

Report a Safety Issue

PROTOTYPE



Together, Building
a Better California

EMAIL INVITATION

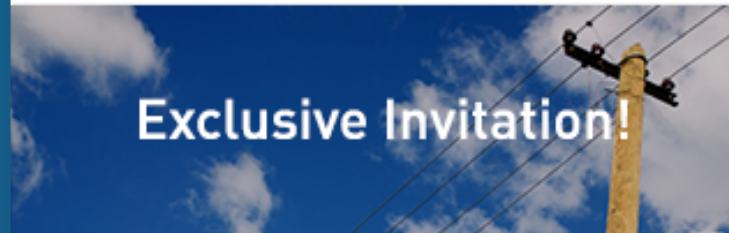


From: PGE

12/2/2019

To: Valued PGE Customer

Join our Report a Safety Issue Pilot Program!



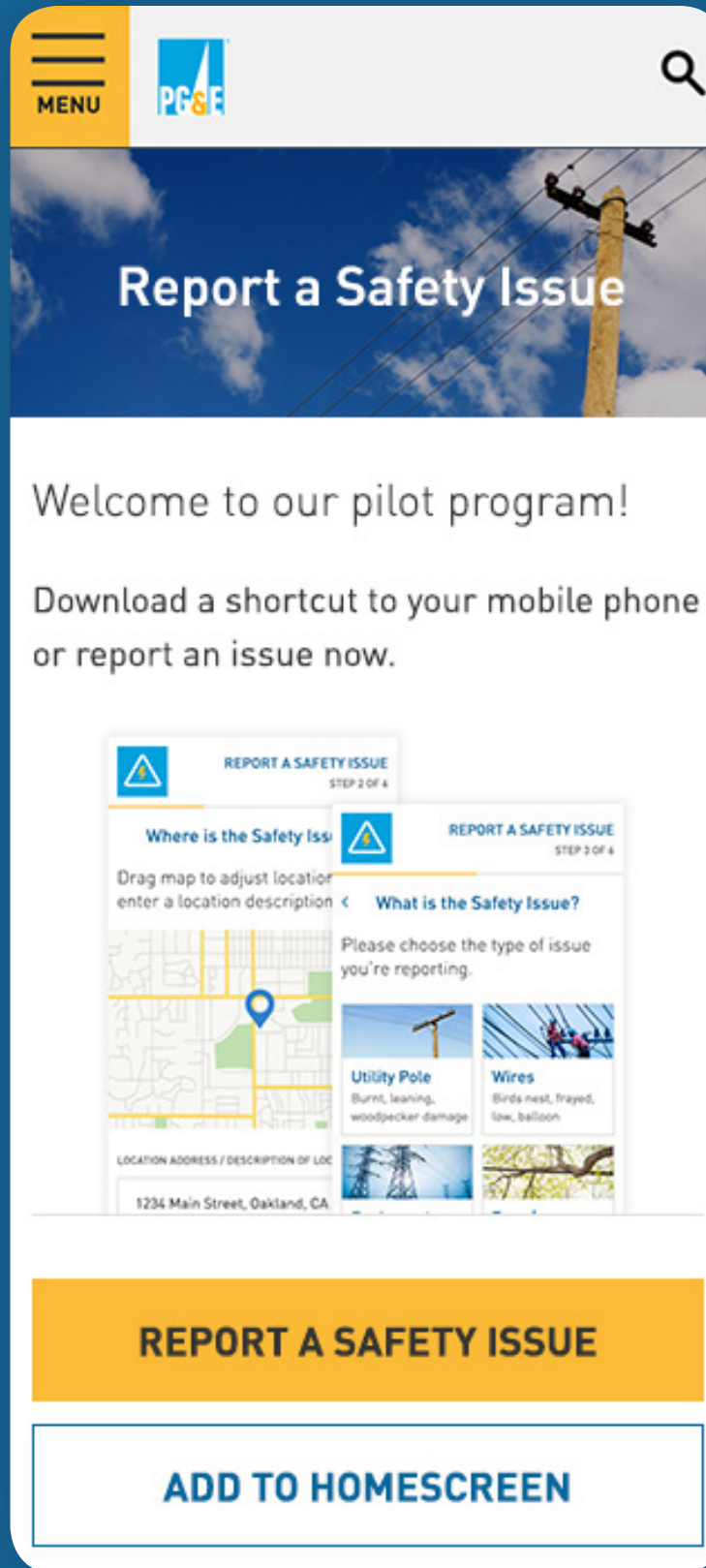
You are invited to join our new Report a Safety Issue program. Customer safety is our priority — if you see something, tell us!

Visit our [website](#) to begin reporting any issues.

Thank you for your input, and we appreciate your customer loyalty.

JOIN OUR PILOT PROGRAM

LANDING PAGE



The landing page features a white header with a yellow 'MENU' button on the left, the PG&E logo in the center, and a search icon on the right. Below the header is a hero image of a utility pole against a blue sky with the text 'Report a Safety Issue'. The main content area is white and contains a welcome message, instructions to download a shortcut, and a preview of the app's reporting interface. At the bottom, there are two prominent buttons: a yellow 'REPORT A SAFETY ISSUE' button and a white 'ADD TO HOMESCREEN' button with a blue border.

REPORT A SAFETY ISSUE

PG&E

Report a Safety Issue

Welcome to our pilot program!

Download a shortcut to your mobile phone or report an issue now.

REPORT A SAFETY ISSUE
STEP 2 OF 4

Where is the Safety Issue?
Drag map to adjust location
enter a location description

REPORT A SAFETY ISSUE
STEP 3 OF 4

What is the Safety Issue?
Please choose the type of issue you're reporting.

Utility Pole
Burnt, leaning, woodpecker damage

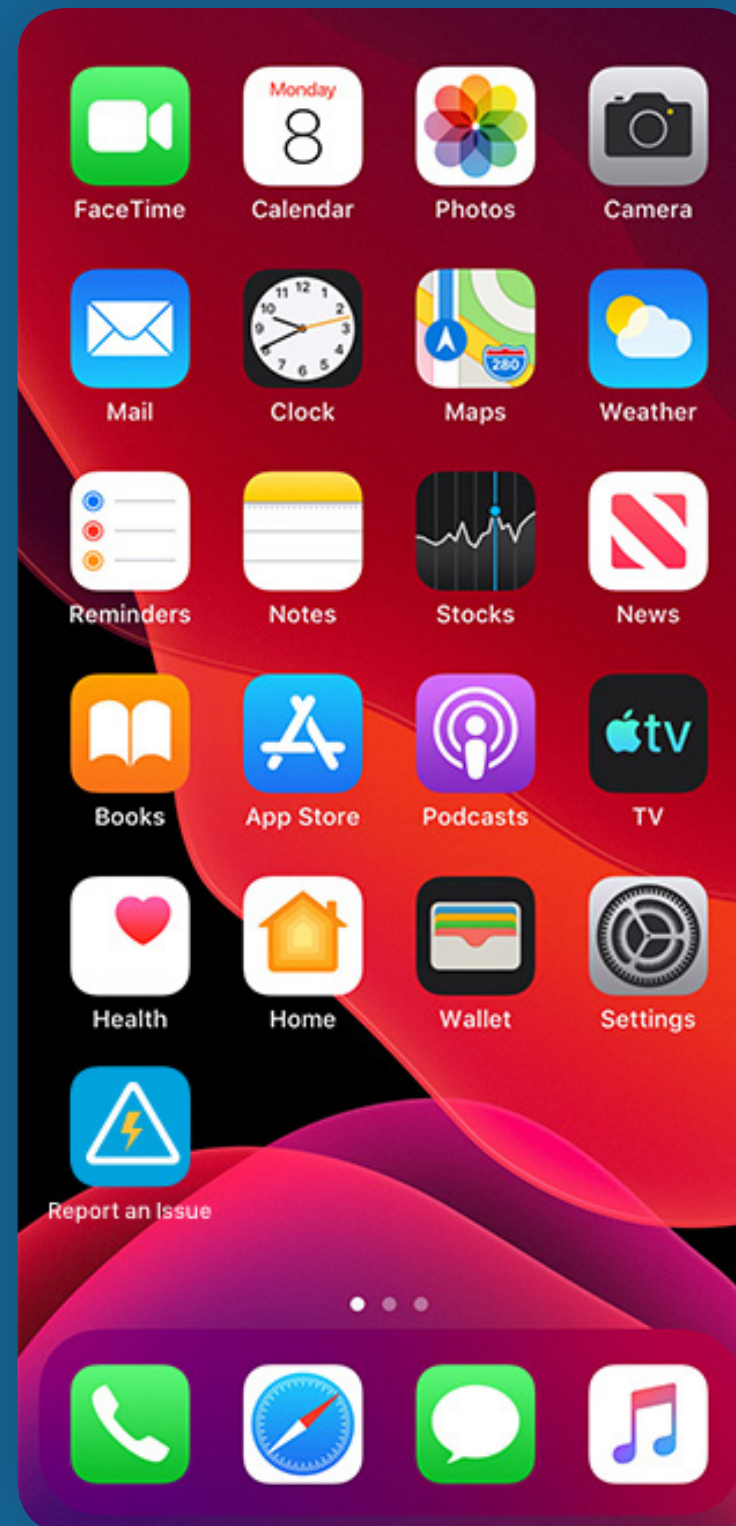
Wires
Birds nest, frayed, low, balloon

LOCATION ADDRESS / DESCRIPTION OF LOC
1234 Main Street, Oakland, CA


REPORT A SAFETY ISSUE

ADD TO HOMESCREEN

HOMESCREEN



CUSTOMER INFORMATION - EMERGENCY



REPORT A SAFETY ISSUE
STEP 1 OF 6

Tell Us About Yourself

CLOSE X

Emergency Assistance

Is the line sparking? Is there a line down?

If yes, **leave the area immediately** and call **911** first. Then, call the **PG&E report line** at [1-800-PGE-5000](tel:1-800-PGE-5000).

THIS ISN'T AN EMERGENCY

(123) 456 - 7890

NEXT

CUSTOMER INFORMATION



REPORT A SAFETY ISSUE

STEP 1 OF 6

Tell Us About Yourself

This helps verify your invitation to the pilot program.

NAME

EMAIL

PHONE

NEXT

WHERE IS THE SAFETY ISSUE?

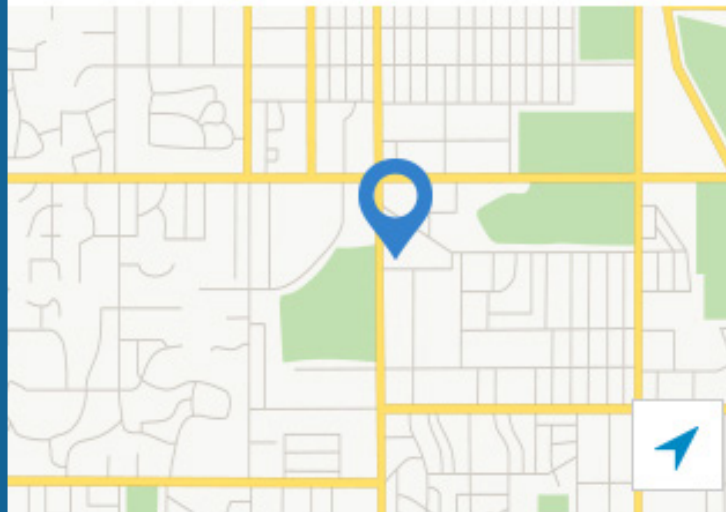


REPORT A SAFETY ISSUE

STEP 2 OF 6

Where is the Safety Issue?

Drag map to adjust location or enter a location description.



LOCATION ADDRESS / DESCRIPTION OF LOCATION

1234 Main Street, Oakland, CA 67890


For example:

"1234 Main Street, Oakland, CA 67890"

"Equipment on the corner of Capital Boulevard and Main Street"

NEXT

GEOLOCATION PERMISSION

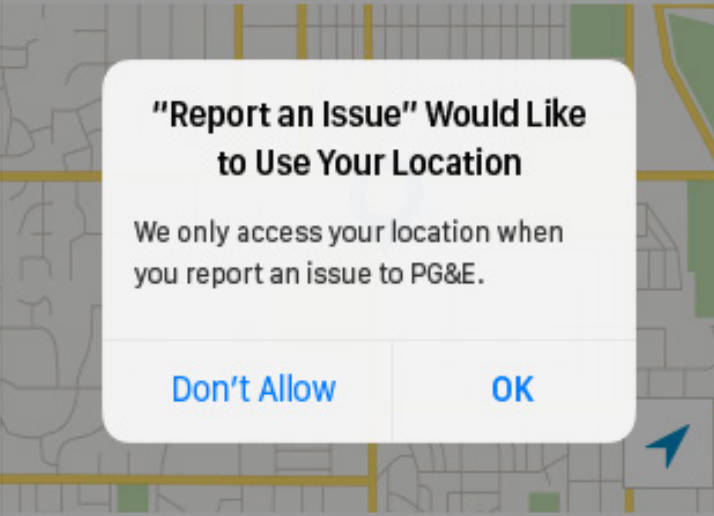


REPORT A SAFETY ISSUE

STEP 2 OF 6

Where is the Safety Issue?

Drag map to adjust location or enter a location description.



"Report an Issue" Would Like to Use Your Location

We only access your location when you report an issue to PG&E.

[Don't Allow](#) [OK](#)

LOCATION ADDRESS / DESCRIPTION OF LOCATION

1234 Main Street, Oakland, CA 67890

For example:

"1234 Main Street, Oakland, CA 67890"

"Equipment on the corner of Capital Boulevard and Main Street"

NEXT

WHAT IS THE SAFETY ISSUE?



REPORT A SAFETY ISSUE

STEP 3 OF 6

< What is the Safety Issue?

Please choose the type of issue you're reporting.



Utility Pole

Burnt, leaning, woodpecker damage



Wires

Birds nest, frayed, low, balloon



Equipment

Leaking, sparking, making loud noise



Trees/Branches on Wires

Tree trimming

User Journey 1

UTILITY POLE

PROVIDE MORE DETAIL



REPORT A SAFETY ISSUE

STEP 4 OF 6



Provide More Detail

Select **all** that apply to the utility pole safety issue.



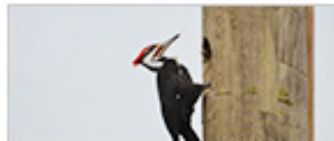
Leaning

Excessive leaning,
service wire tension



Burnt

Scorched,
discoloration




Damaged

Woodpecker holes,
cracking

NEXT


PROVIDE MORE DETAIL




REPORT A SAFETY ISSUE
STEP 4 OF 6

[←](#) **Provide More Detail**



Select **all** that apply to the utility pole safety issue.



Leaning
Excessive leaning,
service wire tension



Burnt
Scorched,
discoloration



Damaged
Woodpecker holes,
cracking

NEXT

PROVIDE MORE DETAIL



REPORT A SAFETY ISSUE

STEP 4 OF 6



Provide More Detail

Select **all** that apply to the utility pole safety issue.



Vertical Cracks

Splitting, lightning damage



Horizontal Cracks

Buckling



Holes

Hollow spots, woodpecker holes




Other

Decay, rotting, soft or loose soil

NEXT





PROVIDE MORE DETAIL



REPORT A SAFETY ISSUE
STEP 4 OF 6


< **Provide More Detail**

Select **all** that apply to the utility pole safety issue.

 <p>Vertical Cracks Splitting, lightning damage</p>	 <p>Horizontal Cracks Buckling</p>
 <p>Holes Hollow spots, woodpecker holes</p>	 <p>Other Decay, rotting, soft or loose soil</p>

NEXT

SUBMIT A PHOTO OR VIDEO









REPORT A SAFETY ISSUE
STEP 5 OF 6

[< Submit a Photo or Video](#)

Take a photo/video of the safety issue or upload a photo/video from your image library.

[TIPS ON TAKING PHOTOS/VIDEOS >](#)

NEXT

SKIP THIS STEP

SUBMIT A PHOTO OR VIDEO



REPORT A SAFETY ISSUE

STEP 5 OF 6

< Tips on Taking Photos/Videos

Please do not endanger yourself to take a photo or video. Your safety is important to us!



SUBMIT A PHOTO OR VIDEO

CLOSE X

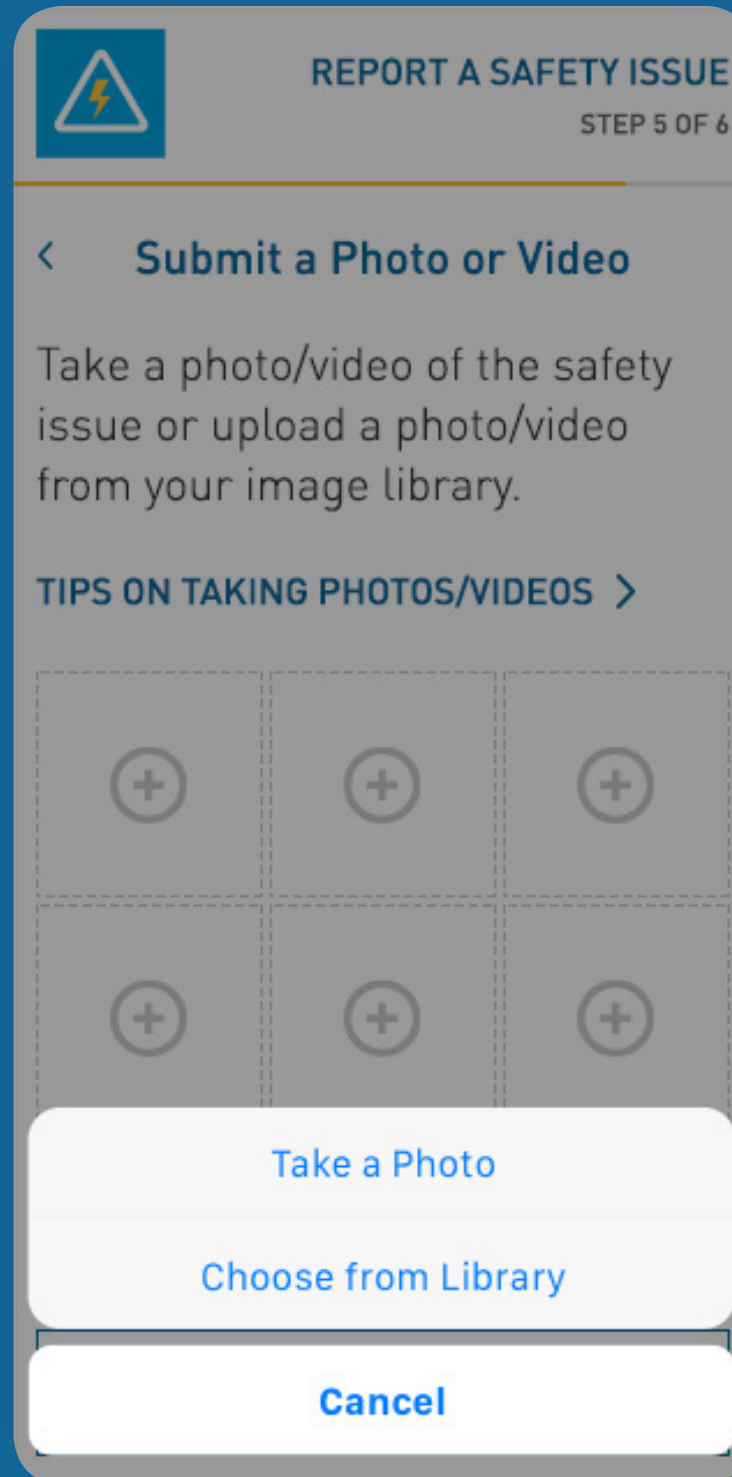
Damaged Utility Pole Examples

- Show where crack begins and ends
- If possible, show depth of crack




< PREVIOUS 2 / 3 NEXT >

SUBMIT A PHOTO OR VIDEO



SUBMIT A PHOTO OR VIDEO









REPORT A SAFETY ISSUE
STEP 5 OF 6

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Take a photo/video of the safety issue or upload a photo/video from your image library.

[TIPS ON TAKING PHOTOS/VIDEOS >](#)


NEXT

SKIP THIS STEP

User Journey 2

OTHER





PROVIDE MORE DETAIL



REPORT A SAFETY ISSUE
STEP 4 OF 6


< **Provide More Detail**

Select **all** that apply to the utility pole safety issue.

 <p>Vertical Cracks Splitting, lightning damage</p>	 <p>Horizontal Cracks Buckling</p>
 <p>Holes Hollow spots, woodpecker holes</p>	<input checked="" type="checkbox"/>  <p>Other Decay, rotting, soft or loose soil</p>

NEXT

PROVIDE MORE DETAIL



REPORT A SAFETY ISSUE
STEP 4 OF 6


< **Provide More Detail**

Please describe the issue
(e.g. pole contains mold, pole
shows signs of insect infestation).

Enter description here

NEXT

SUBMIT A PHOTO OR VIDEO









REPORT A SAFETY ISSUE
STEP 5 OF 6

[<](#) **Submit a Photo or Video**

Take a photo/video of the safety issue or upload a photo/video from your image library.

TIPS ON TAKING PHOTOS/VIDEOS >

NEXT

SKIP THIS STEP

SUBMIT A PHOTO OR VIDEO



REPORT A SAFETY ISSUE

STEP 5 OF 6

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CLOSE X

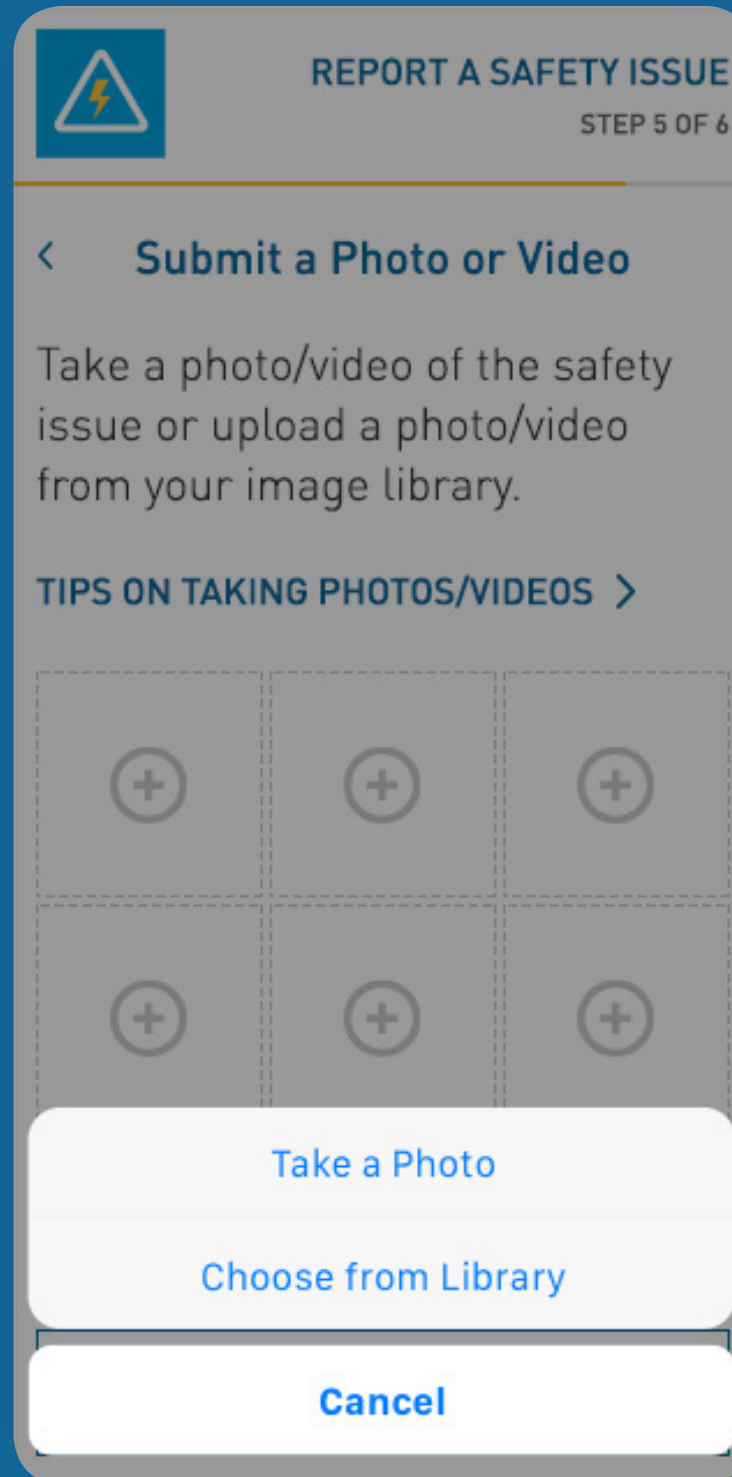
Damaged Utility Pole Examples

- Show where crack begins and ends
- If possible, show depth of crack




< PREVIOUS 2 / 3 NEXT >

SUBMIT A PHOTO OR VIDEO



SUBMIT A PHOTO OR VIDEO









REPORT A SAFETY ISSUE
STEP 5 OF 6

[< Submit a Photo or Video](#)

Take a photo/video of the safety issue or upload a photo/video from your image library.

[TIPS ON TAKING PHOTOS/VIDEOS >](#)

NEXT

SKIP THIS STEP

Summary and Confirmation

SUMMARY WITH PHOTO - UTILITY POLE



REPORT A SAFETY ISSUE

STEP 6 OF 6



Summary

LOCATION

1234 Main Street,
Oakland, CA 67890

EDIT >

REPORTED ISSUE

Utility Pole; Damaged -
Vertical Cracks

EDIT >


PHOTO SUBMITTED

Yes

EDIT >

SUBMIT

SUMMARY WITH PHOTO - OTHER



REPORT A SAFETY ISSUE
STEP 6 OF 6

< **Summary**


LOCATION
1234 Main Street, [EDIT >](#)
Oakland, CA 67890

REPORTED ISSUE
Utility Pole; Other - Pole [EDIT >](#)
shows signs of decay at the
base

PHOTO SUBMITTED
Yes [EDIT >](#)

SUBMIT

SUMMARY WITH NO PHOTO - UTILITY POLE



REPORT A SAFETY ISSUE
STEP 6 OF 6

< **Summary**


LOCATION
1234 Main Street, [EDIT >](#)
Oakland, CA 67890

REPORTED ISSUE
Utility Pole; Damaged - [EDIT >](#)
Vertical Cracks

PHOTO SUBMITTED
No [EDIT >](#)

SUBMIT

SUMMARY WITH NO PHOTO - OTHER



REPORT A SAFETY ISSUE
STEP 6 OF 6

< **Summary**

LOCATION
1234 Main Street, EDIT >
Oakland, CA 67890

REPORTED ISSUE
Utility Pole; Other - Pole EDIT >
shows signs of decay at the
base

PHOTO SUBMITTED
No EDIT >

SUBMIT

CONFIRMATION



REPORT A SAFETY ISSUE

CONFIRMATION

Submission Complete

CASE NUMBER: ABC12345DEF6789

Thanks for your submission. We have emailed a copy of the form to emailname@email.com.

Our team of experts will review your submission and will respond within 7-10 business days.

Issues identified as urgent safety issues may be addressed before you receive a response.

[REPORT ANOTHER SAFETY ISSUE >](#)

Please Rate Your Experience

How easy was it to report this safety issue?



Does this app make you feel that PG&E is trying to improve?

Yes No

[SUBMIT FEEDBACK](#)

[GO TO PGE.COM](#)