with connection to Customer Service Representative to update their contact information
- We are looking at **additional outreach efforts targeting those not yet enrolled in our Medical Baseline program** but who may be eligible to help ensure that everyone gets the support they need

**DO YOU HAVE A PLAN TO STAY SAFE DURING POWER OUTAGES**

Learn more inside about how to prepare for extreme weather and possible outages

When your power is turned off, you can expect:

- Early Warning Notification**  
Early warning notification, when and where possible, so you can prepare. If conditions allow, we would provide notice between one hour to 48 hours in advance through automated phone calls, texts and emails.
- Ongoing Updates**  
Regular updates will be provided through social media, local news, radio and at [pge.com](http://pge.com).
- Safety Inspections**  
After the extreme weather has passed and it is safe to do so, our crews will work to inspect the lines and safely restore power.
- Power Restoration**  
In most cases, we would expect to be able to restore power within 24 hours. For planning purposes, we suggest you prepare for outages lasting between two to five days.

Visit us at [pge.com/wildfiresafety](http://pge.com/wildfiresafety) to learn more about PG&E's Community Wildfire Safety Program and for more tips to help you prepare. You can also email us at [wildfiresafety@pge.com](mailto:wildfiresafety@pge.com) with any questions about this work.

PG&E Together, Building a Better California

For questions regarding **PG&E's Community Wildfire Safety Program**:

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

