PG&E Safety Reporting Mobile App Pilot Proceeding Fact Sheet

Version rev. Dec. 18, 2024

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 High Fire-Threat District Tiers 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 can begin to make safety reports of problematic electric infrastructure observed in the field via the Mobile App once downloaded and opened on a smartphone or tablet device. PG&E's Mobile App *Report It* homepage includes guidance and pointers on how to submit your report and how to make an informed distinction between energized overhead wires and telecommunications lines that support cable and phone service.

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

The Commission anticipates bringing this rulemaking to a conclusion on or before March 6, 2025. In so doing, the Commission will make a decision on the Mobile App Pilot and its continuation in existing or modified form.

The Commission's determination will be informed by the public record for this proceeding including requests and arguments put forward by PG&E, such as within the utility's straw proposal, comments, and supporting documentation, and the findings and recommendations of Safety Policy Division that encompass a Commission staff proposal.

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 an Evaluation Final Report in November 2023. The consultant and resulting report are a third source of data and expertise informing the public record for this rulemaking.

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, with a targeted emphasis on PG&E service territory having elevated wildfire risk, California High Fire-Threat District Tiers 2 and 3 (High and Very High risk).

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 Safety Policy Division, 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 Commission 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.