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

**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
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.

### Year-to-Date 2020 Progress Relative to 2020 Goals (as of 8/26)

<table>
<thead>
<tr>
<th>Measure</th>
<th>Year-to-Date Progress</th>
<th>2020 Goal</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Weather Stations</strong></td>
<td>59% installed</td>
<td>595</td>
<td>101% commissioned</td>
</tr>
<tr>
<td>Adding additional stations to enhance weather forecasting and tracking; 860 total stations installed to date</td>
<td>400 total stations by 12/31/20</td>
<td>595 stations by 9/1/20</td>
<td></td>
</tr>
<tr>
<td><strong>High-Definition Cameras</strong></td>
<td>55% installed</td>
<td>234</td>
<td>157% complete</td>
</tr>
<tr>
<td>Improving real-time monitoring of high-risk areas and conditions; 252 total cameras installed to date</td>
<td>200 total cameras by 12/31/20</td>
<td>200 cameras by 12/31/20</td>
<td></td>
</tr>
<tr>
<td><strong>Sectionalizing Devices</strong></td>
<td>101% commissioned</td>
<td>200</td>
<td>157% complete</td>
</tr>
<tr>
<td>Separating the distribution grid into smaller sections for more targeted PSPS events</td>
<td>592 total devices by 9/1/20</td>
<td>592 devices by 9/1/20</td>
<td></td>
</tr>
<tr>
<td><strong>Transmission Line Switches</strong></td>
<td>157% complete</td>
<td>234</td>
<td>157% complete</td>
</tr>
<tr>
<td>Installing switches to redirect high-voltage power and keep communities energized</td>
<td>23 total switches by 6/1/20</td>
<td>23 switches by 6/1/20</td>
<td></td>
</tr>
<tr>
<td><strong>Substation Generation Readiness</strong></td>
<td>95% ready</td>
<td>200</td>
<td>95% ready</td>
</tr>
<tr>
<td>Readying substations for backup power and positioning temporary generation to keep customers energized</td>
<td>62 total locations by 9/1/20</td>
<td>62 sites by 9/1/20</td>
<td></td>
</tr>
<tr>
<td><strong>System Hardening</strong></td>
<td>63% complete</td>
<td>234</td>
<td>63% complete</td>
</tr>
<tr>
<td>Installing stronger poles, covered lines and/or targeted undergrounding</td>
<td>241 total line miles by 12/31/20</td>
<td>241 miles by 12/31/20</td>
<td></td>
</tr>
<tr>
<td><strong>Enhanced Vegetation Management</strong></td>
<td>85% complete</td>
<td>1,800</td>
<td>85% complete</td>
</tr>
<tr>
<td>Meeting and exceeding state vegetation and safety standards</td>
<td>1,529 total line miles by 12/31/20</td>
<td>1,529 miles by 12/31/20</td>
<td></td>
</tr>
</tbody>
</table>

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.
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**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).

The most likely electric lines to be turned off for safety are those that pass through Tier 2 or Tier 3 areas.

Power lines travel long distances. That means your power can be affected by high winds and severe weather that threaten the system miles away.
Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

**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**
### Public Safety Power Shutoff 2020 Goals

<table>
<thead>
<tr>
<th>SMALLER</th>
<th>SHORTER</th>
<th>SMARTER</th>
</tr>
</thead>
<tbody>
<tr>
<td>33% FEWER IMPACTED CUSTOMERS</td>
<td>50% FASTER RESTORATION TIMES</td>
<td>BETTER COMMUNICATIONS, RESOURCES AND ASSISTANCE BEFORE, DURING AND AFTER A PSPS EVENT</td>
</tr>
</tbody>
</table>

- **SMALLER**: Fewer Customers Impacted
  - 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

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

- **SMARTER**: Support for Customers and Communities
  - 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

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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.

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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](http://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.

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## Details/Resources

<table>
<thead>
<tr>
<th>If Physical Distancing Required</th>
<th>Indoors</th>
<th>Tent</th>
<th>Micro</th>
<th>Mobile</th>
</tr>
</thead>
<tbody>
<tr>
<td>For Physical Distancing Required</td>
<td>Metering inside and physical distancing</td>
<td>N/A; due to size limits of tent, will not use</td>
<td>Grab-and-go bags*; metering and physical distancing</td>
<td>Grab-and-go bags*; metering and physical distancing</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>COVID-19 Health and Safety Measures</th>
<th>Indoors</th>
<th>Tent</th>
<th>Micro</th>
<th>Mobile</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADA-Accessible Restroom and Hand-Washing Station</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Heating and Cooling</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Device Charging</th>
<th>Indoors</th>
<th>Tent</th>
<th>Micro</th>
<th>Mobile</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grab-and-go bags*; metering and physical distancing</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Wi-Fi Service</th>
<th>Indoors</th>
<th>Tent</th>
<th>Micro</th>
<th>Mobile</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td></td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Bottled Water</th>
<th>Indoors</th>
<th>Tent</th>
<th>Micro</th>
<th>Mobile</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
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</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Non-Perishable Snacks</th>
<th>Indoors</th>
<th>Tent</th>
<th>Micro</th>
<th>Mobile</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tables and Chairs</th>
<th>Indoors</th>
<th>Tent</th>
<th>Micro</th>
<th>Mobile</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Bagged Ice</th>
<th>Indoors</th>
<th>Tent</th>
<th>Micro</th>
<th>Mobile</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Blankets (quantities limited)</th>
<th>Indoors</th>
<th>Tent</th>
<th>Micro</th>
<th>Mobile</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Security Personnel</th>
<th>Indoors</th>
<th>Tent</th>
<th>Micro</th>
<th>Mobile</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Wind/Weather-Resistant</th>
<th>Indoors</th>
<th>Tent</th>
<th>Micro</th>
<th>Mobile</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td></td>
</tr>
</tbody>
</table>

* 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**
- 60 kV
- 115 kV
- 230 kV
- Trans Bay Cable

**PG&E Facility**
- Substation

**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/
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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.
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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)
- **Government Facilities Sector** (Schools, Jails, Prisons)
- **Health Care and Public Health Sector** (Health Departments, Medical Facilities)
- **Energy Sector** (Public/Private Utility Facilities)
- **Water and Wastewater Systems Sector** (Water/Wastewater Facilities)
- **Communications Sector** (Communication Infrastructure)
- **Chemical Sector** (Chemical Manufacturing, Maintenance or Distribution Facilities)
- **Transportation Sector** (Major local and national public transportation centers)

**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.

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**Enhanced Customer Support**

**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**

**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.)

**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)

- **2 days** before power is turned off
- **1 day** before power is turned off
- **Just before** power is turned off
- **During** the PSPS event
- **Once** power has been restored

**PG&E ACCOUNT HOLDERS**

We will send customers notifications through automated calls, texts and emails. Updating contact information is encouraged.

**CALL**: 866-743-6589

[go to pge.com/mywildfirealerts]

**ZIP CODE ALERTS**

Non-PG&E account holders can receive event notifications by ZIP Code through automated calls, texts and emails.

**CALL**: 877-9000-PGE

**TEXT**: ENROLL to 97633

[go to pge.com/pspszipcodealerts]

**MEDIA AND SOCIAL MEDIA**

We will keep local news, radio outlets and social media outlets informed and updated.

[go to pge.com/pspsupdates]

**BUSINESSES AND MASTER METER**

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.

[go to pge.com/beprepared]

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

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 smartphone users
- **Simpler language and layouts**
- **Faster upload of information**
- **Fully multilingual-translated content** with ADA accessibility

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Support For Disabled And Aging Populations

**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

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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

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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
### Other Safety-Related Outages

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

<table>
<thead>
<tr>
<th>Why Power is Shut Off?</th>
<th>Rotating Outages</th>
<th>Emergency Repairs</th>
<th>Active Wildfires</th>
<th>Public Safety Power Shutoff</th>
</tr>
</thead>
</table>
| **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:**
  - Strong winds
  - Low humidity
  - Dry vegetation
  - Crew observations |

<table>
<thead>
<tr>
<th>How Will We Inform Customers?</th>
<th>Updates after or during outages</th>
<th>Updates after or during outages</th>
<th>Updates after or during outages</th>
<th>Updates after or during outages</th>
</tr>
</thead>
</table>
| **Where possible, advanced notification / Updates during outages**
  - Phone calls*
  - Emails
  - Texts
  - Social media
  - News releases
  - Local/Tribal gov outreach | **Phone calls**
  - Texts
  - Emails | **Phone calls**
  - Texts
  - Emails | **Phone calls**
  - Emails
  - Texts
  - Social media
  - News releases
  - Local/Tribal government outreach
  - CBO** outreach |

<table>
<thead>
<tr>
<th>Who Makes the Decision?</th>
<th>CAISO, the state’s grid operator</th>
<th>No single party or agency. Damage can impact the system at any time.</th>
<th>CAL FIRE or first responder agencies</th>
<th>PG&amp;E</th>
</tr>
</thead>
</table>

*Via interactive voice recordings (IVRs)

**Community-based organization

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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

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

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

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

Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.
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**](http://pge.com/medicalbaseline)

Mail the completed and signed application form to:

**PG&E**

Attention: Medical Baseline

P.O. Box 8329

Stockton, CA 95208

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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](http://cloud.em.pge.com/PSPS-7day-Signup).

[Weights & Measures webpage And 7-Day PSPS Forecast]

[Image 23x469 to 960x540]
[Image 564x246 to 916x452]
[Image 565x44 to 916x242]
[Image 217x33 to 447x79]
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[31x11]
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Preparedness Resources

**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

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.

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

**BACKUP POWER RESOURCES**

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

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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.

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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.

safetyactioncenter.pge.com