

PG&E Safety Reporting Mobile App Pilot Proceeding Fact Sheet

Version rev. Jan. 2, 2024 <https://www.pge.com/en/outages-and-safety/outage-preparedness-and-support/general-outage-resources/report-it-mobile-app.html>

Authority: *D.20-10-003, D.20-12-001, D.21-01-021, I.19-06-015*

Proceeding No.: *A.19-07-019*

Effective Date: *October 8, 2020*

Sector: *Electric Utilities*

Assets Addressed: *Primarily poles, wires, and associated pole hardware within PG&E Service Territory, with emphasis on Wildfire Threat Districts 2 and 3*

Lead Commission Division: [Safety Policy Division](#), [Risk Assessment](#) section

Assigned Commissioner's Office: *Karen Douglas*

Purpose: *Wildfire Prevention, Electric Utility Safety, Grid Resilience and Reliability*

How to Get Started

PG&E's mobile app, *now available to all* customers within PG&E's service territory in the Android and Apple app stores, allows users to submit a report of a potential electric safety hazard or view photos and safety reports submitted by others.

PG&E customers residing outside of California [Wildfire Threat Districts 2 and 3](#) ([High and Very High](#) risk), at this time must undertake an additional step of submitting a request to PG&E to receive an invitation before a new user may submit a report identifying a potential safety hazard involving electric infrastructure. The access request step can be facilitated via the Mobile App once downloaded and opened on a smartphone or tablet device.

Anyone with a smart phone, tablet, or computer can fully observe and monitor existing safety reports submitted via PG&E's mobile app without the need to download the mobile app by clicking [HERE](#).

Status of Regulatory Effort Overseeing the Mobile App Pilot

PG&E, as directed by the Commission, sponsored an independent consultant evaluation of its mobile app pilot. The consultant's findings and recommendations were filed within a [Evaluation Final Report](#) in November 2023. It's expected that the Commission will, in tandem with a public-engagement and -input process, consider the merits of the consultant's recommendations to make a formal decision regarding any appropriate

changes to be made to PG&E's mobile app. Such a decision is anticipated to be announced in spring 2024.

Background on Regulatory Process Supporting the Mobile App Pilot

PG&E formally launched its pilot program by making its mobile app publicly available August 6, 2021, in accordance with Commission requirements.

PG&E's limited pilot concept to undertake the mobile app safety reporting program was approved with modifications by the Commission on October 8, 2020 in Decision [D.20-10-003](#).

The regulatory rulemaking process, staffed by SPD's Risk Assessment section, was initiated on June 27, 2019 within Order Instituting Investigation [I.19-06-015](#), which implicated electric utility responsibility in the 2017 Northern California Wildfires, and directed PG&E to "develop an open source, publicly available mobile app" to enable the public to capture and transmit GPS-geocoded photos of potentially hazardous electrical hardware to the utility.

PG&E responded with its [Application](#) filed on July 29, 2019 seeking Commission approval within a Decision and proposing a limited-term pilot program to commence in 2020.

The CPUC acknowledged PG&E's application on November 14, 2019 with an Assigned Commissioner [Ruling and Scoping Memo](#) that set forth a proceeding schedule to include public workshops.

Additional details on the Commission's efforts are available at the CPUC's [Mobile App Oversight Homepage](#) documenting the regulatory rulemaking to establish requirements for PG&E efforts to make the technology available to electric customers in Northern California.